

ST PETER'S HOSPICE

England & Wales · Charity number 269177

Details

Other names	ST PETER'S HOSPICE LIMITED
Status	Registered
Legal form	Charitable company
Company number	01191227
Registered	1975-04-07
Register	View on the Charity Commission register

Contact

Address	St. Peters Hospice Charlton Road Brentry Bristol BS10 6NL
Phone	01179159400
Email	mail@stpetershospice.org
Website	www.stpetershospice.org

Activities

Objects: TO PROMOTE THE RELIEF OF SICKNESS IN SUCH WAYS AS THE CHARITY SHALL FROM TIME TO TIME THINK FIT AND, IN PARTICULAR (BUT WITHOUT PREJUDICE TO THE GENERALITY OF THIS OBJECT), TO PROVIDE SERVICES SO AS TO SUPPORT THE PHYSICAL, PSYCHOLOGICAL, SOCIAL AND SPIRITUAL NEEDS OF THOSE AFFECTED BY LIFE-LIMITING ILLNESSES.

Activities: St Peter's Hospice is Bristol's only adult hospice caring for local people with life-limiting illnesses. Our commitment is to improve the quality of life of patients while extending care and support to their families and loved ones.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- Bristol City
- North Somerset
- South Gloucestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£19,958,000	£21,638,000	£37,381,000	521
2024-03-31	£18,921,000	£19,881,000	£38,828,000	508
2023-03-31	£18,255,000	£17,908,000	£37,483,000	459
2022-03-31	£17,099,000	£15,602,000	£37,826,000	438
2021-03-31	£15,243,000	£14,594,000	£33,497,000	444

Trustees

Name	Role	Appointed
Helen Elizabeth Morgan	Chair	2021-06-22
Alison Louise Godfrey		2022-03-30
Charlotte Cherry		2026-03-31
Chris Budd		2024-09-24
David Ardron		2024-09-24
Dr Alison Jean Wint		2022-03-30
Dr Emma-Kate Reed		2024-06-26
Jonathan Charles Bower		2024-09-24
Maria Crayton		2024-06-26
Richard Kitioni Naivalurua		2021-06-22
Robert Taffinder		2022-12-06
Sarah Talbot-Williams		2024-06-26

Accounts

Registered number: 01191227
Charity number: 269177

ST. PETER'S HOSPICE
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

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ST. PETER'S HOSPICE
(A company limited by guarantee)

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Chair's Report



Welcome to the St Peter's Hospice annual report for the financial year ending 31st March 2025. I am delighted to present this report and reflect on the progress we have made in many areas this year.

This year marks a pivotal moment in our journey, as we launched our bold new five-year strategy 'Reaching Further – Improving End of Life Care for Everyone'. This strategy is not just a roadmap – it is a renewed commitment to equity, compassion and innovation in the face of growing need.

We know that many people who could benefit from our services are not receiving our support, that is why the strategy set out the ambition to double the number of people we support by 2030 and to extend our care from the final weeks to the final year of life. This ambitious plan was shaped by extensive research and heartfelt contributions from our staff, volunteers, patients, families and the wider community. We have also refreshed our brand for the first time in over a decade, modernising how we look and sound, to better reflect who we are and to break down any misconceptions about hospice care.

Despite the challenging economic climate and rising demand, we have continued to increase the number of people we support and continue our work to reduce inequities in care. This year, saw considerable growth in support given through our 24/7 specialist advice line, and in attendees at day services and psychological therapy services. The introduction of condition-specific programmes within day services, including Neurological Living Well, has broadened access to our services and impact for patients. Over the last few years, we have focused on increasing our research and last year the hospice led the national recruitment into the CHELsea II trial. In April 2024, we reopened all 15 of our in-patient beds following closure of some beds during the pandemic. This increase, alongside an expansion of the 'nurse-led beds' model of care, resulted in more inpatient beds being occupied this last year. We have continued to prioritise our work on addressing inequities and am pleased to report the Board approved our first Equity, Diversity and Inclusion strategy, which is focused on reducing inequities in access, experience and outcomes for our patients, families and workforce.

As Chair of Trustees, I am continually inspired by the dedication of our teams and generosity of our supporters, with effective balanced governance provided by our Board of Trustees. We look forward to this new financial year, and the start of delivering our ambitious new strategy.

Helen Morgan
Helen Morgan (Dec 22, 2025 13:08:13 GMT)

Helen Morgan,
Chair of Trustees

Trustees' Annual Report

Who we are and what we do

St Peter's Hospice is the only adult hospice in the Bristol area, providing free adult hospice care to those that need our support. From those with a life-limiting illness, to those that care for and about them, we've been providing tailored and holistic care to those in need in the Bristol, South Gloucestershire and North Somerset area for over 45 years. We provide care without prejudice, regardless of condition, religion, beliefs or age – and always with our service user's best interests at heart. Whether their needs are physical, emotional, spiritual or social, our services help you face the future with courage.

The Charity's purpose is set out in the company's Articles of Association. The Hospice adopted new Articles at its AGM on 30th September 2025. The changes are administrative and seek to make them more accessible, reflect the increased use of online meetings and decisions, and to adopt best practice in the recruitment of future trustees. The Charity is established to promote the relief of sickness and provide services to support the physical, psychological, social and spiritual needs of those affected by life-limiting illnesses.

The Need

Palliative or end-of-life care is the care given to people for whom curative treatment is no longer a viable option. The aim is to enable people to live well and make them as comfortable as possible through a holistic model of care, including managing physical symptoms such as pain together with psychosocial, spiritual and other distressing symptoms or feelings. This could be in the last year or the final weeks and days of life. Palliative care can also be given earlier in a person's illness while they are receiving other treatments, to help manage or slow down their condition. Specialist palliative care is delivered by our multidisciplinary teams, including palliative medicine consultants and nurses, occupational therapists, physiotherapists, psychologists, and social workers.

St Peter's Hospice support those living in Bristol, North Somerset and South Gloucestershire and every year, it is estimated that nearly 8,000 who die every year would benefit from palliative care. The local population is growing and ageing, with a predicted increase in the number of deaths of 16% in the next 10 years. St Peter's Hospice also provides several services to support loved ones, with services specifically for carers and bereavement support. As the number of deaths increases, so will demand for these services.

Our Vision

To transform the experience of death, through understanding, compassion and care.

Our Work

Inpatient Care

St Peter's Hospice provides specialist palliative and end-of-life care to adults across Bristol, North Somerset, and South Gloucestershire. Our Inpatient Unit (IPU) has 15 single ensuite rooms, with 10 Consultant Led Beds for patients with complex needs and 5 Nurse Led Beds for those in the last weeks of life. Admissions are based on clinical need, and the unit is supported by a multidisciplinary team including nurses, doctors, therapists, and volunteers.

In the Community

Our Community Nurse Specialist (CNS) teams are often the first point of contact for patients, receiving referrals from hospitals, GPs, and other professionals. They assess patients, coordinate care, and provide ongoing support to help people remain at home. Many CNSs are independent prescribers and work closely with other healthcare teams. The Hospice at Home team provides hands-on nursing care in the last weeks of life, enabling patients to die at home if that is their wish, while also supporting carers and families.

Advice Line

Our 24-hour telephone Advice Line, led by nurse specialists and supported by the medical team, is available 24 hours a day every day of the year to patients, carers, and professionals seeking guidance.

Therapies and Day Services

Patients and families can access a wide range of Therapies and Day Services, including the Fatigue and Breathlessness course, Living Well programme and social groups.

Patient and Family Support

Our Patient and Family Support Team offers emotional, psychological, and practical support to patients and their loved ones. This includes social work support with care planning and benefits advice, psychological therapy for adults and children, bereavement services, and spiritual care provided by our Multi-Faith Lead and volunteers. Support is tailored to individual needs and delivered in a variety of settings.

Medical Team

Our Senior Medical Team provides 24/7 support across all services, including the IPU and Advice Line. They also offer outpatient consultations and home visits where appropriate and supervise doctors in training.

Clinical Education

The Education Department delivers a wide range of training to internal staff and external healthcare professionals across our region. This includes study days, short courses, and mandatory training, as well as commissioned education for GPs, nurses, and allied health professionals. The team also supports student placements and contributes to regional learning initiatives.

Ensuring our work delivers our aims

The strategies, intentions, plans and activities of the Charity are reviewed continuously through the governance cycle of board meetings, committees, workshops and away days. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

How our activities deliver public benefit

Our charitable activities are focussed on offering free holistic care, support and advice to patients, families and informal carers affected by life-limiting illnesses across Bristol, North Somerset and South Gloucestershire. Our activities are undertaken in pursuit of our charitable purpose for the public benefit. Our work often continues with families, loved ones and carers after the patient has died.

Our impact in 2024/25

- We supported 2,912 people across all our services — 2,353 patients and 559 family members/loved ones referred for support.
- Our Inpatient Unit cared for 264 people, with all 15 beds now open there was a 10% increase in occupied bed days.
- Our Community Nurse Specialist team supported 1,721 patients, +3.7% from last year.
- Medical staff contributed to 1,161 multi-disciplinary meetings and contributed to the care of 818 patients.
- Our Hospice at Home team supported 783 patients, delivering 9,207 visits, an 8% increase on the previous year.
- Day Services expanded, with a 27% increase in referrals and 26% increase in attendances, delivering new programmes such as the Neurological Living Well course.
- Our therapy team delivered 972 occupational therapy and 885 physiotherapy consultations, continuing to support patients to live as well as possible.
- Our 24-hour Advice Line handled 5,553 external calls, with total call volume reaching 9,310, a 35% increase on the previous year.
- Our Social Work team carried out 2,504 consultations, and referrals for carers increased by 28%.
- The Psychological Therapies team received 910 referrals, delivering 3,482 therapy sessions — a 45% increase in sessions and a 28-day reduction in wait times.

Our Strategic Priorities

In 2025, we published our new 5-year strategy and set out the following priorities.

- 1. Community at the heart.** Being led by our communities and working in partnership to increase our reach, to address inequities in access, experience and outcomes and to grow our income.
- 2. Earlier conversations, timely support.** Facilitating earlier conversations about death and dying, alongside more timely support, to improve the quality of life for patients and their loved ones.
- 3. Leading, learning and innovating.** Shouting louder about our ideas and successes and creating a culture of curiosity where our workforce is supported to continuously learn and test new ideas.

Our Values

- **Excellence** - to strive to be the best we can, listen, learn and innovate.
- **Compassion** - to show understanding and care in everything that we do.
- **Respect** - to value everyone and embrace the value of our differences.
- **Passion** - to be proud of our work and the impact we have.
- **Collaboration** - to work as one team - built on shared goals and effective relationships.

Our key achievements

In 2024/25, we have been:

Enhancing our services

- Reopened all 15 inpatient beds in April 2024, increasing the availability of nurse led beds therefore enabling more patients to die in a hospice setting if that was their preference. Nurse Led Beds accounted for 38% of admissions, supporting patients in the final weeks of life.
- Delivered 9,169 visits through the Hospice at Home service, an 8% increase from the previous year. This included a 33% rise in day shifts and a 20% increase in registered nurse visits, enabling more patients to remain, and die, at home.
- Expanded our Psychological Therapies Team with the introduction of Psychological Support Workers, resulting in a 45% increase in sessions and a 28-day reduction in assessment waiting times.
- Continued to grow our Day Services, with a 27% increase in referrals and a 39% rise in attendance. The Neurological Living Well programme was launched and presented at a national conference.
- Introduced two cuddle beds in the Inpatient Unit, enhancing comfort and closeness for patients and their families during end-of-life care.

Addressing inequalities

- Strengthened community engagement with underserved groups, including Bangladeshi, Chinese, and Hong Kongese communities, leading to increased referrals and reduced fear of hospice care.
- Deepened partnerships with heart failure, movement disorder, and learning disability teams, resulting in a 7% increase in cardiovascular referrals and improved support for patients with complex need.
- Maintained strong relationships with dementia and respiratory teams and continued to support young people transitioning from paediatric to adult services.
- Invested in new hearing equipment and enhanced support for people with learning disabilities through collaboration with Sirona and participation in BNSSG-wide initiatives.

Supporting the wider system

- Managed a 35% increase in Advice Line calls, with 54% of calls from patients and carers. The Access Team handled 45% more calls, reflecting growing demand for 24/7 specialist advice.
- Participated in national research, including leading recruitment for the CHELsea II study and contributing to the development of a Hospice Research Toolkit.
- Continued to play a leading role in the BNSSG health system, chairing regional hospice forums and contributing to system-wide work on complex pain, heart failure, movement disorders and respiratory failure.

Our People

Our people continue to display exceptional talent, and their dedication and passion are what makes the hospice truly special. Our workforce has grown over the past year to approximately 500 contracted employees, each contributing to a diverse range of roles. The different roles of our clinical, inpatient, support, retail, and fundraising teams are all essential, yet they all work together with shared purpose, ambitions and values to support our one hospice ethos.

Engaging with our colleagues

The hospice leadership engages with colleagues both in person through informal visits or tours, and through written communication. We have introduced a specific Clinical Connect bulletin for our clinical teams which stems from feedback in our employee survey highlighting the need for better communication across teams, and an Executive Team bulletin to update the whole hospice on strategic progress and priorities.

We run a CEO open session, where questions can be asked of the CEO in person at the event, or anonymously in advance. Answers to all questions posed are then communicated to all employees by email following the event.

Trustees have recommenced their planned and unannounced visits to all areas of the hospice this year and have visited the warehouse in Avonmouth, various shops as well as the Hospice site.

We hold a biannual employee survey through the Work buzz online platform, which provides a way for employees to give anonymous feedback on a number of key areas. The results from these surveys are shared with our Trustee's together with any action plans arising.

Our Employee Experience Group was refreshed this year, with representatives from across the hospice. The group meets regularly to discuss Work buzz organisational feedback and specific team feedback on a range of matters. As well as the main group, members are part of one of three task and finish groups on either Collaboration, Culture or Recognising Success, all with the aim of improving the working environment and experience.

Recruiting and developing our employees

The recruitment market has improved over the past year, and we have been successful in filling all roles, with only a few needing to be advertised more than once. However, there are still several challenges for our sector including the demand of skilled healthcare professionals outpacing supply and the evolving expectations of candidates who now prioritise work-life balance, flexible working arrangements, and organisational culture.

Over the past year, we have reviewed and relaunched our total reward package to aid retention, ensure competitiveness in the market and that we stand out as an employer of choice.

One of our most significant developments has been the successful implementation of a new online onboarding tool. This system is designed to streamline the candidate journey by improving the experience for new starters and reduce administrative burden for managers.

The system enables digital tracking of recruitment progress, automated communications, and a more structured onboarding process, ensuring new colleagues feel welcomed and supported from day one.

We have had a dedicated Retail Trainer role in our People Team on a two-year secondment who has completed a full training needs analysis and project on retail induction over the past year. This has included creating a suite of resources for new joiners including a new starter booklet and made recommendations to improve the retail induction experience.

Our Volunteers

We could not do the work we do without our volunteers, and in 2024/25 we were fortunate to have circa 1,500 fantastic volunteers supporting all areas of our operations. We have 18 different roles including café assistants, retail assistants, hospice neighbours, patient drivers, complementary therapists, gardeners, ward assistants and receptionists to name a few.

Through our investment in professional volunteer management, we continued to attract high quality and committed volunteers of all ages from 13–90 years old. Collectively they have donated 150,000 hours this year and our longest serving volunteers have reached a milestone of 38 years in service.

We employed a part time coordinator to further develop our Hospice Neighbours Project, providing non-clinical, social and practical support to patients in their own homes. As part of our broader Hospice strategy, we aim to grow the reach of this project through our Community Hubs, ensuring even more patients benefit from this vital support.

Achievements 2024/25

This year we have

- Trained a group of volunteers to collect structured feedback from patients on our Inpatient Unit (IPU)
- Supported our wellbeing activities in Day Services including painting and a wonderful collection of patient artwork now welcomes visitors when they enter the Hospice
- Generated 125 new retail volunteers from a dedicated recruitment drive
- Procured and completed first configuration stage of new volunteer management system
- Designed and delivered new retail staff volunteer management training

We are always grateful for the support we receive from our volunteers and the time that they give us which is a key part of our continued success.

Equity, Diversity and Inclusion

At St Peter's we are dedicated to fostering an inclusive and supportive workplace for all employees, volunteers, patients and their families, including those with disabilities. We actively promote equality of opportunity and ensure that appropriate adjustments are made to accommodate individual needs.

This year we formed a CEO and Trustee led Steering Group, bringing strategic direction and leadership to our EDI work. The steering group supports the ED&I working group to drive a hospice wide programme of continuous improvement and embedding equity across all areas of our work, to enhance employee experience, improve patient outcomes and benefit our communities.

The first action of the steering group was to develop an EDI strategy and action plan which was finalised in April. This gives us three key priorities for 2025-26 including:

1. Better Data and Intelligence
2. Inclusive culture, diverse workforce
3. Led by our diverse communities

As part of our continued work to raise awareness within our workforce, we rolled out "Race Ahead" training last year to help colleagues recognise the importance of understanding and addressing systematic racism. The training, run by a local Bristol company, increased delegates knowledge around racism and confidence in having conversations about race & racism.

Our Systems and Processes

We continue to invest in our systems and processes to help improve efficiency, productivity and user experience.

Supporter Database

During the year we implemented a new supporter database, Donorfy. This has replaced a legacy system that has been in place for many years and was no longer fit for purpose. The new database is already boosting productivity and efficiency in our fundraising teams, through automation and integration, and better performance and availability. Longer term it will link in with our retail system and will give us better insights, so that we can build and nurture stronger relationships with our supporters and achieve our ambition to increase fundraising revenue.

InPhase – Hospice wide governance tool

We have implemented InPhase, an online integrated governance, risk and compliance tool. The initial objective was to improve the way we manage incidents across the hospice such as health and safety events, information governance breaches and feedback from patients and their loved ones. The benefits of moving away historic paper-based process has led to valuable time savings for managers, and invaluable feedback and learning to help improve our services and more effectively manage risk. The tool is versatile and we are implementing additional modules that will modernise our approach to risk management and policy administration.

Telephone System

During the year we have implemented a new telephone system. This is a modern cloud-based system that is more resilient and cheaper to operate compared to the old system, as it is fully cloud-based and does not rely on on-site equipment. It also provides “follow me” calling as well as softphone and smartphone app capabilities, meaning that staff can make and receive calls wherever they are working, which will boost productivity and efficiency.

Other projects

During the year we have also been working on other key areas of our operations, particularly Volunteering, Facilities and Finance. These projects will introduce new technology and ways of working that will boost productivity and efficiency; creating firm foundations on which to deliver our strategy.

These improvements are all part of the organisational projects programme funded by designated reserves.

Financial Review

The Hospice incurred a net deficit of £1.4m in the year, down from a surplus of £1.3m in the prior year. Last year's results included a substantial unrealised investment gain of £2.3m, compared to £0.2m this year.

The underlying operating deficit of the Hospice, excluding capital gains on investments, was £1.7m which was £0.7m larger than the deficit in 2023-24 (£1.0m). Of the deficit, £0.7m related to activities covered by designated funding to support enhanced services following Covid, and investments into process improvements and new systems that will generate benefits in the future.

The remaining £1.0m deficit reflected operating expenses being higher than operating income for the year. This deficit was anticipated and is being funded by our free reserves. A key driver of the deficit has been the increase in staff costs caused by inflation and national living and minimum wage increases.

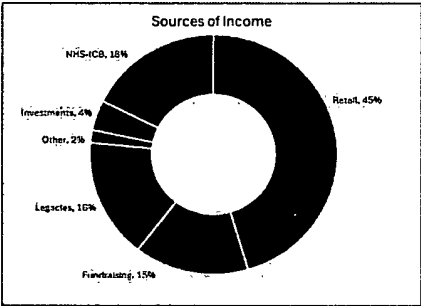
Our financial strategy, supported by our free reserves, is to grow income and improve efficiency/productivity to bring the hospice's financials back into balance.

Income

The Hospice has five main income streams, which provides diversification and therefore resilience in the face of changes in society and the economy. In 2024-25 we received £20m from all sources, £1.0m or 5.5% more than the previous year.

Retail

St Peter's continues to be a nationally recognised leader in charity retailing. During the year we opened two new stores; a large format store in Clifton Triangle, where we sell predominantly furniture and home goods; and in Portishead, our first superstore which sells fashion, furniture and homewares. Both stores are proving to be very successful, well received and supported by their local communities.



In addition, following the success of our Whiteladies flagship store, we have developed a programme of store refreshes to improve customer and donor experience and help us become 'the best on the high street'. This strategy is designed to both protect and grow our contribution to the Hospice.

In addition to our 45 stores, we also provide house clearance and furniture collection services. We also sell more valuable items through online marketplaces using a dedicated team of experts located at our retail warehouse.

Together, the Retail Team achieved sales of £9.1m, in line with the previous year despite challenging economic conditions, increasing competition and also the strategic short term closures of stores for refits. All of this is made possible by the fantastic contribution of our retail volunteers and the continued donations from our local community.

Fundraising and Legacies

Our Fundraising Team generated income of £3.0m in the year in line with their five-year strategy adopted last year and against a backdrop of tough economic conditions. This was £0.6m more than the previous year, an increase of 26%. Our thanks to all our supporters, individuals and corporate sponsors, who made this happen.

Legacy income, income from gifts left to us in wills, is an important part of our fundraising efforts and an area that we are seeking to actively promote. During the year we received income and new notifications totalling £3.2m which was £0.4m less than the previous year. This income represents 16% of our total income and we are incredibly grateful to those individuals who choose to remember the hospice in their wills.

NHS Integrated Care Board

We continue to be supported by the NHS Integrated Care Board for Bristol, North Somerset and South Gloucestershire through our multi-year contract. During the year we received £3.5m, an increase of £0.2m over the previous year and equivalent to 18% of our total income (Prior Year: 18%).

We also received income from the NHS in relation to supporting NHS education schemes.

Investment Income

The hospice has been fortunate in the past to have been given two endowments. These are donations that we are able to invest and benefit from the returns generated from the capital. In addition, we also hold reserves to provide for financial resilience, sustainable and operational stability. A proportion of these funds are also invested.

During the last year we reviewed our investment mandates and underlying fund managers. A key change was to increase the natural income arising from our investments. Consequently the income received from these investments has increased by 68% over the prior year to £0.8m. This increased income was equivalent to 4% of total income (3%).

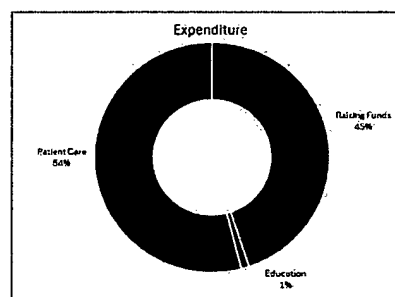
How we spend our money

In 2024/25 our expenditure was £21.6m, up 9% on the previous year following an 11% increase over the year before that. The growth in this financial year was due to:

- Increased staff costs due to the NHS pay award, National Minimum Wage uplift and cost of living pay awards.
- Increased operating costs to support the expansion of our retail network.
- General inflation on leases, supplies and services.

During the year our expenditure, after allocating support costs, was broken down as follows:

- 54% relating to Patient Care - £11.7m (Prior year: £10.6m)
- 45% relating to raising funds - £9.7m (Prior year: £8.9m)
- 1% relating to Education £0.2m – (Prior year: £0.4m)



This growth in expenditure was planned and is in part met through growth in our income but also drawing down on our reserves.

Investment Policy and Performance

The Income Generation Committee and the Finance, Audit and Risk Committee both play a role in investment oversight. In addition to these committees, regular meetings are held consisting of Trustees, senior management and our investment advisers. The Committee sets and oversees the management of the investment policy. The investment policy has an objective to provide to the hospice sufficient liquidity and returns (income and capital gains), with an acceptable level of risk, to enable the Charity to carry out its activities effectively in both the short and long term.

During the year we reviewed our investment policy, to generate additional income for the Hospice. These revised mandates were then put out to the investment market and fund managers were invited to tender. The conclusion of this process was to retain our managers for the endowment funds and to change our manager of our un-restricted funds.

Short-term: The Hospice maintains deposits with its main bank, and with other high street banks when the funds deposited are above our policy limit for a single bank. The key short-term objective being to invest sufficient capital in lower risk, liquid and unrestricted assets, in order to meet operating and capital expenditure cashflow requirements over a 1–2-year time horizon.

Long-term: Our Investment Policy sets out the investment objectives for endowed and unrestricted funds:

- Unrestricted funds: to generate a return of RPI+3% net of all expenses with an income yield of 2.5%.
- Endowed funds: to generate a return of RPI+3% net of all expenses with an income yield of 2.5%

The key risk to our investments is inflation. Our fund managers have been instructed to invest in a way to mitigate this risk over the long term. The Trustees understand that this is likely to mean that the capital value will fluctuate and can generate losses within any financial year. The Charity is able to tolerate such volatility as it has working capital and short-term funds.

With respect to the unrestricted funds, the Charity regularly reviews its liquidity planning and works closely with the fund manager to maintain appropriate assets to drawdown when required.

Our long-term financial portfolios are managed by appointed fund managers on a discretionary basis and are subject to an investment mandate in respect of asset allocation, risk, benchmarking and restrictions.

It is recognised that the financial risks of the Charity as a whole need to be considered and, therefore, the investment policy supports the requirements set out in the reserves policy.

We oversee investment performance through regular meetings with our investment advisers and fund managers, to review their portfolio performance and, where underperformance exist, their plans to recover.

Investment Performance

Income from our investments increased by 68% to £719k (2024: £428k) highlighting the impact of our change in investment mandates to provide a greater level of income. Net capital gains, both realised and unrealised, totalled £233k (2024: £2,304k), approximately 10% of gains achieved in the previous year reflecting volatile investment markets, particularly during January to March 2025.

With the support of our Financial Advisers, we monitor the performance of our investments and investment managers. The table below indicates the performance of Navera, the fund manager of our endowments:

Endowed Investments	Performance - Total Return			
	1 yr	3yr	5yr	Inception
Actual	3.5%	18.7%	75.9%	60.9%
Comparative Benchmark	4.2%	17.9%	62.5%	43.7%
Investment Objective	6.6%	36.4%	63.1%	69.2%

The performance statistics highlight the challenging economic environment, particularly the impact of recent heightened inflation. Over the long-term, the portfolio has performed well and exceeded comparative benchmarks. The short-term underperformance against objective and comparative benchmark is an area of focus for our oversight.

Our non-endowed funds are managed by Cazenove who took over the mandate during the year and consequently meaningful performance statistics are not available.

Reserves

The Hospice seeks to hold financial reserves to enable services to continue and adapt where there is an unforeseen event or economic conditions that create a material shortfall in income compared to expenditure.

During the year the Hospice conducted a detailed review of its Reserve policy to ensure that it balanced the risks facing the Hospice whilst also ensuring that it supported the operational and investment needs of the organisation.

The review was methodical, seeking to understand our strategic and operational risks:

For Strategic risks, those that could be considered existential to the ongoing operations of the hospice, and by their nature, remote in probability, it was considered appropriate to consider these separate to the operational risks that are to be protected by free reserves. We recognise that in extremis the Hospice would have access to free reserves, significant endowment funds (for which powers do exist to access), and also value in fixed assets that could be realised.

For Operational risks, for which the most material risks relate to a potential short fall in income, we reviewed historic experience and considered the variability and volatility in income (i.e. from retail operations, fund raising, legacies, investments and other income). We also considered the historic experience of unexpected and unplanned expenditure. From these datapoints we have been able to propose a level of reserves that would effectively meet the impact of core operational risks crystallising.

This analysis has then been converted into a policy that states that our free reserves should lie between a minimum of 3 months and a maximum of 6 months of operational expenditure. Our long-term financial planning is to target the mid-point of the policy.

The reserves as at the end of the accounting period are:

	2025	2024
	£000	£000
Endowments	15,257	15,160
Restricted Reserves	38	21
Endowment and Restricted Reserves	15,295	15,181
Fixed assets	7,601	7,366
Projects	677	1,090
Capital improvements	457	750
Service enhancements	890	1,442
Total Designated Reserves	9,624	10,648
Revaluation Reserve	687	687
General Funds - 'Free Reserves'	11,774	12,312
Total Reserves	37,381	38,828

The reserves are as follows:

- Endowment Reserves – these funds have specific criteria for the utilisation of their income and capital as designated by the donor.
- Restricted Reserves – this is the value of unspent donations where the donor has indicated a wish for the funds to be spent in support of a particular activity or area of the Hospice.
- Revaluation Reserve – reflects the revaluation of fixed asset investments held at current value. This fund is only realisable on the disposal of underlying assets.
- Fixed Asset Fund – representing the net book value of fixed assets, held at historical cost. Only realisable through the disposal of fixed assets. This reserve includes expenditure funded by the £250k grant awarded by the Government, via Hospice UK, which was used to invest in our systems and processes to improve future income and improve our buildings and equipment to enhance our care of patients.
- Service Enhancement Reserve – this represents funds set aside by the Trustees to support additional patient support activities, in excess of the level funded by income received in the period.
- Projects Programme Reserve – funds set aside to fund investment in our infrastructure and operations to improve efficiency and productivity. During the year we have delivered a number of projects, and we have a continuing programme of activity that is anticipated to last for another couple of years.
- Capital Improvements Reserve – a reserve to fund the refurbishment of our retail shops, and to invest in new stores, to increase our income from retail operations and afford more patient care activity.
- Free reserves – 3 to 6 months of planned operating expenditure (excluding expenditure met by designated reserves).

As at the year end, free reserves were 6.7 months of underlying operating expenditure (excluding expenditure that is supported by Designated Reserves) which is above the upper limit of our policy but in line with our long term expectations for the management of our reserves.

Should a material shock arise for the Hospice, the Trustees could release any uncommitted spend in the Projects programme and the Capital Improvements reserve to extend our time window to adapt our services. As at the end of the year, if these reserves were released it would increase free reserves to 7.4 months of expenditure.

Financial Outlook

As part of the development of our new strategy, we refreshed the 5-year forecast which is used to help us configure our plans to ensure that the hospice has sustainable and resilient finances.

During the last year there have been a number of increases to our underlying cost base, driven largely by changes to increases in National Minimum Wage and NHS pay settlements that ultimately impact our own pay policy. These changes have made our plans harder to deliver.

Our continued efforts to ensure that the hospice is sustainable in the long run are to focus on:

- 1) Increasing income through our retail operations, including opening new stores and refreshing existing shops.
- 2) Continue to deliver on our fundraising and legacy strategies.
- 3) Investigate and invest in new income generation ventures.
- 4) Productivity and efficiency through good use of technology.

By growing our income, and careful management of our costs, we will aim to protect and grow our services to patients and their relatives.

In our plans for the coming year, we are budgeting to grow income but not yet to a level to offset the current cost of services. Consequently, we are planning to run a deficit budget. The Trustees anticipate running a deficit for a number of years whilst we invest in income generation initiatives. This stance is consistent with, and supported by, our reserve policy. Notwithstanding, we will keep this position under continuous review.

Going Concern

The Trustees have assessed the Hospice's ability to continue as a going concern. This assessment involved a review of the charity's financial position, budgets, and forecasts, taking into account potential risks and uncertainties. Based on this assessment, the Trustees have a reasonable expectation that the Hospice has adequate resources to continue in operational existence for the foreseeable future. Therefore, the Trustees continue to adopt the going concern basis in preparing the financial statements.

Future Plans

In the first year of our new strategy, our objectives are:

Community at the Heart

- Expand our reach to patients – pilot new 'light touch' services in community setting, aimed at reaching more people at an earlier stage in their illness.
- Strengthen our clinical education offer – with a focus on understanding and meeting the needs of social care professionals.
- Address inequities – with a continued focus on increasing support to non-cancer groups and increasing community engagement to underserved communities.

Earlier conversations, timely support

- Develop the community engagement programmes with an initial focus on workplaces and schools, working in partnership with others.
- Continue to work with NHS partners to identify opportunities for earlier referral and support, aligned with the priorities in the NHS 10-year plan.

Leading, learning and innovating

- Embrace technology, implementing new digital and IT solutions for clinical, corporate and income generation activities to maximise efficiency and productivity.
- Grow our income, expanding and modernising stores, strengthening support from local communities, and exploring opportunities for new commercial income streams.
- Modernise our workspace and improve environmental sustainability at our main hospice suite in Brenty.

Structure and Governance at St Peter's Hospice

Charity Structure and Subsidiary

St Peter's Hospice is incorporated as a charitable company limited by guarantee but without share capital. It has a wholly owned subsidiary, St Peter's Hospice Enterprises Ltd, which supports the Hospice's retail operations. All profits are donated to St Peter's Hospice, its parent company.

The Hospice is governed by its Memorandum and Articles of Association and a Board of Trustees. Trustees (who are also Directors of the company) are listed on page 18. The Charity also has a number of senior employees entitled Director who are not directors within the meaning of the Companies Act 2006.

"The Charity is established to promote the relief of sickness in such ways as the Charity shall from time to time think fit and, in particular (but without prejudice to the generality of this object), to provide services so as to support the physical, psychological, social and spiritual needs of those affected by life-limiting illnesses." *The Charity's Objects taken from the Articles of Association.*

Public Benefit

The Charities Act 2011 explicitly includes public benefit in the definition of a charitable purpose, which every charity must have. The Act sets out 13 different charitable purposes, of which SPH meets three:

1. The advancement of health
2. The relief of those in need by ill health or disability; and
3. The advancement of education.

In reviewing our aims and objectives, we have referred to the Charity Commission Guidance on Public Benefit. In particular, all of the services provided to patients and their families are free of charge, and education programmes are provided for health and social care professionals in order to promote excellence in end of life care.

Board and Committees

The Board of Trustees is responsible for the governance, legal compliance and leadership of St Peter's Hospice and determines the strategic direction of the organisation, oversees performance, and provides assurance. The Board meets at least four times a year, with additional meetings scheduled if required.

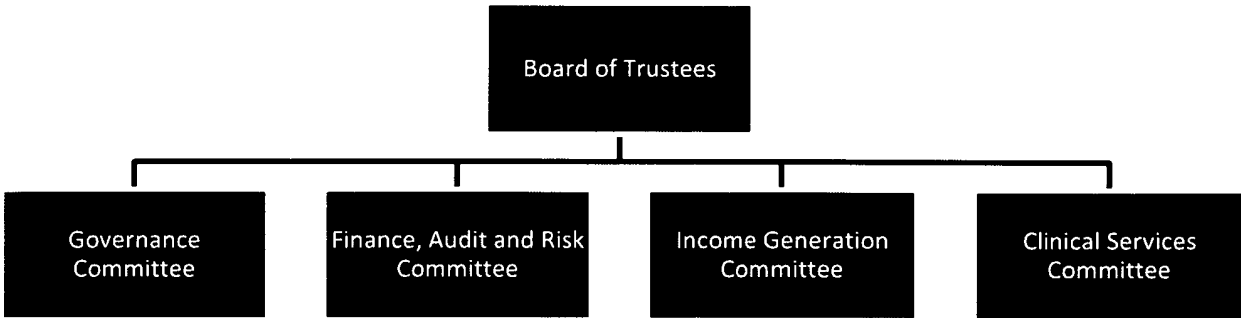
A delegated authority policy allows the Trustees to devolve certain activities and decisions to the board sub-committees, the Chief Executive and the Executive Team. Whilst the board and most committees meet quarterly, the Executive Team meets formally monthly.

In December 2024 the committee structure was reviewed to better align to St Peter's strategy and operations. The Board now works through four committees, each chaired by a Trustee. Each committee has a Terms of Reference that sets out its role, responsibilities and authority.

The Chair meets regularly with the Chief Executive and other members of the Executive Team and attends many of the committee meetings. Review of the overall effectiveness of governance is undertaken by the Governance Committee annually using a trustee self-assessment survey, results of which form a continuous improvement action plan. Trustees also have individual 1:1 evaluation meeting with the Chair annually. St Peter's will undertake an external evaluation of its Board Effectiveness and governance arrangements in 2026/27 in line with best practice.

St Peter's has developed a Governance Framework that draws on the principles and recommended practice within the Charity Governance Code. This sets out in detail the aim of the governance in St Peter's and the derived governance authority from the Memorandum and Articles of Association. The Governance Framework is reviewed by the Board annually.

Committee Structure



Risk Management

The Board is responsible for overseeing risk management. St. Peter’s undertook a comprehensive review of their approach in late 2024 and is detailed in updated risk management policy.

Organisational risks are reviewed at least quarterly by the Executive Team, with further scrutiny at committee and the Board according to risk score, with an assessment of changes in impact and likelihood undertaken on this basis.

Assessment of risks is integral to our project management and these risks are tracked by the project and Executive teams. The Chief Executive has overall responsibility for risk management within St Peter’s Hospice. The corporate risk register details the main risks for the organisation and the controls in place.

The principal risks and uncertainties facing the hospice are considered to be:

- Failure to generate sufficient income to fund planned services.
- Workforce capacity and resilience - ability to recruit and retain staff and volunteers with the right skills.
- Information security and cyber - Loss of key sensitive information and /or essential IT and digital systems.
- Geo-political instability, domestic economic and healthcare policy development.

The Hospice continues to mitigate these risks through active management, in particular the continued growth and investment in our income generation activities, cautious cost management, investing in training and recruitment, and maintaining vigilance over our systems and associated control environments. In addition, we hold appropriate insurances and maintain a reserve policy that provides financial mitigation for the impact of risks.

Fundraising – Charities (Protection and Social Investment) Act 2016

The Hospice is engaged in many activities to raise funds for our charitable purpose. These include events, challenges, sponsored activities, local lottery, raffles, fundraising campaigns (online and through mailings) and grant applications.

We are committed to operating to the highest standards of fundraising ethics and practices and undertake our activities in line with the Code of Fundraising Practice. We continue to be registered with the Fundraising Regulator, the independent body that regulates charitable fundraising in the UK. We are also registered with the Gambling Commission with respect to our lottery and raffles.

We take the management of data seriously and our fundraising activities conform to all relevant Data Protection legislation.

Our complaints procedure is clear on our website and can also be enacted through all other communication channels. During 2024/25 we received 6 complaints relating to our fundraising or communications practices and 4 requests to be removed from mailings via the Fundraising Preference Service.

In communicating our work to supporters, we also recognise that the users of our services can be vulnerable and require protection from harm, abuse and exploitation. The privacy and dignity of our patients is a foremost consideration as is sensitivity to their needs and wellbeing. Our ‘vulnerable people’ policy governs how we approach this matter and our contracts with Professional Fundraising Organisations also include strict processes in relation to this.

St Peter's role in the business community

The Hospice takes its role in the business community seriously and works with numerous local suppliers and businesses, many of whom also seek to support us through fundraising and volunteering. We are also members of local business groups, such as Business West and Bristol Chamber of Commerce.

Within the healthcare environment we work closely with our local Integrated Care Board and other care providers within the local Integrated Care Partnership, both at an operational and strategic level.

Environmental sustainability strategy and reporting

Following the creation of a Sustainability Steering Group during the year we commissioned a local environmental consultancy to help develop a good understanding of our greenhouse gas baseline and used that to develop our ambition, strategy and actions plans to meet 'net zero'. The strategy will be proposed to Trustees during the forthcoming year.

Streamlined Energy and Carbon Reporting

Methodology

Our charity shops, warehouse, hospice site in Brentry and Long Aston office all use electricity for light, heat and power. The kWh usage was provided by our energy supplier. In addition to this, three shops and the main hospice site also use gas central heating. The amount of electrical and gas energy has been calculated using information on the supplier's bills and converted to grams of carbon dioxide equivalent using the UK Government's GHG Conversion Factors for the prior year.

In the year we switched our electricity supply to a fully renewable tariff, so the Scope 2 carbon dioxide emissions reported in the table below are from electricity purchased under the prior year contract up until the date of the transfer.

The other main carbon source is travel by cars and vans. This is split into staff mileage (including the community nursing team who visit patients at home), volunteer mileage (who transport patients to/from the hospice for services using their own cars), patient support vehicles (used to transport patients to the in-patient unit), and goods vans which are used by the retail team to transport goods and service the retail outlets. Given the large number of different vehicles used throughout, composite rates were applied where specific data was impractical.

The UK Government GHG Conversion Factors for Company Reporting 2024 has been used to provide the required conversion rates.

	2025	2024
Energy consumption used to calculate emissions (kWh)	1,831,288	1,803,315
Scope 1 (direct emissions)		
Emissions from consumption of gas (kgCO ₂ e)	79,937	82,743
Emissions from owned vehicles (kgCO ₂ e)	25,198	16,734
	<u>105,134</u>	<u>99,477</u>
Scope 2 (energy indirect)		
Emissions from purchased electricity (kgCO ₂ e)	47,680	198,476
	<u>47,680</u>	<u>198,476</u>
Scope 3 (other indirect)		
Emissions from non-owned vehicles (kgCO ₂ e)	82,495	78,368
	<u>82,495</u>	<u>78,368</u>
Total gross emissions (kgCO ₂ e)	<u>235,310</u>	<u>376,321</u>
Intensity ratio (kgCO ₂ e per employee FTE)	<u>615</u>	<u>725</u>

Remuneration Statement

The Hospice exists to provide care and support for adults with life-limiting illnesses and their families. The provision of these services is dependent on our ability to run an efficient organisation and to generate income through fundraising and retail activities. In order to be successful, we need to be able to attract and retain staff with a wide variety of skills, knowledge and experience, some of which is highly specialised.

We therefore aim to be competitive in the different recruitment markets where we compete for talent, while taking a balanced and responsible approach to the use of the Charity's funds.

In accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and Charity SORP 2015, St Peter's Hospice discloses:

- all payments to trustees (no Trustees receive "pay")
- the number of staff in receipt of more than £60,000 (in bands of £10,000); and
- pensions and other benefits.

In accordance with our Pay Policy, we will benchmark pay again in 2025.

The Hospice has a Governance Committee which meets twice a year and requires the attendance of at least three Trustees to be quorate. One of the responsibilities of this committee is to review and determine the salary and remuneration package of the Chief Executive and senior management of the Hospice.

Trustee Recruitment, Induction and Training

The Hospice has a Governance Committee which meets at least twice per year and requires the attendance of at least three Trustees to be quorate. One of the responsibilities of this committee is to review and determine the salary and remuneration package of the Chief Executive and senior management of the Hospice.

The Governance Committee is responsible for monitoring Board composition and reviews the schedule of trustee appointments as a standing agenda item. It considers forthcoming reappointments and retirements and thus identifies future recruitment needs, specifically addressing skillset requirements making recommendations as appropriate to the Board. A variety of recruitment methods are used. The Board has significantly widened the lived experience of trustees recently, as well as the use of co-opted committee members to broaden the expertise available.

Trustees follow a formal induction programme, undertake appropriate statutory and mandatory training and are recommended to attend external training and further development opportunities. Trustees are invited to Board Development sessions throughout the year.

A list of the trustees, officers and advisers is provided on page 18 and forms part of the Trustees' report.

Statement of Trustees' responsibilities

A list of the trustees, officers and advisers is provided on page 18 and forms part of the Trustees' report.

Companies Act 2006 - Section 172

Section 172 of the Companies Act 2006 requires trustees to act in a way that promotes the success of the charity for the benefit of its beneficiaries, considering various factors.

The Trustees confirm that they have acted in good faith to promote the Charity's success for its beneficiaries. They have considered the long-term impact of their decisions, the interests of employees and volunteers, relationships with suppliers and donors, the community and environment whilst maintaining high standards of conduct. They have also ensured fairness among all members of the Charity.

The Board is responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company and Charity law requires the Board to prepare financial statements for each financial year. Under that law the Board has elected to prepare financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the Charity for that period.

In preparing these financial statements, the Board is required to:

- select the most suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Board has overall responsibility for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity, ensuring that the assets are properly applied in accordance with Charity law, and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statements as to disclosure of information to auditors

The Trustees have taken all the necessary steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

As far as the Trustees are aware, there is no relevant audit information of which the company's auditors are unaware.

Auditors

A resolution to reappoint Crowe UK LLP as auditors to the Company and to authorise the Board to agree their remuneration will be proposed at the Annual General Meeting.

Trustees' report, incorporating a strategic report, was approved by order of the Board of Trustees by:

Helen Morgan
Helen Morgan (Dec 22, 2025 15:08:13 GMT)

Helen Morgan
Chair

Date: _____

St Peter's Hospice
Charlton Road
Brentry
Bristol
BS10 6NL

Legal and administrative information

Vice Presidents

Mrs P Davis
Mr A R G James
Mr K T Pearce

Members of the Board of Trustees

Ms H Morgan, Chair
Ms A Godfrey, Treasurer
Mr M Campbell (retired December 2024)
Mr J Bigwood (resigned 16th December 2025)
Mr R Taffinder, Vice Chair
Mr R Naivalurua
Dr A Wint
Mr D Ardron (appointed 24th September 2024)
Mr C Budd (appointed 24th September 2024)
Mr J Bower (appointed 24th September 2024)
Ms M Crayton (appointed 26th June 2024)
Dr E K Reed (appointed 26th June 2024)
Ms S Talbot-Williams (appointed 26th June 2024)

Company Secretary

Mr D Spicer

Principal Officers

Chief Executive
Mrs Susan Hamilton

Medical Director

Dr A Mullick

Director of Patient Care

Ms C Benson

Director of Finance and IT

Mr D Spicer

Director of People and Support

Ms H Pirouet (resigned 25th July 2025)
Ms A Gillespie (appointed 11th August 2025)

Director of Fundraising and Communications

Ms S Allen-Gunn

Retail Director

Mr J Broomhead

Bankers

National Westminster Bank Plc
32 Corn Street
Bristol
BS1 1HQ

Auditor

Crowe LLP
4th Floor, St James House
St James Square
Cheltenham, GL50 3PR

Legal Advisors

Veale Wasbrough Vizards
Narrow Quay House
Bristol BS1 4QA

Womble Bond Dickinson (UK) LLP
Temple Quay, 3 Temple Back East
Redcliffe, Bristol, BS1 6DZ

Investment managers

Cazenove Capital
10 Victoria Street, Bristol, BS1 6BN

Navera Investment Management Limited

Riverside House, 2a Southwark Bridge Road
London SE1 9HA

Fundraising office

Unit 18 Orchard View, Estune Business Park,
Pear Tree Avenue, Long Ashton, BS41 9FH

Registered office

St Peter's Hospice, Charlton Road, Brentry,
Bristol, BS10 6NL

Registered Charity number 269177

Registered company number 1191227

Web site address

www.stpetersHospice.org

ST. PETER'S HOSPICE
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ST. PETER'S HOSPICE

Opinion

We have audited the financial statements of St. Peter's Hospice (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2025 which comprise the Consolidated statement of financial activities, the Consolidated balance sheet, the Charity balance sheet, the Consolidated statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group's and of the parent charitable company's affairs as at 31 March 2025 and of the Group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) 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 Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that 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 Trustees' 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 Group's or the parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

ST. PETER'S HOSPICE
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ST. PETER'S HOSPICE (CONTINUED)

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditor's report thereon. The Trustees are responsible for the other information contained within the Annual report. 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report including the Strategic Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report and the Strategic Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report including the Strategic Report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

ST. PETER'S HOSPICE
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ST. PETER'S HOSPICE (CONTINUED)

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine 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 Trustees are responsible for assessing the Group's and the parent charitable 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 the Trustees either intend to liquidate the Group or the parent charitable company or to cease operations, or have 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 (UK) 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We obtained an understanding of the legal and regulatory frameworks within which the charitable company and group operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, the Charities Act 2011 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's and the group's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company and the group for fraud. The laws and regulations we considered in this context were the CQC Regulations and General Data Protection Regulations.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be with the completeness and accuracy of income (specifically non-NHS grant income and legacy income) and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, and the Audit Committee about their own identification and assessment of the risks of irregularities, designing audit procedures over income streams noted above, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission and reading minutes of meetings of those charged with governance.

ST. PETER'S HOSPICE
(A company limited by guarantee)

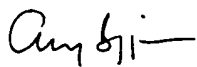
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ST. PETER'S HOSPICE (CONTINUED)

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable 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 charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



Guy Biggin (Senior statutory auditor)

for and on behalf of

Crowe U.K. LLP

Statutory Auditor

Fourth Floor

St James House

St James Square

Cheltenham

GL50 3PR

Date: 23 December 2025

ST. PETER'S HOSPICE
(A company limited by guarantee)

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND
EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Unrestricted funds 2025 £000	Restricted funds 2025 £000	Endowment funds 2025 £000	Total funds 2025 £000	Total funds 2024 £000
Income and endowments from:						
Donations and legacies	4	4,574	328	-	4,902	4,814
Charitable activities	5	3,620	251	-	3,871	3,430
Investments	6	808	-	-	808	480
Other trading income	7	10,377	-	-	10,377	10,197
Total income and endowments		19,379	579	-	19,958	18,921
Expenditure on:						
Raising funds:	8					
Donation and legacies		465	-	-	465	662
Trading and other activities		9,129	-	116	9,245	8,278
Charitable activities	9	11,681	247	-	11,928	10,941
Total expenditure		21,275	247	116	21,638	19,881
Net (expenditure)/income before net gains on investments		(1,896)	332	(116)	(1,680)	(960)
Net gains on investments		20	-	213	233	2,304
Net (expenditure)/income		(1,876)	332	97	(1,447)	1,344
Transfers between funds	24	315	(315)	-	-	-
Net movement in funds		(1,561)	17	97	(1,447)	1,344
Reconciliation of funds:						
Total funds brought forward		23,647	21	15,160	38,828	37,484
Net movement in funds		(1,561)	17	97	(1,447)	1,344
Total funds carried forward		22,086	38	15,257	37,381	38,828

ST. PETER'S HOSPICE
(A company limited by guarantee)
REGISTERED NUMBER: 01191227

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2025

	Note	2025 £000	2024 £000
Fixed assets			
Intangible assets	16	284	-
Tangible assets	17	7,317	7,366
Investments	18	23,664	22,469
Investment property	19	850	850
		<u>32,115</u>	<u>30,685</u>
Current assets			
Stocks	20	63	53
Debtors	21	4,737	5,252
Investments		6	1,080
Short term Investments		-	1,107
Cash at bank and in hand		2,423	3,174
		<u>7,229</u>	<u>10,666</u>
Creditors: amounts falling due within one year	22	(1,617)	(2,221)
Net current assets		<u>5,612</u>	<u>8,445</u>
Total assets less current liabilities		<u>37,727</u>	<u>39,130</u>
Provisions for liabilities	23	(346)	(302)
Total net assets		<u><u>37,381</u></u>	<u><u>38,828</u></u>

ST. PETER'S HOSPICE
(A company limited by guarantee)
REGISTERED NUMBER: 01191227

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2025

	Note	2025 £000	2024 £000
Charity funds			
Endowment funds	24	15,257	15,160
Restricted funds	24	38	21
Unrestricted funds			
Designated funds	24	9,625	10,648
General funds	24	11,774	12,312
Revaluation reserve	24	687	687
Total unrestricted funds	24	22,086	23,647
Total funds		37,381	38,828

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

Helen Morgan
Helen Morgan (Dec 22, 2025 15:08:13 GMT)

Helen Morgan
Chair of Board of Trustees

Alison Godfrey
Alison Godfrey (Dec 22, 2025 18:29:46 GMT)

Alison Godfrey
Chair of Finance, Audit and Risk Committee & Treasurer

Date:

The notes on pages 30 to 60 form part of these financial statements.

ST. PETER'S HOSPICE
(A company limited by guarantee)
REGISTERED NUMBER: 01191227

CHARITY BALANCE SHEET
AS AT 31 MARCH 2025

	Note	2025 £000	2024 £000
Fixed assets			
Intangible assets	16	284	-
Tangible assets	17	7,356	7,405
Investments	18	23,664	22,469
Investment property	19	850	850
		<u>32,154</u>	<u>30,724</u>
Current assets			
Debtors	21	4,868	5,231
Investments		6	1,080
Short term investments		-	1,107
Cash at bank and in hand		2,154	2,901
		<u>7,028</u>	<u>10,319</u>
Creditors: amounts falling due within one year	22	(1,597)	(2,265)
Net current assets		<u>5,431</u>	<u>8,054</u>
Total assets less current liabilities		<u>37,585</u>	<u>38,778</u>
Provisions for liabilities	23	(346)	(302)
Total net assets		<u><u>37,239</u></u>	<u><u>38,476</u></u>

ST. PETER'S HOSPICE
(A company limited by guarantee)
REGISTERED NUMBER: 01191227

CHARITY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2025

	Note	2025 £000	2024 £000
Charity funds			
Endowment funds	24	15,257	15,160
Restricted funds	24	38	21
Unrestricted funds			
Designated funds	24	9,806	10,687
General funds	24	11,451	11,921
Revaluation reserve	24	687	687
Total unrestricted funds	24	21,944	23,295
Total funds		37,239	38,476

The Charity's net movement in funds for the year was £(1,237k) (2024 - £1,151k).

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

Helen Morgan
Helen Morgan (Dec 22, 2025 15:08:13 GMT)

Helen Morgan
Chair of Board of Trustees

Alison Godfrey
Alison Godfrey (Dec 22, 2025 18:29:46 GMT)

Alison Godfrey
Chair of Finance, Audit and Risk Committee & Treasurer

Date:

The notes on pages 30 to 60 form part of these financial statements.

ST. PETER'S HOSPICE
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 £000	2024 £000
Cash flows from operating activities			
Net cash used in operating activities	27	(1,993)	(1,879)
Cash flows from investing activities			
Dividends, interests and rents from investments		808	480
Purchase of intangible assets		(224)	-
Purchase of tangible fixed assets		(558)	(545)
Proceeds from sale of investments		4,550	5,649
Purchase of investments		(5,515)	(4,900)
Net cash (used in)/provided by investing activities		(939)	684
Change in cash and cash equivalents in the year		(2,932)	(1,195)
Cash and cash equivalents at the beginning of the year		5,361	6,556
Cash and cash equivalents at the end of the year	28	2,429	5,361

The notes on pages 30 to 60 form part of these financial statements

ST. PETER'S HOSPICE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1. General information

St. Peter's Hospice is a charitable company limited by guarantee and is incorporated in England & Wales, registered company number 01191227. The members of the charitable company are the Trustees who are also ordinary members named on page 18. The liability of members in the event of a winding up is limited by guarantee to an amount not exceeding £1 per member.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

St. Peter's Hospice meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The Consolidated statement of financial activities (SOFA) and Consolidated balance sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of financial activities in these financial statements.

The financial statements are prepared in sterling which is the functional currency of the Charity and rounded to the nearest £'000. Comparative information relates to the year ended 31 March 2024.

2.2 Going concern

The Trustees have assessed the Hospice's ability to continue as a going concern. This assessment involved a review of the charity's financial position, budgets, and forecasts, taking into account potential risks and uncertainties.

Based on this assessment, the Trustees have a reasonable expectation that the Hospice has adequate resources to continue in operational existence for the foreseeable future. Therefore, the Trustees continue to adopt the going concern basis in preparing the financial statements.

ST. PETER'S HOSPICE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Where income has related expenditure (as with fundraising or contract income) the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a grant is subject to fulfilling performance conditions before the Charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Income from NHS contracts, government and other grants, whether 'capital' grants or 'revenue' grants, are recognised when the Charity 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.

Legacies are valued in the accounts when it has been assessed that receipt of the gift is probable.

This assessment includes:

- Confirmation and evidence that probate has been granted; and
- A copy of the legator's will has been received to confirm the Charities' entitlement; and
- The executors have informed the Charity that sufficient assets exist to meet the liabilities of the estate and to pay the legacy.

Where legacies have been notified to the Charity, or the Charity 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.

Grant income received relating to the following year is deferred until the criteria for income recognition are met.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the Charity which is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification received of the dividend due.

Lottery income is accounted for in respect of those draws that have taken place in the year.

ST. PETER'S HOSPICE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.4 Donated goods and services

It has been judged that the benefit to the user of the accounts from determining and reporting the value of the donated goods prior to sale is less than the costs involved in obtaining that valuation. As a result, trading income is recognised on point of sale for both donated and purchased goods.

Donated professional services and facilities are included in income at the estimated value of the gift to the Charity when received, based on the amount that the Charity would have been prepared to pay for these services or facilities had it been required to purchase them, with a corresponding entry in the appropriate expenditure heading for the same amount. Donated fixed assets are similarly taken to income at the value to the Charity, with the other entry being capitalised in fixed assets.

2.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Fundraising costs are split between trading and the cost of generating donations and gifts. Costs, where possible are directly allocated to each activity. General fundraising support costs are allocated to activities in proportion to the headcount supporting them. Where activities generate donations and gifts as well as trading income, costs are apportioned on the basis of income. Fundraising costs incurred in seeking voluntary contributions do not include the costs of disseminating information in support of the charitable activities.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

Basis for support costs allocation is as follows:

- Administration and management costs have been allocated based on a combination of the number of staff in an area and actual time spent by support staff.
- IT and Finance departmental costs have been allocated based on the combination of activity levels and staff numbers.
- Governance departmental costs have been allocated based on staff numbers.

The value of the services provided by volunteers is not incorporated into these financial statements. Further detail of their contribution is provided in note 13 to these financial statements and in the Trustees report.

All expenditure is inclusive of irrecoverable VAT.

ST. PETER'S HOSPICE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.6 Intangible assets and amortisation

Intangible assets are initially recognised at cost. After recognition, under the cost model, intangible assets are measured at cost less any accumulated amortisation and any accumulated impairment losses.

Amortisation is provided on the following basis:

Computer software	-	5 -10 years
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2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold land	- Not depreciated
Freehold property	- 2% per annum
Building improvements	- 10% per annum
Fixtures, fittings, equipment and vehicles	- 10%-33% per annum
Shop refurbishments	- 17% per annum

Depreciation is charged monthly following the month of acquisition.

The Inpatient Unit is accounted for using component accounting. The building has been divided into its major components which are considered to have substantially different useful economic lives as follows:

Exterior walls	50 years
Roof	50 years
Stairs	50 years
Electrical systems	40 years
Ceiling	30 years
Fences	30 years
Mechanical systems	30 years
Paths	25 years
Internal walls	20 years
Windows and doors	20 years
Lift	15 years
Landscaping	15 years
External fixtures	10 years
Drainage	10 years
Air conditioning	10 years

ST. PETER'S HOSPICE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Consolidated statement of financial activities.

The valuation of investment properties is considered annually for material movement and valued professionally every three years at open market values. All gains and losses arising on valuation are taken directly to revaluation reserve except that any permanent diminution in the value of an investment property is recognised in the Statement of Financial Activities for the year.

Investments held as fixed assets are shown at cost less provision for impairment.

2.9 Stocks

Stock of retail goods is included at the lower of cost or net realisable value. Donated items of stock for resale or distribution are not included in the financial statements until they are sold or distributed because the Trustees consider it impractical to be able to assess the amount of donated stocks as there are no systems in place which record these items until they are sold and undertaking a stock take would incur undue cost for the Charity which far outweighs the benefits.

2.10 Debtors

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

2.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Deposit accounts, including those with notice periods greater than 90 days, are shown as short-term investments.

2.12 Current asset investments

Current asset investments comprise cash deposits held at fund managers.

ST. PETER'S HOSPICE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.13 Liabilities

Liabilities and provisions are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated statement of financial activities as a finance cost.

2.14 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.15 Operating leases

Rentals paid under operating leases are charged to the Consolidated statement of financial activities on a straight-line basis over the lease term.

2.16 Pensions

Employees can join a defined contribution pension scheme which is administered by Aviva. The group also contributes to the NHS Pension Scheme on behalf of a minority of employees who are eligible to join the scheme. This is an unfunded defined benefit scheme. The amount charged against income represents the contributions payable to the schemes in respect of the accounting period. The group operated a voluntary defined benefit pension scheme, which is now closed. The final contributions made to this scheme were in January 2010. The funds are administered by pension Trustees and are independent of the group's finances.

ST. PETER'S HOSPICE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.17 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Endowment funds are funds where the donor has specified the funds should be treated as a permanent capital fund, where the income arising from the capital fund is available to meet the running costs of the Charity. The aim and use of each endowment fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Critical accounting estimates and areas of judgement

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

Critical accounting estimates and assumptions:

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions 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 key area of judgement in these financial statements is the recognition of legacy income, which requires judgements about whether the income is probable or not and whether St Peter's hold entitlement to the monies. There is also estimation uncertainty regarding the reliability of the estimate of the amount to be received. Many of the legacies in the pipeline will include properties which are inherently uncertain in value as well as sometimes there being uncertainty regarding the amount of the estate to which St Peter's is entitled. The value of accrued income relating to legacies has been estimated at £3,624,000 at 31st March 2025 and is shown separately in note 21.

The Trustees have made key assumptions in determining the estimation of the fair value of investment property in respect of the state of the property market in the location where the property is situated. The valuation method is further described in note 2.8, together with the valuation of the properties at the reporting date being disclosed in note 19.

There are also judgements made in determining whether provisions are required and at what value. A dilapidations provision is held relating to the estimated cost of repairs to shops at the end of their leases, based on a charge of £6 per square foot of shop area. A dilapidations provision of £346,000 is held at the year end and the uncertainty surrounding this is disclosed in note 23.

ST. PETER'S HOSPICE
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

4. Income from donations and legacies

	Unrestricted funds 2025 £000	Restricted funds 2025 £000	Total funds 2025 £000	Total funds 2024 £000
Donations				
Individuals	456	9	465	431
In memoriam	514	5	519	430
Charitable foundations	275	312	587	217
Corporate sector	85	-	85	106
General community	27	2	29	28
	1,357	328	1,685	1,212
Legacies	3,217	-	3,217	3,602
	4,574	328	4,902	4,814
Total 2024	4,715	99	4,814	

After the year-end we were made aware of a number of legacy bequests relating to the year, totalling £900k, which has not been included in income in the year because the recognition criteria had not been met in time. Of this amount, £720k has been received.

5. Income from charitable activities

	Unrestricted funds 2025 £000	Restricted funds 2025 £000	Total funds 2025 £000	Total funds 2024 £000
NHS England service funding	3,535	-	3,535	3,348
Other grants	-	251	251	4
Education course fees	85	-	85	78
	3,620	251	3,871	3,430
Total 2024	3,430	-	3,430	

ST. PETER'S HOSPICE
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

6. Investment income

	Unrestricted funds 2025 £000	Total funds 2025 £000	<i>Total funds 2024 £000</i>
Dividends and interest	719	719	428
Rents	89	89	52
	<u>808</u>	<u>808</u>	<u>480</u>
<i>Total 2024</i>	<u>480</u>	<u>480</u>	

7. Income from other trading activities

	Unrestricted funds 2025 £000	Total funds 2025 £000	<i>Total funds 2024 £000</i>
Shop sales			
- donated goods	8,313	8,313	8,552
- bought in goods	689	689	435
- commission and other	61	61	47
Fundraising events			
- community	810	810	693
- corporate	100	100	85
Lottery	397	397	378
Other	7	7	7
	<u>10,377</u>	<u>10,377</u>	<u>10,197</u>
<i>Total 2024</i>	<u>10,197</u>	<u>10,197</u>	

ST. PETER'S HOSPICE
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

8. Expenditure on raising funds

Fundraising trading expenses

	Unrestricted funds 2025 £000	Endowment funds 2025 £000	Total funds 2025 £000	<i>Total funds 2024 £000</i>
Donations and legacies				
Donations	394	-	394	550
Legacies	71	-	71	112
Trading and other activities				
Shops	8,059	-	8,059	7,395
Fundraising events	762	-	762	438
Lottery	308	-	308	264
Investment management costs	-	116	116	181
	<u>9,594</u>	<u>116</u>	<u>9,710</u>	<u>8,940</u>
<i>Total 2024</i>	<u><u>8,841</u></u>	<u><u>99</u></u>	<u><u>8,940</u></u>	

ST. PETER'S HOSPICE
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

9. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2025 £000	Restricted funds 2025 £000	Total 2025 £000	<i>Total 2024 £000</i>
Inpatient care	5,117	247	5,364	4,403
Community hospice care	5,644	-	5,644	5,361
Community wellbeing	683	-	683	822
Education	237	-	237	355
	<u>11,681</u>	<u>247</u>	<u>11,928</u>	<u>10,941</u>
<i>Total 2024</i>	<u>10,800</u>	<u>141</u>	<u>10,941</u>	

10. Analysis of expenditure by activities

	Activities undertaken directly 2025 £000	Support costs 2025 £000	Total funds 2025 £000	<i>Total funds 2024 £000</i>
Inpatient care	3,749	1,615	5,364	4,403
Community hospice care	4,675	969	5,644	5,361
Community wellbeing	480	203	683	822
Education	203	34	237	355
	<u>9,107</u>	<u>2,821</u>	<u>11,928</u>	<u>10,941</u>
<i>Total 2024</i>	<u>8,622</u>	<u>2,319</u>	<u>10,941</u>	

ST. PETER'S HOSPICE
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

11. Analysis of support costs

	Site costs £000	Admin & Management £000	Finance & IT depts £000	Governance £000	2025 £000	2024 £000
Raising funds:						
Donations and legacies						
Donations	16	32	17	1	66	77
Legacies	-	-	-	-	-	-
Trading and other activities						
Shops	293	472	449	20	1,234	1,313
Fundraising events	13	81	26	-	120	39
Lottery	3	20	7	-	30	14
Investment management	-	116	-	-	116	181
Charitable activities:						
Inpatient care	1,032	311	261	11	1,615	1,085
Community hospice care	275	370	311	13	969	983
Community wellbeing	93	59	49	2	203	154
Education	6	15	12	1	34	97
	1,731	1,476	1,132	48	4,387	3,943
Total 2024	1,456	1,208	1,224	55	3,943	

12. Auditor's remuneration

	2025 £000	2024 £000
Fees payable to the Charity's auditor and its associates for the audit of the Charity's annual accounts	23	19
Fees payable to the Charity's auditor and its associates in respect of:		
Preparation of the Charity's financial statements	4	-
Preparation of the Subsidiary's financial statements	1	-

ST. PETER'S HOSPICE
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

13. Staff costs

	Group 2025 £000	<i>Group 2024 £000</i>	Charity 2025 £000	<i>Charity 2024 £000</i>
Wages and salaries	13,287	<i>12,088</i>	13,287	<i>12,088</i>
Social security costs	1,217	<i>1,058</i>	1,217	<i>1,058</i>
Contribution pension schemes	1,302	<i>994</i>	1,302	<i>994</i>
	15,806	<i>14,140</i>	15,806	<i>14,140</i>

Termination payments were made to four employees totalling £16,800 during the year under signed compromise agreements (2024 - payments totalling £8,200 were made to two employees during the year under signed compromise agreements).

The average number of volunteers involved regularly on Hospice business is more than 1,350 (2024: 1,350).

The average number of persons employed by the Charity during the year was as follows:

	Group 2025 No.	<i>Group As restated 2024 No.</i>
Patient care	239	<i>237</i>
Income generation	241	<i>225</i>
Support	41	<i>38</i>
	521	<i>500</i>

ST. PETER'S HOSPICE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

13. Staff costs (continued)

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2025 No.	<i>Group 2024 No.</i>
In the band £60,001 - £70,000	4	<i>2</i>
In the band £70,001 - £80,000	2	<i>3</i>
In the band £80,001 - £90,000	2	<i>2</i>
In the band £90,001 - £100,000	1	<i>1</i>
In the band £100,001 - £110,000	2	<i>1</i>

Eight of the employees in the table above were accruing retirement benefits under defined benefit schemes (*2024 - five employees*), and four were accruing retirement benefits under defined contribution schemes (*2024 - four*).

The total employee remuneration, including employer's national insurance and pension contributions, of the key management personnel of the Hospice was £761,178 (*2024 - £719,141*).

The Charity maintains indemnity insurance for the Trustees and officers of the company and its subsidiaries; the cost of providing this insurance was £15,708 (*2024 - £10,626*).

14. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (*2024 - £NIL*).

During the year ended 31 March 2025, no Trustee expenses have been incurred (*2024 - £NIL*).

ST. PETER'S HOSPICE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

15. Subsidiary

During the year the Charity had one wholly owned subsidiary, incorporated in England and Wales.

St Peter's Hospice Enterprises Limited (registered in England and Wales company number: 02595158) sells Christmas cards, calendars, new goods and items incorporating the Hospice logo on behalf of the Hospice. It also acts as agent for the Shops Gift Aid scheme (earning commission) and operates a house clearance service. The company transfers its taxable profits to St Peter's Hospice under gift aid.

A summary of the results of St Peter's Hospice Enterprises Limited included in the consolidated statement of financial activities is shown below. The expenditure includes £232,000 (2024 - £160,000) intercompany management charge paid to the Charity which is eliminated on consolidation. Full accounts are filed with the Registrar of Companies.

	2025	2024
	£000	£000
Income and expenditure account		
Income	689	577
Expenditure	(533)	(391)
Net income	156	186
Balance sheet		
Retained earnings at beginning of reporting period	208	204
Net income for the year	156	186
Distribution to parent charity	(186)	(182)
Retained earnings at end of reporting period	178	208

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

16. Intangible assets

Group and Charity

	Software £000
Cost	
Additions	224
Transfer between classes	183
At 31 March 2025	407
Amortisation	
Charge for the year	85
Transfer between classes	38
At 31 March 2025	123
Net book value	
At 31 March 2025	284
At 31 March 2024	-

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

17. Tangible fixed assets

Group

	Freehold property £000	Fixtures and fittings £000	Shop refurbishment £000	Total £000
Cost or valuation				
At 1 April 2024	8,991	2,046	3,129	14,166
Additions	89	64	405	558
Disposals	-	(36)	(1,600)	(1,636)
Transfers between classes	(350)	(10)	177	(183)
At 31 March 2025	8,730	2,064	2,111	12,905
Depreciation				
At 1 April 2024	2,298	1,693	2,809	6,800
Charge for the year	197	142	114	453
On disposals	-	(36)	(1,591)	(1,627)
Transfers between classes	(38)	(135)	135	(38)
At 31 March 2025	2,457	1,664	1,467	5,588
Net book value				
At 31 March 2025	6,273	400	644	7,317
At 31 March 2024	6,693	353	320	7,366

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

17. Tangible fixed assets (continued)

Charity

	Freehold property £000	Fixtures and fittings £000	Shop refurbishment £000	Total £000
Cost or valuation				
At 1 April 2024	9,082	2,046	3,129	14,257
Additions	89	64	405	558
Disposals	-	(36)	(1,600)	(1,636)
Transfers between classes	(350)	(10)	177	(183)
At 31 March 2025	8,821	2,064	2,111	12,996
Depreciation				
At 1 April 2024	2,350	1,693	2,809	6,852
Charge for the year	197	142	114	453
On disposals	-	(36)	(1,591)	(1,627)
Transfers between classes	(38)	(135)	135	(38)
At 31 March 2025	2,509	1,664	1,467	5,640
Net book value				
At 31 March 2025	6,312	400	644	7,356
At 31 March 2024	6,732	353	320	7,405

Included in the cost of freehold property of the group and company is £70,000 of land which is not depreciated. The net book value of the seven freehold shops open at 31 March 2025 was £462,000 (2024 - £456,000).

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

18. Fixed asset investments

Group and Charity	Listed investments £000	Hospice Quality Partnership loan notes £000	Total £000
Cost or valuation			
At 1 April 2024	22,465	4	22,469
Additions	5,515	-	5,515
Disposals	(4,550)	-	(4,550)
Revaluations	233	-	233
Amounts repaid	-	(3)	(3)
At 31 March 2025	<u>23,663</u>	<u>1</u>	<u>23,664</u>
Net book value			
At 31 March 2025	<u>23,663</u>	<u>1</u>	<u>23,664</u>
At 31 March 2024	<u>22,465</u>	<u>4</u>	<u>22,469</u>

Fixed asset investments include quoted equities and Government stocks listed on the London Stock Exchange. There were no individual shareholdings of more than 5% of the total portfolio value as at 31 March 2025 (2024 - none).

Also included in fixed asset investments of the Charity are the following investments in subsidiaries:

	2025 £	2024 £
Investment in subsidiaries	<u>2</u>	<u>2</u>

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

19. Investment property

Group and Charity

	Freehold investment property £000
Valuation	
At 1 April 2024	850
At 31 March 2025	850

The Charity owns three flats and a coffee shop which are rented to tenants. The flats and coffee shop were formally valued on 4th November 2024. Valuations were performed by Carter Jonas. The valuations are reviewed annually to assess for material movements, with formal valuations taking place every three years.

All investment properties form part of the unrestricted funds balance.

20. Stocks

	Group 2025 £000	<i>Group 2024 £000</i>
Finished goods and goods for resale	63	<i>53</i>

21. Debtors

	Group 2025 £000	<i>Group 2024 £000</i>	Charity 2025 £000	<i>Charity 2024 £000</i>
Due within one year				
Trade debtors	182	<i>819</i>	161	<i>803</i>
Amounts owed by group undertakings	-	<i>-</i>	158	<i>-</i>
Gift aid receivable and other debtors	257	<i>335</i>	254	<i>335</i>
Prepayments and accrued income	674	<i>473</i>	671	<i>468</i>
Accrued legacy income	3,624	<i>3,625</i>	3,624	<i>3,625</i>
	4,737	<i>5,252</i>	4,868	<i>5,231</i>

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

22. Creditors: Amounts falling due within one year

	Group 2025 £000	<i>Group 2024 £000</i>	Charity 2025 £000	<i>Charity 2024 £000</i>
Trade creditors	236	-	236	-
Other creditors	123	252	123	89
Other taxation and social security	287	258	269	242
Amounts owed to group undertakings	-	-	-	219
Accruals and deferred income	971	1,711	969	1,715
	<u>1,617</u>	<u>2,221</u>	<u>1,597</u>	<u>2,265</u>

Deferred income comprises of advance ticket sales for the hospice lottery, NHS and grant income that relates to future periods. The movement in deferred income for the year was as follows:

Group and Charity

	2025 £000	<i>2024 £000</i>
Deferred income at 1 April 2024	885	156
Amounts released from previous periods	(885)	(156)
Resources deferred during the year	229	885
	<u>229</u>	<u>885</u>

23. Provisions

Group and Charity

	Dilapidations provision £000
At 1 April 2024	302
Additions	44
	<u>346</u>

The dilapidations provision is a provision for the cost of repairs to shops at the end of their leases. Given the timing of lease exit is uncertain, the value and timing of the resulting payments is also uncertain.

ST. PETER'S HOSPICE
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

24. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £000	Income £000	Expenditure £000	Transfers in/out £000	Gains/ (Losses) £000	Balance at 31 March 2025 £000
Unrestricted funds						
Designated funds						
Fixed assets fund	7,366	-	(456)	691	-	7,601
Projects programme	1,090	-	(189)	(224)	-	677
Capital improvement fund	750	-	-	(294)	-	456
Service enhancement programme	1,442	-	(551)	-	-	891
	10,648	-	(1,196)	173	-	9,625
General funds						
Income and expenditure account	12,312	19,379	(20,079)	142	20	11,774
Revaluation reserve	687	-	-	-	-	687
	12,999	19,379	(20,079)	142	20	12,461
Total Unrestricted funds	23,647	19,379	(21,275)	315	20	22,086

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

24. Statement of funds (continued)

	Balance at 1 April 2024 £000	Income £000	Expenditure £000	Transfers in/out £000	Gains/ (Losses) £000	Balance at 31 March 2025 £000
Endowment funds						
John James	4,629	-	(19)	-	51	4,661
Needham Cooper	10,531	-	(97)	-	162	10,596
	<u>15,160</u>	<u>-</u>	<u>(116)</u>	<u>-</u>	<u>213</u>	<u>15,257</u>
Restricted funds						
Various funds	21	328	(247)	(64)	-	38
Hospice UK Funds	-	251	-	(251)	-	-
	<u>21</u>	<u>579</u>	<u>(247)</u>	<u>(315)</u>	<u>-</u>	<u>38</u>
Total of funds	<u><u>38,828</u></u>	<u><u>19,958</u></u>	<u><u>(21,638)</u></u>	<u><u>-</u></u>	<u><u>233</u></u>	<u><u>37,381</u></u>

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

24. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2023 £000</i>	<i>Income £000</i>	<i>Expenditure £000</i>	<i>Transfers in/out £000</i>	<i>Gains/ (Losses) £000</i>	<i>Balance at 31 March 2024 £000</i>
Unrestricted funds						
Designated funds						
Fixed assets fund	7,308	-	(201)	259	-	7,366
Operating deficit fund	2,200	-	-	(2,200)	-	-
Projects programme	669	-	(70)	491	-	1,090
Capital improvement fund	-	-	-	750	-	750
Service enhancement programme	1,908	-	(466)	-	-	1,442
	<u>12,085</u>	<u>-</u>	<u>(737)</u>	<u>(700)</u>	<u>-</u>	<u>10,648</u>
General funds						
Income and expenditure account	11,355	18,822	(18,904)	700	339	12,312
Reserves	687	-	-	-	-	687
	<u>12,042</u>	<u>18,822</u>	<u>(18,904)</u>	<u>700</u>	<u>339</u>	<u>12,999</u>
Total Unrestricted funds	<u>24,127</u>	<u>18,822</u>	<u>(19,641)</u>	<u>-</u>	<u>339</u>	<u>23,647</u>
Endowment funds						
John James	4,067	-	(30)	-	592	4,629
Needham Cooper	9,227	-	(69)	-	1,373	10,531
	<u>13,294</u>	<u>-</u>	<u>(99)</u>	<u>-</u>	<u>1,965</u>	<u>15,160</u>

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

24. Statement of funds (continued)

	Balance at 1 April 2023 £000	Income £000	Expenditure £000	Transfers in/out £000	Gains/ (Losses) £000	Balance at 31 March 2024 £000
Restricted funds						
Various funds	58	99	(136)	-	-	21
Patient vehicle	5	-	(5)	-	-	-
	<u>63</u>	<u>99</u>	<u>(141)</u>	<u>-</u>	<u>-</u>	<u>21</u>
Total of funds	<u>37,484</u>	<u>18,921</u>	<u>(19,881)</u>	<u>-</u>	<u>2,304</u>	<u>38,828</u>

Designated Funds

The Fixed Assets Fund represents the book value of fixed assets used in the Hospice. The transfers in the year represent the movement in the net book value of the fixed assets.

The Project Programme Fund is an amount set aside to support a programme of major IT projects. The transfers in the year represent the spend on projects in the year.

The Capital Improvement Fund is to support specific capital projects, particularly in our retail network. The transfers in the year represent the improvement and new opening projects completed in the year.

The Service Enhancement Programme was created to fund specific services for several years, enabling the Hospice to quickly increase its support following Covid and lockdown restrictions, whilst allowing time for income sources to recover. The transfers in the year represent the cost of the additional services delivered.

Endowment Funds

The John James Endowment Fund was set up with the intention of generating an investment income for the Hospice. The fund consists of a donation from the John James Bristol Foundation of £500,000 together with an equivalent amount raised by the Hospice by the end of 1984. A further £500,000 was received from the Foundation in 1997 and the Hospice has in previous years received gifts from others of £350,000 towards matching this last amount. In 2008/09 a further £390,000 was donated to the fund. The total capital raised is £2,240,000 and gains to date, net of fees, are £2,423,000.

The Needham Cooper Fund represents investments made as a result of the sale of land previously owned near Bristol (formerly known as the Peg Hill fund). The total capital invested was £5,678,000 and gains to date, net of fees, are £4,918,000.

Restricted Funds

In the year we have received £251,000 from Hospice UK for improvements to the Hospice's fixed assets. Various other funds relate to small amounts received where the donor has restricted the use of the funds.

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

25. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £000	Income £000	Expenditure £000	Transfers in/out £000	Gains/ (Losses) £000	Balance at 31 March 2025 £000
Designated funds	10,648	-	(1,196)	173	-	9,625
General funds	12,999	19,379	(20,079)	142	20	12,461
Endowment funds	15,160	-	(116)	-	213	15,257
Restricted funds	21	579	(247)	(315)	-	38
	38,828	19,958	(21,638)	-	233	37,381

Summary of funds - prior year

	Balance at 1 April 2023 £000	Income £000	Expenditure £000	Transfers in/out £000	Gains/ (Losses) £000	Balance at 31 March 2024 £000
Designated funds	12,085	-	(737)	(700)	-	10,648
General funds	12,042	18,822	(18,904)	700	339	12,999
Endowment funds	13,294	-	(99)	-	1,965	15,160
Restricted funds	63	99	(141)	-	-	21
	37,484	18,921	(19,881)	-	2,304	38,828

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

26. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £000	Restricted funds 2025 £000	Endowment funds 2025 £000	Total funds 2025 £000
Tangible fixed assets	7,317	-	-	7,317
Intangible fixed assets	284	-	-	284
Fixed asset investments	8,414	-	15,250	23,664
Investment property	850	-	-	850
Current assets	7,184	38	7	7,229
Creditors due within one year	(1,617)	-	-	(1,617)
Provisions for liabilities and charges	(346)	-	-	(346)
Total	22,086	38	15,257	37,381

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £000	Restricted funds 2024 £000	Endowment funds 2024 £000	Total funds 2024 £000
Tangible fixed assets	7,366	-	-	7,366
Fixed asset investments	7,299	-	15,170	22,469
Investment property	850	-	-	850
Current assets	10,630	21	15	10,666
Creditors due within one year	(2,196)	-	(25)	(2,221)
Provisions for liabilities and charges	(302)	-	-	(302)
Total	23,647	21	15,160	38,828

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

27. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2025 £000	<i>Group 2024 £000</i>
Net income/expenditure for the year (as per Statement of Financial Activities)	(1,447)	1,344
Adjustments for:		
Depreciation charges	453	486
Amortisation charges	85	-
Gains on investments	(233)	(2,304)
Dividends, interests and rents from investments	(808)	(480)
Loss on the sale of fixed assets	11	1
Increase in stocks	(10)	(11)
Decrease/(increase) in debtors	516	(2,370)
Increase/(decrease) in creditors	(560)	1,455
Net cash used in operating activities	(1,993)	(1,879)

28. Analysis of cash and cash equivalents

	Group 2025 £000	<i>Group 2024 £000</i>
Cash in hand	2,423	3,174
Cash held in short term investments	-	1,107
Cash held in current asset investments	6	1,080
Total cash and cash equivalents	2,429	5,361

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

29. Analysis of changes in net debt

	At 1 April 2024 £000	Cash flows £000	At 31 March 2025 £000
Cash at bank and in hand	3,174	(751)	2,423
Cash held in current asset investments	1,080	(1,074)	6
Cash held in short term investments	1,107	(1,107)	-
	<u>5,361</u>	<u>(2,932)</u>	<u>2,429</u>

30. Capital commitments

	Group 2025 £000	Group 2024 £000
Contracted for but not provided in these financial statements		
Future capital commitments	<u>18</u>	<u>271</u>

31. Pension commitments

The Charity contributed to two pension schemes in the financial year; Aviva pension scheme and NHS pension scheme. The assets of these schemes are held separately from those of the Hospice in independently administered funds. The amounts charged against income represent the contributions payable to the schemes in respect of the accounting period.

Aviva

This is a Group Personal Pension Scheme, which is a defined contribution scheme. The employer contributions charged against income for the year were £699,000 (2024 - £623,000) of which employee contributions under the salary sacrifice scheme were £257,000 (2024 - £226,000). Outstanding pension contributions for March, paid in April, were £74,959 (2024 - £67,626).

NHS scheme

Staff transferring from the NHS may continue to contribute to the NHS Pension scheme. The NHS Scheme is an unfunded defined benefit scheme but the Charity is unable to identify its share of the underlying assets and liabilities. Each member of the scheme pays a common contribution rate. Employer contributions charged against income for the year were £596,000 (2024 - £561,000). Deemed employer pension contributions for salaries recharged to the Hospice from NHS Trusts were £38,000 (2024 - £32,000). Outstanding pension contributions for March, paid in April were £74,804 (2024 - £Nil).

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

32. Operating lease commitments

At 31 March 2025 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2025 £000	<i>Group 2024 £000</i>
Land and buildings		
Not later than 1 year	681	745
Later than 1 year and not later than 5 years	1,458	1,812
Later than 5 years	223	213
	2,362	2,770
Other		
Not later than 1 year	42	19
Later than 1 year and not later than 5 years	78	-
	2,482	2,789

The following lease payments have been recognised as an expense in the Statement of financial activities:

	Group 2025 £000	<i>Group 2024 £000</i>
Operating lease rentals	805	817

ST. PETER'S HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

Operating lease commitments (continued)

The Charity also acts as lessor for a number of residential flats above our retail premises, and a café.

At 31 March 2025 the Group and the Charity had commitments to receive future minimum lease receipts under non-cancellable operating leases as follows:

	Group 2025 £000	<i>Group 2024 £000</i>
Rental income		
Not later than 1 year	18	<i>30</i>
Later than 1 year and not later than 5 years	82	<i>100</i>
Later than 5 years	93	<i>89</i>
	193	<i>219</i>

The following lease receipts have been recognised as an income in the Statement of financial activities:

	Group 2025 £000	<i>Group 2024 £000</i>
Operating lease receipts	54	<i>52</i>

33. Related party transactions

The Charity has a wholly owned subsidiary, St Peter's Hospice Enterprises Limited ('SPHE'). During the year the following related party transactions occurred:

- Donation from SPHE to the Charity of £185,511 (2024 - £181,790)
- Management charge levied by the Charity to the subsidiary of £232,129 (2024 - £159,547)

At the year-end the Charity owed SPHE a balance of £73,728 (2024 - £37,099).

One of the Hospice's Trustees, Mr J Bower, who was appointed in the year, is a partner at the law firm Womble Bond Dickenson from whom the Hospice receives legal services. The value of these services were £7,437.

Accounts

St Peter's Hospice

**Annual Report and Financial Statements
For the Year Ended 31 March 2024**

Registered Charity number 269177
Registered company number 01191227

The Trustees present their report and the audited consolidated financial statements for the year ended 31 March 2024.

This report and financial statements comply with current statutory requirements, with the requirements of the Charity's governing document, and they have been prepared in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (FRS 102) and Charity SORP.

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CHAIR'S REPORT



After a number of challenging years due to the pandemic, we are proud and excited to have moved to a more settled and forward-facing position. This year we focussed on sustaining our enhanced clinical services and re-opening all 15 IPU beds. Within the organisation we introduced Leadership Pathway training for our managers and progressed with a programme of projects all designed to improve our productivity and efficiency with a view to supporting our long-term sustainability. In addition, we have developed plans to grow our net retail and fundraising income, introduced new fundraising activities/events and developed a 5-year financial forecast to help us make better informed decisions for the future.

We started the financial year facing challenging economic conditions with high inflation leading to increased costs, particularly in our workforce, and cost-of-living challenges impacting charitable giving. We purposefully set a deficit budget as we sought to use our reserves to provide stability to our organisation and to maintain and grow the care we provide to our beneficiaries.

Pleasingly the results for the year are better than we had expected, albeit still an operating deficit, due to a strong performance from our fabulous shops and the generosity of those who choose to remember the Hospice in their wills.

As an active partner in the health and care system, like all organisations we were impacted by the pay disputes and strikes between NHS unions and the government. However, we were well engaged with our local Integrated Care Board ('ICB') and enjoyed a strong reputation across system partners. We were pleased to sign a multi-year contract with the ICB for the first time, which secured our core NHS funding in the medium term, removing a level of financial uncertainty.

Throughout the year, we have continued to see increased demand for our services and have been using designated reserves to keep our teams fully resourced and to enhance our clinical services. A particular focus has been on further developing our emotional and psychological support services, where demand has significantly increased. Our clinical teams have worked to support the NHS Community Services which have at times been stretched. Nevertheless, our teams have sustained our services and maintained our ethos of holistic care for patients and their families.

Our amazing team of staff and volunteers, as well as an excellent Board of Trustees, have exercised effective balanced governance throughout the year. St Peter's Hospice has proven to be well led, well organised, adaptable and resilient through the most testing of times. Towards the end of the year, we saw the retirement of our Chief Executive Officer ('CEO'), Frank Noble who successfully led us through the pandemic, and handed over to our new CEO, Susan Hamilton.

Despite all the pressures and a very complex world, we are intent on maintaining a positive outlook. We are coming to the end of our existing strategic plan and during next year we are looking forward to developing our strategy for the rest of the decade.

I am delighted to present a positive annual report and accounts for the year ended 31 March 2024.

A handwritten signature in dark ink that reads "H Morgan". The signature is written in a cursive, flowing style.

Helen Morgan, Chair of Trustees
18th December 2024

TRUSTEE'S REPORT

Objectives and Activities

Who we are and what we do

St Peter's Hospice is the only adult hospice in the Bristol area, and we support a population of nearly one million across Bristol, North Somerset, and South Gloucestershire (BNSSG). We aim to provide the very best end-of-life care within an environment of support, comfort, compassion, and respect. We take a holistic approach, helping patients physically, psychologically, socially and spiritually, as well as supporting those closest to them.

The Charity's purpose is set out in the company's Articles of Association, which were reviewed in 2014 and adopted on 26 February 2015. The Charity is established to promote the relief of sickness and provide services to support the physical, psychological, social and spiritual needs of those affected by life-limiting illnesses.

The Need

Hospices support more than 300,000 people every year in the UK and an ageing population means demand will continue to increase. Last year 80% of our own patients were aged 65 and above. The 2021 census showed an increase in the number of people over 65 living in BNSSG since 2011: Bristol (8.8%), North Somerset (22%), South Gloucestershire (21.8%).

Palliative or end-of-life care is the care given to people for whom treatment is no longer a viable option. The aim is to enable people to live well and make them as comfortable as possible by managing pain and other distressing symptoms. This could be in the last year or the final weeks and days of life. Palliative care can also be given earlier in a person's illness while they are receiving other treatments, to help manage or slow down their condition. Specialist palliative care is delivered by our multidisciplinary teams, including palliative medicine consultants and nurses, occupational therapists, physiotherapists, psychologists, and social workers.

Ambition

Our ambition is to support people to live well until the end of life.

Purpose

Our purpose is to give adults in our communities the support, comfort and dignity they need at the end of their life.

Strategic Intentions

Our strategic intentions are:

- Be the best we can be.
- Be sustainable and resilient.
- Build collaborative services that reach all communities.

Values

Our values are:

- **Excellence** - to strive to be the best we can, listen, learn and innovate.
- **Compassion** - to show understanding and care in everything that we do.
- **Respect** - to value everyone and embrace the value of our differences.

- **Passion** - to be proud of our work and the impact we have.
- **Collaboration** - to work as one team - built on shared goals and effective relationships.

Our Work

Inpatient care

St Peter's Hospice's services are open to any adult in the BNSSG area. Our state-of-the-art Inpatient Unit (IPU) was built in 2018 and has 15 beds; 10 are reserved for patients with complex needs and are managed by palliative care consultants, the other 5 are nurse-led and open to any patient who wishes to receive care at the Hospice site, although we operate with a degree of flexibility depending on changing needs.

In the community

Our Community Nurse Specialist (CNS) teams are often the first point of contact for a patient, taking referrals from hospitals and GPs and carrying out assessments, before triaging patients to the appropriate level of care. They are specialists and their years of experience and clinical knowledge enable them to organise treatments and medications which allow patients to remain at home; many are also able to prescribe medication. They will also liaise with other healthcare teams and provide an overall level of initial and follow-up support to patients and their families, helping them to come to terms with the reality of having a life-limiting diagnosis.

Our Hospice at Home team provide hands-on care for patients and support for loved ones in their own homes, during the last weeks of a patient's life. They essentially give the same level of care as the IPU and enable patients to fulfil their wish to remain at home, while providing vital support and respite to carers.

Day services and therapy

Patients and families also have a range of Therapies and Day Services available to them, including a Fatigue and Breathlessness course and Living Well programme which equips patients to live well with their illness. The Multidisciplinary team include Complementary, Occupational and Psychological therapists, Physiotherapists and the Social work team, work together to provide support to patients and families focused around the physical, psychological, social and spiritual issues that can arise as a result of serious illness, in order to improve the quality of a person's life. Support from the therapists is offered in a variety of settings including the IPU, an outpatient appointment onsite, in the patient's home or school setting (Psychological therapy team only). Support also includes bereavement support.

Ensuring our work delivers our aims

The strategies, intentions, plans and activities of the Charity are reviewed continuously through the governance cycle of board meetings, committees, workshops and away days. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

How our activities deliver public benefit

Our charitable activities are focussed on offering free holistic care, support and advice to patients, families and carers affected by life-limiting illnesses across Bristol, North Somerset and South Gloucestershire. Our activities are undertaken in pursuit of our charitable purpose for the public benefit. Our work often continues with families, loved ones and carers after the patient has died.

STRATEGIC REPORT

Key Achievements and Performance

Our key achievements and support to our beneficiaries during the year are highlighted below:

- We supported 3,637 people across all our services, 2,985 patients and 652 family and loved ones.
- Our Inpatient Unit in Brentry, Bristol cared for 252 people, 14% more than the previous year.
- Our Community Nursing Service provided 20,754 support sessions to 1,825 patients.
- Medical staff provided 3,679 face-to-face consultations in the Inpatient unit and community settings.
- Our Hospice at Home team supported 780 patients with 8,748 visits in the last few weeks of life.
- We expanded our day services, providing support to patients to live well, with 1,080 attendances in year.
- The therapy team conducted 615 occupational therapy and 920 physiotherapy consultations.
- Our 24-hour advice line received 4,114 external calls, providing specialist advice to patients, relatives and carers and health professionals.
- 168 people were referred for spiritual support, with the team providing 953 consultations.
- Our social work team conducted 2,409 consultations, 49% of these related to financial advice.
- Emotional and psychological support services received 949 referrals; 150 of these were for children and young people.
- All our clinical teams were awarded Certificate of Excellence Awards from the “iWantGreatCare” in 2024.

Our Clinical Services

Last year we continued to progress delivery of our third strategic intention focused on our clinical services, 'Build collaborative services that reach all communities'. Demand for our services has remained high, and the needs of those that we support are increasingly complex. We also know that certain communities are less likely to access hospice services, and we have continued to deliver a programme to address this and reduce health inequalities. We have strengthened and adapted our services during the year and have used our designated reserves to enhance our delivery in key areas.

Our key achievements

In 2023/24, we have been:

Enhancing our services

- Increased the number of in-patient beds open from 11 at the start of the year to 13 at the end of the year by the expansion of nurse led beds. This has enabled more patients to die in an inpatient setting if this was their preference. From the beginning of the new financial year 2024/25 all 15 beds were open.
- Expanded the Hospice at Home services, the service aimed at supporting people in their own homes in the last few weeks of life. This increased capacity has enabled us to deliver 38% more night shifts this year.
- Invested in building the capacity of our Psychological Therapy and our Social Work teams to address the high demand and reduce waiting lists.
- Started several social support groups – crafting, painting, gardening and creative writing – led by our Therapy Assistants and volunteers, these provide a safe space and have grown in popularity during the year.

Addressing inequalities

- Delivered a project with three local prisons to improve the knowledge and skills of the prison staff in end-of-life care. A total 41 staff attending training sessions provided by our education team, emotional and psychological therapists, and multi-faith lead. We have received positive feedback from those attending, positively impacting the prisoners and their families.
- Developed relationships with professional teams in other diseases areas other than cancer, focusing on Heart Failure, Respiratory, Neurological Conditions and Dementia. Hospices have traditionally supported those diagnosed with cancer and over the last few years we have focused on increasing support to other conditions. In 2023/24, 40% of referrals were non cancer, a 5% increase from 2022/23.
- Invested in a new post, a Community Engagement Co-ordinator, a post focused on addressing inequalities. This post has strengthened relationships with minority ethnic and religious groups.
- Continued collaborative working with local charities and the NHS to improve the transition from children to adult services, recognising the specific needs of young people and their families and providing a clear process.

Supporting the wider system

- Continued to provide a 24/7 advice line with specialist advice from nurses and doctors. This advice line is essential to supporting local professionals including those working in general practice. Calls are increasingly complex with a 12% increase in calls requiring medical input this year.
- Employed our first research nurse. This role has been highly successful, and this has enabled us to be part of a national study, the CHELsea II study on hydration for cancer patients in the last days of life. The feedback from patients and carers has been positive; many described the value of the opportunity to be involved.
- Continued to play a leading role in the Bristol, North Somerset and South Gloucestershire health system, chairing the End-of-Life Collaborative with representatives from several NHS organisations, and contributed to system wide work in areas including complex pain and advanced care planning.

Our People

Our staff have been resilient, committed and resourceful. We have been one-hospice with a common purpose, identity and set of values. Within that one-hospice family we have encouraged our teams to recognise and develop their own identities and ways of working. The differences between clinical community, inpatient, support, retail and fundraising teams were recognised as fundamental to the different roles whilst fitting within one-hospice.

Engaging with our colleagues

The hospice leadership engages with its employees through a number of routes including newsletters, blogs, visits, socials and forums. Through these activities we seek to share information and gather feedback and opportunities to improve both our services and the working environment.

Trustees are encouraged to attend these events as well as visiting our teams through planned, or unannounced visits.

Following the introduction of an on-line employee survey tool, 'Workbuzz' we now have regular surveys that provide anonymous feedback on employee engagement and wellbeing. The results from these surveys are shared with our Trustees together with any action plans arising.

Recruiting and developing our employees

Recruitment has remained a challenge in all areas of our operations, with intense competition across the Bristol area and wider. Due to the increase in remote working, our competitors are not just local Bristol based companies, but can be national charities and other organisations. However, the market has improved over the year and the average number of applications received for our roles has increased. We employed a Resourcing Specialist on a 2-year contract, to support us through the difficult post pandemic period and this contract has now ended. Throughout their contract, we focused on improving our recruitment process through diversifying where we advertised, holding on site recruitment events, attending career fairs and reviewing our total reward package to support retention.

We continue to be committed to promoting equity and diversity in our recruitment and employment practices. We are a Disability Confident committed employer and therefore ensure that individuals with disabilities are given full and fair consideration for all vacancies and opportunities for training, career development, and promotion. Reasonable adjustments are made to accommodate the needs of employees with disabilities, ensuring they can perform their roles without disadvantage. Our

policies are regularly reviewed to ensure compliance with current legislation and best practices, fostering an inclusive and supportive work environment for all employees.

In 2023/24, one of the main areas of focus has been to invest in our managers to improve the effectiveness of our teams and the resilience of our employees. We used our 'Leadership, Management and Teams' framework as a basis of a 5-stage Leadership Pathway training programme for managers. The training was well received and has generated renewed energy and confidence in our management cohort. We are delighted that 25% of our managers have completed the leadership training in our first year.

Our Volunteers

We couldn't do the work we do without our volunteers, and in 2023/24 we were fortunate to have circa 1,350 fantastic volunteers supporting all areas of our operations. We have 19 different roles including café staff, shop assistants, hospice neighbours, drivers for patients, complementary therapists, gardeners, ward assistants and receptionists to name a few. Through our investment in professional volunteer management, we continued to attract high quality and committed volunteers of all ages from 13–90 years old. Collectively they have donated 150,848 hours this year and our longest serving volunteers have reached a milestone of 40 years in service.

Achievements 2023/24

This year we had the

- Highest level of shift occupancy rate at the Hospice.
- Volunteers leading in the development of Day Services.
- Over 80 volunteer applications for the new Clifton Triangle store.

Looking forward we are preparing for changes in volunteer demographics as our traditional supporter base step down.

We are eternally grateful for the support we have received from our volunteers and their contribution is a key part of our continued success as a hospice in caring for our diverse community across Bristol, North Somerset and South Gloucestershire.

Equity, Diversity and Inclusion.

Strengthening our commitment to equity, diversity and inclusion is a priority in our strategy, and this year has seen continued progress. We have renewed our membership of the Employers Network for Equality and Inclusion and took part in their self-audit process which resulted in key actions that fed into our priorities to address gaps in our approach.

We have an active Equity, Diversity and Inclusion Working Group with representatives from across the charity and they have been a key driver of many of the initiatives undertaken in 2023/24. This includes the development of an awareness calendar with dedicated communications aimed at raising employee awareness and education. They have also led on a series of 'Lets Talk' events, with all employees invited to discussions with individuals with lived experience around topics including transgender, working carers, hearing loss, neurodiversity and race.

Our approach to Equity, Diversity and Inclusion training and e-learning has been reviewed and as a result, we replaced our eLearning content for all employees, introduced a specific manager eLearning and added content around unconscious bias in our leadership module on Recruiting the Right Way.

Our Systems and Processes

Improving our systems and processes is vital for our productivity, and in the last year we have significantly invested in IT and digital systems to ensure we are fit for the future.

People system

In the Autumn we delivered on a new People and Payroll system, XCD. This has empowered employees and managers to manage their personal information and carry out a range of routine tasks autonomously, replacing old paper-based processes with a modern integrated system. The accurate and reliable information benefits all and is particularly important for clinical staff working in the community or during unsocial hours.

E-rostering

In January 2024 we went live with a new electronic rostering system, Optima. This gives employees greater flexibility to manage their work life balance while ensuring safe staffing levels is maintained. It is saving valuable time for our clinical managers and administrators, who can further focus on providing excellent care for patients, and within our payroll team. Many healthcare organisations already offer this facility, and it is hoped it will help St Peter's be a more attractive employer in what is a highly competitive marketplace.

Incident Management

In October 2023 we gained approval from Trustees to proceed with a project to implement a new incident management system, InPhase. This will enable staff to report a range of issues electronically, such as health and safety events to feedback from patients and their loved ones. Moving away from the current paper-based process will lead to valuable time savings for managers, so they can spend more time responding to and learning from patient safety events. In the long term it is hoped that it will help make the St Peter's Hospice even safer, and more resilient. We aim to launch the new system this summer, and we already see opportunities to expand it into other areas.

Supporter Database

Approval was gained from Trustees in January 2024 to implement a new supporter database, Donorfy. This will replace a legacy system that has been in place for many years and is no longer fit for purpose. It will give us better insight into our supporters and help us build and nurture stronger relationships with them. Donorfy will provide a much-improved experience for staff as well as increased efficiency, saving us valuable time and money.

These improvements are part of the organisational projects programme funded by designated reserves.

Financial Review

The Hospice generated a net income surplus during the year of £1.3m, up £1.7m on last year. The surplus was entirely created by favourable investment markets that saw our funds appreciate in value by £2.3m year on year as global stock markets stabilised and improved.

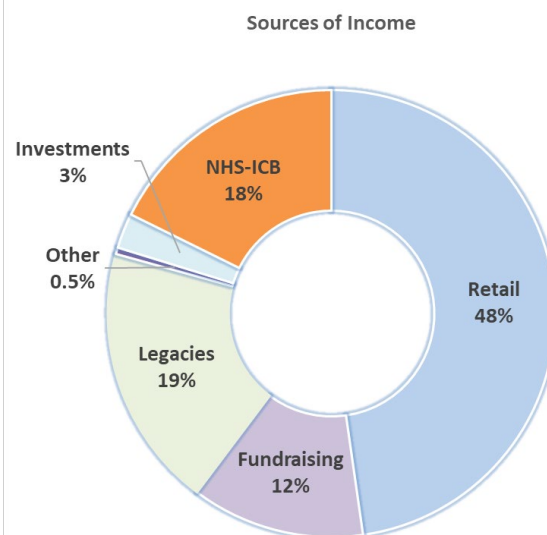
The underlying position, net income before investment gains and losses, shows a deficit of £1.0m (2023: surplus of £0.3m). Of this £0.5m relates to spend on enhanced services and projects for which the Trustees designated specific funds to cover. The remaining deficit was planned as we bring the hospice back to strength following the pandemic and is consistent with our longer term aims of having sustainable and resilient finances.

Income

The hospice has a diverse range of income streams which provides a degree of financial resilience and diversification to our operation. In 2023/24 our income was £18.9m, up 3.6% on last year:

Retail

Over recent years our retail business has developed and is focused on providing a high-quality retail experience that now accounts for 48% of the hospice's income. We now have 45 stores across the Bristol, North Somerset and South Gloucestershire area, an e-commerce team, and a house clearance operation.



Despite the difficult economic environment, with high inflation and cost of living challenges, we have had our most successful year ever with a retail income of £9.0m, up 5.6% on last year. We have aimed for continuous improvement and innovation in all of our retail operations with the strategic aim of being the 'best on every high street' in Bristol.

During the year we have benefited from having a full year of trading from our flagship store on Whiteladies Road in Clifton and towards the end of this financial year we were delighted to open a new large format Superstore in the Clifton Triangle area of Bristol, selling furniture, homeware and clothing.

All of this is made possible by the fantastic contribution of our retail volunteers and the continued donations from our local community.

Fundraising and Legacies

The fundraising sector as a whole has been significantly impacted by the pandemic and cost of living crisis, yet despite this we delivered income of £2.4m, in line with last year, and representing 12% of the hospice's income. Our thanks to all our supporters, individuals and corporate sponsors, who made this happen.

We recognise that the fundraising landscape will continue to be challenging so during the year we developed a 5-year fundraising strategy to ensure we are on a firm footing for sustained growth. The new fundraising strategy has a focus on:

- Recovering net fundraising income to pre-pandemic levels.
- Experimenting with opportunities to make step changes in net fundraising income.

- Increasing net fundraising year-on-year, to secure our services and long-term sustainability.
- Improving the stewardship of supporter and donors.

To realise this ambition, we have invested in growing our fundraising team to develop our skills, capability and capacity and are investing in a new supporter database to improve our data and intelligence. This will enable us to engage more effectively with our supporters.

We have also started a review of our brand that will enable us to understand how our service users and local community think of us. The review will show how we need to change our approach to engage all communities who need our care and increase our supporters.

Alongside our fundraising we have had another record year from legacies, gifts in wills, with £3.6m being notified to us. Legacies are a very important source of income to us representing 19% of our total income. We are incredibly grateful to those individuals who choose to remember the hospice in their wills.

NHS Integrated Care Board

We continue to be supported by the local NHS Integrated Care Board ('ICB') and are grateful to them for demonstrating their ongoing support with a long-term contract. This is appreciated and underpins our ability to plan with greater surety of our long-term income. During the year we received £3.2m from the ICB, 18% of our total income.

We also received income from the NHS in relation to supporting NHS education schemes.

Investment Income

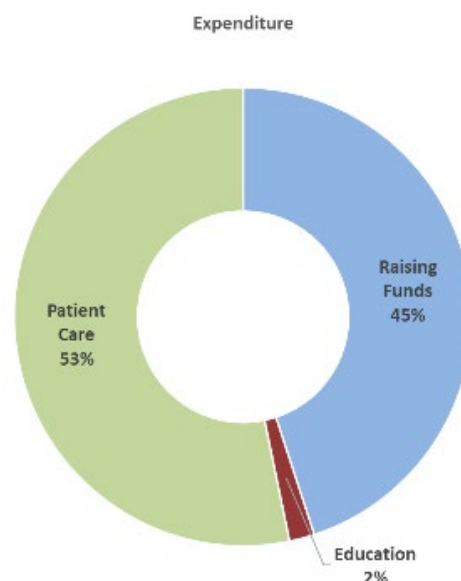
The hospice has been fortunate in the past to have been given a number of endowments. These are donations that we are able to invest and benefit from income returns. In addition, we also hold reserves to provide for financial resilience, sustainable and operational stability. A proportion of these funds are also invested.

The returns from these investments have increased by 26% in the year to £0.5m, 3% of our income, as we see the benefit of higher interest and dividend rates.

How we spend our funds

In 2023/24 our expenditure was £19.9m, up 11% on last year. This growth is largely due to:

- Increased staff costs due to cost of living pay awards and meeting new National Minimum Wage requirements.
- Increasing our headcount as we restore pandemic hit services and enhancing other services to support the wider healthcare system.
- General inflation on supplies and services.



During the year our expenditure¹ was broken down as follows:

- Patient Care £10.6m (53%)
- Raising Funds £8.9m (45%)
- Education £0.4m (2%)

As can be seen, we have spent £1.0m more than our in-year income as we actively use our Reserves to enhance our Patient Care and support projects to improve productivity, efficiency and income growth.

This growth in expenditure was planned and is in part met through growth in our income but also drawing down on our reserves.

Investment Policy and Performance

Within our governance structure we have an Investment Committee consisting of Trustees, senior management and our investment advisers. The Committee sets and oversees the management of the investment policy. The investment policy has an objective to provide to the hospice sufficient liquidity and returns (income and capital gains), with an acceptable level of risk, to enable the Charity to carry out its activities effectively in both the short and long term.

Short-term: The Hospice maintains deposits with a range of banks through direct relationships and through the Charities Aid Foundation deposit platform. The key short-term objective being to invest sufficient capital in lower risk, liquid and unrestricted assets, in order to meet anticipated operating cash shortfalls and capital expenditure requirements over a 1–2-year time horizon.

Long-term: Our Investment Policy sets out different investment objectives endowed and unrestricted funds:

- Unrestricted funds: to generate a return of RPI+2% net of all expenses.
- Endowed funds: to generate a return of RPI+4% net of all expenses.

The key risk to our long-term funds is inflation. Our fund managers have been instructed to invest in a way to mitigate this risk over the long term. The Trustees understand that this is likely to mean that the capital value will fluctuate and can generate losses within any financial year. The Charity is able to tolerate such volatility as it has working capital and short-term funds. Should draw down from the long-term unrestricted investment portfolio become necessary, it can be planned over a period of 12 months.

Our long-term financial portfolios are managed by appointed fund managers on a discretionary basis and are subject to an investment mandate in respect of asset allocation, risk, benchmarking and restrictions.

It is recognised that the financial risks of the Charity as a whole need to be considered and, therefore, the investment policy supports the requirements set out in the reserves policy.

Investment Performance

During the financial year, the endowment portfolio generated a return of 15.8%, 7.3% above the benchmark set. The unrestricted fund portfolio generated a return of 5.5%, 0.9% below the

¹ includes allocation of support costs, see notes 4 and 5 to the accounts for detailed analysis

benchmark set. Investment income increased by 26% to £480k (2023: £381k). Net unrealised capital gains totalled £2,304k (2023: Loss of £689k).

The Trustees regularly review the performance of the investments and the effectiveness of the investment strategy to ensure it continues to meet the charity's financial objectives. During the next financial year the Trustees will perform a formal review of both the strategy and fund manager performance.

Reserves

The Hospice seeks to hold financial reserves to enable services to continue and adapt where there is an unforeseen event or economic conditions that create a material shortfall in income compared to expenditure.

The Trustees have set a Reserve policy such that we should maintain free reserves of between 6 to 12 months of future expected operating expenditure. This would enable the hospice to either maintain services during a period of temporary income shock, or, in the case of a permanent diminution in income generation, an orderly restructuring of our services. The range recognises that net income does fluctuate, particularly due to the unpredictability of legacy gifts and equity investment valuations.

The reserves as at the end of the accounting period are:

	2024	2023
	£'000	£'000
Endowment funds	15,160	13,294
Restricted income funds	21	63
Endowment and Restricted funds	15,181	13,357
Fixed asset fund	7,366	7,308
Revaluation reserve	687	687
Operating deficit fund	-	2,200
Projects programme	1,090	669
Capital improvement fund	750	-
Service enhancement programme	1,442	1,908
Total Designated Reserves	11,335	12,772
Free reserves	12,312	11,355
Total Reserves	38,828	37,484

The reserves are as follows:

- Endowment and restricted– these funds have specific criteria for the utilisation of their income and capital as designated by the donor.
- Fixed asset fund – representing the net book value of fixed assets. Only realisable through the disposal of fixed assets.
- Revaluation reserve – reflects the revaluation of fixed asset investments. This fund is only realisable on the disposal of underlying assets.

- Service enhancement programme – this reserve was created to enable an increase and development of specific services for 2 to 3 years. Enhancements are now in place and the reserve is being utilised.
- Projects programme – created to enable the investment in our infrastructure and operations to improve efficiency and productivity. During the year we have delivered a number of projects, and we have a continuing programme of activity that is anticipated to last for another 2 to 3 years. Through our budget process we identified additional funding requirements and the Trustees have supported the increase in this reserve of £750k.
- Capital Improvements fund – our longer-term planning as identified the need to invest in, and improve, our infrastructure both at our Hospice site in Brentry and also our retail network. The Trustees have approved the creation of this reserve and transferred £750k from free reserves.
- Operating deficit fund – this reserve has been released back to free reserves this year to simplify the reserve structure.
- Free reserves – 6 to 12 months of future expected operating and planned capital expenditure.

As at the year end, free reserves were 7 months of expenditure which is at the lower end of the 6-to-12-month target range.

Should a material shock arise for the Hospice, the Trustees could release any uncommitted spend in the Projects programme and the Capital Improvements reserve to extend our time window to adapt our services. As at the end of the year, if these reserves were released it would increase free reserves to 8 months of expenditure.

Financial Outlook

During the last year, as part of our ongoing work to ensure that the hospice has sustainable and resilient finances, we have been considering how the financial performance evolves over the next 5 years and what strategic action we need to take.

Within our short and medium term planning we are seeking to protect and grow our sources of income.

Key areas being the:

- Retail team continue to look for opportunities to improve sales through existing stores and our online operations, as well as seeking new stores and superstores.
- The Fundraising team have commenced on a 5-year strategy to grow both fundraising and gifts through wills. To enable this, we are investing in our team and a new supporter database to help us more effectively reach our supporters.
- Close working with our local ICB to ensure we maintain their continued support by providing services that support the wider healthcare system.

By growing our income, we will aim to protect and grow our services to patients and their relatives. This represents a challenge given the impact of recent inflation, particularly its effect on staff costs, and the increasing demand for our services.

In our plans for the coming year, we are budgeting to grow income but not yet at a rate to offset the current cost of services. Consequently, we are planning to run a deficit budget. The Trustees

anticipate running a deficit for a number of years whilst we invest in income generation initiatives. This stance is consistent with, and supported by, our reserve policy. Notwithstanding, we will keep this position under continuous review.

Going Concern

The Trustees have assessed the Hospice's ability to continue as a going concern. This assessment involved a review of the charity's financial position, budgets, and forecasts, taking into account potential risks and uncertainties.

Based on this assessment, the Trustees have a reasonable expectation that the Hospice has adequate resources to continue in operational existence for the foreseeable future. Therefore, the Trustees continue to adopt the going concern basis in preparing the financial statements.

Future Plans

Our key objectives for the coming year are:

- **Expand our reach to patients** - Increase the support we provide to our patients, relatives and carers through our clinical, psychological and social work teams.
- **Strengthen our offer to the healthcare community** - Expand our clinical education to support more healthcare professionals.
- **Address inequalities** - Work with system partners and community groups to increase provision to under-served communities, including non-cancer patients.
- **Grow retail income** – by investing in new stores and modernising existing shops.
- **Grow fundraised income** - implementing our fundraising strategy with a focus this year of growing committed giving, philanthropy and legacy pledges.
- **Organisation of choice** - Review our Equity, Diversity and Inclusion strategy and action plan, strengthen our total reward package and complete an office space review.
- **Get the basics right** - Modernising our systems and processes to provide efficiencies and strengthened governance.
- **Strengthen use of data and intelligence** - Continue to expand the use of IT and digital products, analysis, evaluation and research to support data driven decision making.
- **Focus on the future** - Develop our new corporate strategy for 2025 onwards.

STRUCTURE AND GOVERNANCE AT ST PETER’S HOSPICE

Charity Structure and Subsidiary

The Charity is incorporated as a company limited by guarantee but without share capital. It has a wholly owned subsidiary, St Peter’s Hospice Enterprises Ltd, which supports the Hospice’s retail operations. All profits are donated to St Peter’s Hospice, its parent company.

Trustees (who are also Directors of the company) are listed on page 49. The Charity also has a number of senior employees entitled Director who are not directors within the meaning of the Companies Act 2006.

Board and Committees

The Board of Trustees is responsible for the governance and leadership of St Peter’s Hospice and determines the strategic direction of the organisation, oversees performance, and provides assurance. The Board meets at least four times a year, with additional meetings scheduled if required. The Board members work closely with all members of the Executive Team and the Executive Team are invited to attend all Board meetings. The Board works through six committees chaired by a Trustee.

Each committee has a Terms of Reference that sets out its role, responsibilities and authority. A delegated authority policy is also maintained.

The Chair meets regularly with the Chief Executive and other members of the Executive Team and attends many of the committee meetings. Review of the overall effectiveness of governance is undertaken by the Governance Committee that meets twice a year.

St Peter’s has developed a Code of Governance that draws on the principles and recommended practice within the Charity Governance Code. This sets out in detail the aim of the governance in St Peter’s and the derived governance authority from the Memorandum and Articles of Association. The Code of Governance is reviewed by the Board annually.



Risk Management

The Board is responsible for overseeing risk management and the organisational approach to risk management is detailed in the risk management policy. Corporate risks are reviewed quarterly by the Executive Team and the Board, with an assessment of changes in impact and likelihood undertaken on this basis.

Assessment of risks is integral to our project management and these risks are tracked by the project and Executive teams. The Chief Executive has overall responsibility for risk management within St Peter’s Hospice. The corporate risk register details the main risks for the organisation and the controls in place.

The principal risks and uncertainties facing the hospice are considered to be:

- Failure to generate sufficient income to fund planned services.
- Workforce capacity and resilience - ability to recruit and retain staff and volunteers with the right skills.
- Information security and cyber - Loss of key sensitive information and /or essential IT and digital systems.
- Global instability from climate change, conflict, politics or pandemics that impact workforce, inflation and service provision.

The Hospice continues to mitigate these risks through active management, in particular the continued growth and investment in our income generation activities, cautious cost management, investing in training and recruitment, and maintaining vigilance over our systems and associated control environments. In addition, we hold appropriate insurances and maintain a reserve policy that provides financial mitigation for the impact of risks.

Fundraising – Charities (Protection and Social Investment) Act 2016

The Hospice is engaged in many activities to raise funds for our charitable purpose. These include events, challenges, sponsored activities, local lottery, raffles, fundraising campaigns (online and through mailings) and grant applications.

We are committed to operating to the highest standards of fundraising ethics and practices and undertake our activities in line with the Code of Fundraising Practice. We continue to be registered with the Fundraising Regulator, the independent body that regulates charitable fundraising in the UK. We are also registered with the Gambling Commission with respect to our lottery and raffles.

We take the management of data seriously and our fundraising activities conform to all relevant Data Protection legislation.

Our complaints procedure is clear on our website and can also be enacted through all other communication channels. During 2023/24 we received 13 complaints relating to our fundraising or communications practices and no requests to be removed from mailings via the Fundraising Preference Service.

In communicating our work to supporters, we also recognise that the users of our services can be vulnerable and require protection from harm, abuse and exploitation. The privacy and dignity of our patients is a foremost consideration as is sensitivity to their needs and wellbeing. Our 'vulnerable people' policy governs how we approach this matter and our contracts with Professional Fundraising Organisations also include strict processes in relation to this.

St Peter's role in the business community

The Hospice takes its role in the business community seriously and works with numerous local suppliers and businesses, many of whom also seek to support us through fundraising and volunteering. We are also members of local business groups, such as Business West and Bristol Chamber of Commerce.

Within the healthcare environment we work closely with our local Integrated Care Board and other care providers within the local Integrated Care Partnership, both at an operational and strategic level.

Environmental reporting

We have created a Sustainability Steering Group which is working towards a sustainability/biodiversity plan which will be considered and approved, as appropriate, by the Executive. All areas of the hospice will be expected to weave the appropriate actions and activities into their own strategies, objectives, plans and budgets.

We have engaged with external providers to offer advice and guidance, whilst this is in its infancy as a steering group, we plan to gain momentum and are working with our teams across the organisation and build on awareness and achieve quick wins, as we plan our sustainable future.

Streamlined Energy and Carbon Reporting

Methodology

Our charity shops, warehouse, hospice site in Brentry and Long Aston office all use electricity for light, heat and power. The kWh usage was provided by our energy broker. In addition to this, three shops and the main hospice site also use gas central heating and the gas usage was calculated from the accounting records using the rate from the most recent bills.

The other main carbon source is travel by cars and vans. This is split into staff mileage (including the community nursing team who visit patients at home), volunteer mileage (who transport patients to/from the hospice for services in their own cars), patient support vehicles (used to transport patients to the in-patient unit), and goods vans which are used by the retail team to transport goods and service the retail outlets. Given the large number of different vehicles used throughout, composite rates were applied where specific data was impractical.

Other travel methods such as air and rail travel were not disclosed as these are deemed to be immaterial. The UK Government GHG Conversion Factors for Company Reporting 2023 has been used to provide the required conversion rates. The table below reports data for the 12 months ending 31st March 2024.

	2024	2023
Energy consumption used to calculate emissions (kWh)	1,803,315	1,929,143
Scope 1 (direct emissions)		
Emissions from consumption of gas (kgCO ₂ e)	82,743	82,292
Emissions from owned vehicles (kgCO ₂ e)	16,734	22,249
	99,477	104,541
Scope 2 (energy indirect)		
Emissions from purchased electricity (kgCO ₂ e)	198,476	205,250
	198,476	205,250
Scope 3 (other indirect)		
Emissions from non-owned vehicles (kgCO ₂ e)	78,368	92,395
	78,368	92,395
Total gross emissions (kgCO ₂ e)	376,321	402,186
Intensity ratio (kgCO ₂ e per employee FTE)	725	1,159

Remuneration Statement

The Hospice exists to provide care and support for adults with life-limiting illnesses and their families. The provision of these services is dependent on our ability to run an efficient organisation and to generate income through fundraising and retail activities. In order to be successful, we need to be

able to attract and retain staff with a wide variety of skills, knowledge and experience, some of which is highly specialised.

We therefore aim to be competitive in the different recruitment markets where we compete for talent, while taking a balanced and responsible approach to the use of the Charity's funds.

In accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and Charity SORP 2015, St Peter's Hospice discloses:

- all payments to trustees (no Trustees receive "pay")
- the number of staff in receipt of more than £60,000 (in bands of £10,000); and
- pensions and other benefits.

In accordance with our Pay Policy, we will benchmark pay again in 2025.

The Hospice has a Governance Committee which meets twice a year and requires the attendance of at least three Trustees to be quorate. One of the responsibilities of this committee is to review and determine the salary and remuneration package of the Chief Executive and senior management of the Hospice.

Trustee Recruitment and Training

The Governance Committee is responsible for monitoring Board composition and reviews the schedule of trustee appointments as a standing agenda item at its bi-annual meetings. It considers forthcoming reappointments and retirements and thus identifies future recruitment needs, specifically addressing skillset requirements. A variety of recruitment methods are used. The Board has significantly widened the lived experience of trustees recently, as well as the use of co-opted committee members to broaden the expertise available.

Trustees follow a formal induction programme, undertake appropriate statutory and mandatory training and have the opportunity to attend external training should they wish.

A list of the trustees, officers and advisers is provided on page 49 and forms part of the Trustees' report.

Companies Act 2006 - Section 172

Section 172 of the Companies Act 2006 requires trustees to act in a way that promotes the success of the charity for the benefit of its beneficiaries, considering various factors.

The Trustees confirm that they have acted in good faith to promote the Charity's success for its beneficiaries. They have considered the long-term impact of their decisions, the interests of employees and volunteers, relationships with suppliers and donors, the community and environment whilst maintaining high standards of conduct. They have also ensured fairness among all members of the Charity.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Board is responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company and Charity law requires the Board to prepare financial statements for each financial year. Under that law the Board has elected to prepare financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the Charity for that period.

In preparing these financial statements, the Board is required to:

- select the most suitable accounting policies and then apply them consistently.
- make judgments and accounting estimates that are reasonable and prudent.
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Board has overall responsibility for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity, ensuring that the assets are properly applied in accordance with Charity law, and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statements as to disclosure of information to auditors

The Trustees have taken all the necessary steps to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

As far as the Trustees are aware, there is no relevant audit information of which the company's auditor is unaware.

Auditors

During the year the Trustees undertook a review of their auditors in line with good corporate governance. Following a tender process the Trustees concluded not to reappoint Mazars LLP and agreed to appoint Crowe U.K. LLP for the forthcoming year.

By order of the Board



Helen Morgan

Chair

Date: 18th December 2024

St Peter's Hospice
Charlton Road, Brentry
Bristol BS10 6NL

AUDITORS REPORT

Independent auditor's report to the members of St Peter's Hospice

Opinion

We have audited the financial statements of St Peter's Hospice ('the charitable company') and its subsidiary ('the group') for the year ended 31 March 2024 which comprise the Consolidated Statement of Financial Activities, Consolidated Balance Sheet, Charity Balance Sheet, Consolidated Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the charitable company's affairs as at 31 March 2024 and of the group's income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) 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 group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that 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 Trustees' 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 charitable company's or the group's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The Trustees are responsible for the other information contained within the annual report. 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. 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 2006

In our opinion based on the work undertaken in the course of our audit:

- the information given in the Trustees' report, which includes the Directors' report and the Strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic report and the Directors' report included within the Trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the group and charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the Strategic report or the Directors' report included within the Trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on page 20 the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine 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 Trustees are responsible for assessing the charitable 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 the trustees either intend to liquidate the charitable company or to cease operations, or have 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 (UK) 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.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company and group operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, the Charities Act 2011 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's and the group's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company and the group for fraud. The laws and regulations we considered in this context were the CQC Regulations and General Data Protection Regulations.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be with the completeness and accuracy of income (specifically non-NHS grant income and legacy income) and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, and the Audit Committee about their own identification and assessment of the risks of irregularities, designing audit procedures over income streams noted above, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable 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 charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.



Guy Biggin

Senior Statutory Auditor

For and on behalf of

Crowe U.K. LLP

Statutory Auditor

Fourth Floor

St James House

St James Square

Cheltenham

GL50 3PR

Date: 19 December 2024

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(incorporating an income and expenditure account)

For the year ended 31 March 2024

	Note	Unrestricted funds £000	Restricted funds £000	Endowment funds £000	Total 2024 £000	Total 2023 £000
Income and endowments from:						
Donations and legacies		4,715	99	-	4,814	4,850
Charitable activities		3,430	-	-	3,430	3,452
Other trading activities		10,197	-	-	10,197	9,572
Investment income		480	-	-	480	381
Total income	3	18,822	99	-	18,921	18,255
Expenditure on:						
Raising funds:						
Donations and legacies		662	-	-	662	473
Trading and other activities		8,179	-	99	8,278	7,696
Charitable activities		10,800	141	-	10,941	9,739
Total expenditure	4	19,641	141	99	19,881	17,908
Net expenditure before gains / (losses)		(819)	(42)	(99)	(960)	347
Net gains on investments	10	339	-	1,965	2,304	(689)
Net income		(479)	(42)	1,866	1,344	(342)
Transfers between funds		-	-	-	-	-
Net movement in funds		(479)	(42)	1,866	1,344	(342)
Reconciliation of funds:						
Total funds brought forward		24,127	63	13,294	37,484	37,826
Total funds carried forward		23,648	21	15,160	38,828	37,484

In accordance with the provisions of the Companies Act 2006, a separate income and expenditure account dealing with the results of the parent company only has not been presented. The net increase in reserves for the year for the parent company was £1,152,000 (2023: decrease of £256,000).

The notes on pages 28 to 48 form part of the financial statements.

Registered company no. 01191227
Consolidated and Charity balance sheets
As at 31 March 2024

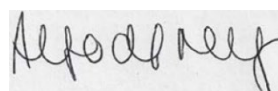
		Group	Group	Charity	Charity
	<i>Note</i>	2024	2023	2024	2023
		£000	£000	£000	£000
Fixed assets					
Tangible assets	9	7,366	7,308	7,405	7,347
Investment assets	10	23,319	21,768	23,319	21,768
		30,685	29,076	30,724	29,115
Current assets					
Stocks		53	42	-	-
Debtors	11	5,252	2,882	5,231	2,883
Investments		1,080	466	1,080	466
Short term investments		1,107	4,810	1,107	4,810
Cash at bank and in hand		3,174	1,280	2,901	1,142
		10,666	9,480	10,319	9,301
Liabilities:					
Creditors: amounts falling due within one year	12	(2,221)	(766)	(2,265)	(785)
Net current assets		8,445	8,714	8,054	8,516
Total assets less current liabilities		39,130	37,790	38,778	37,631
Provisions for liabilities	13	(302)	(306)	(302)	(306)
Total net assets		38,828	37,484	38,476	37,325
The funds of the charity:					
Endowment funds	14	15,160	13,294	15,160	13,294
Restricted income funds	15	21	63	21	63
Unrestricted funds:					
Designated funds	17	10,648	12,085	10,687	12,124
Revaluation reserve	19	687	687	687	687
Income and expenditure account	16	12,312	11,355	11,921	11,157
Total unrestricted funds		23,647	24,127	23,295	23,968
Total charity funds		38,828	37,484	38,476	37,325

The notes on pages 28 to 48 form part of the financial statements.

These financial statements were approved by the Board of Trustees on 18th December 2024 and signed on its behalf by:



Helen Morgan,
Chair of Board of Trustees



Alison Godfrey,
Chair of Resources Committee & Treasurer

CONSOLIDATED STATEMENT OF CASH FLOWS

For the year ended 31 March 2024

	Note	2024		2023	
		£000	£000	£000	£000
Cash flows from operating activities:					
Net cash provided by operating activities	23		(1,879)		1,199
Cash flows from investing activities:					
Dividends, interest and rents from investments	3	480		381	
Purchase of property, plant and equipment	9	(545)		(273)	
Proceeds from sales of investments	10	5,649		2,880	
Purchase of investments	10	(4,900)		(4,516)	
Net cash (used in) / provided by investing activities			684		(1,528)
Change in cash and cash equivalents in the year	24		(1,195)		(329)
Cash and cash equivalents at the beginning of the year			6,556		6,885
Cash and cash equivalents at the end of the year			5,361		6,556

Refer to note 24 for a breakdown of the cash and cash equivalents balance.

The notes on pages 28 to 48 form part of the financial statements.

NOTES (forming part of the financial statements)

1. Status of the company

The company is a private company limited by guarantee and is incorporated in England & Wales, registered company number 01191227. The members of the company are the Trustees who are also ordinary members named on page 49. The liability of members in the event of a winding up is limited by guarantee to an amount not exceeding £1 per member.

1.1 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).

2. 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.

2.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006 and Charities Act 2011.

St Peter's Hospice met the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements are prepared in sterling which is the functional currency of the company and rounded to the nearest £'000. Comparative information relates to the year ended 31 March 2023.

2.2 Going concern

The Trustees have assessed the Hospice's ability to continue as a going concern. This assessment involved a review of the charity's financial position, budgets, and forecasts, taking into account potential risks and uncertainties.

Based on this assessment, the Trustees have a reasonable expectation that the Hospice has adequate resources to continue in operational existence for the foreseeable future. Therefore, the Trustees continue to adopt the going concern basis in preparing the financial statements.

2.3 Group financial statements

The financial statements consolidate the results of the Charity and its wholly owned subsidiary St Peter's Hospice Enterprises Limited on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the Charity has not been presented because the

Charity has taken advantage of the exemption afforded by section 408 of the Companies Act 2006. The charity has also taken advantage of the exemption available to a qualifying entity in FRS 102 from the requirement to present a charity only cash flow statement and certain disclosures about the charity's financial instruments within the consolidated financial statements.

2.4 Fund accounting

Unrestricted funds - these are funds which can be used in accordance with the Charity's charitable objects at the discretion of the Trustees.

Designated funds - these funds are set aside by the Trustees out of unrestricted funds for specific purposes. Please see note 17 for a list of these funds.

Restricted funds – these are funds received for undertaking an activity specified by the donor. See note 15 for details.

Endowment funds – these are funds where the donor has specified the funds should be treated as a permanent capital fund, where the income arising from the capital fund is available to meet the running costs of the Charity. See note 14 for details.

2.5 Income

Income is recognised when the Charity 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.

Where income has related expenditure (as with fundraising or contract income) the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a grant is subject to fulfilling performance conditions before the Charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Income from NHS contracts, government and other grants, whether 'capital' grants or 'revenue' grants, are recognised when the Charity 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.

Legacies are valued in the accounts when it has been assessed that receipt of the gift is probable.

This assessment includes:

- Confirmation and evidence that probate has been granted; and
- A copy of the legator's will has been received to confirm the Charities' entitlement; and
- The executors have informed the Charity that sufficient assets exist to meet the liabilities of the estate and to pay the legacy.

Where legacies have been notified to the Charity, or the Charity 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.

Grant income received relating to the following year is deferred until the criteria for income recognition are met.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the Charity which is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification received of the dividend due.

Lottery income is accounted for in respect of those draws that have taken place in the year.

2.6 Donated goods and services

It has been judged that the benefit to the user of the accounts from determining and reporting the value of the donated goods prior to sale is less than the costs involved in obtaining that valuation. As a result, trading income is recognised on point of sale for both donated and purchased goods.

Donated professional services and facilities are included in income at the estimated value of the gift to the Charity when received, based on the amount that the Charity would have been prepared to pay for these services or facilities had it been required to purchase them, with a corresponding entry in the appropriate expenditure heading for the same amount. Donated fixed assets are similarly taken to income at the value to the Charity, with the other entry being capitalised in fixed assets.

2.7 Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resources.

Raising Funds:

Fundraising costs are split between trading and the cost of generating donations and gifts. Costs, where possible are directly allocated to each activity. General fundraising support costs are allocated to activities in proportion to the headcount supporting them. Where activities generate donations and gifts as well as trading income, costs are apportioned on the basis of income. Fundraising costs incurred in seeking voluntary contributions do not include the costs of disseminating information in support of the charitable activities.

Charitable expenditure:

This includes the costs of delivering our services, including educational activities, undertaken to further the purposes of the charity and their associated support costs.

Support costs are made up of administration and management, finance costs, IT costs and governance costs. Administration and management include the costs of employing the Chief Executive, Director of Finance & IT and the Human Resources department. It also includes the cost of insurance and legal and professional expenses.

Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the Charity.

Basis for support costs allocation is as follows:

- Administration and management costs have been allocated based on a combination of the number of staff in an area and actual time spent by support staff.
- IT and Finance departmental costs have been allocated based on the combination of activity levels and staff numbers.
- Governance departmental costs have been allocated based on staff numbers.

2.8 Volunteers

The value of the services provided by volunteers is not incorporated into these financial statements. Further detail of their contribution is provided in note 7 to these financial statements and in the Trustees report.

2.9 Fixed assets and depreciation

Tangible fixed assets, in excess of £1,000, are stated at cost (of purchase or construction) less accumulated depreciation. Depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets by equal instalments over their estimated useful economic lives as follows:

Freehold land	Not depreciated
Freehold buildings	2% per annum
Building improvements	10% per annum
Fixtures, fittings, equipment and vehicles	10%-33% per annum
Shop refurbishments	17% per annum

Depreciation is charged monthly following the month of acquisition.

The Inpatient Unit is accounted for using component accounting. The building has been divided into its major components which are considered to have substantially different useful economic lives as follows:

Exterior walls	50 years
Roof	50 years
Stairs	50 years
Electrical systems	40 years
Ceiling	30 years
Fences	30 years
Mechanical systems	30 years
Paths	25 years
Internal walls	20 years
Windows and doors	20 years
Lift	15 years
Landscaping	15 years
External fixtures	10 years
Drainage	10 years
Air conditioning	10 years

2.10 Intangible assets and amortisation

Intangible assets are capitalised and amortised over their useful economic lives. They are stated at cost (of purchase or development) less accumulated amortisation.

Software	5 -10 years
----------	-------------

2.11 Investment properties

The valuation of investment properties is considered annually for material movement and valued professionally every three years at open market values. All gains and losses arising on valuation are taken directly to revaluation reserve except that any permanent diminution in the value of an investment property is recognised in the Statement of Financial Activities for the year.

2.12 Fixed asset investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price, except for the shares in the trading subsidiary which are carried at cost. The Statement of Financial Activities includes the net gains and losses arising on revaluation and disposals throughout the year. The Charity does not acquire put options, derivatives or other complex financial instruments.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

2.13 Stocks

Stock of retail goods is included at the lower of cost or net realisable value. Donated items of stock for resale or distribution are not included in the financial statements until they are sold or distributed because the Trustees consider it impractical to be able to assess the amount of donated stocks as there are no systems in place which record these items until they are sold and undertaking a stock take would incur undue cost for the Charity which far outweighs the benefits.

2.14 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. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

2.15 Cash and cash equivalents

Cash and cash equivalents comprise cash in hand and demand deposits and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an

insignificant risk to changes in value. Deposit accounts, including those with notice periods greater than 90 days, are shown as short-term investments.

2.16 Current asset investments

Current asset investments comprise cash deposits held at fund managers.

2.17 Creditors

Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

2.18 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.19 Pension costs

Employees can join a defined contribution pension scheme which is administered by Aviva. The group also contributes to the NHS Pension Scheme on behalf of a minority of employees who are eligible to join the scheme. This is an unfunded defined benefit scheme. The amount charged against income represents the contributions payable to the schemes in respect of the accounting period. The group operated a voluntary defined benefit pension scheme, which is now closed. The final contributions made to this scheme were in January 2010. The funds are administered by pension Trustees and are independent of the group's finances.

2.20 Operating leases

Operating leases are recognised over the period of which the lease falls due. Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period of the lease.

2.21 Taxation

The Charity is not subject to Corporation Tax on its charitable activities. The profits of the non-charitable subsidiaries are donated to the parent Charity; therefore, the group generally suffers no Corporation Tax on its trading activities.

2.22 Judgements and key sources of estimation uncertainty

A key area of judgement in these financial statements is the recognition of legacy income, which requires judgements about whether the income is probable or not and whether St Peter's hold entitlement to the monies. There is also estimation uncertainty regarding the reliability of the estimate of the amount to be received. Many of the legacies in the pipeline will include properties which are inherently uncertain in value as well as sometimes there being uncertainty regarding the amount of the estate to which St Peter's is entitled. The value of accrued income relating to legacies has been estimated at £3,625,000 at 31st March 2024 and is shown separately in note 11.

The Trustees have made key assumptions in determining the estimation of the fair value of investment property in respect of the state of the property market in the location where the property is situated. The valuation method is further described in note 2.11, together with the valuation of the properties at the reporting date being disclosed in note 10.

There are also judgements made in determining whether provisions are required and at what value. A dilapidations provision is held relating to the estimated cost of repairs to shops at the end of their leases, based on a charge of £6 per square foot of shop area. A dilapidations provision of £302,000 is held at the year end and the uncertainty surrounding this is disclosed in note 13.

3. Income and endowments

	Unrestricted funds £000	Restricted funds £000	Endowment funds £000	Total 2024 £000	Total 2023 £000
Donations					
Individuals	430	1	-	431	458
In memoriam	429	1	-	430	558
Charitable foundations	121	96	-	217	183
Corporate sector	105	1	-	106	107
General community	28	-	-	28	31
COVID-19 retail grant	-	-	-	-	9
	1,113	99	-	1,212	1,346
Legacies	3,602	-	-	3,602	3,504
	4,715	99	-	4,814	4,850
Income from charitable activities					
NHS England service funding	3,348	-	-	3,348	3,099
Other grants	4	-	-	4	252
Education course fees	78	-	-	78	101
	3,430	-	-	3,430	3,452
Income from other trading activities					
Shops sales – donated goods	8,552	-	-	8,552	8,027
– bought in goods	435	-	-	435	391
– commission and other	47	-	-	47	135
Fundraising events – community	693	-	-	693	611
– corporate	85	-	-	85	35
Lottery	378	-	-	378	368
Other	7	-	-	7	5
	10,197	-	-	10,197	9,572
Investment income					
Dividends and interest	428	-	-	428	340
Rents	52	-	-	52	41
	480	-	-	480	381
TOTAL INCOME AND ENDOWMENTS	18,822	99	-	18,921	18,255

In line with our accounting policy, legacies include £3,625,000 (2023: £2,267,000) of income notified at year end but not yet received as they have met the criteria for recognising income in accordance with SORP 2019.

Total legacies notified but not recognised in the financial statement as at 31 March 2024 amounted to £340,000 (2023: £267,000).

Total income from gift aid amounted to £639,000 (2023: £662,000).

4. Analysis of expenditure

	Activities undertaken directly £000	Support costs (note 5) £000	2024 £000	2023 £000
Raising funds:				
Donations	473	77	550	446
Legacies	112	-	112	27
Total donations and legacies	585	77	662	473
Shops	6,082	1,313	7,395	6,843
Fundraising events	399	39	438	408
Lottery	250	14	264	241
Investment management costs	-	181	181	204
Total trading and other	6,731	1,547	8,278	7,696
Total expenditure on raising funds	7,316	1,624	8,940	8,169
Charitable expenditure:				
Inpatient care	3,318	1,085	4,403	4,038
Community hospice care	4,378	983	5,361	4,794
Community wellbeing	668	154	822	607.00
Total patient care	8,364	2,222	10,586	9,439
Education	258	97	355	300
Total charitable expenditure	8,622	2,319	10,941	9,739
Total expenditure	15,938	3,943	19,881	17,908

5. Support costs allocation

	Site costs £000	Admin & Management £000	Finance & IT depts £000	Governance £000	2024 £000	2023 £000
Raising funds:						
Donations	44	14	17	2	77	72
Legacies	-	-	-	-	-	2
Shops	138	527	627	21	1,313	1,195
Fundraising events	14	11	13	1	39	35
Lottery	6	3	4	1	14	12
Investment management costs	-	181	-	-	181	204
Charitable activities:						
Inpatient care	730	156	187	12	1,085	1,098
Community hospice care	387	265	316	15	983	778
Community wellbeing	80	33	39	2	154	142
Education	57	18	21	1	97	91
Total support costs	1,456	1,208	1,224	55	3,943	3,629
2023 Total support costs	1,333	1,002	1,244	50		3,629

6. Subsidiary

During the year the Charity had one wholly owned subsidiary, incorporated in England and Wales.

St Peter's Hospice Enterprises Limited (registered in England and Wales company number: 02595158) sells Christmas cards, calendars, new goods and items incorporating the Hospice logo on behalf of the Hospice. It also acts as agent for the Shops Gift Aid scheme (earning commission) and operates a house clearance service. The company transfers its taxable profits to St Peter's Hospice under gift aid.

A summary of the results of St Peter's Hospice Enterprises Limited included in the consolidated statement of financial activities is shown below. The expenditure includes £160,000 (2023: £113,000) intercompany management charge paid to the Charity which is eliminated on consolidation. Full accounts are filed with the Registrar of Companies.

	2024	2023
	£000	£000
<i>Income and expenditure account</i>		
Income	577	496
Expenditure	(391)	(314)
Net income	186	182
Retained earnings at beginning of reporting period	204	291
Net income for the year	186	182
Distribution to parent charity	(182)	(269)
Retained earnings at end of reporting period	208	204

7. Staff and volunteers

The average number of volunteers involved regularly on Hospice business is more than 1,350. The headcount of employed staff members are as follows:

	2024	2023
		Restated
	No.	No.
Patient care	249	235
Income generation	231	217
Support	28	25
Total staff	508	477

The aggregate employment costs of these persons are as follows:

	2024	2023
		Restated
	£000	£000
Wages and salaries	12,080	10,808
Social security costs	1,058	977
Pension contributions (see note 22)	994	1,003
Termination payments	8	11
	14,140	12,799

Termination payments were made to two employees totalling £2,000 during the year under signed compromise agreements (2023: payments totalling £11,000 were made to five employees during the year under signed compromise agreements).

Employees whose emoluments, excluding pension contributions, were equal to or greater than £60,000 per annum were as follows:

	2024	2023
	No.	No.
£60,001 - £70,000	2	5
£70,001 - £80,000	3	1
£80,001 - £90,000	2	1
£90,001 - £100,000	1	1
£100,001 - £110,000	1	-
	9	8

Five of the employees in the table above were accruing retirement benefits under defined benefit schemes (2023: six employees), and four were accruing retirement benefits under defined contribution schemes (2023: two).

The total employee remuneration, including employer's national insurance and pension contributions, of the key management personnel of the Hospice was £719,141 (2023: £632,200).

The Charity maintains indemnity insurance for the Trustees and officers of the company and its subsidiaries; the cost of providing this insurance was £10,626 (2023: £9,660).

Note 21 shows details of related party transactions.

No Trustee received remuneration in the year (2023: £nil). Trustees are entitled to the reimbursement of expenses necessarily incurred on Hospice business. During the year ended 31 March 2024 a total of £nil was reimbursed to trustees (2023: £nil).

8. Net income

Net income is stated after charging / (crediting):

	Group		Charity	
	2024	2023	2024	2023
	£000	£000	£000	£000
Auditor's remuneration:				
Audit	23	19	19	16
Depreciation	486	496	486	496
Rent of land and buildings – operating leases	817	763	817	763
Rents receivable under operating leases	(52)	(71)	(52)	(71)
Loss on disposal of tangible fixed assets	1	46	1	46

9. Tangible fixed assets

Group

	Freehold property*	Fixtures and fittings**	Shop refurbishment	Total
	£000	£000	£000	£000
Cost				
As at 1 April 2023	8,863	1,821	3,069	13,753
Additions	128	225	192	545
Disposals	-	-	(132)	(132)
As at 31 March 2024	8,991	2,046	3,129	14,166
Depreciation				
As at 1 April 2023	2,023	1,598	2,824	6,445
Charge for year	275	95	116	486
Disposals	-	-	(131)	(131)
As at 31 March 2024	2,298	1,693	2,809	6,800
Net book value				
As at 31 March 2024	6,693	353	320	7,366
As at 31 March 2023	6,840	223	245	7,308

Charity

	Freehold property*	Fixtures and fittings**	Shop refurbishment	Total
	£000	£000	£000	£000
Cost				
As at 1 April 2023	8,954	1,821	3,069	13,844
Additions	128	225	192	545
Disposals	-	-	(132)	(132)
As at 31 March 2024	9,082	2,046	3,129	14,257
Depreciation				
As at 1 April 2023	2,075	1,598	2,824	6,497
Charge for year	275	95	116	486
Disposals	-	-	(131)	(131)
As at 31 March 2024	2,350	1,693	2,809	6,852
Net book value				
As at 31 March 2024	6,732	353	320	7,405
As at 31 March 2023	6,879	223	245	7,347

* Includes building improvements; ** Includes motor vehicles

Included in the cost of freehold property of the group and company is £70,000 of land which is not being depreciated. The net book value of the seven freehold shops open at 31 March 2024 was £456,000 (2023: £472,000).

Included within fixtures and fittings are intangible assets with a net book value of £144,669 (2023: £38,173) comprised of software and website development costs. These are not analysed separately as the amount is not considered material

10. Fixed asset investments

Group and Charity

	2024	2023
	£000	£000
Equities at market value	19,935	18,082
Fixed interest investments, including Government stocks, at market value	2,530	2,828
Equities and fixed interest investments	22,465	20,910
Hospice Quality Partnership loan notes	4	8
Investment properties (see below)	850	850
	23,319	21,768

	2024	2023
	£000	£000
Equities and fixed interest investments		
Market value at beginning of year	20,910	20,230
Additions	4,900	4,516
Disposals	(5,649)	(2,880)
Investment gains / (losses)	2,304	(956)
Market value at end of year	22,465	20,910
Historical cost at end of year	17,145	15,956

Fixed asset investments include quoted equities and Government stocks listed on the London Stock Exchange. There were no individual shareholdings of more than 5% of the total portfolio value as at 31 March 2024 (2023: none). All investment properties form part of the unrestricted funds balance.

	2024	2023
	Total	Total
	£000	£000
Properties		
Cost at beginning and end of year	163	130
Additions	-	33
Cost at the end of the year	163	163
Revaluation at beginning of year	687	420
Revalue to fair value	-	267
Revaluation at end of year	687	687
Valuation at end of year	850	850

The Charity owns three flats and a coffee shop which are rented to tenants. The three flats were formally valued on 7th April 2022 and the coffee shop was valued on 2nd November 2022. Valuations were performed by TLS Estate Agents. The valuations are reviewed annually to assess for material movements, with formal valuations taking place every three years.

Also included in fixed asset investments are the following investments in subsidiaries:

	Group		Charity	
	2024	2023	2024	2023
	£	£	£	£
Investment in subsidiaries	-	-	2	2

11. Debtors

Trade debtors totalling £709 for the charity and £709 for the group (2023: £288 for the charity and £238 for the group) were written off in the year.

	Group		Charity	
	2024	2023	2024	2023
	£000	£000	£000	£000
Trade debtors	819	22	803	23
Gift aid receivable and other debtors	335	187	335	187
Prepayments and accrued income	473	406	468	406
Accrued legacy income	3,625	2,267	3,625	2,267
	5,252	2,882	5,231	2,883

12. Creditors: amounts falling due within one year

	Group		Charity	
	2024	2023	2024	2023
	£000	£000	£000	£000
Trade creditors	-	1	-	-
Other creditors	166	-	166	-
Pension contributions (note 22)	68	-	68	-
Amounts owed to group undertakings	-	-	219	92
Accruals and other deferred income	1,987	765	1,812	694
	2,221	766	2,265	786

Deferred income comprises of advance ticket sales for the hospice lottery, NHS and grant income that relates to future periods. The movement in deferred income for the year was as follows:

Group and Charity

	2024	2023
	£000	£000
Balance as at 1 April	156	85
Utilised in the year	(156)	(85)
Deferred in the current year	885	156
Balance as at 31 March	885	156

13. Provision for liabilities

	Group		Charity	
	2024	2023	2024	2023
	£000	£000	£000	£000
Dilapidations provision (see below)	302	306	302	306
	302	306	302	306

The movement on the dilapidations provision in the year was as follows:

	2024	2023
	£000	£000
Balance as at 1 April	306	296
Additions in the year	9	10
Utilised in the year	(13)	-
Balance as at 31 March	302	306

The dilapidations provision is a provision for the cost of repairs to shops at the end of their leases. Given the timing of lease exit is uncertain, the value and timing of the resulting payments is also uncertain.

14. Endowment funds

Group and Charity

2024	Balance			Balance
	1 April	Investment	Investment	31 March
	2023	fees	(Losses)/Gains	2024
	£000	£000	£000	£000
John James	4,067	(30)	592	4,629
Needham Cooper	9,227	(69)	1,374	10,532
	13,294	(99)	1,965	15,160

2023	Balance			Balance
	1 April	Investment	(losses) /	31 March
	2022	fees	gains	2023
	£000	£000	£000	£000
John James	4,147	(29)	(51)	4,067
Needham Cooper	9,408	(67)	(114)	9,227
	13,555	(96)	(165)	13,294

The John James Endowment Fund was set up with the intention of generating an investment income for the Hospice. The fund consists of a donation from the John James Bristol Foundation of £500,000 together with an equivalent amount raised by the Hospice by the end of 1984. A further £500,000 was received from the Foundation in 1997 and the Hospice has in previous years received gifts from others of £350,000 towards matching this last amount. In 2008/09 a further £390,000 was donated to the fund. The total capital raised is £2,240,000 and gains to date, net of fees, are £2,384,000. The Needham Cooper fund represents investments made as a result of the sale of land previously owned near Bristol (formerly known as the Peg Hill fund). The £1,200,000 Charity Property Fund was

consolidated into the Needham Cooper fund in November 2019. The total capital invested was £6,871,000 and gains to date, net of fees, are £3,653,000.

15. Restricted income funds

Group and Charity

2024	Balance 1 April			Transfers to designated funds	Balance 31 March 2024
	2023 £000	Income £000	Expenditure £000	£000	2024 £000
Patient vehicle	5	-	(5)	-	0
Various funds	58	99	(136)	-	21
	63	99	(141)	-	21

2023	Balance 1 April			Transfers to designated funds	Balance 31 March 2023
	2022 £000	Income £000	Expenditure £000	£000	2023 £000
COVID-19 NHS England service funding	-	252	(252)	-	-
Patient vehicle	5	-	-	-	5
Various funds	15	78	(35)	-	58
	20	330	(287)	-	63

NHS England awarded funding to allow the hospice to make available bed capacity and community support for people with complex needs during COVID-19 pandemic. The final funding was received in May 2022.

Various other funds relate to small amounts received where the donor has restricted the use of the funds.

16. Income and expenditure account

2024	Group £000	Charity £000
At 1 April 2023	11,355	11,157
Net income for the year – unrestricted	(82)	(275)
Investment gains – unrestricted	339	339
Transfer from designated funds (note 17)	700	700
At 31 March 2024	12,312	11,921

2023	Group £000	Charity £000
At 1 April 2022	10,121	9,837
Net income for the year – unrestricted	2,025	2,111
Investment gains – unrestricted	(791)	(791)
Transfer to designated funds (note 17)	-	-
At 31 March 2023	11,355	11,157

17. Designated funds

Group

2024

	Balance		Transfers	from / (to) income	Balance
	1 April		between	and expenditure	31 March
	2023	Expenditure	funds	account	2024
	£000	£000	£000	£000	£000
Fixed assets fund	7,308	(201)	259	-	7,366
Operating deficit fund	2,200	-	-	(2,200)	0
Projects programme	669	(70)	(259)	750	1,090
Capital improvement fund	-	-	-	750	750
Service enhancement programme	1,908	(466)	-	-	1,442
	12,085	(737)	-	(700)	10,648

2023

	Balance		Transfers	from / (to) income	Balance
	1 April		between	and expenditure	31 March
	2022	Expenditure	funds	account	2023
	£000	£000	£000	£000	£000
Fixed assets fund	7,576	(268)	-	-	7,308
Operating deficit fund	2,200	-	-	-	2,200
Projects programme	900	(231)	-	-	669
Service enhancement programme	2,000	(92)	-	-	1,908
	12,676	(591)	-	-	12,085

Charity

2024

	Balance		Transfers	from / (to) income	Balance
	1 April		between	and expenditure	31 March
	2023	Expenditure	funds	account	2024
	£000	£000	£000	£000	£000
Fixed assets fund	7,347	(201)	259	-	7,405
Operating deficit fund	2,200	-	-	(2,200)	-
Projects programme	669	(70)	(259)	750	1,090
Capital improvement fund	-	-	-	750	750
Service enhancement programme	1,908	(466)	-	-	1,442
	12,124	(737)	-	(700)	10,687

2023

	Balance		Transfers	from / (to) income	Balance
	1 April		between	and expenditure	31 March
	2022	Expenditure	funds	account	2023
	£000	£000	£000	£000	£000
Fixed assets fund	7,615	(268)	-	-	7,347
Operating deficit fund	2,200	-	-	-	2,200
Projects programme	900	(231)	-	-	669
Service enhancement programme	2,000	(92)	-	-	1,908
	12,715	(591)	-	-	12,124

The Fixed assets fund represents the net book value of fixed assets used in the Hospice. The transfers in the year represent the movement in the net book value of the fixed assets.

During the year ended 31 March 2022, the Operating deficit reserve was created as it was recognised that the whilst the hospice was developing its longer-term strategy for service delivery and income generation that there would be a mismatch between income growth and increases in expenditure (both operating and capital). The reserve enabled the confidence to proceed with our strategy whilst maintaining free reserves in line with our policy. During the current year the Trustees sought to simplify reserves and released the Operating deficit reserve back to free reserves.

Project programme fund represents the amounts set aside to support a programme of projects. The transfer in the year represents the spend on projects during the year. During the year the Trustees allocated designated further funds in support the ongoing programme of projects to support efficiency and productivity.

Service enhancement fund – this reserve was created to enable an increase and development of specific services for 2 to 3 years. The transfer in the year represents the cost of additional services delivered.

A Capital Improvement fund has been created to provide funding for a multi-year investment in the infrastructure both at our Brentry hospice and also our Retail network.

18. Analysis of group net assets between funds

Group and Charity

2024	Unrestricted funds £000	Restricted funds £000	Endowment Funds £000	Total Funds £000
Tangible fixed assets	7,366	-	-	7,366
Investment assets	8,149	-	15,170	23,319
Current assets	10,630	21	15	10,666
Creditors due in less than one year	(2,196)	-	(25)	(2,221)
Provisions for liabilities	(302)	-	-	(302)
Total net assets	23,647	21	15,160	38,828

2023	Unrestricted funds £000	Restricted funds £000	Endowment Funds £000	Total Funds £000
Tangible fixed assets	7,308	-	-	7,308
Investment assets	8,469	-	13,299	21,768
Current assets	9,399	63	18	9,480
Creditors due in less than one year	(743)	-	(23)	(766)
Provisions for liabilities	(306)	-	-	(306)
Total net assets	24,127	63	13,294	37,484

19. Revaluation Reserve

Group and charity

	2024	2023
	Total	Total
	£000	£000
Revaluation reserve at beginning of year	687	1,454
Sale of land	-	(1,034)
Revaluation of properties	-	267
Revaluation reserve at end of year	687	687

20. Commitments

Full lease commitments under non-cancellable operating leases are as follows:

Group and Charity

	2024	2024	2024	Restated		
	Land and buildings	Other	Total	2023 Land and buildings	2023 Other	2023 Total
	£000	£000	£000	£000	£000	£000
Operating leases which expire:						
Within one year	745	19	764	600	32	632
In the second to fifth years inclusive	1,812	-	1,812	1,137	27	1,164
Over 5 Years	213	-	213	147	-	147
	2,770	19	2,789	1,884	59	1,943

The Charity also acts as lessor for a number of residential flats above our retail premises, and a café. The future minimum lease payments under non-cancellable operating leases expected to be received by the Charity and Group are due as follows:

Group and charity

	2024	2023
	£000	£000
Rental income due		
Within one year	30	30
In the second to fifth years inclusive	100	100
Over 5 Years	89	114
	219	244

Capital commitments

At the year end the group and Charity had capital commitments of £271,000 (2023: £Nil).

21. Related party transactions

The Charity has a wholly owned subsidiary, St Peter's Hospice Enterprises Limited ('SPHE'). During the year the following related party transactions occurred:

- Donation from SPHE to the Charity of £181,790 (2023: £268,989)
- Management charge levied by the Charity to the subsidiary of £159,547 (2023: £112,692)

At the year-end the Charity owed SPHE a balance of £37,099 (2023: £91,664).

In the prior year, Ms A Wint was Interim Chief Medical Officer Sirona Care & Health. She retired from this post on 31st March 2023. On 6 April 2021 the Sirona palliative home support teams transferred to St Peter's Hospice. Including within the NHS Primary Care Trust's annual grant to the Hospice, paid by the BCCG was £1,141,000 in respect of this team. As at 31 March 2023 there was an outstanding balance of £nil. The hospice also received income of £1,400 in respect of course attendance fees. As at 31 March 2023 there was an outstanding balance of £325.

22. Pensions

The Charity contributed to two pension schemes in the financial year; Aviva pension scheme and NHS pension scheme. The assets of these schemes are held separately from those of the Hospice in independently administered funds. The amounts charged against income represent the contributions payable to the schemes in respect of the accounting period.

Aviva

This is a Group Personal Pension Scheme, which is a defined contribution scheme. The employer contributions charged against income for the year were £623,000 (2023: £522,000) of which employee contributions under the salary sacrifice scheme were £226,000 (2023: £177,000). Outstanding pension contributions for March, paid in April, were £67,626 (2023: £Nil).

NHS scheme

Staff transferring from the NHS may continue to contribute to the NHS Pension scheme. The NHS Scheme is an unfunded defined benefit scheme but the Charity is unable to identify its share of the underlying assets and liabilities. Each member of the scheme pays a common contribution rate. Employer contributions charged against income for the year were £561,000 (2023: £481,000). Deemed employer pension contributions for salaries recharged to the Hospice from NHS Trusts were £32,000 (2023: £18,000). Outstanding pension contributions for March, paid in April were £nil (2023: £Nil).

23. Reconciliation of net income to net cash inflow from operating activities

	2024	2023
	£000	£000
Net income	1,344	(342)
Gains on investments	(2,304)	689
Investment income	(480)	(381)
Gain on disposal of land held for sale	-	1,034
Depreciation charges	486	496
Loss from disposal of tangible fixed assets	1	46
Increase in stocks	(11)	(3)
(Increase) / decrease in debtors	(2,370)	(510)
Increase / (decrease) in creditors	1,455	170
Net cash inflow from operating activities	(1,879)	1,199

24. Analysis of changes in net funds

	At 1 April 2023 £000	Cash flow £000	At 31 March 2024 £000
Cash at bank and in hand	1,280	1,894	3,174
Cash held in short term investments	4,810	(3,703)	1,107
Cash held in current asset investments	466	614	1,080
Total net funds	6,556	(1,195)	5,361

25. Consolidated statement of financial activities for the year ended 31 March 2023

	Unrestricted Funds £000	Restricted Funds £000	Endowment Funds £000	Total 2023 £000
Income and endowments from:				
Donations and legacies	4,772	78	-	4,850
Charitable activities	3,200	252	-	3,452
Other trading activities	9,572	-	-	9,572
Investment income	381	-	-	381
Total income	17,925	330	-	18,255
Expenditure on:				
Raising funds				
Donations and legacies	473	-	-	473
Trading and other activities	7,600	-	96	7,696
Charitable activities	9,452	287	-	9,739
Total expenditure	17,525	287	96	17,908
Net income before gains / (losses)	400	43	(96)	347
Net gains / (losses) on investments	(524)	-	(165)	(689)
Net income / (expenditure)	(124)	43	(261)	(342)
Transfers between funds	-	-	-	-
Net movement in funds	(124)	43	(261)	(342)
Reconciliation of funds:				
Total funds brought forward	24,251	20	13,555	37,826
Total funds carried forward	24,127	63	13,294	37,484

LEGAL AND ADMINISTRATIVE INFORMATION

Vice Presidents

Mrs P Davis
Mr A R G James
Mr K T Pearce

Members of the Board of Trustees

Ms H Morgan, Chair
Ms H Staines, Vice Chair (retired 19th March 2024)
Ms A Godfrey, Treasurer
Mr M Campbell
Mr J Bigwood
Mr R Taffinder
Mr R Naivalurua
Ms A Wint

Company Secretary

Mr D Spicer

Principal Officers

Chief Executive

Mr F Noble (resigned 19th March 2024)
Mrs Susan Hamilton (appointed 19th March 2024)

Medical Director

Dr A Mullick

Director of Patient Care

Ms C Benson

Director of Finance and IT

Mr D Spicer

Director of People and Support

Ms H Pirouet

Director of Fundraising and Communications

Ms S Allen-Gunn

Retail Director

Mr J Broomhead

Bankers

National Westminster Bank Plc
32 Corn Street
Bristol
BS1 1HQ

Auditor

Crowe U.K. LLP
4th Floor, St James' House
St James' Square
Cheltenham. GL50 3PR

Solicitors

Veale Wasbrough Vizards
Narrow Quay House
Bristol BS1 4QA

Investment managers

Evelyn Partners
Portwall Place, Portwall Lane
Bristol. BS1 6NA

Meridiem (formerly Veritas)
Investment Management
90 Long Acre
London. WC2E 9RA

Fundraising office

Block C, Estune Business Park
Wild Country Lane
Long Ashton. BS41 9FH
Telephone: 01275 391 400

Registered office

St Peter's Hospice, Charlton Road
Brenty
Bristol. BS10 6NL

Registered Charity number

269177

Registered company number

01191227

Web site address

www.stpetershospice.org

ST PETER'S HOSPICE

England & Wales - Charity number 269177

Accounts

St Peter's Hospice

Annual Report and Financial Statements For the Year Ended 31 March 2023

Registered Charity number 269177
Registered company number 1191227

The Trustees present their report and the audited consolidated financial statements for the year ended 31 March 2023.

This report and financial statements comply with current statutory requirements, with the requirements of the Charity's governing document, and they have been prepared in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (FRS 102) and Charity SORP.

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Chair's Report

We had been expecting a more settled year after the main two years of the COVID-19 pandemic. Sadly, the year was shaken by the Russian invasion of Ukraine which led to unprecedented energy price rises and a dramatic rise in inflation. We found ourselves navigating a cost-of-living crisis for the public, patients, staff and volunteers. At the same time, our NHS partners were suffering pandemic fatigue with the loss of key staff, high staff turnover and burnout. After an unforeseen and unprecedented squeeze, I am pleased to present a positive annual report and accounts for the year ended 31 March 2023.

The NHS started a fundamental re-organisation, with the creation of Integrated Care Systems (ICS) in July. In our area, an Integrated Care Board (ICB) was established to coordinate services and an Integrated Care Partnership (ICP) established to bring together all health and care partners. The ICS is still in a nascent state. Cuts are being identified and teams re-organised to create the headroom to do things differently. At this stage, our NHS contract is being honoured. We will stay closely engaged with the ICS to help them improve services and to protect the vital NHS funding we receive.

We have sustained our clinical services through an exceptionally challenging period. NHS community services have been hard hit by the pandemic and our clinical community teams have felt the pressure as they have often found themselves picking up the pieces. We have sustained a busy inpatient unit, although a general lack of trained staff in the wider health system has prevented us from re-opening all of our 15 beds. The demand for emotional and psychological support services is much higher than our resources can deliver, leading to a significant waiting list. We have designated a proportion of our reserves to sustain our teams through the next 2 – 3 years (while many other charities are scaling back services) and to enhance our clinical services above the pre-pandemic establishments.

Alongside most other charities, we have faced significant financial challenges this year from the headwinds created by post-pandemic giving fatigue and the cost-of-living crisis. However, our financial position has held up well this year due to a number of significant legacies, lower staff costs from vacancies created by the wider recruitment challenge and an exceptional performance by our shops.

We will set a deficit budget in 2023/24, with the intention of continuing to do so for the next 2 – 3 years. We will develop a 5-year financial plan to monitor the progress of our income generation plans and the clinical service enhancements, with a keen eye on our longer term financial sustainability. We intend to keep pushing to maximise our clinical services for our patients through the careful designation of reserves, while maintaining our longer term financial sustainability.

We are fortunate to have a magnificent array of staff and volunteers, as well as an excellent Board of Trustees who have exercised effective balanced governance. St Peter's Hospice has proven to be well led, well organised, adaptable and resilient through the most testing of times.

Despite the pressures and risks, we are intent on sustaining a positive outlook. We will sustain our teams and enhance our services as far as we can, for our patients and health partners, within a sustainable 5-year plan.



Helen Morgan
Chair

Jul 30, 2023

Trustees' Report

Our Objectives and Activities

St Peter's is Bristol's only adult Hospice. We provide specialised care and support for patients with severe and progressive disease where curative treatment is no longer possible. Our commitment is to improve the quality of life of patients while extending care and support to their relatives. This year 17% (2022: 20%) of our expenditure was funded by our local NHS CCG commissioned contract.

The Charity's purpose is set out in the company's Articles of Association, which were reviewed in 2014 and adopted on 26 February 2015. It is to promote the relief of sickness and in particular to provide services to support the physical, psychological, social and spiritual needs of those affected by life-limiting illnesses. We have interpreted these aims through our Ambition, Purpose, Strategic Intentions and Values.

Ambition

Our ambition is to support people to live well until the end of life.

Purpose

Our purpose is to give adults in our communities the support, comfort and dignity they need at the end of their life.

Strategic Intentions

We have set our strategic intentions:

Be the best we can be

- Be responsive and strive to keep improving.
- Strengthen our commitment to well-being, inclusion, equality, diversity and the environment.
- Develop our colleagues, leaders, managers, teams and partners.
- Grow our distinctive reputation as an icon of Bristol.
- Maximise the use of volunteers to enrich our services.

Be sustainable (income matches costs) and resilient (withstand shocks)

- Sustain the ethos of holistic care, whilst balancing affordability and productivity.
- Build a diverse, innovative and sustainable funding portfolio.
- Develop the case for improved statutory funding.
- Over time, ensure our cost base matches our income.
- Manage our cash, reserves and investments well.

Build collaborative services that reach all communities

- Provide great community and inpatient care, every day.
- As leaders of end-of-life-care, build strong relationships with the NHS.
- Work collaboratively with partners to integrate our services.
- Provide collaborative, flexible and responsive services.
- Share our expertise, role model best practice and educate colleagues.

Values

Excellence - to strive to be the best we can, listen, learn and innovate.

Compassion - to show understanding and care in everything that we do.

Respect - to value everyone and embrace the value of our differences.

Passion - to be proud of our work and the impact we have.

Collaboration - to work as one team - built on shared goals and effective relationships.

Main Activities

We provide a number of services free of charge in Bristol, North Somerset, South Gloucestershire (BNSSG) and Bath and North East Somerset to people suffering from life-limiting illnesses and those affected by this such as families and carers. These services include:

- a 15-bed Inpatient Unit staffed by a specialist palliative care multi-disciplinary team;
- a Day Services programme, which aims to provide a therapeutic environment to support patients in living with their illness;
- A medical team providing support to a range of clinical services;
- Hospice at Home, providing hands-on care for patients in their own homes in the last days of life;
- Community Nurse Specialists who visit patients in their own homes;
- Patient and Family Support which provides social work, spiritual, bereavement and therapy support to patients, families and carers;
- 24/7 Advice Line open to all callers including health professionals and people not registered as St Peter's patients; and
- Education Department which provides education to internal staff and other health professionals (including nurses, doctors, care homes, ambulance staff).

Ensuring our work delivers our aims

The strategies, intentions, plans and activities of the Charity are reviewed continuously through the governance cycle of board meetings, committees, workshops and away days. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

How our activities deliver public benefit

Our charitable activities are focussed on offering free holistic care, support and advice to patients, families and carers affected by life-limiting illnesses across Bristol, North Somerset, South Gloucestershire and an area of Bath & North East Somerset. Our activities are undertaken in pursuit of our charitable purpose for the public benefit. Our work often continues with families, loved ones and carers after the patient has died.

Strategic Report

Achievements and Performance

The most significant achievement of 2022/23 was sustaining our clinical services through an exceptionally challenging year. We sustained our community services through a mix of home visits and virtual sessions. Our clinical community teams felt significant pressure from picking up the pieces among patients and families that resulted from stretched NHS community services. Our inpatient unit was almost full all of the time. We operated an inpatient unit of 11 beds. We were unable to re-open to the full 15 beds as the wider recruitment challenge prevented us from finding sufficient trained nurses. The pandemic drove exceptional demand for emotional and psychological support services, leading to a significant waiting list. Our day services re-opened at Brentry and started out-reach clinics in south Bristol. The 24/7 Advice Line operated without interruption, dealing with very high levels of demand. Through it all, no patient or family member contracted COVID-19 from our staff or volunteers. All of this represented a truly remarkable collective achievement.

Alongside most other charities, we faced significant financial challenges over the year from the headwinds created by post-pandemic giving fatigue and the cost-of-living crisis, as well as key gaps in some of our fundraising teams. We took the opportunity to review our fundraising strategy with the intention of recovering to pre-pandemic fundraising levels and then growing our net income year-on-year.

Our financial position held up well over the year due to a number of significant legacies, lower staff costs from vacancies created by the wider recruitment challenge and an exceptional performance by our shops. Over a number of years, we had invested in our retail teams, processes and systems. We were therefore well placed to benefit from a surge in charity retail customers driven by the cost-of-living crisis and the desire to shop sustainably. We opened an instantly successful new large shop on Whiteladies Road, with plans to open more around our area.

We have set a deficit budget for 2023/24, with the intention of continuing to do so for the next 2 – 3 years within the framework of a 5-year financial plan. We will monitor our longer term financial sustainability by keeping a close eye on our income generation plans and the clinical service enhancements.

Our wonderful staff and volunteers proved to be resilient, committed and resourceful. That said, there was a significant cumulative effect from the pressures of the pandemic combined with the cost-of-living crisis. We were not immune to those pressures and the general fluidity in the workplace. Some teams experienced higher than normal levels of staff turnover, with added pressure from the resulting gaps and recruitment processes.

Early in the year, we completed a comprehensive pay review. Our intention was to develop a pay policy to address the sense that hospice pay had fallen behind over a number of years. We completed a comprehensive benchmarking exercise, designed a number of job families, considered the costs of each option and drafted a policy. We launched the policy and received almost universal approval from our teams (we had one appeal). By the end of the year, there was significant industrial unrest in the public sector with multiple disputes demanding significant pay rises. We completed a year-end review and made a fair cost-of-living pay award. We may need to review pay again, dependent on the settlements in the NHS pay disputes.

Towards the end of the year, we conducted a comprehensive review of our Major Incident Plan to draw on the lessons from our pandemic response and to ensure that we will be ready to respond to any future incident.

Patient Services

The table below provides an analysis of the quantity of services we have provided during the year.

Service	Activity	2022/23	2021/22	% Change	Comments
Access team	Triage of new patient referrals to service	2,716	2,848	-5%	Unique people referred from external agencies
24 -hour Advice Line Calls (Access, Medics and IPU)	External Advice Line Calls from patient, families, and health care professionals	4,419	4,715	-7%	This number only represents the initial call made to the Advice Line per query. Additional follow up work takes place (e.g., calls to GP or patients etc.)
	Internal Advice Line to Medics	1,589	1,742	-9%	Calls from internal teams (Access & CNS) requesting specialist advice about a community patient, or direct external calls requesting Consultant advice.
Community Nurse Specialist ('CNS')	Face to Face visits	3,258	2,618	24%	
	Telephone Consultations	20,890	22,966	-9%	
Hospice at Home ('HAH')	Patients Visited by HAH Team	917	759	21%	Patients received visit from HAH Nurse or Health Care Assistant
Day Services	Session Attendances	162	960	-83%	Service transitioned from Virtual to In-Person during 22/23
Inpatient Unit ('IPU')	Total Occupancy	97%	94%	+3% points	During the year we evolved our IPU model where the clinical lead is either a senior nurse or a consultant. We increased the number of beds open from 10 to 11 during the year, increasing bed capacity.
	Nurse Led Occupancy	83%	New Service		
	Consultant Led Occupancy	97%	94%	+3% points	
	Total Bed Days Occupied	3,807	3,417	11%	
	Nurse Led Bed Days Occupied	494	New Service		
	Consultant Led Bed Days Occupied	3,313	3,417	-3%	

2022-23 has seen a gradual return to a 'new normal' within the services. Face to face visits and appointments have increased across all teams and as we end the financial year our Day Services have restarted.

Clinical recruitment is a nationally significant challenge and St Peter's has not been immune to this. Recruiting enough trained nurses to fully re open the Inpatient Unit is particularly difficult and we end the year about to open to 12 beds, with 3 still closed due to staffing numbers. Despite ongoing challenges within our services and those we work closely with, it strongly feels that the worst is behind us, and we can focus on development of our services and of our staff.

The Advice Line remains a busy and very valued service by patients, families, and health care professionals. Whilst the number of calls has decreased slightly from last year, the service has seen a significant increase since the beginning of the pandemic of approximately 75%. It is of note that this number only captures the initial call in to the Advice Line and many of these initial calls will result in several follow up calls to GP's, District Nurses etc. to resolve the patient/ carer issue. To support this demand, we have increased the staffing of the team by 2.2 Whole Time Equivalent (WTE). It has taken several months to recruit to these roles and staff are now developing the necessary knowledge and skills to fulfil the role.

With the reduction of COVID-19 restrictions the Community Nurse Specialists have found a new balance of face-to-face visits and telephone calls/video conferencing, which supports both the patient and family and caseload management. We are gradually increasing the number of non-medical prescribers within our specialist nursing team, with a third now able to prescribe; this supports the patient and their family in receiving timely support and our GP colleagues, who would normally be contacted to prescribe the required medication.

Our Hospice at Home team has now completed its second year as one condensed team covering all of the BNSSG catchment area. The service focusses on delivering hands-on care for patients considered to be in the last 4 weeks of life. The service has been in heavy demand, with a high turnover of patients, and a need to continually prioritise those in most need. We are pleased to see we have increased the number of patients we have been able to support through the service this year.

Our Day Services productivity is significantly reduced this year, this has been due to the transition of patients moving away from virtual services and moving towards face-to-face groups. To do this, we have needed to recruit new team members into the service and improve the Brentry patient environment which had become clinical office space for the last 3 years to enable staff to work in a covid secure way. Our ambition is to run our groups from external sites as well as from Brentry, making access easier for patients who live a distance from Brentry. The team have so far successfully delivered Fatigue and Breathlessness Group from Knowle Park in South Bristol. We enter 23/24 with a full team in place and excited to deliver to a wider scope of patient groups.

This year we began an Inpatient Unit project to develop Nurse-led beds, for patients at end of life with non-complex needs, who would like to die in the hospice. These beds have been clinically led by a group of 3 of our prescribing CNS team, with medical support out of hours. The ability to recruit nursing staff has hampered the opening of the beds, but we have learnt so much in this 12-month period and whilst on average this cohort of patients has only occupied 2 beds, we have seen some of the positive outcomes we had anticipated; shorter length of stay and high satisfaction from family members about the care received. Despite staffing issues, we have maintained a consistently high occupancy throughout the year. We are opening our 12th bed in April 2023 with the aim to progressively open the 3 remaining beds over the next 12 months as recruitment allows, flexing between nurse-led and consultant-led admissions dependent on patient need.

Education

The Learning and Development department offer a broad range of courses both to our clinical teams and the wider Hospice teams. Clinical education is delivered by expert registered nurse end of life (EOL) educators, supported by other clinicians.

The team of two end of life educators and the Learning and Development Business Partner were joined by a clinical lead educator in January, strengthening the team at a time of growth in internal and external learning.

The team has remained focussed on assessing, planning, and meeting internal employee's educational needs, and have returned to a blended approach of face to face and virtual following the pandemic.

Our full learning & development offering of courses has been thoroughly reviewed and personas have been developed for all roles in the Hospice providing better clarity on the learning & development opportunities available. Reporting of statutory and mandatory training has also been strengthened through our Learning Management System.

An internal Leadership Development Programme has been launched which aims to bring greater consistency and confidence to managers at all levels.

We also continued to meet wider requests from primary, secondary, and social care working in partnership with local universities, as well as supporting nursing medical and AHP students and meeting end of life care education needs of health & care organisations across the region.

Supporting and funding the Hospice

Fundraising

Our 2022/23 targets were prepared in October of 2021, at which point we were starting to emerge from the pandemic. Restrictions on social distancing had been lifted, people were meeting in groups both indoors and outdoors and there was optimism about the year ahead. We set a target for modest growth, aiming to move back towards our pre-pandemic position. Shortly after, Russia invaded Ukraine and the Ukraine crisis started to unfold bringing with it the cost-of-living crisis and severe economic impacts which have affected our fundraising over the past 12 months. We continued to have higher than normal vacancy levels like many in the sector but despite this, the team remained focused and by year end 22/23 our fundraising activities had generated £2,351k (2022: £2,805k). Net income was £1,547k (2022: £2,188k)

The impacts of the cost-of-living crisis were felt at varying levels across all fundraising income streams. As the general public felt the pinch and household disposable income became restricted, so too did people's ability to give to charity.

Income from charitable foundations saw the greatest reduction in year with an income of £183k (2022: £388k). One projected gift of £100k was not secured, forming the majority of the shortfall. The remainder of the deficit reflects the sector trend of grant makers focusing on charities supporting those most affected by the cost-of-living crisis.

The other two income streams most affected were events which raised £270k (2022: £330k) and community income which raised £373k (2022: £450k).

We removed one event from our portfolio due to lifecycle and return on investment concerns leaving a gap that we chose not to fill due to the uncertain economic climate. For other events we saw a general decline in participation as well as average sponsorship levels.

Income from community fundraising was similarly affected, with fewer community groups and individuals choosing to hold events in aid of the Hospice and those that did raising lower average amounts.

Legacies income (gifts in wills) had its strongest year since 2017 with income of £3,504k (2022: £2,292k). A small number of significant gifts (>£200k) accounted for the strong performance.

We continue to be extremely grateful to our dedicated volunteers, who have continued to work both remotely and in the office, supporting our events and activities, processing income and helping us to claim significant values in gift aid.

The Hospice undertakes its fundraising activities in line with the Code of Fundraising Practice. We continue to be registered with the Fundraising Regulator, the independent body that regulates charitable fundraising in the UK.

We take the management of data seriously and conform to Data Protection legislation. We only collect and use personal information for the purpose it was intended. We do not buy data or pass any of our data onto third parties. We send out two newsletters a year and all other correspondence is tailored based on the interests and preferences of the supporter.

We continue to ensure compliance with General Data Protection Regulations (GDPR) and regularly review our policies and practices relating to personal data. We rely on legitimate interest as our legal basis for processing data and follow the principle of only communicating to supporters about activities we believe they would be interested in. We provide all supporters with clear and easy opportunities to change their communication preferences at any time and our Privacy Notice is available on our website or by calling our reception. Our complaints procedure is clear on our website and can also be enacted through all other communication channels. During 2022/23 we received 13 complaints relating to our fundraising or communications practices and 2 requests to be removed from mailings via the Fundraising Preference Service.

A significant proportion of the income raised for the Hospice is from trusts, foundations, companies and institutional donors. Funds raised are used according to donors' wishes, either for unrestricted purposes or restricted to specific projects or programmes of activity. St Peter's Hospice complies with contractual arrangements with supporters and has robust internal systems in place to ensure that we meet reporting requirements and commitments. Some supporters or partner organisations may also request anonymity. We will always respect and adhere to these requests whilst ensuring we meet 'know your donor requests' related to anti-money laundering and tax evasion.

In communicating our work to supporters, we also recognise that the users of our services can be vulnerable and require protection from harm, abuse and exploitation. The privacy and dignity of our patients is a foremost consideration as is sensitivity to their needs and wellbeing. Our 'vulnerable people' policy governs how we approach this matter and our contracts with Professional Fundraising Organisations also include strict processes in relation to this.

Retail

The 2022/23 year has been a real success with record sales income achieved of £8,553k (2022: £7,571k). This beat the previous best year by over £300k and drove a net profit of £2,883k. This strong performance was consistent across the estate with many stores having record years.

A key strategic aim for the retail operation is to seek opportunities to improve profitability. A means to do this is to increase the size of our stores where we believe demand exists or where our current stores overlap within the same geographic area.

Towards the end of the financial year, we consolidated our two existing stores on Whiteladies Road, Clifton, into one larger, new store. This reduces overheads and provides a larger retail space driving higher sales.

This is our first new store for a number of years, and we took the opportunity to modernise our branding and shop concept. The opening was a huge success with incredible customer and influencer feedback backed up by very strong sales far exceeding target.

The restructure of our furniture business has proved successful with our furniture store having a very successful year (+24% increase in sales) and house clearance sales also

increasing. We have identified this part of our business as a key growth area and this coming year we will look for opportunities to build the foundations for a bigger business.

Our on-line retail business continues to grow with the introduction of Depop, which is aimed at a younger audience, and 'Trade' which we have in place to grow our sales of second hand books. eBay is still the central sales channel which drives the majority of income, with the smaller channels offering important support with niche markets and new audiences. In 2022/23 we saw a 12% increase on 21/22 and this was with Depop only trading for 9 months and Trade only for 3 months. Our partnership with Shopiigo, which was introduced in 2021, continues to support our growth and improve our reporting and process capabilities.

The final key initiative this year saw us move our Gift Aid method from the standard method to Method A. This development took a significant amount of time and effort, but in the long term it will improve the efficiency of administration.

Support

Our Finance, IT and project teams continue to deliver the core day-to-day administrative services to the organisation whilst also seeking to use technology to improve processes and systems.

We have a number of projects that started during the year to upgrade our employee management and administration systems.

Our Finance team have been focused on developing our longer-term planning to support our development of a 5-Year view for future service delivery whilst maintaining our strategic intent of having sustainable and resilient financials.

The Charity maintained compliance with the NHS Data Security and Protection Toolkit.

Future Plans

Strategy

We began the year with a Strategic Plan which outlined our ambition, purpose, strategic intentions and values. The aim was to point the direction in which we intended to move forward, as a handrail through the turbulence and uncertainties. Through 2022/23, we built on that direction of travel through the 'supporting strategies' that set out a 3-year view for each area of the hospice. The key output of our strategy work in the Autumn was the intention to develop a 5-year financial view to manage our longer-term sustainability. In other words, to forecast future income growth, consider clinical service developments and monitor the anticipated growth in costs (particularly from pay).

We managed the alignment of our strategies into operational plans and activities through our business rhythm of weekly executive meetings, quarterly programme reviews, workshops and away days, as well as the boards and committees with trustees.

Sustainable and Resilient

We set a budget for 2023/24 that fits within our strategic intentions to be the best we can be, to be sustainable and resilient, and to build collaborative services that reach all communities. Our approach to the budget for 2023/24 was as follows:

- Teams - ensure that our teams are fully resourced.
- Pay - ensure that staff are paid well in comparison to appropriate benchmarks.
- IPU - develop and embed our 'hybrid' approach to the IPU.
- Community - improve the reach of our community services.
- Service Enhancements - to address current post-pandemic pressures.
- Retail - press on with retail income growth.
- Fundraising - review fundraising strategy and programme, with a view to recovering pre-pandemic income levels and then pushing on.
- Projects - a managed programme of projects.

Following the Autumn review of strategy, we developed an outline 5-year view of our financial sustainability and resilience:

- Retail income growth is strong (net c.£3m) and expected to continue.
- Fundraising income is expected to recover to pre-pandemic levels (net c£2m) over the next 2 years and improve incrementally.
- Legacy income is strong (>£3m) and expected to grow over the 5-year average.
- Investment strategy should be developed to provide consistent income.
- Reserves are sufficient to carry us through the near term.
- Service enhancements could be extended.
- Service developments may be affordable, particularly in the community.
- Costs are controlled through the Executive team review of recruiting and projects.

We should be able to forecast with 18 months' notice, any substantive need to restrain costs.

Enhancing Our Clinical Services

Through 2022/23, we began the programme to enhance our clinical teams through the careful use of designated reserves. Most charities are primarily dependent on fundraising which is under pressure across the sector from the cost-of-living crisis. We have a balanced mix of income that is more resilient in the face of shocks. We have therefore taken the bold decision to enhance our clinical services. We believe this is the right thing to do, to help as many patients and families as possible, to ensure that our hard-pressed teams are well resourced and to support our wider health and care partners.

We have set a deficit budget for 2023/24, that will be covered by a designated reserve. We will deliver the programme of clinical service enhancements, alongside a programme of projects to improve our services, systems and facilities, funded by a further designated reserve. Some of the service enhancements may need to fall away in due course as the designated reserves are consumed. However, some service enhancements may develop into long term service developments if we are able to grow our income and/or secure improved financial support from the Integrated Care Board (ICB).

We will monitor the progress of these budgets, service enhancements and projects, with a keen eye on long term financial sustainability.

A Vital Partner

St Peter's Hospice has been serving Bristol for over 40 years. Our work will remain a vital component of the local health and care system. We have tackled an unprecedented pandemic and cost-of-living crisis, and we are still standing. Indeed, we want to do more and have set out unprecedented plans to enhance our services and systems, for our beneficiaries. Over the next 5-year period, we will need to manage the increase in costs (primarily from pay), the costs of the service enhancements, the use of the designated reserves and the growth in income, to ensure that we remain sustainable and resilient.

We are confident that we are secure as a going concern, we can manage the planned deficits and we have the levers to manage our longer-term financial sustainability.

Fundraising

The cost-of-living crisis has demonstrated that our current fundraising portfolio is susceptible to economic changes. We plan to review the fundraising portfolio to identify opportunities to address that, especially considering growing demand for our services and the prediction that we will need a significant increase in income to fund that service growth.

To that end, the fundraising team is developing a new 5-year strategy that will demonstrate a step change in income. The importance of committed giving and sustainable sources of income which be a key area of focus.

Legacies will also continue to be a priority as we focus on developing the pipeline of legators and their subsequent stewardship.

Retail

This year we are looking to trial the new concept store in one small and one large current store. This allows us to understand how the new concept works in stores we currently trade and allows us to analyse like for like sales information. We will also explore a store refresh programme.

We have identified the Furniture part of our business as a key growth area and continue to look for a suitable new store. We have also identified a large format 'Superstore' as a potential new opportunity which mirrors the strategy of several large national charities. To underpin this growth potential we have to demonstrate the ability of supplying enough donated furniture to our stores. It is for this reason that we have partnered with an external company called Boxmove on a 12month trial. They specialise in working with charities to support their Furniture collection business.

This year there will be two significant IT developments. We will firstly implement the new Nisyst Chariot web system which is a cloud-based upgrade on the current system allowing for 'Live' data and an instant reporting suite which will support commercial decision making. Once this has been implemented, we plan to roll out Tablets to all stores supporting improved Gift Aid process as well as improving stores 'in-store' communication.

After two years of consistent growth in New Goods we intend to focus on three areas this year to drive income. Firstly, a more consistent commercial visual merchandising approach in current stores, develop and trial a Bristol themed product range and extend our furniture range.

Marketing and Communications

The Marketing and Communications Team continue to be central to promoting our message, keeping supporters informed of our work and helping to generate income thorough the website and promotion of retail and fundraising activities. Over the past year they have also played an increasingly important role in recruitment for the Hospice and increased their focus on staff engagement and retention.

The team will continue to tell the story of the Hospice, using a variety of channels and forms of media to ensure that we are reaching new patients, supporters and employees as well as continuing to build great relationships with existing stakeholders.

Support

The support functions will continue to look at utilising technology to improve our productivity and efficiency. Following the upgrade of our core infrastructure we are now in a position to support our colleagues in getting the most out of the technology we have available to us whilst also supporting the implementation of new technologies where required.

The Finance team will be focused on the development of the 5-year view, providing analysis and support to our colleagues in the development of our future service aspirations.

Our People

Staff

We are fortunate to have a wonderful mix of staff who have been resilient, committed and resourceful over the last 3 unprecedented years. We have operated as one-hospice with a common purpose, identity and set of values. Within that one-hospice family, we have a 'mixed economy' of teams where we encourage teams to recognise and develop their

own identities and ways of working. The differences between clinical community teams, inpatient teams, support teams, retail teams and fundraising teams, are recognised as fundamental to the different roles whilst being supportive of the one-hospice team.

We have not been immune to the cumulative pressures on our people from the pandemic and the cost-of-living crisis. As seen in the wider sector and economy, we have experienced higher levels of staff turnover. Some staff have taken the opportunity to retire or reduce their hours, while others have felt the need to move to new careers and opportunities. This fluidity has added pressure on teams from the resulting gaps and the energy required by repeated recruitment processes.

We enhanced our recruitment through a fixed term recruitment specialist, to support managers. Over the year, we successfully recruited into most of the vacancies and our teams ended the year well resourced. The one area that remained problematic was trained nurses – where there is a significant shortfall across the health and care system.

In June, we launched a 'Leadership, Management & Team Development' framework to provide our managers with the resources to lead and develop their teams. The framework was well received, and many teams have set out on a programme of team development. The framework included a permanent commitment of time and resources for teams to engage in recuperation activities. This collective work is essential to help lift teams from a pandemic 'survival mode' to a more positive forward looking 'team development' mode. In the last quarter of the year, we launched a Leadership Pathway training programme to provide managers with the time and space to develop their leadership.

Volunteers

We are very fortunate to be supported by over 1,200 volunteers, who provide significant benefit to the hospice. They are employed in a variety of roles including café staff, shop assistants, drivers for patients, complementary therapists, gardeners, ward assistants and receptionists. Across the sector, the level of volunteering has been declining in the face of the cost-of-living crisis. Through our investment in volunteer management, we continue to attract high quality and committed volunteers, many of whom have continued to support St Peter's Hospice through the pandemic.

We are eternally grateful for the support we have received from volunteers.

Remuneration Statement

The Hospice exists in order to provide care and support for adults with life-limiting illnesses and their families. The provision of these services is dependent on our ability to run an efficient organisation and to generate income through fundraising and retail activities. In order to be successful, we need to be able to attract and retain staff with a wide variety of skills, knowledge and experience, some of which is highly specialised.

We therefore aim to be competitive in the different recruitment markets where we compete for talent, while taking a balanced and responsible approach to the use of the Charity's funds.

In accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and Charity SORP 2015, St Peter's Hospice discloses:

- all payments to trustees (no Trustees receive "pay");
- the number of staff in receipt of more than £60,000 (in bands of £10,000); and
- pensions and other benefits.

As the year started, we completed a comprehensive pay review. The purpose of the review was to address the sense that hospice pay had fallen behind over a number of years. We completed a benchmarking exercise across the recruitment job families, costed the options and produced a comprehensive policy. We launched the policy with almost universal staff approval. At that moment, no one in the economy was predicting the rise in inflation that we would experience over the year and the accompanying pay disputes across the public sector. We completed a year-end review and made a fair 5% cost-of-

living pay award. However, we may need to review pay again, dependent on the settlements in the NHS pay disputes.

The Hospice has a Governance Committee which meets twice a year and requires the attendance of at least 3 Trustees to be quorate. One of the responsibilities of this committee is to review and determine the salary and remuneration package of the Chief Executive and senior management of the Hospice. Such decision-making is based on consideration of salary information shown in independent benchmarking surveys.

Trustee recruitment

The Governance Committee is responsible for monitoring Board composition and reviews the schedule of trustee appointments as a standing agenda item at its bi-annual meetings. It considers forthcoming reappointments and retirements and thus identifies future recruitment needs, specifically addressing skillset requirements. A variety of recruitment methods are used. Interested potential trustees are introduced to the Chair, invited to visit the Hospice, and briefed by the CEO. They go to observe committee meetings and meet serving trustees. If all parties are content, the potential trustee is presented to the Board for consideration. Approved nominees are taken through a formal induction process. Co-opted Board members are invited as a means of widening the experience and views on the Board, and as a route to becoming a trustee. The Board has significantly widened the lived experience of trustees recently.

Financial Review

During the year, the Hospice generated a Net Income deficit of £342k (2022: Surplus of £4,329k). Net Income before unrealised losses was a surplus of £347k (2022: Surplus £1,497k).

The Net Income before unrealised losses was higher than anticipated in our planning due to higher income which grew by 7% with strong growth in a number of areas, notably in our Charity Shops which saw growth of 13%. This led to record retail income of £8,553k (2022: £7,571k) - reflecting the exceptional effort made by our retail team and the quality of the donations made by our supporters. After operating costs, the Charity Shop operation delivered a contribution of £2,905k (2022: £2,688k).

Our income from legacies (gifts in wills) saw strong growth of 53% in the year delivering £3,504k (2022: £2,292k). This was due to a small number of larger than normal gifts.

This growth in core income streams enable us to offset a reduction in fundraising which, as noted above, has faced some challenging headwinds due to economic and political conditions. Fundraising income fell 20% to £2,351k (2022: £2,805).

The NHS continue to contribute funding to the hospice, with income of £3,099k (2022 £3,194k). We are grateful for their continuing support as we work in partnership with them. During the year we received the final covid grant of £252k.

Costs increased across the board, up 15% year on year to £17,908k. This is due to several reasons:

- Higher trading activity in the Retail Operation.
- Increased staff costs due to higher staff numbers, up 21 from 436 to 459 (Heads), as we return to pre-covid establishment levels and also invest in service enhancements.
- Increased staff costs following the implementation of a new benchmarked pay policy to enable us to attract staff in a highly competitive marketplace.

Financial Outlook

Our strategy has always been to have a diverse range of income streams which provides a degree of resilience and avoids over reliance on one particular source of funding. However, notwithstanding this strategy we are reliant on the generosity of fundraising

donors, our legators and our shop customers, which in turn is reliant on the quality of donations provided for resale. The NHS also plays an important part in our income mix and we will work closely with our local ICB to maintain funding to support essential services to our community.

In the coming year we have planned to grow all areas of income growth, with the exception of legacy income for which we have recognised that 2023 was an exceptional year and have not planned to see a repeat of that level of income.

As noted above we are enhancing our clinical services and developing income generation as well as investing in the operational foundations of the hospice. This has led to expectation of an operational deficit in the forthcoming year which we have planned to meet from designated reserves.

Principal Risks and Uncertainties

The Board has a formal risk review management process to assess organisational risks and implement risk management strategies. Review of the corporate risk register is a standing Board agenda item. This involves identifying the types of risk the Charity faces, prioritising them in terms of potential impact and likelihood of occurrence, and identifying means of eliminating or mitigating the risks as appropriate.

The Board has delegated the detailed work to the Executive Team and directed that an on-going review be performed at least once a year and reported to the Board. In addition, the Board selects one risk per meeting to review in greater detail.

The single biggest issue facing the Charity continues to be the volatility of funding, alongside high fixed costs. Risks and uncertainties exist at all levels; strategic, operational, and financial. It is clear that there is a need for hospices within the healthcare system and that is evidenced by clear commitments from government and the NHS to provide financial support to us.

Section 172 Companies Act 2006

This report sets out how the Trustees comply with the requirement of Section 172 Companies Act 2006 and how these requirements have impacted the Board's decision making in the year ended 31 March 2023.

The Role of the Board

The Board must act in the Charity's best interests to ensure the delivery of its charitable objectives. The Board's role is to oversee the overall management of the Charity whilst the Executive Team manage the day-to-day operations of the Charity. Further details of the structure of the Board are given in the 'Structure, Governance and Management' section of this report below.

Activities of the Board

The Board has made principal decisions impacting the future of the Charity in line with the strategic intentions of the Charity.

Section 172	Decisions / interactions
(a) the likely consequences of any decision in the long term	Our strategic intentions are documented above, and we use these to guide the direction of our operating and service development strategies. We are presently developing a 5-year view of our services with the aim of achieving and maintaining long-term sustainability and resilience. Our reserve policy, as noted below, has been developed to be supportive this strategy.
(b) the interests of the company's employees	The Charity ensures that employees and volunteers are consulted and provided with appropriate information in order that they are fully involved in the performance of the Charity and are aware of factors affecting the organisation. The CEO follows an open framework of engaging employees including by regular team and shop visits, shadowing and working alongside clinical teams and support teams, CEO video updates and periodic newsletter updates to all employees. A Managers' Group with all senior and middle managers has continued to work well in engaging them in planning and exploring issues through workshops and to support their leadership development. The Charity operates an open culture and the Chief Executive encourages all to have open channels of communication with him. When policies are revised or updated these are circulated by email to all employees. When appropriate, specific mechanisms for employee input are provided. A biannual employee survey is run by an external company, WorkBuzz, which surveys many organisations across all sectors, allowing us to benchmark responses. One full survey is run in the winter months and then a pulse survey is taken in the Spring. Results are analysed, provided to managers and trends reported to the Board. A new employee experience group has been formed, with representatives from across the hospice. The group meet quarterly to discuss the results of the survey and form task and finish groups to take forward specific projects, e.g reward & recognition.
(c) the need to foster the company's business relationships with suppliers, customers and others	The Board regularly reviews how the Charity maintains positive relationships with all of its stakeholders, including patients, families and carers, funders, supporters, suppliers, customers and others. Our Patients, families and carers are key stakeholders. It is vital that we have strong relationships with this group. The Charity does a huge amount of work in this area as detailed in our separate annual report "St Peter's Hospice Quality Account" that can be

Section 172	Decisions / interactions
	found on our website. The aim of the report is to give clear information about the quality of our services so that patients can feel safe and well cared for, their families and carers are reassured that all of our services are of a very high standard and to articulate our role in working in partnership with the NHS to deliver end of life care. Our funders are key stakeholders with which the Charity actively engages to maintain strong relationships. Details of how we engage with our donors is given above in the 'Supporting and funding the Hospice' section of this report. A key funder for the hospice is the local NHS ICB. The Board maintains an ongoing relationship with the local NHS ICB where we work closely to be a key partner in the provision of end of life care for the region. The Charity regularly engages with Hospice UK and other hospices. This enables improved purchasing power for the hospice sector. It is also a platform for sharing best practice.
(d) the impact of the company's operations on the community and the environment	The ambitions of the Hospice are set out in our Environmental sustainability strategy that was approved by the Board. This will have resources allocated to it once we have produced a clear plan of action which will be developed through staff consultation. The Head of Locality Engagement and Head of People have continued the internal Equality, Diversity and Inclusion working group who have worked on a calendar of awareness activities and events for 2023. The virtual 'Let's Talk' employee sessions have continued, providing opportunity for employees to hear more about life experiences from those with protected characteristics and open up conversations. Our ED&I Policy was reviewed and updated, with a clear action plan detailed and we continued as members of Bristol Equality Network, attending regular meetings with other Bristol organisations discussing local ED&I issues. Our Learning & Development Team are continuing to meet wider requests from primary, secondary, and social care and are working in partnership with local universities, supporting end of life sessions, as well as supporting nursing medical and AHP students and meeting end of life care education needs of health & care organisations across the region. The request for student nurse and trainee nurse associate placements (TNA) has increased significantly over the past year with more employers using the nurse apprenticeship route to aid staff development. The Inpatient Unit and Hospice at Home teams have enthusiastically supported these students and feedback from the students themselves has been very positive. Requests continue from other professionals including Physio's, Occupational Therapists, Paramedics and Medics to spend time with our clinical teams to gain an insight into the work they deliver and build professional working relationships. We have recently been awarded a Hospice UK grant, that will enable education and clinical colleagues to work together on a palliative and end of life training programme supporting our local imprisoned population - HMP Bristol, HMP Leyhill and HMP Ashfield. The project will involve several our teams to provide Education &

Section 172	Decisions / interactions
	Training, Chaplaincy links with the Prison's chaplaincy teams and bereavement support training to the Prison family liaison teams.
(e) the desirability of the company maintaining a reputation for high standards of business conduct	The Hospice has a very respected reputation in the community for delivering great care and support to patients, carers and relatives. We aim to protect and maintain this reputation by seeking to live by our values and deliver to our ambition and strategy. To support this we have a comprehensive training programme to maintain standards in delivery of care and good business practices. In addition, the hospice also maintains policies covering a wider range of corporate and clinical governance. This enables the hospice to set expected standards delivery of our services and also for working with our stakeholders. This includes policies covering the following areas : • Fundraising • Complaints Handling • Raising Concerns • Employee relations (multiple policies) • Procurement • Volunteers • Safeguarding Our performance is overseen by the Board and governance committees.
(f) the need to act fairly as between members of the company	The Board ensure that decisions made regarding the future of the charity give due consideration to both current and future beneficiaries of its services. Details regarding the Charity's policy on Trustee recruitment are found above in the 'Our People' section of this report.

Structure, Governance and Management

Governance and decision-making

St Peter's Hospice is a company limited by guarantee and without share capital. The company was registered with the Charity Commission on 7 April 1975.

The governing body of the Charity is the Board of Trustees, which comprises up to 12 members and meets four times a year or more if required. The Board has established formally constituted committees, each with specific terms of reference and functions delegated by the Board and with a Trustee as a chairman appointed by the Board: Resources, Investment, Audit, Governance, Clinical Services and Safeguarding. Our Articles of Association were revised and adopted on 26 February 2015 and have been registered with the Charity Commission.

Trustees (who are also Directors of the company) are listed on page 48. The Charity also has a number of senior employees entitled Director who are not directors within the meaning of the Companies Act 2006.

Reserves policy

The Hospice seeks to hold financial reserves to enable services to continue and adapt where there is an unforeseen event or economic conditions that create a material shortfall in income compared to expenditure.

During 2021/22 a simplification of the reserve policy was made such that we seek to maintain free reserves of between 6 to 12 months of future expected expenditure. This would enable the hospice to either maintain services during a period of temporary income shock, or, in the case of a permanent diminution in income generation, an orderly restructuring of our services. The range recognises that net income does fluctuate, particularly due to the unpredictability of legacy gifts and equity investment valuations.

The reserves as at the end of the accounting period are:

	2023	2022
	£'000	£'000
Endowment funds	13,294	13,555
Restricted income funds	63	20
Endowment and Restricted Reserves	13,357	13,575
Revaluation reserve	687	1,454
Fixed assets fund	7,308	7,576
Service enhancement programme	1,908	2,000
Projects programme	669	900
Operating deficit reserve	2,200	2,200
Designated reserves	12,085	12,676
Free reserves	11,355	10,121
Total Reserves	37,484	37,826

The reserves are as follows:

- Restricted reserves - Endowment and restricted income funds – these funds have specific criteria for the utilisation of their income and capital as designated by the donor.
- Revaluation reserve – reflects the revaluation of fixed asset investments. This fund is only realisable on the disposal of underlying assets.
- Fixed asset fund – representing the net book value of fixed assets. Only realisable through the disposal of fixed assets.

- Service enhancement reserve (formerly Post Pandemic Service Enhancement Reserve) – this reserve was created to enable an increase and development of specific services for 2 to 3 years. Enhancements are now in place and the reserve is being utilised.
- Projects programme reserve – created to enable the investment in our infrastructure and operations to improve efficiency and productivity. Projects are now underway and we anticipate the programme lasting for 2 to 3 years.
- Operating deficit reserve - The Trustees recognise that the hospice is developing its longer-term strategy for service delivery and income generation. The expectation is that there will be a mismatch between income growth and increases in expenditure and capital investment during the transition. This reserve enables the confidence to proceed with our strategy whilst maintaining free reserves in line with our policy.
- Free reserves – 6 to 12 months of future expected operating and planned capital expenditure.

As at the year end, free reserves were 7 months of expenditure which is at the lower end of the 6 to 12 month target range. Should a material shock arise for the Hospice, the Trustees could release the Operating Deficit reserve and any uncommitted spend in the Projects programme to extend our time window to adapt our services. As at the end of the year, if these reserves were released it would increase free reserves to 8.8 months of expenditure.

Investment policy

Our investment objective is to provide sufficient liquidity and total returns (income and capital gains), with an acceptable level of risk, to enable the Charity to carry out its activities effectively in both the short-term and long-term.

Short-term: The Hospice maintains deposits with a range of banks through the Charities Aid Foundation deposit platform. The key short-term objective being to invest sufficient capital in lower risk, liquid and unrestricted assets, in order to meet anticipated operating cash shortfalls and capital expenditure requirements over a 1–2-year time horizon.

Long-term:

The Investment Policy offsets out different investment objectives for the long term for endowed and unrestricted funds:

- The investment objective for long term unrestricted funds is to generate a return of RPI+2% net of all expenses.
- The investment objective for long term endowed funds is to generate a return of RPI+4% net of all expenses.

The key risk to long term funds is inflation. The Fund Managers have been instructed to invest in a way to mitigate this risk over the long term. The Trustees understand that this is likely to mean that the capital value will fluctuate and can generate losses within any financial year. The Charity is able to tolerate such volatility as it has working capital and short-term funds. Should draw down from the long-term unrestricted investment portfolio become necessary, it can be carefully planned over a period of 12 months.

Our long-term financial portfolios are managed by appointed investment managers, on a discretionary basis, and are subject to an investment mandate in respect of asset allocation, risk, benchmarking and restrictions.

It is recognised that the financial risks of the Charity as a whole need to be considered and, therefore, the investment policy supports the requirements set out in the reserves policy.

Investment performance

Investment income increased by 23% to £381k (2022: £310k). Net unrealised capital losses totalled £689k (2022: Gain of £2,832k). Our investment performance (total returns) versus benchmarks over the last five years is as follows:

Fund	Comparator	Investment returns to 31 March 2023	
		1 Year	5 year annualised
John James Endowment		%	%
Performance		-0.9	9.6
Target	RPI +4%	18.0	9.9
Benchmark	FTSE UK Private Investor Growth Index	-0.5	7.1
Peer group comparison	ARC Charity - Equity Risk	-4.3	4.7
Needham Cooper Endowment			
Performance		-0.9	9.3
Target	RPI +4%	18.0	9.9
Benchmark	FTSE UK Private Investor Growth Index	-0.5	7.1
Peer group comparison	ARC Charity - Equity Risk	-4.3	4.7
Discretionary Portfolio			
Performance		-6.9	3.5
Target	RPI +2%	16.2	7.9
Evelyn's Benchmark	MSCI PIMFA Private Investor Income Index	-3.9	3.8
Benchmark for consistent comparison	FTSE UK Private Investor Income Index	-0.5	7.1
Peer group comparison	ARC Charity - Balanced Returns	-4.5	3.2

Streamlined Energy and Carbon Reporting

Methodology

Our charity shops, warehouse, hospice site in Brentry and Long Aston office all use electricity for light, heat and power. The kWh usage was provided by our energy broker. In addition to this, three shops and the main hospice site also use gas central heating and the gas usage was calculated from the accounting records using the rate from the most recent bills.

The other main carbon source is travel by cars and vans. This is split into staff mileage (including the community nursing team who visit patients at home), volunteer mileage (who transport patients to/from the hospice for services in their own cars), patient support vehicles (used to transport patients to the in-patient unit), and goods vans which are used by the retail team to transport goods and service the retail outlets. Given the large number of different vehicles used throughout, composite rates were applied where specific data was impractical.

Other travel methods such as air and rail travel were not disclosed as these are deemed to be immaterial. The UK Government GHG Conversion Factors for Company Reporting 2022 has been used to provide the required conversion rates.

	2023	2022
Energy consumption used to calculate emissions (kWh)	1,929,143	1,926,347
Emissions from combustion of gas (kgCO ₂ e)	82,292	94,301
Emissions from combustion of fuel for transport purposes (kgCO ₂ e)	92,395	64,070
Emissions from business travel in rental cars or employee-owned vehicles where company is responsible for purchasing the fuel (kgCO ₂ e)	22,249	16,007
Emissions from purchased electricity (kgCO ₂ e)	205,250	228,805
Total gross emissions (kgCO ₂ e)	402,186	403,182
Intensity ratio (total kgCO ₂ e per FTE employee)	1,188	1,241

Statement of Trustees' responsibilities

The Board is responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company and Charity law requires the Board to prepare financial statements for each financial year. Under that law the Board has elected to prepare financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the Charity for that period. In preparing these financial statements, the Board is required to:

- select the most suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Board has overall responsibility for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity, ensuring that the assets are properly applied in accordance with Charity law, and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statements as to disclosure of information to auditors

The Trustees have taken all the necessary steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

As far as the Trustees are aware, there is no relevant audit information of which the company's auditors are unaware.

Auditors

During the year the Trustees undertook a review of their auditors in line with good corporate governance. Following a tender process the Trustees concluded not to reappoint Mazars LLP and agreed to appoint Crowe UK LLP for the forthcoming year.

By order of the Board



Helen Morgan
Chair

Date: Jul 30, 2023

St Peter's Hospice
Charlton Road
Brentry
Bristol BS10 6NL

Independent auditor's report to the members of St Peter's Hospice

Opinion

We have audited the financial statements of St Peter's Hospice (the 'parent charity') for the year ended 31 March 2023 which comprise the Consolidated Statement of Financial Activities, The Consolidated and Charity Balance Sheets, The Consolidated Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and of the parent charity's affairs as at 31 March 2023 and of the groups income and expenditure for the year then ended the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) 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 parent charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that 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 trustees' 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 parent charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Independent auditor's report to the members of St Peter's Hospice (continued)

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the chairman's report and the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the chairman's report and the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the parent charity and its environment obtained in the course of the audit, we have not identified material misstatements in the chairman's report or the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 21, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine 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 trustees are responsible for assessing the parent charity'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 the trustees either intend to liquidate the parent charity or to cease operations, or have 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 (UK) 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 the financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

Based on our understanding of the parent charity and its industry, we considered that non-compliance with the following laws and regulations might have a material effect on the financial statements: employment regulation, health and safety regulation, anti-money laundering regulation, non-compliance with implementation of government support schemes relating to COVID-19.

Independent auditor's report to the members of St Peter's Hospice (continued)

To help us identify instances of non-compliance with these laws and regulations, and in identifying and assessing the risks of material misstatement in respect to non-compliance, our procedures included, but were not limited to:

- Inquiring of management and, where appropriate, those charged with governance, as to whether the parent charity is in compliance with laws and regulations, and discussing their policies and procedures regarding compliance with laws and regulations;
- Inspecting correspondence, if any, with relevant licensing or regulatory authorities;
- Communicating identified laws and regulations to the engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the parent charity which were contrary to applicable laws and regulations, including fraud.

We also considered those laws and regulations that have a direct effect on the preparation of the financial statements, such as: tax legislation, pension legislation, the Companies Act 2006 and the Charities Act 2011.

In addition, we evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements, including the risk of management override of controls, and determined that the principal risks related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to the classification of reserves as restricted, designated or unrestricted, revenue recognition (which we pinpointed to the completeness assertion, and significant one-off or unusual transactions.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Independent auditor's report to the members of St Peter's Hospice (continued)

Use of the audit report

This report is made solely to the parent charity's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the parent charity'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 parent charity and the parent charity's members as a body for our audit work, for this report, or for the opinions we have formed.


Jonathan Marchant (Aug 2, 2023 12:31 GMT+1)

Jonathan Marchant (Senior Statutory Auditor) for and on behalf of Mazars LLP
Chartered Accountants and Statutory Auditor
90 Victoria Street
Bristol
BS1 6DP

Date: Aug 2, 2023

Consolidated statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

	Note	Unrestricted funds £000	Restricted funds £000	Endowment funds £000	Total 2023 £000	Total 2022 £000
Income and endowments from:						
Donations and legacies		4,772	78	-	4,850	4,089
Charitable activities		3,200	252	-	3,452	3,918
Other trading activities		9,572	-	-	9,572	8,782
Investment income		381	-	-	381	310
Total income	3	17,925	330	-	18,255	17,099
Expenditure on:						
Raising funds:						
Donations and legacies		473	-	-	473	464
Trading and other activities		7,600	-	96	7,696	6,576
Charitable activities		9,452	287	-	9,739	8,562
Total expenditure	4	17,525	287	96	17,908	15,602
Net income before gains / (losses)		400	43	(96)	347	1,497
Net gains on investments	10	(524)	-	(165)	(689)	2,832
Net income		(124)	43	(261)	(342)	4,329
Transfers between funds						
		-	-	-	-	-
Net movement in funds		(124)	43	(261)	(342)	4,329
Reconciliation of funds:						
Total funds brought forward		24,251	20	13,555	37,826	33,497
Total funds carried forward		24,127	63	13,294	37,484	37,826

In accordance with the provisions of the Companies Act 2006, a separate income and expenditure account dealing with the results of the parent company only has not been presented. The net decrease in reserves for the year for the parent company was £(256,000) (2022: increase of £4,213,000).

The notes on pages 30 to 48 form part of the financial statements.

Registered company no. 1191227

Consolidated and Charity balance sheets

As at 31 March 2023

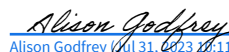
	Note	Group 2023 £000	Group 2022 £000	Charity 2023 £000	Charity 2022 £000
Fixed assets					
Tangible assets	9	7,308	7,576	7,347	7,615
Investment assets	10	21,768	20,789	21,768	20,789
		29,076	28,365	29,115	28,404
Current assets					
Stocks		42	39	-	-
Land held for sale	11	-	1,067	-	1,067
Debtors	12	2,882	2,372	2,883	2,363
Investments		466	2,244	466	2,244
Short term investments		4,810	3,005	4,810	3,005
Cash at bank and in hand		1,280	1,636	1,142	1,423
		9,480	10,363	9,301	10,102
Liabilities:					
Creditors: amounts falling due within one year	13	(766)	(606)	(785)	(629)
Net current assets		8,714	9,757	8,516	9,473
Total assets less current liabilities		37,790	38,122	37,631	37,877
Provisions for liabilities	14	(306)	(296)	(306)	(296)
Total net assets		37,484	37,826	37,325	37,581
The funds of the charity:					
Endowment funds	15	13,294	13,555	13,294	13,555
Restricted income funds	16	63	20	63	20
Unrestricted funds:					
Designated funds	18	12,085	12,676	12,124	12,715
Revaluation reserve	20	687	1,454	687	1,454
Income and expenditure account	17	11,355	10,121	11,157	9,837
Total unrestricted funds		24,127	24,251	23,968	24,006
Total charity funds		37,484	37,826	37,325	37,581

The notes on pages 30 to 48 form part of the financial statements.

These financial statements were approved by the Board of Trustees on 28th July 2023 and signed on its behalf by:



Helen Morgan, Chair of Board of Trustees



Alison Godfrey (Jul 31, 2023 20:11 GMT+1)

Alison Godfrey, Chair of Resources Committee and Treasurer

Consolidated statement of cash flows

For the year ended 31 March 2023

Cash flows from operating activities:

Net cash provided by operating activities	24	1,199	1,460
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Cash flows from investing activities:

Dividends, interest and rents from investments	3	381	310
Purchase of property, plant and equipment	9	(273)	(86)
Proceeds from sales of investments	10	2,880	2,741
Purchase of investments	10	(4,516)	(5,202)
Net cash (used in) / provided by investing activities		(1,528)	(2,237)

Change in cash and cash equivalents in the year	25	(329)	(777)
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Cash and cash equivalents at the beginning of the year		6,885	7,662
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Cash and cash equivalents at the end of the year		6,556	6,885
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Refer to note 25 for a breakdown of the cash and cash equivalents balance.

The notes on pages 30 to 48 form part of the financial statements.

1 Status of the company

The company is a private company limited by guarantee and is incorporated in England & Wales, registered company number 1191227. The members of the company are the Trustees who are also ordinary members named on page 48. The liability of members in the event of a winding up is limited by guarantee to an amount not exceeding £1 per member.

1.1 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).

2 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.

2.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006 and Charities Act 2011.

St Peter's Hospice met the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements are prepared in sterling which is the functional currency of the company and rounded to the nearest £'000. Comparative information relates to the year ended 31 March 2022.

2.2 Going concern

The Trustees consider that there are no material uncertainties about St Peter's Hospice's ability to continue as a going concern. With regard to future years, the most significant areas of uncertainty is the level of NHS funding and donations. These risks are covered in more detail in the section 'Principal Risks and Uncertainties' of the Trustees' annual report.

2.3 Group financial statements

The financial statements consolidate the results of the Charity and its wholly owned subsidiary St Peter's Hospice Enterprises Limited on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the Charity has not been presented because the Charity has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

2.4 Fund accounting

Unrestricted funds - these are funds which can be used in accordance with the Charity's charitable objects at the discretion of the Trustees.

Designated funds - these funds are set aside by the Trustees out of unrestricted funds for specific purposes. Please see note 18 for a list of these funds.

Restricted funds – these are funds received for undertaking an activity specified by the donor.

Endowment funds – these are funds where the donor has specified the funds should be treated as a permanent capital fund, where the income arising from the capital fund is available to meet the running costs of the Charity.

2.5 Income

Income is recognised when the Charity 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.

Where income has related expenditure (as with fundraising or contract income) the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the Charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Notes (continued)

2.5 Income (continued)

Income from NHS contracts, government and other grants, whether 'capital' grants or 'revenue' grants, are recognised when the Charity 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.

For legacies, entitlement is taken on a case by case basis as the earlier of the date on which:

- the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made; or
- when a distribution is received from the estate or for pecuniary legacies an assessment has been made that receipt is probable.

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.

If the legacy is in the form of an asset other than cash or an asset listed on a recognised stock exchange, recognition is subject to the value of the asset being able to be reliably measured and title to the asset has passed to the Charity. Where legacies have been notified to the Charity or the Charity 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 (see note 3).

Grant income received relating to the following year is deferred until the criteria for income recognition are met.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the Charity which is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been received.

Lottery income is accounted for in respect of those draws that have taken place in the year.

2.6 Donated goods and services

It has been judged that the benefit to the user of the accounts from determining and reporting the value of the donated goods prior to sale is less than the costs involved in obtaining that valuation. As a result, trading income is recognised on point of sale for both donated and purchased goods.

Donated services or facilities are recognised when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item is probable and that economic benefit can be measured reliably.

Donated professional services and facilities are included in income at the estimated value of the gift to the Charity when received, based on the amount that the Charity would have been prepared to pay for these services or facilities had it been required to purchase them, with a corresponding entry in the appropriate expenditure heading for the same amount. Donated fixed assets are similarly taken to income at the value to the Charity, with the other entry being capitalised in fixed assets.

2.7 Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resources.

- Support costs are made up of administration & management, finance costs, IT costs and governance costs. Administration & management include the costs of employing the Chief Executive, Director of Finance & IT and human resources department. It also includes the cost of insurance and legal and professional expenses.
- Fundraising costs are split between trading and the cost of generating donations and gifts. Costs, where possible are directly allocated to each activity. General fundraising support costs are allocated to activities in proportion to the headcount supporting them. Where activities generate donations and gifts as well as trading income, costs are apportioned on the basis of income. Fundraising costs incurred in seeking voluntary contributions do not include the costs of disseminating information in support of the charitable activities.

Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the Charity.

Basis for support costs allocation is as follows:

- Administration and management has been allocated based on a combination of the number of staff in an area and actual time spent by support staff.
- IT and Finance departmental costs have been allocated based on the combination of activity levels and staff numbers.
- Governance departmental costs have been allocated based on staff numbers.

Notes (continued)

2.8 Volunteers

The value of the services provided by volunteers is not incorporated into these financial statements. Further detail of their contribution is provided in note 7 to these financial statements and in the Trustees report.

2.9 Fixed assets and depreciation

Tangible fixed assets, in excess of £1,000, are stated at cost (of purchase or construction) less accumulated depreciation. Depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets by equal instalments over their estimated useful economic lives as follows:

Freehold buildings	2% per annum
Building improvements	10% per annum
Fixtures, fittings, equipment and vehicles	10%-33% per annum
Shop refurbishments	17% per annum

Depreciation is charged monthly following the month of acquisition.

The Inpatient Unit is accounted for using component accounting. The building has been divided into its major components which are considered to have substantially different useful economic lives as follows:

Exterior walls	50 years
Roof	50 years
Stairs	50 years
Electrical systems	40 years
Ceiling	30 years
Fences	30 years
Mechanical systems	30 years
Paths	25 years
Internal walls	20 years
Windows and doors	20 years
Lift	15 years
Landscaping	15 years
External fixtures	10 years
Drainage	10 years
Air conditioning	10 years

2.10 Investment properties

The valuation of investment properties is considered annually for material movement and valued professionally every three years at open market values. All gains and losses arising on valuation are taken directly to revaluation reserve except that any permanent diminution in the value of an investment property is recognised in the Statement of Financial Activities for the year.

No depreciation is provided in respect of freehold investment properties.

Non-depreciation of investment properties may be a departure from the requirements of the Companies Act concerning depreciation of fixed assets. However, these properties are not held for consumption but for investment and the directors consider that systematic annual depreciation would be inappropriate. The accounting policy adopted in respect of depreciation of investment properties is therefore necessary for the accounts to give a true and fair view. Depreciation is only one of the many factors reflected in the annual valuation and the amount, which might otherwise have been shown, cannot be separately identified or quantified.

2.11 Fixed asset investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price, except for the shares in the trading subsidiary which are carried at cost. The Statement of Financial Activities includes the net gains and losses arising on revaluation and disposals throughout the year. The Charity does not acquire put options, derivatives or other complex financial instruments.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

2.12 Stocks

Stock of retail goods is included at the lower of cost or net realisable value. Donated items of stock for resale or distribution are not included in the financial statements until they are sold or distributed because the Trustees consider it impractical to be able to assess the amount of donated stocks as there are no systems in place which record these items until they are sold and undertaking a stock take would incur undue cost for the Charity which far outweighs the benefits.

Notes (continued)

2.13 Land held for sale

Land held for sale is valued at market value based on agreed sale price. The sale was completed in May 2022.

2.14 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. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

2.15 Cash and cash equivalents

Cash and cash equivalents comprise cash in hand and demand deposits and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk to changes in value. Deposit accounts, including those with notice periods greater than 90 days, are shown as short term investments.

2.16 Current asset investments

Current asset investments comprise cash deposits held at fund managers.

2.17 Creditors

Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

2.18 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.19 Pension costs

Employees can join a defined contribution pension scheme which is administered by Aviva. The group also contributes to the NHS Pension Scheme on behalf of a minority of employees who are eligible to join the scheme. This is an unfunded defined benefit scheme. The amount charged against income represents the contributions payable to the schemes in respect of the accounting period. The group operated a voluntary defined benefit pension scheme, which is now closed. The final contributions made to this scheme were in January 2010. The funds are administered by pension Trustees and are independent of the group's finances.

2.20 Operating leases

Operating leases are recognised over the period of which the lease falls due. Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period of the lease.

2.21 Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

The Charity was registered as a Charity in April 1975. Under part II of CTA 2010 the Charity is not subject to taxation on its charitable activities. The profits of the non-charitable subsidiaries are normally gift aided to the parent Charity; therefore the group generally suffers no Corporation Tax on its trading activities.

Notes (continued)

2.22 Judgements and key sources of estimation uncertainty

A key area of judgement in these financial statements is the recognition of legacy income, which requires judgements about whether the income is probable or not and whether St Peter's hold entitlement to the monies. There is also estimation uncertainty regarding the reliability of the estimate of the amount to be received. Many of the legacies in the pipeline will include properties which are inherently uncertain in value as well as sometimes there being uncertainty regarding the amount of the estate to which St Peter's is entitled. The value of accrued income relating to legacies has been estimated at £2,267,000 at 31st March 2023 and is shown separately in note 12.

The Trustees have made key assumptions in determining the estimation of the fair value of investment property and land in respect of the state of the property market in the location where the property is situated and the uncertainty surrounding the future use of the land. The valuation method is further described in note 2.10, together with the valuation of the properties at the reporting date being disclosed in note 10.

There are also judgements made in determining whether provisions are required and at what value. A dilapidations provision is held relating to the estimated cost of repairs to shops at the end of their leases, based on a charge of £6 per square foot of shop area. A dilapidations provision of £306,000 is held at the year end and the uncertainty surrounding this is disclosed in note 14.

3 Income and endowments

	Unrestricted funds £000	Restricted funds £000	Endowment funds £000	Total 2023 £000	Total 2022 £000
Donations					
Individuals	456	2	-	458	514
In memoriam	552	6	-	558	526
Charitable foundations	113	70	-	183	388
Corporate sector	107	-	-	107	139
General community	31	-	-	31	33
COVID-19 retail grant	9	-	-	9	157
Coronavirus Job Retention Scheme	0	-	-	-	40
	1,268	78	-	1,346	1,797
Legacies	3,504	-	-	3,504	2,292
	4,772	78	-	4,850	4,089
Income from charitable activities					
NHS England service funding	3,099	-	-	3,099	3,194
COVID-19 NHS England service funding		252	-	252	639
Education course fees	101	-	-	101	85
	3,200	252	-	3,452	3,918
Income from other trading activities					
Shops sales – donated goods	8,027	-	-	8,027	7,052
– bought in goods	391	-	-	391	333
– commission and other	135	-	-	135	186
Fundraising events – community	611	-	-	611	747
– corporate	35	-	-	35	62
Lottery	368	-	-	368	396
Other	5	-	-	5	6
	9,572	-	-	9,572	8,782
Investment income					
Dividends and interest	340	-	-	340	285
Rents	41	-	-	41	25
	381	-	-	381	310
TOTAL INCOME AND ENDOWMENTS	17,925	330	-	18,255	17,099

In line with our accounting policy, legacies include £2,267,000 (2022: £1,130,000) of income notified at year end but not yet received as they have met the criteria for recognising income in accordance with SORP 2019.

Total legacies notified but not recognised in the financial statement as at 31 March 2023 amounted to £267,000 (2022: £233,000).

Total income from gift aid amounted to £662,000 (2022: £709,000).

4 Analysis of expenditure

	Activities undertaken directly £000	Support costs (note 5) £000	2023 £000	2022 £000
Raising funds:				
Donations	374	72	446	421
Legacies	27	-	27	43
Total donations and legacies	401	72	473	464
Shops	5,648	1,195	6,843	5,873
Fundraising events	373	35	408	349
Lottery	228	13	241	189
Investment management costs	-	204	204	165
Total trading and other	6,249	1,447	7,696	6,576
Total expenditure on raising funds	6,650	1,519	8,169	7,040
Charitable expenditure:				
Inpatient care	2,939	1,099	4,038	4,040
Community hospice care	4,016	778	4,794	4,251
Community wellbeing *	465	142	607	-
Total patient care	7,420	2,019	9,439	8,291
Education	209	91	300	271
Total charitable expenditure	7,629	2,110	9,739	8,562
Total expenditure	14,279	3,629	17,908	15,602

* Community Wellbeing is a new category of expenditure analysis this year as it is an area of growth for the hospice. Expenditure in the prior year relating to community wellbeing is withing Community Hospice Care.

5 Support costs allocation

	Site costs £000	Admin & Management £000	Finance & IT depts £000	Governance £000	2023 £000	2022 £000
Raising funds:						
Donations	42	11	18	1	72	61
Legacies	-	1	1	-	2	2
Shops	128	410	637	20	1,195	990
Fundraising events	13	8	13	1	35	29
Lottery	5	2	4	1	12	11
Investment management costs	-	204	-	-	204	165
Charitable activities:						
Inpatient care	767	125	196	10	1,098	1,120
Community hospice care	248	201	315	14	778	
Community wellbeing	75	26	39	2	142	592
Education	55	14	21	1	91	75
Total support costs	1,333	1,002	1,244	50	3,629	3,045
2022 Total support costs	1,115	912	972	46		3,045

Notes (continued)

6 Subsidiary

During the year the Charity had one wholly owned subsidiary, incorporated in England and Wales.

St Peter's Hospice Enterprises Limited (registered in England and Wales company number: 2595158) sells Christmas cards, calendars, new goods and items incorporating the Hospice logo on behalf of the Hospice. It also acts as agent for the Shops Gift Aid scheme (earning commission), ran a coffee shop in Bristol (until May 2022) and operates a house clearance service. The company transfers its taxable profits to St Peter's Hospice under gift aid.

A summary of the results of St Peter's Hospice Enterprises Limited included in the consolidated statement of financial activities is shown below. The expenditure includes £113,000k (2022: £13,000) intercompany management charge paid to the Charity which is eliminated on consolidation. Full accounts are filed with the Registrar of Companies.

	2023	2022
<i>Income and expenditure account</i>	£000	£000
Income	496	511
Expenditure	(314)	(242)
Net income	182	269
Retained earnings at beginning of reporting period	291	175
Net income for the year	182	269
Distribution to parent charity	(269)	(153)
Retained earnings at end of reporting period	204	291

7 Staff and volunteers

The average number of volunteers involved regularly on Hospice business is in excess of 1,250.

The headcount of employed staff members are as follows:

	2023	2022
	No.	No.
Patient care	216	199
Income generation	218	216
Support	25	23
Total staff	459	438

The aggregate employment costs of these persons are as follows:

	2023	2022
	£000	£000
Wages and salaries	10,808	9,594
Social security costs	977	805
Pension contributions (see note 23)	1,003	879
Termination payments	11	46
	12,799	11,324

Termination payments totalling £11,000 were made to five employees during the year under signed compromise agreements (2022: payments totalling £46,000 were made to four employees during the year under signed compromise agreements).

7 Staff and volunteers (continued)

Employees whose emoluments, excluding pension contributions, were equal to or greater than £60,000 per annum were as follows:

	2023	2022
	No.	No.
£60,001 - £70,000	5	3
£70,001 - £80,000	1	1
£80,001 - £90,000	1	3
£90,001 - £100,000	1	0
	8	7

Six of the employees in the table above were accruing retirement benefits under defined benefit schemes (2022: five employees), and two were accruing retirement benefits under defined contribution schemes (2022: two).

The total employee remuneration, including employer's national insurance and pension contributions, of the key management personnel of the Hospice was £632,200 (2022: £562,200)

The Charity maintains indemnity insurance for the Trustees and officers of the company and its subsidiaries; the cost of providing this insurance was £9,660 (2022: £8,400).

Note 22 shows details of related party transactions.

No Trustee received remuneration in the year (2022: £nil). Trustees are entitled to the reimbursement of expenses necessarily incurred on Hospice business. During the year ended 31 March 2023 a total of £nil was reimbursed to trustees (2022: £nil).

8 Net income

Net income is stated after charging / (crediting):

	Group		Charity	
	2023	2022	2023	2022
	£000	£000	£000	£000
Auditor's remuneration:				
Audit	19	18	16	15
Depreciation	496	526	496	527
Rent of land and buildings – operating leases	763	721	763	721
Rents receivable under operating leases	71	57	71	57
Loss on disposal of tangible fixed assets	(46)	(17)	(46)	(17)

9 Tangible fixed assets

	Freehold property (including building improvements) £000	Fixtures and fittings (including motor vehicles) £000	Shop refurbishment £000	Total £000
Cost				
As at 1 April 2022	8,888	1,733	2,933	13,554
Additions	47	88	138	273
Disposals	(72)	-	(2)	(74)
As at 31 March 2023	8,863	1,821	3,069	13,753
Depreciation				
As at 1 April 2022	1,776	1,498	2,704	5,978
Charge for year	275	100	121	496
Disposals	(28)	-	(1)	(29)
As at 31 March 2023	2,023	1,598	2,824	6,445
Net book value				
As at 31 March 2023	6,840	223	245	7,308
As at 31 March 2022	7,112	235	229	7,576

	Freehold property (including building improvements) £000	Fixtures and fittings (including motor vehicles) £000	Shop refurbishment £000	Total £000
Cost				
As at 1 April 2022	8,979	1,733	2,933	13,645
Additions	47	88	138	273
Disposals	(72)	-	2	(74)
As at 31 March 2023	8,954	1,821	3,069	13,844
Depreciation				
As at 1 April 2022	1,828	1,498	2,704	6,030
Charge for year	275	100	121	496
Disposals	(28)	-	(1)	(29)
As at 31 March 2023	2,075	1,598	2,824	6,497
Net book value				
As at 31 March 2023	6,879	223	245	7,347
As at 31 March 2022	7,151	235	229	7,615

9 Tangible fixed assets (continued)

Included in the cost of freehold property of the group and company is £70,000 of land which is not being depreciated.

The company figures include £36,000 (2022: £37,500) in respect of interest capitalised in connection with the building of the Brentry site in 1998 which is now being depreciated over the life of the building. As the charge is an intra-group transaction it is eliminated on consolidation.

The net book value of the seven freehold shops open at 31 March 2023 was £472,000 (2022: £533,000).

To comply with Charities SORP FRS 102, three shop flats and one coffee shop owned and leased out by the Hospice are included in investment properties (2022: three shop flats).

Included within fixtures and fittings are intangible assets with a net book value of £38,173 (2022: £53,443) comprised of website costs.

10 Fixed asset investments

	2023	2022
	£000	£000
Equities at market value	18,082	18,286
Fixed interest investments including Government stocks, at market value	2,828	1,944
Equities and fixed interest investments	20,910	20,230
Hospice Quality Partnership loan notes	8	9
Investment properties (see below)	850	550
	21,768	20,789

Equities and fixed interest investments

	2023	2022
	£000	£000
Market value at beginning of year	20,230	16,004
Additions	4,516	5,202
Disposals	(2,880)	(2,741)
Investment gains / (losses)	(956)	1,765
Market value at end of year	20,910	20,230
Historical cost at end of year	17,915	15,956

Fixed asset investments include quoted equities and Government stocks listed on the London Stock Exchange. There were no individual shareholdings of more than 5% of the total portfolio value as at 31 March 2023 (2022: none). All investment properties form part of the unrestricted funds balance.

	2023	2022
	Total	Total
Properties	£000	£000
Cost at beginning and end of year	130	163
Additions	33	-
Transfer to land held for sale	-	(33)
Cost at the end of the year	163	130
Revaluation at beginning of year	420	387
Revalue to fair value	267	1,067
Transfer to land held for sale	-	(1,034)
Revaluation at end of year	687	420
Valuation at end of year	850	550

10 Fixed asset investments (continued)

Also included in fixed asset investments are the following investments in subsidiaries:

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Investment in subsidiaries	-	-	2	2

11 Land held for sale

	Group		Charity	
	2023	2022	2023	2022
	£000	£000	£000	£000
Nailsea land	-	1,067	-	1,067
	-	1,067	-	1,067

The sale of the Nailsea land was completed in May 2022.

12 Debtors

Trade debtors totalling £288 for the charity and £238 for the group (2022: £2,517 for the charity and £2,667 for the group) were written off in the year.

	Group		Charity	
	2023	2022	2023	2022
	£000	£000	£000	£000
Trade debtors	22	102	23	95
Other debtors	187	162	187	160
Prepayments and accrued income	406	978	406	978
Accrued legacy income	2,267	1,130	2,267	1,130
	2,882	2,372	2,883	2,363

13 Creditors: amounts falling due within one year

	Group		Charity	
	2023	2022	2023	2022
	£000	£000	£000	£000
Trade creditors	1	2	-	-
Pension contributions (note 22)	-	50	-	50
Amounts owed to group undertakings	-	-	92	35
Accruals and other deferred income	765	554	694	544
	766	606	786	629

The movement on deferred income in the year was as follows:

Group and Charity

	2023	2022
	£000	£000
Balance as at 1 April	85	62
Utilised in the year	(85)	(62)
Deferred in the current year	156	85
Balance as at 31 March	156	85

14 Provision for liabilities

	Group		Charity	
	2023	2022	2023	2022
	£000	£000	£000	£000
Dilapidations provision (see below)	306	296	306	296
	306	296	306	296

The movement on the dilapidations provision in the year was as follows:

	2023	2022
	£000	£000
Balance as at 1 April	296	305
Additions in the year	10	-
Utilised in the year	-	(9)
Balance as at 31 March	306	296

The dilapidations provision is a provision for the cost of repairs to shops at the end of their leases. Given the timing of lease exit is uncertain, the value and timing of the resulting payments is also uncertain.

15 Endowment funds**Group and Charity****2023**

	Balance 1 April 2022 £000	Investment fees	Investment (losses)/ gains	Balance 31 March 2023 £000
John James	4,147	(29)	(51)	4,067
Needham Cooper	9,408	(67)	(114)	9,227
	13,555	(96)	(165)	13,294

2022

	Balance 1 April 2021 £000	Investment fees £000	Investment (losses)/ gains £000	Balance 31 March 2022 £000
John James	3,671	(23)	499	4,147
Needham Cooper	8,329	(68)	1,147	9,408
	12,000	(91)	1,646	13,555

The John James Endowment Fund was set up with the intention of generating an investment income for the Hospice. The fund consists of a donation from the John James Bristol Foundation of £500,000 together with an equivalent amount raised by the Hospice by the end of 1984. A further £500,000 was received from the Foundation in 1997 and the Hospice has in previous years received gifts from others of £350,000 towards matching this last amount. In 2008/09 a further £390,000 was donated to the fund. The total capital raised is £2,240,000 and gains to date, net of fees, are £1,827,000.

The Needham Cooper fund represents investments made as a result of the sale of land previously owned near Bristol (formerly known as the Peg Hill fund). The £1,200,000 Charity Property Fund was consolidated into the Needham Cooper fund in November 2019. The total capital invested was £6,871,000 and gains to date, net of fees, are £2,356,000.

16 Restricted income funds

2023	Balance			Transfers to	Balance
	1 April			designated	31 March
	2022	Income	Expenditure	funds	2023
	£000	£000	£000	£000	£000
COVID-19 NHS England service funding	-	252	(252)		-
Patient vehicle	5	-			5
Various funds	15	78	(35)		58
	20	330	(287)	-	63

2022	Balance			Transfers to	Balance
	1 April			designated	31 March
	2021	Income	Expenditure	funds	2022
	£000	£000	£000	£000	£000
COVID-19 NHS England service funding	-	639	(639)	-	-
Patient vehicle	-	32	-	(27)	5
CNS service	-	54	(54)	-	-
Various funds	15	178	(168)	(10)	15
	15	903	(861)	(37)	20

NHS England awarded funding to allow the hospice to make available bed capacity and community support for people with complex needs during COVID-19 pandemic. The final funding was received in May 2022

Various other funds relate to small amounts received where the donor has restricted the use of the funds.

17 Income and expenditure account

2023	Group	Charity
	£000	£000
At 1 April 2022	10,121	9,837
Net income for the year – unrestricted	2,025	2,111
Investment gains/(losses) – unrestricted	(791)	(791)
Transfer from designated funds (note 18)	-	-
At 31 March 2023	11,355	11,157

2022	Group	Charity
	£000	£000
At 1 April 2021	6,595	6,426
Net income for the year – unrestricted	2,146	2,031
Investment gains – unrestricted	119	119
Transfer to designated funds (note 18)	1,261	1,261
At 31 March 2022	10,121	9,837

18 Designated funds

Fixed assets fund represents the net book value of fixed assets used in the Hospice. The transfers in the year represent the movement in the net book value of the fixed assets.

Operating deficit reserve - the hospice is developing its longer-term strategy for service delivery and income generation. The expectation is that there will be a mismatch between income growth, increases in expenditure and capital investment during the transition. This reserve enables the confidence to proceed with our strategy whilst maintaining free reserves in line with our policy.

Project programme fund represents the amounts set aside to support a programme of projects. The transfer in the year represents the spend on projects during the year.

Service enhancement reserve (formerly Post Pandemic Service Enhancement Reserve) – this reserve was created to enable an increase and development of specific services for 2 to 3 years. The transfer in the year represents the cost of additional services delivered.

Group

	Balance		Transfers from restricted funds	Transfers from / (to) income and expenditure	Balance
	1 April				31 March
	2022	Expenditure			2023
	£000	£000	£000	£000	£000
Fixed assets fund	7,576	(268)	-	-	7,308
Operating deficit fund	2,200	-	-	-	2,200
Projects programme	900	(231)	-	-	669
Service enhancement programme	2,000	(92)	-	-	1,908
	12,676	(591)	-	-	12,085

Group

	Balance		Transfers from restricted funds	Transfers from / (to) income and expenditure	Balance
	1 April				31 March
	2021	Expenditure			2022
	£000	£000	£000	£000	£000
Fixed assets fund	8,032	(526)	37	33	7,576
Operating deficit fund	-	-	-	2,200	2,200
Projects programme	675	(74)	-	299	900
Post-pandemic enhancement programme	-	-	-	2,000	2,000
Risk management fund	5,793	-	-	(5,793)	-
	14,500	(600)	37	(1,261)	12,676

Charity

	Balance		Transfers from restricted funds	Transfers from / (to) income and expenditure	Balance
	1 April				31 March
	2022	Expenditure			2023
	£000	£000	£000	£000	£000
Fixed assets fund	7,615	(268)	-	-	7,347
Operating deficit fund	2,200	-	-	-	2,200
Projects programme	900	(231)	-	-	669
Post-pandemic enhancement programme	2,000	(92)	-	-	1,908
	12,715	(591)	-	-	12,124

18 Designated funds (continued)**Charity**

2022	Balance		Transfers	Transfers	
	1 April		from restricted	from / (to) income	Balance
	2021	Expenditure	funds	and expenditure	31 March
	£000	£000	£000	account	2022
					£000
Fixed assets fund	8,072	(527)	37	33	7,615
Operating deficit fund	-	-	-	2,200	2,200
Projects programme	675	(74)	-	299	900
Post-pandemic enhancement programme	-	-	-	2,000	2,000
Risk management fund	5,793	-	-	(5,793)	-
	14,540	(601)	37	(1,261)	12,715

19 Analysis of group net assets between funds**Group and Charity**

2023	Unrestricted	Restricted	Endowment	Total
	funds	funds	Funds	Funds
	£000	£000	£000	£000
Tangible fixed assets	7,308	-	-	7,308
Investment assets	8,481	-	13,287	21,768
Current assets	9,399	63	18	9,480
Creditors due in less than one year	(743)	-	(23)	(766)
Provisions for liabilities	(306)	-	-	(306)
Total net assets	24,139	63	13,282	37,484

2022	Unrestricted	Restricted	Endowment	Total
	funds	funds	Funds	Funds
	£000	£000	£000	£000
Tangible fixed assets	7,576	-	-	7,576
Investment assets	7,223	-	13,566	20,789
Current assets	10,330	20	13	10,363
Creditors due in less than one year	(582)	-	(24)	(606)
Provisions for liabilities	(296)	-	-	(296)
Total net assets	24,251	20	13,555	37,826

20 Revaluation Reserve**Group and Charity**

	2023	2022
	Total	Total
	£000	£000
Revaluation reserve at beginning of year	1,454	387
Revaluation of land held for sale (note 11)	-	1,034
Sale of land (note 11)	(1,034)	-
Revaluation of properties	267	33
Revaluation reserve at end of year	687	1,454

21 Commitments

Full lease commitments under non-cancellable operating leases are as follows:

Group and Charity

	2023	2023	2023	2022	2022	2022
	Land and buildings	Other	Total	Land and buildings	Other	Total
	£000	£000	£000	£000	£000	£000
Operating leases which expire:						
Within one year	106	32	138	584	41	625
In the second to fifth years inclusive	651	27	678	693	59	752
Over 5 Years	8	-	8	-	-	-
	765	59	824	1,277	100	1,377

Capital commitments

At the year end the group and Charity had capital commitments of £Nil in (2022: £17,950 in respect of upgrades to our wide area network).

22 Related party transactions

In accordance with FRS102 section 33.1A, the company has taken advantage of an exemption from disclosing transactions with its subsidiary on the grounds that it is wholly owned.

Ms A Wint is an Interim Chief Medical Officer Sirona Care & Health. On 6 April 2021 the Sirona palliative home support teams transferred to St Peter's Hospice. Including within the NHS Primary Care Trust's annual grant to the Hospice, paid by the BCCG, is £1,141,000 (2022: £1,116,000) in respect of this team. As at 31 March 2023 there was an outstanding balance of £nil (2022: £nil). The hospice also received income of £1,400 (2022: £790) in respect of course attendance fees. As at 31 March 2023 there was an outstanding balance of £325 (2022: £325).

23 Pensions

The Charity contributed to two pension schemes in the financial year; Aviva pension scheme and NHS pension scheme. The assets of these schemes are held separately from those of the Hospice in independently administered funds. The amounts charged against income represent the contributions payable to the schemes in respect of the accounting period.

Aviva

This is a Group Personal Pension Scheme, which is a defined contribution scheme. The employer contributions charged against income for the year were £522,000 (2022: £478,000) of which employee contributions under the salary sacrifice scheme were £177,000 (2022: £163,000). Outstanding pension contributions for March, paid in April, were £nil (2022: £50,000).

NHS scheme

Staff transferring from the NHS may continue to contribute to the NHS Pension scheme. The NHS Scheme is an unfunded defined benefit scheme but the Charity is unable to identify its share of the underlying assets and liabilities. Each member of the scheme pays a common contribution rate. Employer contributions charged against income for the year were £481,000 (2022: £401,000). Deemed employer pension contributions for salaries recharged to the Hospice from NHS Trusts were £18,000 (2022: £23,000). Outstanding pension contributions for March, paid in April were £nil (2022: £nil).

24 Reconciliation of net income to net cash inflow from operating activities

	2023	2022
	£000	£000
Net income	(342)	4,329
Gains on investments	689	(2,832)
Investment income	(381)	(310)
Gain on disposal of land held for sale	1,034	-
Depreciation charges	496	526
Loss from disposal of tangible fixed assets	46	17
Increase in stocks	(3)	23
(Increase) / decrease in debtors	(510)	(386)
Increase / (decrease) in creditors	170	93
Net cash inflow from operating activities	1,199	1,460

25 Analysis of changes in net funds

	At 1 April	Cash flow	At 31 March
	2022		2023
	£000	£000	£000
Cash at bank and in hand	1,636	(356)	1,280
Cash held in short term investments	3,005	1,805	4,810
Cash held in current asset investments	2,244	(1,778)	466
Total net funds	6,885	(329)	6,556

26 Consolidated statement of financial activities for the year ended 31 March 2022

	Unrestricted funds	Restricted funds	Endowment funds	Total
	£000	£000	£000	£000
Income and endowments from:				
Donations and legacies	3,825	264	-	4,089
Charitable activities	3,279	639	-	3,918
Other trading activities	8,782	-	-	8,782
Investment income	310	-	-	310
Total income	16,196	903	-	17,099
Expenditure on:				
Raising funds				
Donations and legacies	464	-	-	464
Trading and other activities	6,485	-	91	6,576
Charitable activities	7,701	861	-	8,562
Total expenditure	14,650	861	91	15,602
Net income before gains / (losses)	1,546	42	(91)	1,497
Net gains / (losses) on investments	1,186	-	1,646	2,832
Net income / (expenditure)	2,732	42	1,555	4,329
Transfers between funds	37	(37)	-	-
Net movement in funds	2,769	5	1,555	4,329
Reconciliation of funds:				
Total funds brought forward	21,482	15	12,000	33,497
Total funds carried forward	24,251	20	13,555	37,826

Legal and administrative information

Vice Presidents

Mrs P Davis
Mr A R G James
Mr K T Pearce

Members of the Board of Trustees

Ms H Morgan, Chair
Ms H Staines, Vice Chair
Ms A Godfrey, Treasurer
Dr P Goyder (resigned 6th December 2022)
Ms C Buchanan (resigned 6th December 2022)
Mr M Campbell
Mr R Taffinder (appointed 6th December 2022)
Mr M Mohan (resigned 28th March 2023)
Mr R Naivalurua
Mr D Spicer (resigned 29 June 2022)
Ms A Wint

Company Secretary

Ms H Fowweather (resigned 15 August 2022)
Mr D Spicer (appointed 15 August 2022)

Principal Officers

Chief Executive

Mr F Noble

Medical Director

Dr A Mullick

Director of Patient Care

Ms C Benson

Director of Finance and IT

Ms H Fowweather (resigned 15th August 2022)
Mr D Spicer (appointed 15th August 2022)

Director of People and Support

Mr R Rowe (resigned 1st April 2023)
Ms H Pirouet (appointed 29th March 2023)

Director of Fundraising and Communications

Ms S Allen-Gunn

Retail Director

Mr J Broomhead

Bankers

National Westminster Bank Plc
32 Corn Street
Bristol
BS1 1HQ

Auditor

Mazars LLP
90 Victoria Street
Bristol, BS1 6DP

Solicitors

Veale Wasbrough Vizards
Narrow Quay House
Bristol BS1 4QA

Investment managers

Evelyn Partners
Portwall Place, Portwall Lane
Bristol, BS1 6NA

Veritas Investment Management
90 Long Acre
London, WC2E 9RA

Fundraising office

Block C, Estune Business Park,
Wild Country Lane,
Long Ashton, BS41 9FH
Telephone: 01275 391 400

Registered office

St Peter's Hospice, Charlton
Road, Brentry,
Bristol, BS10 6NL

Registered Charity number
269177

Registered company number
1191227

Web site address

www.stpetersHospice.org



Mazars LLP
90 Victoria Street
Bristol
BS1 6DP

28th July 2023

Dear Mr Marchant

St Peter's Hospice and its subsidiary - Audit for Year Ended 31 March 2023

This representation letter is provided in connection with your audit of the financial statements of St Peter's Hospice and its subsidiary for the year ended 31 March 2023 for the purpose of expressing an opinion as to whether the financial statements give a true and fair view in accordance with the Companies Act 2006 and relevant legislation and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland."

We confirm that the following representations are made on the basis of enquiries of management and staff with relevant knowledge and experience (and, where appropriate, inspection of supporting documentation) sufficient to satisfy ourselves that we can properly make each of the following representations to you.

Our responsibility for the financial statements and accounting information

We believe that we have fulfilled our responsibilities for the true and fair presentation and preparation of the financial statements in accordance with the Companies Act 2006 and relevant legislation and United Kingdom Accounting Standards.

Our responsibility to provide and disclose relevant information

We have provided you with:

- access to all information of which we are aware that is relevant to the preparation of the financial statements such as records, documentation and other material;
- additional information that you have requested from us for the purpose of the audit; and
- unrestricted access to individuals within the company you determined it was necessary to contact in order to obtain audit evidence.

We confirm as trustees that we have taken all the necessary steps to make us aware, as trustees, of any relevant audit information and to establish that you, as auditors, are aware of this information.

As far as we are aware there is no relevant audit information of which you, as auditors, are unaware.

Accounting records

We confirm that all transactions that have a material effect on the financial statements have been recorded in the accounting records and are reflected in the financial statements. All other records and related information, including minutes of all management and shareholders' meetings, have been made available to you in accordance with section 499 of the Companies Act 2006.

Accounting policies

We confirm that we have reviewed the accounting policies applied during the year in accordance with Section 10 of Financial Reporting Standard 102 and consider these policies appropriate to faithfully represent the effects of transactions, other events or conditions on the company's financial position, financial performance and cash flows.

Accounting estimates

We confirm that the methods, significant assumptions and the data used in making the accounting estimates are appropriate to achieve recognition, measurement or disclosure that is in accordance with the applicable financial reporting framework.

Contingencies

There are no material contingent losses including pending or potential litigation that should be accrued where:

- information presently available indicates that it is probable that an asset has been impaired or a liability had been incurred at the balance sheet date; and
- the amount of the loss can be reasonably estimated.

There are no material contingent losses that should be disclosed where, although either or both the conditions specified above are not met, there is a reasonable possibility that a loss, or a loss greater than that accrued, may have been incurred at the balance sheet date.

There are no contingent gains which should be disclosed.

All material matters, including unasserted claims, that may result in litigation against the company have been brought to your attention. All known actual or possible litigation and claims whose effects should be considered when preparing the financial statements have been disclosed to you and accounted for and disclosed in accordance with the Companies Act 2006 and relevant legislation and United Kingdom Accounting Standards.

Laws and regulations

We confirm that we have disclosed to you all those events of which we are aware which involve known or suspected non-compliance with laws and regulations, together with the actual or contingent consequences which may arise therefrom.

Fraud and error

We acknowledge our responsibility as trustees of the company, for the design, implementation and maintenance of internal control to prevent and detect fraud and error.

We have disclosed to you:

- all the results of our assessment of the risk that the financial statements may be materially misstated as a result of fraud;
- all knowledge of fraud or suspected fraud affecting the entity involving:
 - management and those charged with governance;
 - employees who have significant roles in internal control; and
 - others where fraud could have a material effect on the financial statements

We have disclosed to you all information in relation to any allegations of fraud, or suspected fraud, affecting the entity's financial statements communicated by employees, former employees, analysts, regulators or others.

Transactions with trustees

We confirm that the company has at no time during the year entered into any arrangement, transaction or agreement to provide credit facilities including loans, quasi-loans, credit transactions, mutually beneficial arrangements, or guarantees or security for the foregoing or assumed or assigned any such

rights or liabilities for any trustees, shadow trustees, alternate trustees, or their connected persons, or non-trustee officers except as permitted by the Companies Act 2006 and as disclosed in the financial statements.

No trustee or their connected persons had a direct or indirect material interest in any other transaction or arrangement with the company other than those disclosed in accordance with section 413 of the Companies Act 2006 or exempted from disclosure by the Act.

Trustees' emoluments

No trustee received remuneration in the year.

Related party transactions

We confirm that all related party relationships, transactions and balances, (including sales, purchases, loans, transfers, leasing arrangements and guarantees) have been appropriately accounted for and disclosed in accordance with the requirements of the Companies Act 2006 and relevant legislation and United Kingdom Accounting Standards.

We have disclosed to you the identity of the company's related parties and all related party relationships and transactions of which we are aware.

Impairment review

To the best of our knowledge, there is nothing to indicate that there is a permanent reduction in the recoverable amount of the fixed assets below their carrying value at the balance sheet date. An impairment review is therefore not considered necessary.

Charges on assets

All the company's assets are free from any charges exercisable by third parties except as disclosed within the financial statements.

Future commitments

We have no plans, intentions or commitments that may materially affect the carrying value or classification of assets and liabilities or give rise to additional liabilities.

Subsequent events

We confirm all events subsequent to the date of the financial statements and for the Companies Act 2006 and relevant legislation and United Kingdom Accounting Standards require adjustment or disclosure have been adjusted or disclosed.

Should further material events occur after the date of this letter which may necessitate revision of the figures included in the financial statements or inclusion of a note thereto, we will advise you accordingly.

Unadjusted misstatements

We confirm that the effects of the unadjusted misstatements are immaterial, both individually and in aggregate, to the financial statements as a whole.

Yours faithfully


Trustee



St Peter's Hospice
For Patients, Families and Bristol

St Peter's Hospice
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Brentry
Bristol
BS10 6NL

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To the Directors of St Peter's Hospice Enterprises Limited

Date: Jul 30, 2023

Dear Sir/Madam

We hereby confirm that we will provide financial support to St Peter's Hospice Enterprises Limited to enable it to meet its obligations as they fall due for at least a year from the date of this letter.

Yours faithfully

Helen Morgan

Chair of Trustees

ST PETER'S HOSPICE

England & Wales - Charity number 269177

Accounts

St Peter's Hospice

Annual Report and Financial Statements For the Year Ended 31 March 2022

Registered Charity number 269177

Registered company number 1191227

The Trustees present their report and the audited consolidated financial statements for the year ended 31 March 2022.

This report and financial statements comply with current statutory requirements, with the requirements of the Charity's governing document, and they have been prepared in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (FRS 102) and Charity SORP.

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Chairman's Report

After a turbulent pandemic year, I am pleased to present such a positive annual report and accounts for St Peter's Hospice for the year ended 31 March 2022. I am equally pleased to report such positive plans for the hospice going forward.

The COVID-19 pandemic brought exceptional uncertainty through the whole year, with a rollercoaster of surges in community infection rates, ever changing government guidance, and the cumulative effects of pressure, stress and anxiety on our people.

We developed a framework for the decompression/recuperation of our teams. While there was a good deal of support for individual employees (including employee assistance scheme, well-being programme and clinical supervision), we set out to provide teams with the guidance and resources to recuperate from the effects of the pandemic. Recuperation activities included team reflection, team learning, social activities and leave. As word got around, we provided our recuperation framework to local civic authorities, health and care partners, hospices, the chamber of commerce, businesses, universities and charities.

We sought to shift the hospice focus and attention towards our plans for the future by publishing a Strategic Plan along with 'supporting strategies' for each area. In the autumn, we started to move out of the 'interim position' that we had adopted during the pandemic. This meant recruiting posts that had been left vacant and starting to re-open the 5 x closed inpatient unit beds. We took the opportunity to re-open the closed beds as nurse-led non-complex beds, with a view to taking a test-and-learn approach. In due course, we will determine the optimum mix of complex and non-complex beds in the inpatient unit.

We have successfully consolidated our financial position. As this year closes, we have taken a number of unprecedented decisions aimed at helping our teams to recover from the effects of the pandemic, to support our wider health and care partners as they endeavour to deliver services, and to invest in our hospice services and systems.

We plan to operate a deficit budget in 2022/23, with the intention of continuing to do so for the next 2 – 3 years. We will cover those deficits from a specially designated reserve. We also intend to deliver a programme of service enhancements over the same period. We will look to see where we can enhance our services to do more for our beneficiaries, to ease the pressure on our teams and to support our wider partners. We will fund these service enhancements through a further designated reserve. In addition, we will manage a programme of projects to improve our services, systems and facilities, funded through another designated reserve.

We will monitor the progress of these budgets, service enhancements and projects, with a keen eye on long term financial sustainability. We intend to maximise our spend on current services through the careful targeted application of designated reserves, while maintaining our longer term financial sustainability.

We could not do what we do without our magnificent staff and volunteers. We have an excellent Board of Trustees who have exercised effective balanced governance through the pandemic. We are incredibly fortunate to have such committed communities of supporters and donors who have supported us so generously.

St Peter's Hospice has proven to be well-led, well organised, adaptable and resilient. We now look forward to a much more positive and exciting future as we look to make use of our reserves to support our patients, staff and our wider health and care partners.

Peter Goyder
Chairman

Trustees' Report

Our Objectives and Activities

St Peter's is Bristol's only adult Hospice. We provide specialised care and support for patients with severe and progressive disease where curative treatment is no longer possible. Our commitment is to improve the quality of life of patients while extending care and support to their relatives. This year 20% (2021: 14%) of our expenditure was funded by our local NHS CCG commissioned contract.

The Charity's purpose is set out in the company's Articles of Association, which were reviewed in 2014 and adopted on 26 February 2015. It is to promote the relief of sickness and in particular to provide services to support the physical, psychological, social and spiritual needs of those affected by life-limiting illnesses. We have interpreted these aims through our Ambition, Purpose, Strategic Intentions and Values.

Ambition

Our ambition is to support people to live well until the end of life.

Purpose

Our purpose is to give adults in our communities the support, comfort and dignity they need at the end of their life.

Strategic Intentions

We have set our strategic intentions:

Be the best we can be

- Be responsive and strive to keep improving.
- Strengthen our commitment to well-being, inclusion, equality, diversity and the environment.
- Develop our colleagues, leaders, managers, teams and partners.
- Grow our distinctive reputation as an icon of Bristol.
- Maximise the use of volunteers to enrich our services.

Be sustainable (income matches costs) and resilient (withstand shocks)

- Sustain the ethos of holistic care, whilst balancing affordability and productivity.
- Build a diverse, innovative and sustainable funding portfolio.
- Develop the case for improved statutory funding.
- Over time, ensure our cost base matches our income.
- Manage our cash, reserves and investments well.

Build collaborative services that reach all communities

- Provide great community and inpatient care, every day.
- As leaders of end-of-life-care, build strong relationships with the NHS.
- Work collaboratively with partners to integrate our services.
- Provide collaborative, flexible and responsive services.
- Share our expertise, role model best practice and educate colleagues.

Values

Excellence - to strive to be the best we can, listen, learn and innovate.

Compassion - to show understanding and care in everything that we do.

Respect - to value everyone and embrace the value of our differences.

Passion - to be proud of our work and the impact we have.

Collaboration - to work as one team - built on shared goals and effective relationships.

Main Activities

We provide a number of services free of charge in Bristol, North Somerset, South Gloucestershire (BNSSG) and Bath and North East Somerset to people suffering from life-limiting illnesses and those affected by this such as families and carers. These services include:

- a 15-bed Inpatient Unit staffed by a specialist palliative care multi-disciplinary team;
- a Day Services programme, which aims to provide a therapeutic environment to support patients in living with their illness (currently delivered virtually);
- A medical team providing support to a range of clinical services;
- Hospice at Home, providing hands-on care for patients in their own homes in the last days of life;
- Community Nurse Specialists who visit patients in their own homes;
- Patient and Family Support which provides social work, spiritual, bereavement and therapy support to patients, families and carers;
- 24/7 Advice Line open to all callers including health professionals and people not registered as St Peter's patients; and
- Education Department which provides education to internal staff and other health professionals (including nurses, doctors, care homes, ambulance staff).

Ensuring our work delivers our aims

The strategies, intentions, plans and activities of the Charity are reviewed continuously through the governance cycle of board meetings, committee meetings, workshops and away days. This year, we completed the governance improvements that came out of the recommendations from the external Governance Review that had been undertaken by the Centre for Charity Effectiveness in late 2020. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

How our activities deliver public benefit

Our charitable activities are focussed on offering free holistic care, support and advice to patients, families and loved ones affected by life-limiting illnesses across Bristol, North Somerset, South Gloucestershire and Bath and North East Somerset. Our activities are undertaken in pursuit of our charitable purpose for the public benefit. Our work often continues with families, loved ones and carers after the patient has died.



Strategic Report

Achievements and Performance

The most significant achievement of 2021/22 was sustaining our full range of patient services through the uncertainties, turbulence and pressures of the pandemic. We sustained our community services through a mix of home visits and virtual sessions. Over the first half of the year, we maintained the inpatient unit at 10 beds as an 'interim position'. By the Autumn, we started to unwind that position and decided to re-open the beds. The day services remained a virtual service. The 24/7 Advice Line operated without interruption, with very high levels of demand. We sustained family visiting to our inpatient unit throughout the pandemic. No patient contracted COVID from our staff or volunteers. All of this represented a tremendous collective achievement.

We consolidated our financial position through strong recovery in our retail and fundraising, careful management of our resources, and further government grant support to hospices. We ended the year in a positive position and have set out exciting future plans for budgets, a programme of service enhancements and a programme of projects aimed at improving services, systems and facilities. We are intending to fund those budgets and programmes through a series of designated reserves.

Our staff and volunteers have been magnificent across our clinical teams, support teams, retail, fundraising, etc. Generally, they have been resilient, committed, dedicated and resourceful. Nevertheless, the length of the pandemic and the endless pressures, anxieties and stresses have had a cumulative effect. As time has gone on, the issues have been less about the risk of contracting severe COVID illness and more about the tiredness, weariness and exhaustion from many months of pressure. The most significant pressures have been felt by teams when significant numbers of team members have been absent due to sickness and isolation.

Early in 2021, we developed a framework for the decompression/recuperation of our teams. We set out to provide teams with the guidance and resources to recuperate from the effects of the pandemic, as a team. Recuperation activities included team reflection, team learning, social activities and leave. As word got around, we spent a lot of time sharing our recuperation framework with local civic authorities, health and care partners, hospices, the chamber of commerce, businesses, universities and charities.

In late 2020, we had commissioned an external Governance Review by the Centre for Charity Effectiveness. Through 2021/22, we managed and tracked a programme of improvements based on the report recommendations. We took the opportunity to review and improve our executive ways of working, including the development of quarterly programme reviews underpinned by our strategies and a balanced scorecard. We took the opportunity of a number of trustees coming to the end of their terms, to recruit a wider range of diverse lived experiences within our Board of Trustees.

We launched a pay review which sought to develop a pay policy, pay principles, to address the sense that hospice pay had fallen behind over a number of years, and to consider the cost of living crisis that erupted after the pandemic and with the Russian invasion of Ukraine. We will conclude the review in early 2022/23. The budget plans for 2022/23 include a provision to cover the implementation of the pay review.

Patient Services

Patient care activity

Service	Activity	2021/22	2020/21	% Change	Comments
Access team	Triage of referrals to service	2,848	2,479	+15%	
Access team and Medical Team	External Advice Line Calls from patient, families, and health care professionals	4,715	4,552	+4%	This number includes the number of calls coming in and the follow-on calls needed to resolve the concern
Medical Team	Internal Advice Line	1,742	1,843	-5%	These are calls from the Access and CNS Team requesting specialist advice about a community patient, or direct external calls requesting Consultant advice.
Community Nurse Specialist	Face to Face visits	2,618	1,737	+51%	
Community Nurse Specialists	Telephone Consultations	22,966	20,553	+12%	
Inpatient Unit	Bed occupancy	94%	89%	+5%	
Inpatient Unit	Bed days occupied	3,417	3,754	-9%	The inpatient unit occupancy days have decreased from 20-21 as 20-21 started with 15 beds which reduced to 10 in Sept 2020.
Hospice at Home	Patients cared for under service	759	509	+49%	New larger model of HAH commenced 06/04/2021. Patients receive a package of care for up to the last 4 weeks of life.
Day Services	Virtual service attendance	1,030	463	+122%	Virtual services were only running for 6 months in 2020-21

2021-22 has been another challenging year for patient services due to the pandemic. We had made the most of the significant adaptations to services in 20-21 as the pandemic arrived, but high levels of sickness and staff isolation continued to have a big impact, and the team were working in a wider health care service that was faced with significant resource issues. In line with all health care services we have found it more difficult to recruit and have had increased vacancies across the team.

Not surprisingly we have seen a big increase in referrals this year, as external health care professionals look for as much support for patients as possible.

The Advice Line has remained very busy, it is very valued by patients, families, and health care professionals. Calls to the line have had a small increase in 21-22, but it is of note that the percentage increase in calls pre-pandemic from 2019/20 is an 80%

increase, and for the medical team a 36% increase. We have needed to add extra resource with bank staff and overtime to meet the demand, which the CCG supported with a one-off payment of £88k from winter pressure money.

The Community Nurse Specialists have worked within very stretched community provision, continuing to offer essential support and advice to patients and families, GPs, and District Nurses. The level of input each patient has needed has often been higher, as the challenges of the pandemic have meant patients have had less health care professional contact than pre-pandemic. The team had several retirements and maternity leave absences in the previous year 20/21 but have successfully recruited and their capacity has increased in this financial year. The increase in face-to-face visits is evident this year, as both the strictness of IP&C guidance has reduced and patients/families have felt more confident in letting clinicians visit their homes. The team will continue with a balance of face-to-face and phone consultations, to support caseload efficiency, and to be able to prioritise those most in need.

The Inpatient Unit has remained at 10 beds but we are now actively recruiting to open the remaining five. We have worked hard to learn from our experiences of the pandemic and will re-open the 5 closed beds under a new model of nurse-led beds. These beds will support patients who have less complex symptom issues and have a preference to die in the hospice. This model will also release more Consultant time to support community patients and external health professionals. The challenges of staffing a 24/7 service within a pandemic have continued with staff absences due to sickness and isolation regulations. However, the staff have been outstanding in their flexibility to cover shifts and work differently. It is of note that the average occupancy across the year was 94%, this is considerably higher than the national hospice average. We are very reassured that no patient or family member has contracted COVID-19 from their contact with the hospice, at any stage during the pandemic.

A new model of the Hospice at Home service commenced on 6th April 2021, when staff from 3 small community End-of-Life Care Teams joined together with the original Hospice at Home team to become one larger consistent service. The ambition of the service was to offer an equitable service to patients in their last 4 weeks of life across BNSSG and Bath and North East Somerset based on priority of need. Despite it being a difficult time to bring 4 unique services into one, (inheriting significant vacant posts) the new combined team have worked hard to embed new processes, a new model, and recruit to capacity. The new service is more focussed on delivering packages of care to patients in the last days of life than the previous model, and the team have supported 759 patients to remain at home with support over the 12- month period. We look forward to reviewing our first full year and continuing to develop the best model for our patients.

Our Day Service team has consisted of a very small team of staff and volunteers delivering a virtual service since September 2020. Since then, the range of virtual services has increased, offering wellbeing, carers support, a virtual drop in, and some groups are run more informally by our volunteers such as quizzes, relaxation, and a spiritual care session for people of all faiths or none. Patients and carers have really valued the support and companionship the service has offered as many have felt very isolated.

We had 265 responses to our patient survey (www.iwantgreatcare.com); of these responses, 88% rated the service they received as 'very good', and 6% 'good'. We have received 9 written and 2 verbal complaints, and 11 concerns that were resolved at the time they were raised.

In addition to the positive feedback through I Want Great Care, we received 193 written compliments (cards, letters, and emails) and many more via social media.

Education

The Education department is a key resource within St Peter's, focussed on improving the standards of end-of-life care within our own staff as well as external health professionals.

During the pandemic, much of our activity has been carried out online, ensuring that our teams and external customers have continued to receive the training and development that they need.

Our online activity and eLearning are all under review to ensure that we remain up to date and that training is appropriate to our setting.

We are currently reviewing our clinical training and development with a view to achieving greater synergy with our Clinical Quality Improvement team and ensuring that our teams are kept up to date on clinical developments, legal changes and current practice.

Supporting and funding the Hospice

Fundraising

2021/22 continued in much the same vein as the previous year, with high levels of uncertainty and a lack of confidence in traditional income streams. There was a sense of optimism in the general public inspired by the rollout of vaccines and eases in restrictions but that was counteracted by the emergence of variants and the introduction of Plan B. Our communities continued to feel turbulent and that was reflected in our income too. As restrictions eased there was more demand for events and outdoor activities than in the previous year, leading to an increase in third party, runs and challenges event income. But simultaneously the initial charitable response to COVID-19, which favoured domestic and particularly health charities, started to level off and the pots of funding that had been established began to run out, making for a challenging fundraising year. Overall our fundraising activities generated income of £2,805,000 (2021: £2,974,000). Net income was £1,846,000 (2021: £2,147,000).

The two main areas affected by the slowdown in pandemic response were donations from individuals and charitable foundations. Our individual donations income stream increased 63% in 2020/21 from £449,000 in 2019/20 to £731,000 in 2020/21. The 2021/22 year saw levels fall back towards normal - £514,000 - indicating that the concern that supporters felt for the future of the Hospice is beginning to subside as we start to emerge from the pandemic.

Equally, the provisions made by many grant giving bodies to support healthcare charities in the depths of the pandemic had a significant effect on our income from charitable foundations in 2020/21, with income increasing 220% from £173,000 to £553,000. Income from charitable foundations fell in 2021/22 to £388,000, although this is a higher level than in previous years.

Income from community fundraising events, including both Hospice-led events and those organised by our supporters, performed better than expected in 2021/22 with a year-on-year increase of £252,000 to £747,000 (2021: £495,000).

Like many across the sector, and indeed more widely, the effects of the 'great resignation' were felt across the fundraising team with a vacancy factor of up to 40% at times across the year. The team continued to show great resilience and commitment to deliver these results in the face of so many challenges.

Legacies income (gifts in wills) had a much stronger year with income of £2,292,000, up £904,000 against 2020/21. It remains a volatile income stream with one or two large legacies able to transform the year's income.

We continue to be extremely grateful to our dedicated volunteers, who have continued to work both remotely and in the office, supporting our events and activities, processing income and helping us to claim significant volumes of gift aid.

The Hospice undertakes its fundraising activities in line with Codes of Fundraising Practice. We continue to be registered with the Fundraising Regulator, the independent body that sets and maintains standards of appropriate charitable fundraising in the UK.

A new Fundraising Code was published in October 2019 which we review regularly to ensure we comply with all guidance.

We take the management of data very seriously and conform to Data Protection legislation. We only collect and use personal information for the purpose it was intended. We do not buy data or pass any of our data onto third parties. We send out two newsletters a year and that, along with all other correspondence, is tailored based on the interests and wishes of the donor.

We continue to ensure compliance with General Data Protection Regulations (GDPR) and regularly review our policies and practices relating to personal data. We continue to use legitimate interest as our legal basis for processing data and follow the principle of only communicating to supporters about activities we believe they would be interested in. We provide all supporters with clear and easy opportunities to change their communication preferences at any time and our Privacy Notice, outlining how we use supporter data, is available on our website or by calling our reception. We also have a complaints procedure should any supporter wish to raise an issue or complain about our fundraising activities. During 2021/22 we received 7 complaints relating to our fundraising or communications practices.

A significant proportion of the income raised for the Hospice is from trusts and foundations, companies and institutional donors. Funds raised are used according to donors' wishes, either for unrestricted purposes or restricted to specific projects or programmes of activity. St Peter's Hospice complies with contractual arrangements with supporters, and has robust internal systems in place to ensure that we meet reporting requirements and commitments. Some supporters or partner organisations may also request anonymity. We will always respect and adhere to these requests whilst ensuring we meet 'know your donor requests' related to anti-money laundering and tax evasion.

In communicating our work to supporters, we also recognise that the users of our services can be vulnerable and require protection from harm, abuse and exploitation. The privacy and dignity of our patients is a foremost consideration as is sensitivity to their needs and wellbeing as both individuals and citizens of the community. Our safeguarding policy governs how we approach this matter and our contracts with Professional Fundraising Organisations also include strict processes in relation to vulnerable people.

Retail

There was a real nervousness coming into 2021/22 with stores coming out of lockdown in April 2021 and no one really sure what pattern of trade we would see. The reality was a year that was full of successes with many records breaking and a performance that surpassed all expectations. The end result has meant that our retail operation of 46 shops, eBay and Gumtree shops and house clearance has achieved a net profit of £1,698,000.

These results were driven by a great team determined to circumnavigate the unease and uncertainty in the community and provide a consistent and community-lead proposition. Our staff and volunteers demonstrated their commitment and motivation and none of this would have been achieved without their incredible support.

The shops had a record Christmas trading period which included selling over 40,000 packs of Christmas cards. In fact this was the first year we have sold out pre-Christmas.

We restructured our furniture business bringing together house clearance and the store teams which has seen an impressive result. In our furniture store 18 months ago we were looking at sales of £150,000 and now we are projecting sales in excess of £250,000. The furniture part of our business is a key growth area and one that we will be looking to expand in 2022.

Our Ebay business which was initially impacted by lack of store donations (due to lockdown closures) bounced back and ended the year strongly. This was supported by a new listing tool called Shopiigo which was integrated into our eBay office and stores. This will support longer term growth opportunities.

Our Retail Operations team have developed some improvements mainly by improving some of our external partners. As a couple of examples we are now using Acopia for our shop supplies and we have two new RAG merchants which offer a better price and service.

Support

Finance continues to lead on the strategic objective to achieve sustainability and resilience. The Hospice has taken the decision to use some of its Reserves to support a deficit Budget for the next 2 years, whilst working towards a break-even model for its on-going BAU operations.

A major IT project completed this year was the implementation of a new Wide Area Network (WAN), bringing a step change in both security and connectivity.

The Charity maintained compliance with the NHS Data Security and Protection Toolkit.

Future Plans

Strategy

In 2020 we had published a Strategic Plan which outlined our ambition, purpose, strategic intentions and values. The aim was to point the direction in which we intended to move forward, as a handrail through the turbulence and uncertainties of the pandemic. Through 2021/22, we built on that direction of travel with a series of 'supporting strategies' that covered each area of the hospice. Those strategies set out a 3-year view.

We managed the translation of our strategies into in-year operational plans and activities through our business rhythm of weekly executive meetings, quarterly programme reviews, workshops and away days, as well the boards and committees with trustees.

Moving Out of The Interim Position

In September 2020, we had established an 'interim position'. The aim had been to provide clarity around the minimum services that we would commit to delivering through the pandemic. At the same time, we would reduce costs and buy ourselves time to consider our long term position. In the Autumn of 2021, we started to move out of the 'interim position'. This meant recruiting posts that had been gapped and re-opening the 5 x closed inpatient unit beds as nurse-led non-complex beds. In due course, we will determine the optimum mix of complex and non-complex beds in the inpatient unit.

Enhancing Our Services

Through 2021/22, we have successfully consolidated our financial position. As the year ends, we have taken a number of unprecedented decisions aimed at helping our teams to recover from the effects of the pandemic, to support our wider health and care partners as they endeavour to deliver services, and to invest in our hospice services and systems.

We plan to operate a deficit budget in 2022/23, with the intention of continuing to do so for the next 2 – 3 years. We will cover the deficits from a designated reserve. We will deliver a programme of service enhancements aimed at doing more for our beneficiaries, helping to ease the pressure on our teams and supporting our wider partners. We will fund these service enhancements through a separate designated reserve. In addition, we will manage a programme of projects to improve our services, systems and facilities, funded through a further designated reserve.

We will monitor the progress of these budgets, service enhancements and projects, with a keen eye on long term financial sustainability. We intend to maximise our spend on

current services through the careful targeted application of designated reserves, while maintaining our longer term financial sustainability.

A Brighter Future

St Peter's Hospice has been serving Bristol for over 40 years. Our work will remain a vital component of the local health and care system. We have tackled an unprecedented pandemic and we are still standing. We have set out exciting plans to use our reserves to enhance our services, systems and facilities over the next 2 – 3 years, for our beneficiaries.

We are confident that we are secure as a going concern, we can manage the anticipated deficits and we have the levers to manage our longer term financial sustainability.

Fundraising

As we emerge from the pandemic and restrictions end, we will seek growth in events and mass participation activities, as well as supporting community groups and companies to raise funds as more people return to workplaces and back to groups and activities. We will invest in sustainable income streams, those that remained strong throughout the pandemic, to ensure we have robust and resilient sources of income. And we will retain some of the activities we introduced during the pandemic – such as hybrid and virtual events – recognising they will continue to appeal to some of our supporters.

Legacies will continue to be a priority as we focus on developing the pipeline of legators and then stewarding them well on their journey. Activities that were temporarily paused such as raising awareness of legacies at the Brentry site and inviting legacy enquirers on visits, will be reinstated. Similarly, plans to steward high value supporters with visits to the inpatient unit will be resumed.

Retail

This year we are looking to open 2 or 3 new stores with a larger high street store and a large format furniture store high on the list. We know that large charity retailers are opening Superstores (Air Ambulance 7 last year and plans to open 6 this year including 1 in Bristol) and these are very profitable.

We will also be looking at how we attract a newer younger audience to our Retail business. This can be done by updating the look and feel of some of our stores, younger styling in windows and the launch of Depop which will support our online offer.

We are looking to expand our new goods business and after successful new product trials last year we aim to drive significant additional sales in all stores with a range of new goods that includes soft furnishings, toys, crafts, toiletries and furniture.

IT innovation is another area of development with a trial happening with 'tablets' in stores to support gift aid sign ups and instore communications. This as well as improved back office computers, greater internet bandwidth, smart electric meters and hybrid vans demonstrates a desire to reduce costs and improve the services and efficiencies across the business.

Marketing and Communications

The Marketing and Communications Team have been central to promoting our message, keeping supporters informed of our progress through the pandemic and helping to generate income thorough the website and promotion of retail and fundraising activities. The team will continue to tell the stories behind the Hospice, using a variety of channels and forms of media (press, film, social media and our retail stores) to ensure that old and new audiences have clarity on our purpose, vision and values as an organisation.

Support

Following the implementation of the WAN, each shop will be upgraded for both connectivity, and hardware. This will improve operations with the retail teams being fully connected to other areas of the organisation.

We are working on understanding how data can help deliver our strategy; towards the end of the year, we strengthened our Data Analyst team with 2 new posts, and this will allow us to make significant progress in our data maturity model.

We have started a project to move all data storage to cloud based, making our office-based servers redundant.

Our People

Volunteers

We are supported by over 1,500 volunteers, who provide significant benefit to the hospice. They are employed in a variety of roles including café staff, shop assistants, drivers for patients, complementary therapists, gardeners, ward assistants and receptionists. We continue to attract high quality and committed volunteers, many of whom have continued to support St Peter's Hospice through the pandemic.

We have been humbled by the support and commitment of our volunteers through the pandemic. Some of our older volunteers have had to pull back and shield. However, volunteers were able to step forward and support us in new roles such as the management of protective equipment and the testing programme. Many other volunteers continued to support us in our reception, patient transport, shops, online retail, retail logistics and gardens. We are eternally grateful for the support we have received from volunteers through the pandemic.

Remuneration Statement

The Hospice exists in order to provide care and support for adults with life-limiting illnesses and for their families. The provision of these services is dependent on our ability to run an efficient organisation and to generate income through fundraising and retail activities.

In order to be successful in all respects, we need to be able to attract and retain staff with a wide variety of skills, knowledge and experience, some of which is highly specialised.

We aim, therefore, to be competitive in the different recruitment markets where we compete for talent and to take a balanced and responsible approach to the use of the Charity's funds.

In accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and Charity SORP 2015, St Peter's Hospice discloses:

- all payments to trustees (no Trustees receive "pay");
- the number of staff in receipt of more than £60,000 (in bands of £10,000); and
- pensions and other benefits.

In 2020/21, we were unable to award a cost-of-living increase for staff. In 2021/22, we were able to make a cost-of-living pay increase of 1.5%. In the 3rd quarter of this year, we initiated a pay review in order to develop a pay policy, pay principles, to address the sense that hospice pay had fallen behind over a number of years, and to consider the cost of living crisis that erupted after the pandemic and with the Russian invasion of Ukraine. We will conclude the review in early 2022/23.

The Hospice has a Governance Committee which meets twice a year and requires the attendance of at least three Trustees to be quorate. One of the responsibilities of this committee is to review and determine the salary and remuneration package of the Chief

Executive and senior management of the Hospice. Such decision-making is based on consideration of salary information shown in independent benchmarking surveys.

Trustee recruitment

The Governance Committee is responsible for monitoring Board composition and reviews the schedule of trustee appointments as a standing agenda item at its bi-annual meetings. It considers forthcoming reappointments and retirements and thus identifies future recruitment needs, specifically addressing skillset requirements. A variety of recruitment methods are used. Interested potential trustees are introduced to the Chair, invited to visit the Hospice and briefed by the CEO. They go to observe committee meetings and meet serving trustees. If all parties are content, the potential trustee is presented to the Board for consideration. Approved nominees are taken through a formal induction process. Co-opted Board members are invited as a means of widening the experience and views on the Board, and as a route to becoming a trustee. The Board has significantly widened the lived experience of trustees recently.

Financial Review

Following an unprecedented year of uncertainty in 20/21, we have still faced challenges arising due to the pandemic and have been unable to open the 5 beds we closed, although a plan is in place to open these as soon as recruitment of staff allows.

Our retail operation got back to some sort of normality, and exceeded our expectations, with near record results in most shops.

We continued to receive extra support from the NHS, for which we are grateful, and this allowed us to meet the ever-increasing demand for our Advice Line service.

There were further one-off grant payments from NHS England, to cover the period from December 2021; to March 2022. Although the final payments have not been received, we have accrued an amount based on the payments for December to January.

We concluded the financial year with net income before investment gains of £1,497,000.

Our Investment Portfolio ended the year with an unrealised capital gain of £2,832,000 (2021: £3,890,000), although returns from investments continue to be very volatile.

Pressure on costs is higher than ever. 73% of our expenditure is on staff, and as recruitment continued to be a barrier to providing full services, we took the decision to review our pay structure. This has resulted in a significant increase in staff costs for the coming year, with the result that we will be working with a deficit budget for the next 2 or 3 years.

We also want to continue to offer as much capacity as possible, at our Brentry site and also in the community, filling the gap left by the NHS as they continue to fight the pandemic and its effects, and we have addressed this through Designated Reserves, set aside to enhance our offer for a significant period, and to cover the extra costs of our operating model while we work to a more sustainable year-on-year position.

The net income achieved by the Group of £4,329,000 includes:

- Net income before gains of £1,497,000, which is stated after government grants of £836,000.
- Unrealised capital gains on investments of £2,832,000.

Income

Operating income increased by £1,856,000 to £17,099,000. Our shops re-opened on 12th April, and delivered £7,571,000 gross income, a record in the history of the Hospice. Government funding provided as a result of COVID-19 was £836,000 in the year.

Money raised through fundraising activities was £2,805,000.

Charitable activities

Total charitable expenditure increased by £314,000 to £8,562,000.

Financial Outlook

The financial result for the year included some one-off gains from the revaluation of land, and one-off income from Government grants.

Without these, the net income would have been £2,426,000.

Our income is heavily reliant on the generosity of our donors, and on the returns from our investments. To enable us to manage this high level of uncertainty and volatility, we will continue to invest in our more stable sources of income, for the Retail operation, whilst also seeking to work with the NHS Commissioners to continue to provide a sufficient level of funding for our essential services.

We will utilise our reserves to cover any funding gaps.

Principal Risks and Uncertainties

The Board has a formal risk review management process to assess organisational risks and implement risk management strategies. Review of the corporate risk register is a standing Board agenda item. This involves identifying the types of risk the Charity faces, prioritising them in terms of potential impact and likelihood of occurrence, and identifying means of eliminating or mitigating the risks as appropriate.

The Board has delegated the detailed work to the Executive Team and directed that an on-going review be performed at least once a year and reported to the Board. In addition, the Board selects one risk per meeting to review in greater detail.

The single biggest issue facing the Charity continues to be the volatility of funding, along side high fixed costs. Risks and uncertainties exist at all levels; strategic, operational, and financial. It is clear that there is a need for hospices within the healthcare system and that is evidenced by clear commitments from government and the NHS CCG to provide financial support to us.

Section 172 Companies Act 2006

This report sets out how the Trustees comply with the requirement of Section 172 Companies Act 2006 and how these requirements have impacted the Board's decision making in the year ended 31 March 2022.

The Role of the Board

The Board must act in the Charity's best interests to ensure the delivery of its charitable objectives. The Board's role is to oversee the overall management of the Charity whilst the Executive Team manage the day-to-day operations of the Charity. Further details of the structure of the Board are given in the 'Structure, Governance and Management' section of this report below.

Activities of the Board

The Board has made principal decisions impacting the future of the Charity in line with the strategic intentions of the Charity.

Section 172	Decisions / interactions
(a) the likely consequences	This year's budget, and change to Reserves Policy, was approved by the Board on the understanding that current levels of Reserves

of any decision in the long term	could cope with the levels of expenditure required. Input was required from each of the Charity's budget holders who have responsibility for ensuring that expenditure is within approved budget limits.
(b) the interests of the company's employees	The Charity ensures that employees and volunteers are consulted and provided with appropriate information in order that they are fully involved in the performance of the Charity and are aware of factors affecting the organisation. The CEO follows an open framework of engaging staff including open Q&A sessions for staff at the two main sites, visits to every team and every shop, shadowing and working alongside clinical staff and support staff, CEO video updates and periodic newsletter updates to staff. This year, a Managers' Group with all senior and middle managers to engage them in planning, to explore issues through workshops and to support their leadership development. The Charity operates an open culture and the Chief Executive encourages staff to have open channels of communication with him. When policies are revised or updated these are circulated to all staff. When appropriate, specific mechanisms for staff input are provided. For example staff have been invited to contribute to discussions on the principles behind our new pay strategy and policy. A biennial staff survey is held; this is run by an external company, WorkBuzz, which surveys a large number of hospices and other charities allowing us to benchmark responses against a peer group.
(c) the need to foster the company's business relationships with suppliers, customers and others	The Board regularly reviews how the Charity maintains positive relationships with all of its stakeholders, including patients, families and carers, funders, supporters, suppliers, customers and others. Our Patients, families and carers are key stakeholders. It is vital that we have strong relationships with this group. The Charity does a huge amount of work in this area as detailed in our separate annual report "St Peter's Hospice Quality Account" that can be found on our website. The aim of the report is to give clear information about the quality of our services so that patients can feel safe and well cared for, their families and carers are reassured that all of our services are of a very high standard and that the NHS is receiving very good value for money. Our funders are key stakeholders with which the Charity actively engages to maintain strong relationships. A key funder for the hospice is the local NHS CCG. The Board engages with the local NHS CCG each year in order to negotiate the annual funding for the hospice. Details of how we engage with our donors is given above in the 'Supporting and funding the Hospice' section of this report. The Charity regularly engages with Hospice UK and other hospices. This enables improved purchasing power for the hospice sector. It is also a platform for sharing best practice.
(d) the impact of the company's operations on the community and the environment	The ambitions of the Hospice are set out in our Environmental sustainability strategy that was approved by the Board. This will have resources allocated to it once we have produced a clear plan of action which will be developed through staff consultation. We have continued to strengthen our partnerships with several healthcare teams despite the impact of Covid 19. Collaborative working has progressed with colleagues from Children's Hospice South West to improve transition for young people between our

	services. A number of jointly run online information sessions for both young people and their parents/care givers have been warmly and gratefully received. Several meetings have occurred with the healthcare teams from the 4 local prisons within our catchment area. Together we are working to improve palliative and end of life care for Offenders. The Head of Locality Engagement and Head of People have re-started the internal Equality, Diversity and Inclusion working group. New virtual 'Let's Talk' staff sessions have commenced providing opportunity for staff to hear more about the protected characteristics and open up conversations. Areas so far have included gender transition, Bristol's Black community and racism, and working carers. The Hospice UK grant for the homeless project completed in August 2021. The project achieved: designed and provided 6 virtual palliative and end of life care workshops to staff from the local tier 1 homeless hostels, separate virtual workshops to each of the following organisations: St Mungo's Outreach team, Bristol's Street Intervention multi agency team (Police, Drugs Project, Support workers), Bristol City Council's Homeless Prevention team and Bristol's Homeless Health team. Palliative Care online resources were also designed for Hostel staff. The dedicated time allowed for a weekly presence at the Homeless Health's MDM where client's whose advanced health is of concern could be discussed; there were just over 80 of such discussions in the course of the project. Whilst numbers are small there has been a gentle increase in referrals to SPH for those experiencing homelessness and use of our advice line.
(e) the desirability of the company maintaining a reputation for high standards of business conduct	The charity's ambition is to support people to live well until the end of life. We are committed to recruiting, developing and retaining high quality staff. We are signatories to the Bristol Equality Charter in order to promote equal opportunities and celebrate diversity within all areas of our work. The aim is to ensure that all procedures and practices do not discriminate on the grounds of race, disability, religion, age, nationality, sex, sexual orientation and marital status. Where an employee or prospective employee is identified as disabled, the provisions of the Equalities Act are followed. This requires consideration of reasonable adjustments to the workplace and working practices in order to ensure that a disabled employee is not disadvantaged. In such cases, advice is sought from Occupational Health Services and, where appropriate, other medical practitioners and discussions are held with the affected employee. We strive to ensure that our properties have good disabled access and facilities. We continue to benefit from relatively low staff turnover and sickness levels, although we monitor them continuously.
(f) the need to act fairly as between members of the company	The Board ensure that decisions made regarding the future of the charity give due consideration to both current and future beneficiaries of its services. Details regarding the Charity's policy on Trustee recruitment are found above in the 'Our People' section of this report.

Structure, Governance and Management

Governance and decision-making

St Peter's Hospice is a company limited by guarantee and without share capital. The company was registered with the Charity Commission on 7 April 1975.

The governing body of the Charity is the Board of Trustees, which comprises up to 12 members and meets four times a year or more if required. The Board has established formally constituted committees, each with specific terms of reference and functions delegated by the Board and with a Trustee as a chairman appointed by the Board: Resources, Investment, Audit, Governance, Clinical Services and Safeguarding. Our Articles of Association were revised and adopted on 26 February 2015 and have been registered with the Charity Commission.

Trustees (who are also Directors of the company) are listed on page 48. The Charity also has a number of senior employees entitled Director who are not directors within the meaning of the Companies Act 2006.

Reserves policy

The Board reviews the Reserves Policy through the Resources Committee.

The key principle is that we will maintain our ability to quickly recover from financial shocks and stress.

During the year the Resources Committee reviewed the reserves structure and policy and made recommendations to the Board that were approved. These financial statements now reflect the amendments to both structure and policy.

The review was initiated as it was recognised that free reserves were higher than the target, and the risk-based approach was complex. The review also considered the suitability of other designated reserves such as the capital reserve and development fund.

The review concluded that the policy should move to an expenditure cover basis, with a range set at between 6 to 12 months' worth of cover being prudent.

It agreed that given the budgeted deficit model, it would also be prudent to designate a reserve to cover operating deficit for a period of 2-3 years, while the Hospice works towards a more balanced model.

The Projects Designated Reserve has been set for a period of 3 years; in 2021 we engaged a dedicated Change Programme Manager, to carry out a programme of projects that has been put together by the Executive Team.

Finally, the Resources Committee recommended a plan put forward by the Executive Team, for the introduction of a new Designated Reserve for Post-Pandemic services. The Board approved this programme of service enhancements for the next 2 – 3 years. With this programme we will look to see where we can enhance our services to do more for our beneficiaries, and in so doing help to ease the pressure on our teams and our wider partners, in this post-pandemic world where resources are stretched ever further.

The Reserves at 31 March 2022 is made up of:

	£'000
Total reserves	37,826
LESS:	
Endowment funds	(13,555)
Restricted funds	(20)
Designated Reserves:	
Operating deficit fund	(2,200)
Projects programme	(900)
Post-Pandemic Enhancement Programme	(2,000)
Fixed assets fund	(7,576)
Revaluation reserve	(1,454)
Free reserves	10,121

As at the year end, free reserves are 7 months of expenditure which is at the lower end of the 6 – 12 month target range.

Investment policy

The Investment Policy and Mandate were reviewed by the Investment Committee during the year. Our overall investment objective remained the same - to provide sufficient liquidity and total returns (income and capital gains), with an acceptable level of risk, to enable the Charity to carry out its activities effectively in both the short-term and long-term.

Short-term:

The Hospice opened a Deposit Account with CAF, allowing £3m of funds to be invested in fixed term accounts, the key short-term objective being to invest sufficient capital in lower risk, liquid and unrestricted assets, in order to meet anticipated operating cash shortfalls and capital expenditure requirements over a 1–2-year time horizon.

Long-term:

The Investment Committee confirmed continuation of different investment objectives for the long term for endowed and unrestricted funds:

- The investment objective for long term unrestricted funds is to generate a return of RPI+2% net of all expenses.
- The investment objective for long term endowed funds is to generate a return of RPI+4% net of all expenses.

The key risk to long term funds is inflation. The Fund Managers have been instructed to invest in a way to mitigate this risk over the long term. The Trustees understand that this is likely to mean that the capital value will fluctuate and can generate losses within any financial year. The Charity is able to tolerate such volatility as it has working capital and short-term funds. Should draw down from the long-term unrestricted investment portfolio become necessary, it can be carefully planned over a period of 12 months.

Our long-term financial portfolios are managed by appointed investment managers, on a discretionary basis, and are subject to an investment mandate in respect of asset allocation, risk, benchmarking and restrictions.

It is recognised that the financial risks of the Charity as a whole need to be considered and, therefore, the investment policy supports the requirements set out in the reserves policy.

Investment performance

Investment income increased by 3% to £310,000 (2021: £302,000). Net unrealised capital gains totalled £2,832,000 (2021: £3,890,000). Our investment performance (total returns) versus benchmarks over the last five years is as follows:

St Peter's Hospice Performance		2021/22	5 year annualised returns to 31 Mar 22
John James Endowment		%	%
Performance		13.82	10.09
Target	RPI + 4%	13.29	7.87
Benchmark	FTSE UK Private Investor Growth Index	9.05	7.63
Peer group comparison	ARC Charity - Equity Risk	7.18	5.88
Needham Cooper Endowment			
Performance		13.95	10.16
Target	RPI + 4%	13.29	7.87
Benchmark	FTSE UK Private Investor Growth Index	9.05	7.63
Peer group comparison	ARC Charity - Equity Risk	7.18	5.88
Discretionary Portfolio			
Performance		4.92	5.94
Target	RPI + 2%	11.12	5.8
S&W's Benchmark	FTSE UK Private Investor Income Index	5.09	7.63
Benchmark for comparison	MSCI PIMFA Private Investor Income Index	6.19	5.04
Peer group comparison	ARC Charity - Balanced Returns	6.81	5.88

Streamlined Energy and Carbon Reporting

During the financial year, progress on the hospice vision for environment and sustainability has been impacted by the pandemic. The hospice is reviewing the implementation of electrical charging points at our sites.

The hospice has budgeted £110k for electric vehicles and charging points in the coming year.

Methodology

Our charity shops, warehouse, hospice site in Brentry and Long Aston office all use electricity for light, heat and power. The kWh usage was provided by our energy broker. In addition to this, three shops and the main hospice site also use gas central heating and the gas usage was calculated from the accounting records using the rate from the most recent bills.

The other main carbon source is travel by cars and vans. This is split into staff mileage (including the community nursing team who visit patients at home), volunteer mileage (who transport patients to/from the hospice for services in their own cars), patient support vehicles (used to transport patients to the in-patient unit), and goods vans which are used by the retail team to transport goods and service the retail outlets. Given the large number of different vehicles used throughout, composite rates were applied where specific data was impractical.

Other travel methods such as air and rail travel were not disclosed as these are deemed to be immaterial. The UK Government GHG Conversion Factors for Company Reporting 2021 has been used to provide the required conversion rates.

Emission statistics

	2022	2021
Energy consumption used to calculate emissions (kWh)	1,926,347	1,850,624
Emissions from combustion of gas (kgCO ₂ e)	94,301	110,245
Emissions from combustion of fuel for transport purposes (kgCO ₂ e)	64,070	24,512
Emissions from business travel in rental cars or employee -owned vehicles where company is responsible for purchasing the fuel (kgCO ₂ e)	16,007	14,389
Emissions from purchased electricity (kgCO ₂ e)	228,805	248,699
Total gross emissions (kgCO ₂ e)	403,182	397,845
Intensity ratio (total kgCO ₂ e per FTE employee)	1,241	1,140

Statement of Trustees' responsibilities

The Board is responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company and Charity law requires the Board to prepare financial statements for each financial year. Under that law the Board has elected to prepare financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the Charity for that period. In preparing these financial statements, the Board is required to:

- select the most suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Board has overall responsibility for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity, ensuring that the assets are properly applied in accordance with Charity law, and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statements as to disclosure of information to auditors

The Trustees have taken all the necessary steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

As far as the Trustees are aware, there is no relevant audit information of which the company's auditors are unaware.

Auditors

A resolution to reappoint Mazars LLP as auditors to the Company and to authorise the Board to fix their remuneration will be proposed at the Annual General Meeting.

By order of the Board



Peter Goyder
Chairman
28 June 2022
Charlton Road
Brentry
Bristol BS10 6NL

Independent auditor's report to the members of St Peter's Hospice

Opinion

We have audited the financial statements of St Peter's Hospice (the 'charity') for the year ended 31 March 2022 which comprise the Consolidated Statement of Financial Activities, The Consolidated and Charity Balance Sheets, The Consolidated Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and of the parent charity's affairs as at 31 March 2022 and of the group's income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) 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 charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that 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 trustees' 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 charity's or group's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the annual report and Financial Statements, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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 this gives rise to a material misstatement in the financial statements themselves. 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 2006

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

- the information given in the chairman's report, the strategic report and the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the chairman's report, the strategic report and the trustees' report have been prepared in accordance with applicable legal requirements.

Independent auditor's report to the members of St Peter's Hospice (continued)

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the chairman's report, the strategic report or the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 21, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine 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 trustees are responsible for assessing the charity'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 the trustees either intend to liquidate the charity or to cease operations, or have 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 (UK) 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 the financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

Based on our understanding of St Peter's Hospice and its activities, we considered that non-compliance with the following laws and regulations might have a material effect on the financial statements: employment regulation, health and safety regulation, anti-money laundering regulation, non-compliance with implementation of government support schemes relating to COVID-19.

To help us identify instances of non-compliance with these laws and regulations, and in identifying and assessing the risks of material misstatement in respect to non-compliance, our procedures included, but were not limited to:

- Inquiring of management and, where appropriate, those charged with governance, as to whether the charity is in compliance with laws and regulations, and discussing their policies and procedures regarding compliance with laws and regulations;
- Inspecting correspondence, if any, with relevant licensing or regulatory authorities;
- Communicating identified laws and regulations to the engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.

We also considered those laws and regulations that have a direct effect on the preparation of the financial statements, such as tax legislation, pension legislation, the Charities SORP and the Companies Act 2006.

Independent auditor's report to the members of St Peter's Hospice (continued)

Auditor's responsibilities for the audit of the financial statements (continued)

In addition, we evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements, including the risk of management override of controls, and determined that the principal risks related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to revenue recognition (which we pinpointed to the cut off risk, and significant one-off or unusual transactions).

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of the audit report

This report is made solely to the charity's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity'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 charity and the charity's members as a body for our audit work, for this report, or for the opinions we have formed.



Richard Bott (Senior Statutory Auditor) for and on behalf of Mazars LLP,
Chartered Accountants and Statutory Auditor
90 Victoria Street, Bristol, BS1 6DP

Date: 18 August 2022

Consolidated statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2022

	Note	Unrestricted funds £000	Restricted funds £000	Endowment funds £000	Total 2022 £000	Total 2021 £000
Income and endowments from:						
Donations and legacies		3,825	264	-	4,089	5,144
Charitable activities		3,279	639	-	3,918	6,109
Other trading activities		8,782	-	-	8,782	3,688
Investment income		310	-	-	310	302
Total income	3	16,196	903	-	17,099	15,243
Expenditure on:						
Raising funds:						
Donations and legacies		464	-	-	464	424
Trading and other activities		6,485	-	91	6,576	5,922
Charitable activities		7,701	861	-	8,562	8,248
Total expenditure	4	14,650	861	91	15,602	14,594
Net income before gains / (losses)		1,546	42	(91)	1,497	649
Net gains on investments	10	1,186	-	1,646	2,832	3,890
Net income		2,732	42	1,555	4,329	4,539
Transfers between funds		37	(37)	-	-	-
Net movement in funds		2,769	5	1,555	4,329	4,539
Reconciliation of funds:						
Total funds brought forward		21,482	15	12,000	33,497	28,958
Total funds carried forward		24,251	20	13,555	37,826	33,497

In accordance with the provisions of the Companies Act 2006, a separate income and expenditure account dealing with the results of the parent company only has not been presented. The net increase in reserves for the year for the parent company was £4,048,000 (2021: increase of £4,378,000).

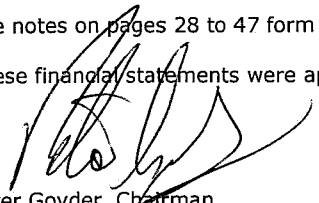
The notes on pages 28 to 47 form part of the financial statements.

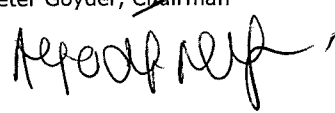
Registered company no. 1191227
Consolidated and Charity balance sheets
As at 31 March 2022

		Group	Group	Charity	Charity
	<i>Note</i>	2022	2021	2022	2021
		£000	£000	£000	£000
Fixed assets					
Tangible assets	9	7,576	8,032	7,615	8,072
Investment assets	10	20,789	16,564	20,789	16,564
		28,365	24,596	28,404	24,636
Current assets					
Stocks		39	62	-	-
Land held for sale	11	1,067	-	1,067	-
Debtors	12	2,372	1,986	2,363	1,979
Investments		2,244	3,352	2,244	3,352
Cash at bank and in hand		4,641	4,310	4,428	4,210
		10,363	9,710	10,102	9,541
Liabilities:					
Creditors: amounts falling due within one year	13	(606)	(504)	(629)	(504)
Net current assets		9,757	9,206	9,473	9,037
Total assets less current liabilities		38,122	33,802	37,877	33,673
Provisions for liabilities	14	(296)	(305)	(296)	(305)
Total net assets		37,826	33,497	37,581	33,368
The funds of the charity:					
Endowment funds	15	13,555	12,000	13,555	12,000
Restricted income funds	16	20	15	20	15
Unrestricted funds:					
Designated funds	18	12,676	14,500	12,715	14,540
Revaluation reserve	10	1,454	387	1,454	387
Income and expenditure account	17	10,121	6,595	9,837	6,426
Total unrestricted funds		24,251	21,482	24,006	21,353
Total charity funds		37,826	33,497	37,581	33,368

The notes on pages 28 to 47 form part of the financial statements.

These financial statements were approved by the Trustees on 28 June 2022 and signed on its behalf by:


 Peter Goyder, Chairman


 Alison Godfrey, Chair of Resources Committee and Treasurer

Consolidated statement of cash flows

For the year ended 31 March 2022

	Note	2022	2021
		£000	£000
Cash flows from operating activities:			
Net cash provided by operating activities	23	1,460	2,348
Cash flows from investing activities:			
Dividends, interest and rents from investments	3	310	302
Purchase of property, plant and equipment	9	(86)	(138)
Short term investment deposits		(3,005)	-
Proceeds from sales of investments	10	2,741	5,195
Purchase of investments	10	(5,202)	(2,243)
Net cash (used in) / provided by investing activities		(5,242)	3,116
Change in cash and cash equivalents in the year	24	(3,782)	5,464
Cash and cash equivalents at the beginning of the year		7,662	2,198

Refer to note 24 for a breakdown of the cash and cash equivalents balance.

The notes on pages 28 to 47 form part of the financial statements.

1 Status of the company

The company is a private company limited by guarantee and is incorporated in England & Wales, registered company number 1191227. The members of the company are the Trustees who are also ordinary members named on page 48. The liability of members in the event of a winding up is limited by guarantee to an amount not exceeding £1 per member.

1.1 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).

2 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.

2.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006 and Charities Act 2011.

St Peter's Hospice met the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements are prepared in sterling which is the functional currency of the company and rounded to the nearest £'000. Comparative information relates to the year ended 31 March 2021.

2.2 Going concern

The Trustees consider that there are no material uncertainties about St Peter's Hospice's ability to continue as a going concern. With regard to future years, the most significant areas of uncertainty is the level of NHS funding and donations. These risks are covered in more detail in the section 'Principal Risks and Uncertainties' of the Trustees' annual report.

2.3 Group financial statements

The financial statements consolidate the results of the Charity and its wholly owned subsidiary St Peter's Hospice Enterprises Limited on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the Charity has not been presented because the Charity has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

2.4 Fund accounting

Unrestricted funds - these are funds which can be used in accordance with the Charity's charitable objects at the discretion of the Trustees.

Designated funds - these funds are set aside by the Trustees out of unrestricted funds for specific purposes. Please see note 18 for a list of these funds.

Restricted funds – these are funds received for undertaking an activity specified by the donor.

Endowment funds – these are funds where the donor has specified the funds should be treated as a permanent capital fund, where the income arising from the capital fund is available to meet the running costs of the Charity.

2.5 Income

Income is recognised when the Charity 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.

Where income has related expenditure (as with fundraising or contract income) the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the Charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaim is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Notes (continued)

2.5 Income (continued)

Income from NHS contracts, government and other grants, whether 'capital' grants or 'revenue' grants, are recognised when the Charity 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.

For legacies, entitlement is taken on a case by case basis as the earlier of the date on which:

- the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made; or
- when a distribution is received from the estate or for pecuniary legacies an assessment has been made that receipt is probable.

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.

If the legacy is in the form of an asset other than cash or an asset listed on a recognised stock exchange, recognition is subject to the value of the asset being able to be reliably measured and title to the asset has passed to the Charity. Where legacies have been notified to the Charity or the Charity 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 (see note 3).

Grant income received relating to the following year is deferred until the criteria for income recognition are met.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the Charity which is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been received.

Lottery income is accounted for in respect of those draws that have taken place in the year.

2.6 Donated goods and services

It has been judged that the benefit to the user of the accounts from determining and reporting the value of the donated goods prior to sale is less than the costs involved in obtaining that valuation. As a result, trading income is recognised on point of sale for both donated and purchased goods.

Donated services or facilities are recognised when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item is probable and that economic benefit can be measured reliably.

Donated professional services and facilities are included in income at the estimated value of the gift to the Charity when received, based on the amount that the Charity would have been prepared to pay for these services or facilities had it been required to purchase them, with a corresponding entry in the appropriate expenditure heading for the same amount. Donated fixed assets are similarly taken to income at the value to the Charity, with the other entry being capitalised in fixed assets.

2.7 Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resources.

- Support costs are made up of administration & management, finance costs, IT costs and governance costs. Administration & management include the costs of employing the Chief Executive, Director of Finance & IT and human resources department. It also includes the cost of insurance and legal and professional expenses.
- Fundraising costs are split between trading and the cost of generating donations and gifts. Costs, where possible are directly allocated to each activity. General fundraising support costs are allocated to activities in proportion to the headcount supporting them. Where activities generate donations and gifts as well as trading income, costs are apportioned on the basis of income. Fundraising costs incurred in seeking voluntary contributions do not include the costs of disseminating information in support of the charitable activities.

Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the Charity.

Basis for support costs allocation is as follows:

- Administration and management has been allocated based on a combination of the number of staff in an area and actual time spent by support staff.
- IT and Finance departmental costs have been allocated based on the combination of activity levels and staff numbers.
- Governance departmental costs have been allocated based on staff numbers.

Notes (continued)

2.8 Volunteers

The value of the services provided by volunteers is not incorporated into these financial statements. Further detail of their contribution is provided in note 7 to these financial statements and in the Trustees report.

2.9 Fixed assets and depreciation

Tangible fixed assets, in excess of £1,000, are stated at cost (of purchase or construction) less accumulated depreciation. Depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets by equal instalments over their estimated useful economic lives as follows:

Freehold buildings	2% per annum
Building improvements	10% per annum
Fixtures, fittings, equipment and vehicles	10%-33% per annum
Shop refurbishments	17% per annum

Depreciation is charged monthly following the month of acquisition.

The Inpatient Unit is accounted for using component accounting. The building has been divided into its major components which are considered to have substantially different useful economic lives as follows:

Exterior walls	50 years
Roof	50 years
Stairs	50 years
Electrical systems	40 years
Ceiling	30 years
Fences	30 years
Mechanical systems	30 years
Paths	25 years
Internal walls	20 years
Windows and doors	20 years
Lift	15 years
Landscaping	15 years
External fixtures	10 years
Drainage	10 years
Air conditioning	10 years

2.10 Investment properties

The valuation of investment properties is considered annually for material movement and valued professionally every three years at open market values. All gains and losses arising on valuation are taken directly to revaluation reserve except that any permanent diminution in the value of an investment property is recognised in the Statement of Financial Activities for the year.

No depreciation is provided in respect of freehold investment properties.

Non-depreciation of investment properties may be a departure from the requirements of the Companies Act concerning depreciation of fixed assets. However, these properties are not held for consumption but for investment and the directors consider that systematic annual depreciation would be inappropriate. The accounting policy adopted in respect of depreciation of investment properties is therefore necessary for the accounts to give a true and fair view. Depreciation is only one of the many factors reflected in the annual valuation and the amount, which might otherwise have been shown, cannot be separately identified or quantified.

2.11 Fixed asset investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price, except for the shares in the trading subsidiary which are carried at cost. The Statement of Financial Activities includes the net gains and losses arising on revaluation and disposals throughout the year. The Charity does not acquire put options, derivatives or other complex financial instruments.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

2.12 Stocks

Stock of retail goods is included at the lower of cost or net realisable value. Donated items of stock for resale or distribution are not included in the financial statements until they are sold or distributed because the Trustees consider it impractical to be able to assess the amount of donated stocks as there are no systems in place which record these items until they are sold and undertaking a stock take would incur undue cost for the Charity which far outweighs the benefits.

Notes (continued)

2.13 Land held for sale

Land held for sale is valued at market value based on agreed sale price. We anticipate completion of this sale in April 2022.

2.14 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. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

2.15 Cash and cash equivalents

Cash and cash equivalents comprise cash in hand and demand deposits and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk to changes in value. Accounts with notice periods greater than 90 days are shown as current asset investments.

2.16 Current asset investments

Current asset investments comprise cash deposits held at fund managers. There were no bank accounts with notice periods greater than 90 days as at the current or previous financial year end.

2.17 Creditors

Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

2.18 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.19 Pension costs

Employees can join a defined contribution pension scheme which is administered by Aviva. The group also contributes to the NHS Pension Scheme on behalf of a minority of employees who are eligible to join the scheme. This is an unfunded defined benefit scheme. The amount charged against income represents the contributions payable to the schemes in respect of the accounting period. The group operated a voluntary defined benefit pension scheme, which is now closed. The final contributions made to this scheme were in January 2010. The funds are administered by pension Trustees and are independent of the group's finances.

2.20 Operating leases

Operating leases are recognised over the period of which the lease falls due. Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period of the lease.

2.21 Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

The Charity was registered as a Charity in April 1975. Under part II of CTA 2010 the Charity is not subject to taxation on its charitable activities. The profits of the non-charitable subsidiaries are normally gift aided to the parent Charity; therefore the group generally suffers no Corporation Tax on its trading activities.

2.22 Judgements and key sources of estimation uncertainty

A key area of judgement in these financial statements is the recognition of legacy income, which requires judgements about whether the income is probable or not and whether St Peter's hold entitlement to the monies. There is also estimation uncertainty regarding the reliability of the estimate of the amount to be received. Many of the legacies in the pipeline will include properties which are inherently uncertain in value as well as sometimes there being uncertainty regarding the amount of the estate to which St Peter's is entitled. The value of accrued income relating to legacies has been estimated at £1,130,000 at 31st March 2022 and is shown separately in note 12.

The Trustees have made key assumptions in determining the estimation of the fair value of investment property and land in respect of the state of the property market in the location where the property is situated and the uncertainty surrounding the future use of the land. The valuation method is further described in note 2.10, together with the valuation of the properties at the reporting date being disclosed in note 10.

There are also judgements made in determining whether provisions are required and at what value. A dilapidations provision is held relating to the estimated cost of repairs to shops at the end of their leases, based on a charge of £6 per square foot of shop area. A dilapidations provision of £296,000 is held at the year end and the uncertainty surrounding this is disclosed in note 14.

3 Income and endowments

	Unrestricted funds £000	Restricted funds £000	Endowment funds £000	Total 2022 £000	Total 2021 £000
Donations					
Individuals	514	-	-	514	731
In memoriam	525	1	-	526	570
Charitable foundations	127	261	-	388	553
Corporate sector	137	2	-	139	181
General community	33	-	-	33	15
COVID-19 retail grant	157	-	-	157	447
Coronavirus Job Retention Scheme	40	-	-	40	1,259
	1,533	264	-	1,797	3,756
Legacies	2,292	-	-	2,292	1,388
	3,825	264	-	4,089	5,144
Income from charitable activities					
NHS England service funding	3,194	-	-	3,194	1,971
COVID-19 NHS England service funding	-	639	-	639	4,043
Education course fees	85	-	-	85	95
	3,279	639	-	3,918	6,109
Income from other trading activities					
Shops sales – donated goods	7,052	-	-	7,052	2,485
– bought in goods	333	-	-	333	180
– commission and other	186	-	-	186	93
Fundraising events – community	747	-	-	747	495
– corporate	62	-	-	62	28
Lottery	396	-	-	396	401
Other	6	-	-	6	6
	8,782	-	-	8,782	3,688
Investment income					
Dividends and interest	285	-	-	285	277
Rents	25	-	-	25	25
	310	-	-	310	302
TOTAL INCOME AND ENDOWMENTS	16,196	903	-	17,099	15,243

In line with our accounting policy, legacies includes £1,130,000 (2021: £359,000) of income notified at year end but not yet received as they have met the criteria for recognising income in accordance with SORP 2019.

Total legacies notified but not recognised in the financial statement as at 31 March 2022 amounted to £233,000 (2021: £440,000).

Total income from gift aid amounted to £709,000 (2021: £370,000).

4 Analysis of expenditure

	Activities undertaken directly £000	Support costs (note 5) £000	2022 £000	2021 £000
Raising funds:				
Donations	360	61	421	399
Legacies	41	2	43	25
Total donations and legacies	401	63	464	424
Shops	4,883	990	5,873	5,356
Fundraising events	320	29	349	275
Lottery	178	11	189	153
Investment management costs	-	165	165	138
Total trading and other	5,381	1,195	6,576	5,922
Total expenditure on raising funds	5,782	1,258	7,040	6,346
Charitable expenditure:				
Brentry based care	2,920	1,120	4,040	4,438
Community based care	3,659	592	4,251	3,522
Total patient care	6,579	1,712	8,291	7,960
Education	196	75	271	288
Total charitable expenditure	6,775	1,787	8,562	8,248
Total expenditure	12,557	3,045	15,602	14,594

5 Support costs allocation

	Site Costs £000	Admin & Management £000	Finance & IT depts £000	Governance £000	2022 £000	2021 £000
Raising funds:						
Donations	37	10	13	1	61	65
Legacies	-	1	1	-	2	2
Shops	104	378	490	18	990	922
Fundraising events	11	7	10	1	29	31
Lottery	5	2	3	1	11	11
Investment management costs	-	165	-	-	165	138
Charitable activities:						
Brentry based care	808	130	171	11	1,120	1,173
Community based care	105	206	268	13	592	451
Education	45	13	16	1	75	70
2022 Total support costs	1,115	912	972	46	3,045	2,863
2021 Total support costs	1,301	757	812	48		2,863

6 Subsidiary

During the year the Charity had one wholly owned subsidiary, incorporated in England and Wales.

St Peter's Hospice Enterprises Limited (registered in England and Wales company number: 2595158) sells Christmas cards, calendars, new goods and items incorporating the Hospice logo on behalf of the Hospice. It also acts as agent for the Shops Gift Aid scheme, earning commission, and runs a coffee shop in Bristol and a house clearance service. The company transfers its taxable profits to St Peter's Hospice under gift aid.

A summary of the results of St Peter's Hospice Enterprises Limited included in the consolidated statement of financial activities is shown below. The expenditure includes £13,000 (2021: £9,000) intercompany management charge paid to the Charity which is eliminated on consolidation. Full accounts are filed with the Registrar of Companies.

	2022	2021
	£000	£000
<i>Income and expenditure account</i>		
Income	511	269
Expenditure	(242)	(116)
Net income	269	153
Retained earnings at beginning of reporting period	175	225
Net income for the year	269	153
Distribution to parent charity	(153)	(203)
Retained earnings at end of reporting period	291	175

7 Staff and volunteers

The average number of volunteers involved regularly on Hospice business is in excess of 1,500.

The headcount of employed staff members are as follows:

	2022	2021
	No.	No.
Patient care	199	203
Income generation	216	218
Support	23	23
Total staff	438	444

The aggregate employment costs of these persons are as follows:

	2022	2021
	£000	£000
Wages and salaries	9,594	9,149
Social security costs	805	757
Pension contributions (see note 21)	879	905
Termination payments	46	57
	11,324	10,868

Termination payments totalling £46,000 were made to four employees during the year under signed compromise agreements (2021: payments totalling £57,000 were made to five employees during the year under signed compromise agreements).

Notes (continued)

7 Staff and volunteers (continued)

Employees whose emoluments, excluding pension contributions, were equal to or greater than £60,000 per annum were as follows:

	2022	2021
	No.	No.
£60,001 - £70,000	3	3
£70,001 - £80,000	1	2
£80,001 - £90,000	3	1
£90,001 - £100,000	-	2
	7	8

Five of the employees in the table above were accruing retirement benefits under defined benefit schemes (2021: five employees), and two were accruing retirement benefits under defined contribution schemes (2020: two).

The total employee remuneration, including employer's national insurance and pension contributions, of the key management personnel of the Hospice was £562,200 (2021: £505,663)

The Charity maintains indemnity insurance for the Trustees and officers of the company and its subsidiaries; the cost of providing this insurance was £8,400 (2021: £3,080).

Note 21 shows details of related party transactions.

No Trustee received remuneration in the year (2021: £nil). Trustees are entitled to the reimbursement of expenses necessarily incurred on Hospice business. During the year ended 31 March 2022 a total of £nil was reimbursed to trustees (2021: £nil).

8 Net income

Net income is stated after charging / (crediting):

	Group		Charity	
	2022	2021	2022	2021
	£000	£000	£000	£000
Auditor's remuneration:				
Audit	18	13	15	12
Depreciation	526	574	527	575
Rent of land and buildings – operating leases	721	762	721	762
Rents receivable under operating leases	57	53	57	53
Loss on disposal of tangible fixed assets	(17)	(96)	(17)	(96)

9 Tangible fixed assets**GROUP**

	Freehold property (including building improvements) £000	Fixtures and fittings (including motor vehicles) £000	Shop refurbishment £000	Total £000
Cost				
As at 1 April 2021	8,888	1,718	4,375	14,981
Additions	-	82	4	86
Disposals	-	(67)	(1,446)	(1,513)
As at 31 March 2022	8,888	1,733	2,933	13,554
Depreciation				
As at 1 April 2021	1,501	1,457	3,991	6,949
Charge for year	275	98	153	526
Disposals	-	(57)	(1,440)	(1,497)
As at 31 March 2022	1,776	1,498	2,704	5,978
Net book value				
As at 31 March 2022	7,112	235	229	7,576
As at 31 March 2021	7,387	261	384	8,032

9 Tangible fixed assets (continued)**CHARITY**

	Freehold property (including building improvements)	Fixtures and fittings (including motor vehicles)	Shop refurbishment	Total
	£000	£000	£000	£000
Cost				
As at 1 April 2021	8,979	1,718	4,375	15,072
Additions	-	82	4	86
Disposals	-	(67)	(1,446)	(1,513)
As at 31 March 2022	8,979	1,733	2,933	13,645
Depreciation				
As at 1 April 2021	1,552	1,457	3,991	7,000
Charge for year	276	98	153	527
Disposals	-	(57)	(1,440)	(1,497)
As at 31 March 2022	1,828	1,498	2,704	6,030
Net book value				
As at 31 March 2022	7,151	235	229	7,615
As at 31 March 2021	7,427	261	384	8,072

Included in the cost of freehold property of the group and company is £70,000 of land which is not being depreciated.

The company figures include £37,500 (2021: £39,000) in respect of interest capitalised in connection with the building of the Brentry site in 1998 which is now being depreciated over the life of the building. As the charge is an intra-group transaction it is eliminated on consolidation.

The net book value of the seven freehold shops open at 31 March 2022 was £533,000 (2021: £551,000).

To comply with Charities SORP FRS 102, three shop flats owned and leased out by the Hospice are included in investment properties (2021: three).

Included within fixtures and fittings are intangible assets with a net book value of £53,443 (2021: £68,753) comprised of website costs.

10 Fixed asset investments

	2022	2021
	£000	£000
Equities at market value	18,286	14,405
Fixed interest investments including Government stocks, at market value	1,944	1,599
Hospice Quality Partnership loan notes	9	10
Investment properties (see below)	550	550
	20,789	16,564

Equities and fixed interest investments

	2022	2021
	£000	£000
Market value at beginning of year	16,004	15,066
Additions	5,202	2,243
Disposals	(2,741)	(5,195)
Investment gains / (losses)	1,765	3,890
Market value at end of year	20,230	16,004
	15,956	12,886

Fixed asset investments include quoted equities and Government stocks listed on the London Stock Exchange.

There were no individual shareholdings of more than 5% of the total portfolio value as at 31 March 2022 (2021: none).

	2022	2021
	Total	Total
	£000	£000
Properties		
Cost at beginning and end of year	163	163
	163	163
Revaluation at beginning of year	387	387
Revalue to fair value	1,067	-
Revaluation at end of year	1,454	387
Transfer to land held for sale	(1,067)	-
Valuation at end of year	550	550

All investment properties form part of the unrestricted funds balance.

Also included in fixed asset investments are the following investments in subsidiaries:

	Group		Charity	
	2022	2021	2022	2021
	£	£	£	£
Investment in subsidiaries	-	-	2	2

11 Land held for sale

	Group		Charity	
	2022	2021	2022	2021
	£000	£000	£000	£000
Nailsea land	1,067	-	1,067	-
	1,067	-	1,067	-

The sale of the Nailsea land was completed in May 2022.

12 Debtors

	Group		Charity	
	2022	2021	2022	2021
	£000	£000	£000	£000
Trade debtors	102	54	95	49
Gift aid receivable	11	12	11	12
Other debtors	151	103	149	101
Prepayments and accrued income	978	1,458	978	1,458
Accrued legacy income	1,130	359	1,130	359
	2,372	1,986	2,363	1,979

Trade debtors totalling £2,517 for the charity and £2,667 for the group (2021: £120 for the charity and £696 for the group) were written off in the year.

13 Creditors: amounts falling due within one year

	Group		Charity	
	2022	2021	2022	2021
	£000	£000	£000	£000
Trade creditors	2	88	-	88
Pension contributions (note 22)	50	48	50	48
Amounts owed to group undertakings	-	-	35	11
Accruals and other deferred income	554	368	544	357
	606	504	629	504

The movement on deferred income in the year was as follows:

Group and Charity

	2022	2021
	£000	£000
Balance as at 1 April	62	30
Utilised in the year	(62)	(30)
Deferred in the current year	85	62
Balance as at 31 March	85	62

14 Provision for liabilities

	Group		Charity	
	2022	2021	2022	2021
	£000	£000	£000	£000
Dilapidations provision (see below)	296	305	296	305
	296	305	296	305

The movement on the dilapidations provision in the year was as follows:

	2022	2021
	£000	£000
Balance as at 1 April	305	208
Additions in the year	-	102
Utilised in the year	(9)	(5)
Balance as at 31 March	296	305

The dilapidations provision is a provision for the cost of repairs to shops at the end of their leases. Given the timing of lease exit is uncertain, the value and timing of the resulting payments is also uncertain.

15 Endowment funds

2022	Balance			Balance
	1 April	Investment	Investment	31 March
	2021	fees	gains	2022
	£000	£000	£000	£000
John James	3,671	(23)	499	4,147
Needham Cooper	8,329	(68)	1,147	9,408
	12,000	(91)	1,646	13,555

2021	Balance			Balance
	1 April	Investment	Investment	31 March
	2020	fees	(losses) / gains	2021
	£000	£000	£000	£000
John James	2,815	(25)	881	3,671
Needham Cooper	6,519	(54)	1,864	8,329
	9,334	(79)	2,745	12,000

The John James Endowment Fund was set up with the intention of generating an investment income for the Hospice. The fund consists of a donation from the John James Bristol Foundation of £500,000 together with an equivalent amount raised by the Hospice by the end of 1984. A further £500,000 was received from the Foundation in 1997 and the Hospice has in previous years received gifts from others of £350,000 towards matching this last amount. In 2008/09 a further £390,000 was donated to the fund. The total capital raised is £2,240,000 and gains to date, net of fees, are £1,907,000.

The Needham Cooper fund represents investments made as a result of the sale of land previously owned near Bristol (formerly known as the Peg Hill fund). The £1,200,000 Charity Property Fund was consolidated into the Needham Cooper fund in November 2019. The total capital invested was £6,871,000 and gains to date, net of fees, are £2,537,000.

16 Restricted income funds

2022	Balance			Transfers to	Balance
	1 April			designated	31 March
	2021	Income	Expenditure	funds	2022
	£000	£000	£000	£000	£000
COVID-19 NHS England service funding	-	639	(639)	-	-
Patient vehicle	-	32	-	(27)	5
CNS service	-	54	(54)	-	-
Various funds	15	178	(168)	(10)	15
	15	903	(861)	(37)	20

2021	Balance			Transfers to	Balance
	1 April			designated	31 March
	2020	Income	Expenditure	funds	2021
	£000	£000	£000	£000	£000
Capital Appeal fund	-	16	-	(16)	-
COVID-19 NHS England service funding	-	4,043	(4,043)	-	-
Various funds	35	144	(157)	(7)	15
	35	4,203	(4,200)	(23)	15

The Capital Appeal fund is funds donated to support the rebuilding of the Inpatient Unit.

NHS England awarded funding to allow the hospice to make available bed capacity and community support from April 2020 to July 2020 to provide support to people with complex needs in the context of the COVID-19 situation and to provide bed capacity and community support from November 2020 to March 2021 for the same purpose. In 2021/22 further funding was awarded for the period December 2021 to March 2022.

The patient vehicle fund was to purchase a new, specially adapted vehicle for transporting patients.

CNS service funding was general funding for our Community Nurse Specialists.

Various other funds relate to small amounts received where the donor has restricted the use of the funds.

17 Income and expenditure account

2022	Group	Charity
	£000	£000
At 1 April 2021	6,595	6,426
Net income for the year – unrestricted	2,146	2,031
Investment gains – unrestricted	119	119
Transfer from designated funds (note 18)	1,261	1,261
At 31 March 2022	10,121	9,837

2021	Group	Charity
	£000	£000
At 1 April 2020	10,535	10,315
Net income for the year – unrestricted	725	775
Investment gains – unrestricted	1,145	1,145
Transfer to designated funds (note 18)	(5,810)	(5,809)
At 31 March 2021	6,595	6,426

18 Designated funds**Group**

2022	Balance		Transfers	Transfers	Balance
	1 April		from	from / (to) income	31 March
	2021	Expenditure	restricted	and expenditure	2022
	£000	£000	funds	account	£000
Fixed assets fund	8,032	(526)	37	33	7,576
Operating deficit fund	-	-	-	2,200	2,200
Projects programme	675	(74)	-	299	900
Post-pandemic enhancement programme	-	-	-	2,000	2,000
Risk management fund	5,793	-	-	(5,793)	-
	14,500	(600)	37	(1,261)	12,676

2021	Balance		Transfers	Transfers	Balance
	1 April		from	from / (to) income	31 March
	2020	Expenditure	restricted	and expenditure	2021
	£000	£000	funds	account	£000
Fixed assets fund	8,564	(574)	23	19	8,032
Capital and projects fund	103	(54)	-	626	675
Risk management fund	-	-	-	5,793	5,793
	8,667	(628)	23	6,438	14,500

Fixed assets fund represents the net book value of fixed assets used in the Hospice. The transfers in the year represent the movement in the net book value of the fixed assets.

Operating deficit fund provides for expected operating deficits over the next three years. The transfer in the year is to reduce the fund level accordingly.

Project programme fund (formerly capital and project fund) represents the amounts set aside to support a programme of projects. The transfer in the year is to increase this fund to the expected value of the project plan for the next three years.

Post-pandemic enhancement programme fund is new this year and is to fund post-pandemic recovery activities over the next three years. The transfer in the year is to fund the expected cost of these plans for the next three years.

Risk management fund was to allow the charity to operate normally if risks materialised and provide time and funds for the charity to adjust its operations. This fund has been released as part of a restructure of our reserves.

Charity

2022	Balance		Transfers	Transfers	Balance
	1 April		from	from / (to) income	31 March
	2021	Expenditure	restricted	and expenditure	2022
	£000	£000	funds	account	£000
Fixed assets fund	8,072	(527)	37	33	7,615
Operating deficit fund	-	-	-	2,200	2,200
Projects programme	675	(74)	-	299	900
Post-pandemic enhancement programme	-	-	-	2,000	2,000
Risk management fund	5,793	-	-	(5,793)	-
	14,540	(601)	37	(1,261)	12,715

18 Designated funds (continued)**Charity**

2021			Transfers	Transfers	
	Balance		from	from / (to) income	Balance
	1 April		restricted	and expenditure	31 March
	2020	Expenditure	funds	account	2021
	£000	£000	£000	£000	£000
Fixed assets fund	8,605	(575)	23	19	8,072
Capital and projects fund	103	(54)	-	626	675
Risk management fund	-	-	-	5,793	5,793
	8,708	(629)	23	6,438	14,540

19 Analysis of group net assets between funds**Group and Charity**

2022	Unrestricted	Restricted	Endowment	Total
	funds	funds	Funds	Funds
	£000	£000	£000	£000
Tangible fixed assets	7,576	-	-	7,576
Investment assets	7,223	-	13,566	20,789
Current assets	10,330	20	13	10,363
Creditors due in less than one year	(582)	-	(24)	(606)
Provisions for liabilities	(296)	-	-	(296)
Total net assets	24,251	20	13,555	37,826

2021	Unrestricted	Restricted	Endowment	Total
	funds	funds	Funds	Funds
	£000	£000	£000	£000
Tangible fixed assets	8,032	-	-	8,032
Investment assets	4,559	-	12,005	16,564
Current assets	9,680	15	15	9,710
Creditors due in less than one year	(484)	-	(20)	(504)
Provisions for liabilities	(305)	-	-	(305)
Total net assets	21,482	15	12,000	33,497

Notes (continued)

20 Commitments

Full lease commitments under non-cancellable operating leases are as follows:

Group and Charity

	2022	2022	2022	2021	2021	2021
	Land and buildings	Other	Total	Land and buildings	Other	Total
	£000	£000	£000	£000	£000	£000
Operating leases						
which expire:						
Within one year	584	41	625	654	48	702
In the second to fifth years inclusive	693	59	752	816	99	915
	1,277	100	1,377	1,470	147	1,617

Capital commitments

At the year end the group and Charity had capital commitments of £17,950 in respect of upgrades to our wide area network (WAN) (2021: £22,475 in respect of a migration to Office 365 and electrical upgrade works).

21 Related party transactions

In accordance with FRS102 section 33.1A, the company has taken advantage of an exemption from disclosing transactions with its subsidiary on the grounds that it is wholly owned.

Ms A Moon is a member of the Board of Trustees, until June 2021, and on the governing body of the Bristol Clinical Commissioning Group (BCCG). Dr P Goyder is a member of the Board of Trustees and is Clinical Lead for Urgent Care at the BCCG. The NHS Primary Care Trust's annual grant to the Hospice is paid by the BCCG. The total amount paid under this grant, plus additional COVID-19 funding, for the year was £2,995,262 (2021: £1,923,888) and £96,005 was outstanding as at 31 March 2022 (2021: £37,742). St Peter's Hospice also invoiced the BCCG for further services amounting to £nil delivered in the year (2021: £22,981). At the year end £nil was outstanding (2021: £nil).

Ms A Moon is also a Non-Executive Director for Gloucestershire Hospitals NHS Foundation Trust. During the year the hospice was charged £132,403 (2021: £117,413) for the provision of doctors employed by the Trust. As at 31 March 2022 there was an outstanding balance of £10,117 (2021: £9,915).

Ms C Buchanan is a member of the Board of Trustees and Chief People Officer at the University of Bristol. During the year the hospice was charged £3,126 (2021: £20,018) for the provision of a doctor employed by the University. As at 31 March 2022 there was an outstanding balance of £250 (2021: £1,917). The hospice received income of £nil (2021: £1,400) in respect of student placement fees. As at 31 March 2022 there was an outstanding balance of £nil (2021: £nil).

Ms H Morgan is a Trustee at St. Monica's Trust. During the year the hospice was charged £24,030 (2021: £20,732) for the provision of laundry services. As at 31 March 2022 there was an outstanding balance of £nil (2021: £nil).

Ms A Wint is a Medical Advisor for Sirona Care & Health. On 6 April 2021 the Sirona palliative home support teams transferred to St Peter's Hospice. Including within the NHS Primary Care Trust's annual grant to the Hospice, paid by the BCCG, is £1,116,000 (2021: £nil) in respect of this team. As at 31 March 2022 there was an outstanding balance of £nil (2021: £nil). The hospice also received income of £790 (2021: £1,525) in respect of course attendance fees. As at 31 March 2022 there was an outstanding balance of £325 (2021: £nil).

22 Pensions

The Charity contributed to two pension schemes in the financial year; Aviva pension scheme and NHS pension scheme. The assets of these schemes are held separately from those of the Hospice in independently administered funds. The amounts charged against income represent the contributions payable to the schemes in respect of the accounting period.

Aviva

This is a Group Personal Pension Scheme, which is a defined contribution scheme. The employer contributions charged against income for the year were £478,000 (2021: £497,000) of which employee contributions under the salary sacrifice scheme were £163,000 (2021: £151,000). Outstanding pension contributions for March, paid in April, were £50,000 (2021: £48,000).

Notes (continued)

22 Pensions (continued)

NHS scheme

Staff transferring from the NHS may continue to contribute to the NHS Pension scheme. The NHS Scheme is an unfunded defined benefit scheme but the Charity is unable to identify its share of the underlying assets and liabilities. Each member of the scheme pays a common contribution rate. Employer contributions charged against income for the year were £401,000 (2021: £408,000). Deemed employer pension contributions for salaries recharged to the Hospice from NHS Trusts were £23,000 (2021: £46,000). Outstanding pension contributions for March, paid in April were £nil (2021: £nil).

23 Reconciliation of net income to net cash inflow from operating activities

	2022	2021
	£000	£000
Net income	4,329	4,539
Gains on investments	(2,832)	(3,890)
Investment income	(310)	(302)
Depreciation charges	526	574
Loss from disposal of tangible fixed assets	17	96
Increase in stocks	23	11
(Increase) / decrease in debtors	(386)	1,476
Increase / (decrease) in creditors	93	(156)
Net cash inflow from operating activities	1,460	2,348

24 Analysis of changes in net funds

	At 1 April		At 31 March
	2021	Cash flow	2022
	£000	£000	£000
Cash at bank and in hand	4,310	(2,674)	1,636
Current asset investments	3,352	(1,108)	2,244
Total net funds	7,662	(3,782)	3,880

Notes (continued)

25 Consolidated statement of financial activities for the year ended 31 March 2021

	Unrestricted funds	Restricted funds	Endowment funds	Total
	£000	£000	£000	2021
				£000
Income and endowments from:				
Donations and legacies	4,985	159	-	5,144
Charitable activities	2,066	4,043	-	6,109
Other trading activities	3,687	1	-	3,688
Investment income	302	-	-	302
Total income	11,040	4,203	-	15,243
Expenditure on:				
Raising funds	6,267	-	79	6,346
Charitable activities	4,048	4,200	-	8,248
Total expenditure	10,315	4,200	79	14,594
Net income before gains / (losses)	725	3	(79)	649
Net gains / (losses) on investments	1,145	-	2,745	3,890
Net income / (expenditure)	1,870	3	2,666	4,539
Transfers between funds	23	(23)	-	-
Net movement in funds	1,893	(20)	2,666	4,539
Reconciliation of funds:				
Total funds brought forward	19,589	35	9,334	28,958
Total funds carried forward	21,482	15	12,000	33,497

Legal and administrative information

Vice Presidents

Mrs P Davis
Mr A R G James
Mr K T Pearce

Members of the Board of Trustees

Dr P Goyder Chairman
Ms H Staines Vice Chairman
Mr R Isaacs Treasurer (resigned 29 March 2022)
Ms A Godfrey Treasurer (appointed 30 March 2022)
Ms C Buchanan
Mr M Campbell
Mr M Mohan
Ms A Moon (resigned 29 June 2021)
Ms H Morgan (appointed 22 June 2021)
Mr R Naivalurua (appointed 22 June 2021)
Mr D Spicer
Ms A Wint (appointed 30 March 2022)

Company Secretary

Ms F McCloskey (resigned 23 July 2021)
Ms H Fowweather (appointed 26 July 2021)

Principal Officers

Chief Executive

Mr F Noble

Medical Director

Dr A Mullick

Director of Patient Care

Ms C Benson

Director of Finance and IT

Ms F McCloskey (resigned 23 July 2021)
Ms H Fowweather (appointed 26 July 2021)

Director of People and Support

Mr R Rowe

Commercial Director

Ms P J Clarke (resigned 29 December 2021)

Director of Fundraising and Communications

Ms S Allen-Gunn (appointed 9 December 2021)

Retail Director

Mr J Broomhead (appointed 9 December 2021)

Bankers

National Westminster Bank Plc
32 Corn Street
Bristol
BS1 1HQ

Auditor

Mazars LLP
90 Victoria Street
Bristol, BS1 6DP

Solicitors

Veale Wasbrough Vizards
Narrow Quay House
Bristol BS1 4QA

Investment managers

Smith & Williamson
Portwall Place, Portwall Lane
Bristol, BS1 6NA

Veritas Investment Management
90 Long Acre
London, WC2E 9RA

Fundraising office

Block C, Estune Business Park,
Wild Country Lane,
Long Ashton, BS41 9FH
Telephone: 01275 391 400

Registered office

St Peter's Hospice, Charlton
Road, Brentry,
Bristol, BS10 6NL

Registered Charity number
269177

Registered company number
1191227

Web site address

www.stpetersHospice.org

ST PETER'S HOSPICE

England & Wales - Charity number 269177

Accounts

St Peter's Hospice

Annual Report and Financial Statements For the Year Ended 31 March 2021

Registered Charity number 269177

Registered company number 1191227

The Trustees present their report and the audited consolidated financial statements for the year ended 31 March 2021.

This report and financial statements comply with current statutory requirements, with the requirements of the Charity's governing document, and they have been prepared in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (FRS 102) and Charity SORP.

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Chairman's Report

After a tumultuous year, I am relieved to present such a positive annual report and accounts for St Peter's Hospice for the year ended 31 March 2021.

The COVID-19 pandemic had a very significant impact on the hospice. In the first few months, we were responding to daily changing guidance and instructions. In the face of the first lockdown, we suspended day services, closed all shops, postponed events, furloughed staff, re-designed community services into a consolidated team, reinforced the inpatient clinical teams, reinforced the 24/7 Advice Line, re-deployed some shop staff to support roles, battled to secure protective equipment and restricted visitors.

The overwhelming characteristic of the pandemic has been uncertainty – almost daily changing public health guidance, regular changes to the social restrictions, repeated closures of our shops, no timeline for events to restart, bureaucratic complexity around the government grants, somewhat chaotic supply of protective equipment, et al.

Faced with such uncertainty, we sought to stabilise our services around an 'interim position'. Day services remained closed and switched to a virtual service. In a stepped process we closed 5 beds, stabilising at an inpatient unit of 10 beds. We sustained our community teams, supported by additional funding from local commissioners. Many of our teams accepted gaps, reduced working hours and found budget efficiencies. We had to go through the painful process of making some colleagues redundant.

We went out to our communities and supporters through our When It Matters Most campaign. We worked hard to pull in as much government support as possible. In total, we received circa. £5.7m from the retail grant, furlough and hospice grant schemes. We generated £1.6m savings ourselves from reducing costs and the fundraising campaigns.

After a year of hard work, tenacity and resilience we end the year in a stable financial position - the result of substantial government support, our cost saving measures and our fundraising activities. Although the coming year has many uncertainties and our income is still recovering, there are good reasons for optimism including the vaccine rollout and the testing programmes. We are confident that we are secure as a going concern and we can manage the expected deficit in the coming year. The focus for the year ahead will be on finding a sustainable operating model for our future patients. As the NHS transforms into Integrated Care Systems, we will negotiate with local commissioners around our future services.

We have tackled an unprecedented year head-on and we are still standing. St Peter's Hospice has proven to be a highly resilient, adaptable and well-led organisation which is looking to the future with confidence and enthusiasm in equal measure.

We are deeply thankful to the people of Bristol and surrounding areas for their support and generosity through such an extraordinary year.



Peter Goyder
Chairman

Trustees' Report

Our Objectives and Activities

St Peter's is Bristol's only adult Hospice. We provide specialised care and support for patients with severe and progressive disease where curative treatment is no longer possible. Our commitment is to improve the quality of life of patients while extending care and support to their relatives. This year 24% (2020: 20%) of our charitable activity spend came from our local NHS CCG commissioned contract.

The Charity's purpose is set out in the company's Articles of Association, which were reviewed in 2014 and adopted on 26 February 2015. It is to promote the relief of sickness and in particular to provide services to support the physical, psychological, social and spiritual needs of those affected by life-limiting illnesses. We have interpreted these aims through our Ambition, Purpose, Strategic Intentions and Values.

Ambition

Our ambition is to support people to live well until the end of life.

Purpose

Our purpose is to give adults in our communities the support, comfort and dignity they need at the end of their life.

Strategic Intentions

We have set our strategic intentions:

Be the best we can be

- Be responsive and strive to keep improving.
- Strengthen our commitment to well-being, inclusion, equality, diversity and the environment.
- Develop our colleagues, leaders, managers, teams and partners.
- Grow our distinctive reputation as an icon of Bristol.
- Maximise the use of volunteers to enrich our services.

Be sustainable (income matches costs) and resilient (withstand shocks)

- Sustain the ethos of holistic care, whilst balancing affordability and productivity.
- Build a diverse, innovative and sustainable funding portfolio.
- Develop the case for improved statutory funding.
- Ensure our cost base matches our income.
- Manage our cash, reserves and investments well.

Build collaborative services that reach all communities

- Provide great community and inpatient care, every day.
- As leaders of end-of-life-care, build strong relationships with the NHS.
- Work collaboratively with partners to integrate our services.
- Provide collaborative, flexible and responsive services.
- Share our expertise, role model best practice and educate colleagues.

Values

Excellence - to strive to be the best we can, listen, learn and innovate.

Compassion - to show understanding and care in everything that we do.

Respect - to value everyone and embrace the value of our differences.

Passion - to be proud of our work and the impact we have.

Collaboration - to work as one team - built on shared goals and effective relationships.

Main Activities

We provide a number of services free of charge in Bristol, North Somerset, South Gloucestershire and Bath and North East Somerset to people suffering from life-limiting illnesses and those affected by this such as families and carers. These services include:

- a 15-bed (currently 10 beds, as part of the 'interim position') Inpatient Unit staffed by specialist palliative care multi-disciplinary team;
- a Day Services programme, attended by out-patients one day per week for 12 weeks, which aims to provide a therapeutic environment to support patients in living with their illness (currently delivered virtually);
- A medical team providing support to a range of clinical services;
- Hospice at Home, providing hands-on care for patients in their own homes in the last days of life;
- Community Nurse Specialists who visit patients in their own homes;
- Patient and Family Support which provides social work, spiritual, bereavement and therapy support to patients, families and carers;
- 24/7 Advice Line open to all callers including health professionals and people not registered as St Peter's patients; and
- Education Department which provides extensive education to internal staff and other health professionals (including nurses, doctors, physiotherapists, care homes, ambulance staff) from the region we serve.

Ensuring our work delivers our aims

The aims, objectives and activities of the Charity are reviewed each year. These reviews look at what we have achieved and the outcomes of our work in the previous 12 months. The review helps to ensure the Charity remains focused on our stated purpose. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

How our activities deliver public benefit

Our charitable activities are focussed on offering free holistic care, support and advice to people and their families in the Bristol and surrounding areas affected by life-limiting illnesses. Our activities are undertaken in pursuit of our charitable purpose for the public benefit. Our work often continues with families and carers after the patient has died.

Strategic Report

Achievements and Performance

The most significant achievement of 2020/21 was sustaining our patient services through the pandemic storm. Although we stabilised our services around a reduced 'interim position', we have sustained our community and inpatient services throughout the pandemic without a break. Our community teams operated through a mix of home visits and virtual calls. In a stepped process we closed 5 beds, stabilising at an inpatient unit of 10 beds. We maintained visiting arrangements for patients' families and loved ones throughout the pandemic. We closed day services and switched to a virtual service. The 24/7 Advice Line has operated without any interruption, often facing exceptionally high levels of demand. We are most proud of this collective achievement.

It was a remarkable achievement to conclude the year with a stable financial position. Almost until the last day of the financial year, our financial position was uncertain. When the pandemic hit, we immediately realised that our budget forecasts were no longer valid. We faced the loss of income from closed shops and cancelled fundraising events. We set about working through two financial scenarios – optimistic and pessimistic. We engaged the government retail grant and furlough schemes, as well as the government grant programme for hospice care capacity. We negotiated with local commissioners to ensure that we sustained our community services. Many of our teams (including the executive team) accepted gaps in their structure, reduced working hours and found budget efficiencies. We went through the painful process of making some colleagues redundant. We worked hard to find innovative new ways to raise funds and went out to our local communities through our When It Matters Most campaign.

The resilience, commitment and tenacity of our staff has been humbling to witness. Our clinical staff have been magnificent. We would not have been able to sustain our patient services without the dedication of our support staff – who have cleaned, cooked, administrated, financed, maintained and gardened their way through the pandemic. Our retail staff have been extraordinary – managing three closures and re-openings of our shops, organising donation stations during the lockdowns, sustaining our on-line retail operation, maintaining the house clearance service and helping to organise the supply of protective equipment.

The key people challenge has been managing a 'mixed economy' of teams with some people in the workplace, some working from home, others furloughed, some shielding and others going through a range of experiences. For some people the pandemic has been relentless, for some it has been a rollercoaster of ups and downs and for others it has been an anxious wait (as they have shielded – especially our older volunteers). Our challenge now is to support our teams through a period of recuperation-decompression, so that they can start to put this period of prolonged intense anxiety and stress behind them and are able to face the challenges ahead.

Patient care activity

Year	2020/21 No.	2019/20 No.	% Change
Number of new referrals	2,912	3,069	-5%
Community Nurse visits (Face to Face)	1,737	6,770	-74%
Community Nurse Telephone Consultations	20,553	14,469	+42%
Inpatient Occupancy *	89%	90%	-1%
Inpatient Unit bed days occupied	3,754	4,936	-24%
Hospice at Home care hours	14,920	19,415	-23%
Day Service attendance **	463	1,855	-75%
Advice Line calls	6,386	3,999	+60%

*IPU reduced from 15 beds to 12 beds in June 2020 and then stabilised at 10 beds from September 2020.

**Virtual attendances only

Patient Services

Through the whole of 2020/21 we have been focussed on sustaining our patient services, through ever-changing adjustments to the demands of social distancing, protective equipment and clinical management.

We started the year with a 15-bed inpatient unit. Through the first lockdown, we sustained the 15-bed unit in the face of daily changing guidance and while struggling to secure sufficient protective equipment. We adjusted visiting arrangements by reducing the number of visitors, restricting visiting times and providing visitors with protective equipment. We are particularly proud that we have sustained visiting arrangements (albeit restricted) throughout the pandemic. By the summer, it was apparent that we faced significant financial uncertainty. After negotiating with the NHS commissioners, we stepped the inpatient unit down to 10 available beds. This 'interim position' was implemented in September 2020 and we committed to sustaining this level of service through the pandemic. We had one outbreak of COVID-19 amongst staff, which we managed with local public health staff. We are very proud that no patient or family member contracted COVID-19 from their contact with the hospice, at any stage during the pandemic.

We began the year with four Community Nurse Specialist (CNS) teams, positioned across our area, providing specialist end-of-life-care for patients in their homes, in care homes and in prisons. In the face of the pandemic we quickly adjusted to a whole team approach, away from individual caseloads. In order to improve cross-team support, we consolidated into three teams. The teams rapidly adjusted their ways of working to embrace virtual calls, in addition to home visits. Our teams have faced intense pressure as many patients have felt impacted by the overall reduction in face-to-face visits (with many GPs needing to restrict home visits), resulting in greater demand on our staff and community nursing teams. They have faced much greater levels of clinical complexity as patients are referred to us later in their diagnosis and more patients are keen to stay at home, to avoid the perceived risk of going to a clinical setting. Our teams have been under intense prolonged operational pressure.

Our Hospice at Home team has provided hands-on care for patients in the last couple of weeks of their life. They have cared for patients on day and night shifts, prioritising care according to need. Early in the pandemic, they faced sustaining their service with

limited protective equipment. In order to support the stretched NHS services, our teams have offered additional enhanced support to patients that might ordinarily have been provided by GPs or district nurses. Just prior to the pandemic, the Clinical Commissioning Group invited St Peter's Hospice to take over the NHS/Sirona community home support teams in order to create a single coherent service. The transfer of staff is due to take place on 6 April 2021.

The 24/7 Advice Line has provided specialist end-of-life-care advice for anyone who has needed it. The demand has varied markedly through the pandemic and we have had to be agile in responding to that demand. Most notably, the Advice Line support has been highly sought after by wider health professionals such as paramedics, GPs, district nurses, community health staff and care home staff.

The first service impacted by the pandemic was our Day Services as it was not appropriate to bring at-risk patients on to our hospice site. Some of the staff moved across to the inpatient unit, to reinforce our inpatient care. In response, we developed and rolled out a virtual service.

We had 225 responses to our patient survey (www.iwantgreatcare.com), of these responses, 88% rated the service they received as 'very good', and 8.8% 'good'. We received 6 written and 4 verbal complaints and 9 concerns were raised that were resolved at the time they were raised. In addition to the positive feedback through I Want Great Care, we received 171 written compliments (cards, letters and emails).

Education

The Education department is a key resource within St Peter's, focussed on improving the standards of end-of-life care within our own staff as well as external health professionals.

Almost immediately, the pandemic caused the cancellation of education events for external groups and significantly impacted our internal programme. The Education Team was re-deployed to support the IT team and the Infection Prevention & Control team. It soon became apparent that a major challenge would be the fit testing of clinical staff for protective equipment. This testing has been a significant additional burden through the pandemic.

Supporting and funding the Hospice

Fundraising

2020/21 was an unprecedented year. The level of uncertainty around fundraising streams, our events, our fundraising programmes was a constant throughout the year. The public response to fundraising, the ability to hold events, the take up or not of online and virtual fundraising and the huge shift in the corporate and Trusts markets led to an ever changing set of scenarios. We managed to work our way through the challenges, displayed agility and long term thinking and ended the year beating our original pre COVID-19 budget and generating a net contribution of £2,147,000 (2020: £1,541,000).

We decided in the early summer months not to go out to our community with an emergency appeal due to so many uncertainties - lockdowns, appetite for fundraising and government grants. Instead, it was decided that we would take our supporters with us on the journey we were on and we started a 12-month fundraising and media campaign in October – When it Matters Most.

Key areas of success from this activity were donations from Trusts and from individuals. £423,000 has been received in the year ended 31 March that can be directly attributed to the campaign. We know that the halo effect of this campaign, being in the community, in the media and being shared with our supporters led to an increase in Trusts and Major Donors and corporate support. Our Trust income was £553,000 (2020: £173,000) and our donations from individuals and in memoriam was £1,301,000 (2020: £880,000)

Income from fundraising events fell by £298,000 this year to £523,000. Fundraising events were either fully virtual or a blend of virtual and physical where possible and we very successfully moved the annual Christmas market from a physical site to a virtual market.

Overall the team have reacted brilliantly to the changing environment and have the results to show for it, but most importantly our supporters moved with us and showed true support for us when it mattered most.

Legacies income (gifts in wills) fell by £1,336,000 to £1,388,000 this year. We continue to invest in legacy marketing and stewardship into 2021/22.

This year as much as ever we continue to be extremely grateful to our dedicated volunteers, who have worked remotely and in the office with all our fundraising activities, through making and crafting for our events to processing income and money at our Long Ashton office.

St Peter's Hospice undertakes its fundraising activities in accordance with best practice and in line with Codes of Fundraising Practice. The Fundraising Regulator, the independent body that sets and maintains standards of appropriate charitable fundraising in the UK, issued a new Fundraising Code in October 2019 which we reviewed closely and we have ensured we comply with all the new rules.

St Peter's Hospice continues to be registered with the Fundraising Regulator, and we adhere to the 'fundraising promise'. We take the management of data very seriously and conform to Data Protection legislation. We only collect and use personal information for the purpose it was intended. We do not buy data or pass any of our data on to third parties. We send out three newsletters a year and that, along with all other correspondence, is tailored based on the interests and wishes of the donor.

We continue to ensure compliance with General Data Protection Regulations (GDPR) and closely monitor and govern our policies and practices relating to personal data, including our consent mechanisms and fundraising database protocols. We continue to use legitimate interest as our legal basis for contact and follow the principle of only communicating to supporters about activities we believe they would be interested in. We provide all of our supporters with clear and easy opportunities to change their communication preferences at any time and our Privacy Notice, outlining how we use supporter data, is available on our website or by calling our reception. We also have a complaints procedure should any supporter wish to raise an issue or complain about our fundraising activities. During 2020/21 we received 7 complaints relating to our fundraising or communications practices.

In addition to fundraising from individuals, St Peter's Hospice also raises funds from trusts and foundations, companies and institutional donors. Funds raised are used according to donors' wishes, either for unrestricted purposes or earmarked for specific projects or programmes of activity. St Peter's Hospice complies with contractual arrangements with supporters, and has robust internal systems in place to ensure that we meet reporting requirements and grantee commitments. Some supporters or partner organisations may also request anonymity. St Peter's Hospice will always respect and adhere to these requests.

In communicating our work to supporters, we also recognise that the users of our services can be vulnerable and require protection from harm, abuse and exploitation. The privacy and dignity of our patients is a foremost consideration as is sensitivity to their needs and wellbeing as both individuals and citizens of the community. Our safeguarding policy governs how we approach this matter and our contract with the Professional Fundraising Organisation also includes strict processes in relation to vulnerable people.

Retail

The trading year 2020/21 has been a rollercoaster of a year with peaks and troughs as with any other retail business. The end result has meant that our retail operation of 47 shops, eBay and Gumtree shops and house clearance has achieved a net deficit of £2,598,000 (2020: surplus of £1,753,000).

This figure however no way reflects the extreme hard work of the team in generating sales. The most important thing to say is that when the shops were able to be open they were exceptional on many levels with record breaking weeks and phenomenal sales in some areas.

The majority of our shops were shut for almost nine months of the year, and our eBay, Gumtree and house clearance arms only operated when it was feasible from a financial and safety point of view. We went through the upheaval of closing stores, negotiating with landlords and the myriad of rules and restrictions to reopening as soon as we could.

The stars of retail were definitely the teams and volunteers. Putting behind them their own fears and concerns they were all absolutely driven to make their own stores a success and did a fantastic job in difficult circumstances.

We have taken the downtime of the shops to make decisions about the overall portfolio and we have closed two stores this year – Bedminster Clearance and Chipping Sodbury Broad Street. We will continue to review the portfolio in terms of looking for larger, more profitable sites in areas where we feel we can garner the support for new stores.

Our new Gumtree business goes from strength to strength and offers us a shop window for goods from house clearance that we previously didn't have an outlet for. Our House clearance business continues to grow with full bookings throughout the second half of the year and a strong plan for 2021/22.

Support

Finance is leading on the strategic objective to achieve sustainability and resilience. During the year a detailed delivery plan has been developed and work started with income generation and support areas.

We also changed our IT managed service provider. The new service went live in July 2020. The decision to change during the pandemic was considered very carefully. We are very happy to state that, through the newly developed technology infrastructure roadmap, we have improved security, reduced risks and improved the service to our users. It has also meant that we have been able to make more improvements sooner, including improved remote working capabilities and supporting the shops tills replacement programme.

We began work on IT journey mapping focusing on retail operations. This has resulted in a clear technology delivery plan to support the retail business objectives.

The Charity maintained compliance with the NHS Data Security and Protection Toolkit.

Future Plans

General

Prior to the pandemic, we had concluded the rebuild of the inpatient unit and so we had set about a strategic review of our intentions, goals and plans. Despite the intensity of the first lockdown, we felt it was important to provide staff with clarity around our purpose and strategic intentions. We persevered with our strategy work and published a short strategic plan in June 2020 which outlined our ambition, purpose, strategic intentions and values.

In September 2020, we established an 'interim position'. The aim was to provide clarity for our patients, families, staff, volunteers, commissioners, donors and supporters on

the services that we would commit to delivering through the pandemic. At the same time, we would reduce costs in order to minimise any potential deficit and we would buy time to consider our long term position. The key elements of the 'interim position' were:

- No cost of living pay increase for 2020/21.
- Review of the senior management team.
- Explore all viable voluntary staff savings.
- Hold inpatient bed availability at 10 beds.
- Day Services closed on-site, with virtual services. Hold vacancies.
- Move to three CNS teams.
- Match the support services resources to the clinical interim measures - catering, cleaning, estates, finance, education.
- Review the Long Ashton site (fundraising, marketing and retail support).
- We expected the interim position to be for a minimum of 12 months, although we identified that we may need to hold our interim position for 18 months or more.

St Peter's Hospice has been serving Bristol for over 40 years. Our work will remain a vital component of the local health and care system. We have tackled an unprecedented year head-on and we are still standing. We now must build a sustainable (where costs match income) and resilient (able to withstand shocks) model of hospice care so that we are always there when it matters most for our communities.

We are confident that we are secure as a going concern and we can manage the anticipated deficit in the year ahead. The focus for the year ahead will be on finding our new normal, to deliver a sustainable operating model for our future patients and their families and loved ones.

Hospice at Home

Through the pandemic, we have successfully delivered a major improvement to the end-of-life care services for Bristol, North Somerset and South Gloucestershire. In late 2019, the Clinical Commissioning Group proposed that St Peter's Hospice should take over the NHS/Sirona palliative home support teams in order to provide a single consolidated Hospice at Home service across the area. We were in the early stages of that project when the COVID-19 pandemic hit. We have worked hard with NHS and Sirona colleagues to progress the project, despite the uncertainties and frictions of the pandemic. On 6 April 2021, the teams will transfer to St Peter's Hospice and we will set about building a high quality consistent service. This will represent a major improvement in service provision and will further develop our integration with the health and social care system.

Fundraising

"Getting back to the Future and not to Normal" will be a key focus for us over the next year. Building foundations and new initiatives is the plan for 2021/22 as we look at the effects of COVID-19 on our fundraising and build on the learnings and success of the last year. We will be continuing with the "When It Matters Most" campaign in order to keep our supporters informed of our situation and the challenges ahead for the provision our care services.

Legacies will continue to be a focus for us as we build up our pipeline and steward those that have already pledged. We want the potential legator to know the impact their legacy will have on the people of Bristol. We also need them to understand the importance of this income stream to us as an organisation. We will not shy away from legacy messaging within the IPU and within the information given to patients and families. We will continue to participate in the free wills service offering and have also partnered with an online will partner, removing barriers to individuals to write a will and formally secure their wishes.

We launched our new website in the summer of 2020 and we will spend the next year refining the site and ensuring that both patient, family and donor journeys are clear and easy to follow.

Retail

Once we are back up and running again we will be revisiting our retail portfolio to identify opportunities to drive retail profit across the Bristol market. This can be achieved by ensuring we have an up to date view on our current portfolio and a clear plan to establish where we can focus and expand our store base. We will also review our store concepts with a specific focus on boutique, furniture and clearance stores.

Commercially we continue to push ahead in other retail channels. We will expand house clearance with a clear focus on driving sales of goods and in looking at how we maximise gift aid within this business.

New goods and our online business has been a background focus throughout the last year and we look to increase the sell-through of our new good ranges and create some fantastic options to sell online.

Marketing and Communications

The Marketing and Communications Team contribute significantly to the overall Hospice emphasis on clarity of messaging and ensuring we are enhancing and protecting our reputation and brand across many of the areas we work. We are acknowledged for excellent hospice care provision and we need to leverage that to ensure we are well known across all Bristol communities for the breadth of care we provide in all settings.

The team will continue to tell the stories behind the Hospice, using all channels and forms of media (press, film, social media and our retail stores) to ensure that old and new audiences have clarity on our purpose, vision and values as an organisation.

Support

In the coming year Finance expect to continue to lead on activities in respect of sustainability and resilience. This includes financial modelling of clinical operating models as well as defining a suitable approach for the Charity to adopt in respect of procurement and supply chain management, as well as a detailed supplier review to identify tactical opportunities for cost savings.

We also aim to continue to develop IT journey mapping with other areas of the business including, in particular, clinical services. We also aim to understand how data can help deliver the strategy and will develop a strategy delivery plan for data.

Our People

Volunteers

We are supported by over 1,500 volunteers, who provide significant benefit to the hospice. They are employed in a variety of roles including café staff, shop assistants, drivers for patients, complementary therapists, gardeners, ward assistants and receptionists. We continue to attract high quality and committed volunteers who this year worked 192,000 hours for the St Peter's Hospice and drove 55,000 miles.

We have been humbled by the support and commitment of our volunteers through the pandemic. Some of our older volunteers had to pull back and shield. However, volunteers were able to step forward and support us in new roles such as the management of protective equipment and the testing programme. Many other volunteers continued to support us in our reception, patient transport, shops, online retail, retail logistics and gardens. We are incredibly grateful for the support we have received from volunteers through the pandemic.

Remuneration Statement

The Hospice exists in order to provide care and support for adults with life-limiting illnesses and for their families. The provision of these services is dependent on our ability to run an efficient organisation and to generate income through fundraising and retail activities.

In order to be successful in all respects, we need to be able to attract and retain staff with a wide variety of skills, knowledge and experience, some of which is highly specialised.

We aim, therefore, to be competitive in the different recruitment markets where we compete for talent and to take a balanced and responsible approach to the use of the Charity's funds.

In accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and Charity SORP 2015, St Peter's Hospice discloses:

- all payments to trustees (no Trustees receive "pay");
- the number of staff in receipt of more than £60,000 (in bands of £10,000); and
- pensions and other benefits.

In 2020/21, we were unable to award a cost-of-living increase for staff. We were humbled by the understanding of staff around our financial position and of this decision. Looking ahead, we have approved a cost-of-living pay increase of 1.5% for 2021/22. This pay award was decided following a very careful review of what was affordable for the Hospice, combined with our desire for staff pay to keep pace with inflation, and conscious that there was not a pay award in 2020/21. We hoped that the pay award would go some way towards saying 'thank you' to our staff for their commitment and resilience through an extraordinary year.

The Hospice has a Governance Committee which meets twice a year and requires the attendance of at least three Trustees to be quorate. One of the responsibilities of this committee is to review and determine the salary and remuneration package of the Chief Executive and senior management of the Hospice. Such decision-making is based on consideration of salary information shown in independent benchmarking surveys. Currently the prime source of such information is the UK Charities Salary Survey administered by XpertHR.

Trustee recruitment

The Governance Committee is responsible for monitoring Board composition and reviews the schedule of trustee appointments as a standing agenda item at its bi-annual meetings. It considers forthcoming reappointments and retirements and thus identifies future recruitment needs, specifically addressing skillset requirements. A variety of recruitment methods are used. Interested potential trustees are invited to visit the Hospice when they are briefed by the CEO about the Hospice's charitable purpose, its activities and the trustee role and commitment. If the potential trustee then wishes to pursue the role they are introduced to at least 2 serving trustees with whom they can have separate discussions to gain further insight. If these serving trustees and the potential trustee agree to the nomination, it is voted on by the Board. Successful nominees are then given a day's induction which includes meeting all senior management and further familiarisation with the roles and responsibilities of trustees. External training and development opportunities are regularly made available to trustees.

In the final quarter of 2020/21, we openly recruited for new trustees as replacements for a number of departing trustees. At the Board in March 2020, three new trustees were confirmed, one of whom has BAME heritage. We also have two new co-opted members who will join committees and may become full trustees in due course, one of whom has BAME heritage.

Financial Review

We faced an unprecedented year, during which we managed our position through scenario modelling – optimistic and pessimistic scenarios. The level of uncertainty was such that there were wide variations between the financial scenarios. We responded by reducing some services (adopting an 'interim position'), making savings, increasing efficiency, negotiating with local NHS commissioners, engaging our supporters and donors, and working hard to draw in every potential source of government support.

By the end of March 2021, we had pulled every lever that we could and had been highly successful at steering the hospice to a break even position. At that moment, we still did not know what final grant payments we might receive from NHS England. At the end of May 2021, we received three one-off grant payments totalling £649,000 in respect of the period November 2020 to March 2021. We therefore concluded the financial year with net income before investment gains of £649,000.

The end of the year saw an unprecedented unrealised gain on our investment portfolio of £3,890k (2020: loss of £959k). This has allowed us to curtail our cost cutting exercise and to put a roadmap in place to re-open the five inpatient unit beds that were closed as a result of the extreme uncertainties in our finances caused by the pandemic, and the reduced demand. We will drawdown from our reserves to cover the current funding gap. This is so that we can continue to offer as much capacity as possible, at our Brentry site and also in the community filling the gap left by the NHS as they continue to fight the pandemic and its effects. Longer term work continues on building a sustainable operating model that meets the growing needs of our community.

The net income achieved by the Group of £4,539,000 includes:

- Net income before gains of £649,000, which is stated after government grants of £5,749,000. Without those one-off grants the result would have been a net deficit of £5,100,000. Also, the cost saving measures and fundraising campaign together contributed £1,551,000 to this result.
- Gain on investments of £3,890,000. This gain offsets a loss in the previous year.

Income

Operating income decreased by £1,444,000 to £15,243,000. All our shops were shut on several occasions due to the restrictions in place. This resulted in lower income of £2,758,000. The fundraising campaign generated an additional £423,000 in income. Government funding provided as a result of COVID-19 was £5,749,000 in the year.

Investment gains of £3,890,000 are due to a number of factors including recovering the losses of last year as well as the changes to the investment mandate and fund managers driving improved performance on all funds.

Charitable activities

Total charitable expenditure decreased by £1,551,000 to £14,594,000. Due to the increased uncertainty in income streams the Charity took the decision to perform a review of its costs and that resulted in several cost saving options being identified and implemented, including some redundancies. In addition, some costs were not incurred as income generation activities were suspended, amended or postponed.

Financial Outlook

The financial result for the year was £649,000 before investment gains. This extraordinary and positive result is due to the significant level of government funding received. This reflects the role of hospices within the healthcare system. It is not expected that this level of government support will continue into 2021-22.

Financial budgeting and forecasting is a very difficult task as we continue through the pandemic. The future outlook cannot be stated with any certainty and this is in part due to the unknown recovery of the retail income stream. The Hospice is going through a strategic exercise in respect of sustainability and it expects to develop options that will deliver a financially sustainable model over the next 12 -24 months. While we are working on developing a sustainable operating model, we will utilise our reserves to cover any funding gaps, allowing us to re-open the five closed beds as soon as we are able.

Principal Risks and Uncertainties

The Board has a formal risk review management process to assess organisational risks and implement risk management strategies. Review of the corporate risk register is a standing Board agenda item. This involves identifying the types of risk the Charity faces, prioritising them in terms of potential impact and likelihood of occurrence, and identifying means of eliminating or mitigating the risks as appropriate.

The Board has delegated the detailed work to the Senior Management Team and directed that an on-going review be performed at least once a year and reported to the Board. In addition, the Board selects one risk per meeting to review in greater detail.

The single biggest issue facing the Charity continues to be COVID-19 together with its attendant risks. Risks and uncertainties exist at all levels; strategic, operational, financial. It is unclear how we will have to adapt our strategic intentions to meet the changing landscape within the healthcare system that we operate within. It is unclear how long it will take our income generation activities to recover and whether they return to previous levels. It is unclear the long term impact on investments. It is clear that there is a need for hospices within the healthcare system and that is evidenced by clear commitments from government and the NHS CCG to provide financial support to us. It is also clear that our investment levels are resilient in that they can withstand the level of shock seen in February and March 2020 and still be sufficient to support the Charity.

Section 172 Companies Act 2006

This report sets out how the Trustees comply with the requirement of Section 172 Companies Act 2006 and how these requirements have impacted the Board's decision making in the year ended 31 March 2021.

The Role of the Board

The Board must act in the Charity's best interests to ensure the delivery of its charitable objectives. The Board's role is to oversee the overall management of the Charity whilst the Executive Team manage the day to day operations of the Charity. Further details of the structure of the Board are given in the 'Structure, Governance and Management' section of this report below.

Activities of the Board

The Board has made principal decisions impacting the future of the Charity in line with the strategic intentions of the Charity.

Section 172	Decisions / interactions
(a) the likely consequences of any decision in the long term	This year's budget was approved by the Board following a comprehensive review of the Charity's strategic intentions, risks and opportunities. Input was required from each of the Charity's budget holders who have responsibility for ensuring that expenditure is within approved budget limits.
(b) the interests of the company's employees	The Charity ensures that employees and volunteers are consulted and provided with appropriate information in order that they are fully involved in the performance of the Charity and are aware of factors affecting the organisation. The CEO follows an open framework of engaging staff including open Q&A sessions for staff at the two main sites, visits to every team and every shop, shadowing and working alongside clinical staff and support staff, CEO video updates and periodic newsletter updates to staff. This year, a Managers Group with all senior and middle managers to engage them in planning, to explore issues through workshops and to support their leadership development. The Charity operates an open culture and the Chief Executive encourages staff to have open channels of communication with him. When policies are revised or updated these are circulated to all staff. When appropriate, specific mechanisms for staff input are provided. For example staff and volunteers have been invited to contribute via various channels to discussions on how we want the hospice to feel and what our values should be. A biennial staff survey is held; this is run by an external company, Birdsong, which surveys a large number of hospices and other charities allowing us to benchmark responses against a peer group.
(c) the need to foster the company's business relationships with suppliers, customers and others	The Board regularly reviews how the Charity maintains positive relationships with all of its stakeholders, including patients, families and carers, funders, supporters, suppliers, customers and others. Our Patients, families and carers are key stakeholders. It is vital that we have strong relationships with this group. The Charity does a huge amount of work in this area as detailed in our separate annual report "St Peter's Hospice Quality Account" that can be found on our website. The aim of the report is to give clear information about the quality of our services so that patients can feel safe and well cared for, their families and carers are reassured that all of our services are of a very high standard and that the NHS is receiving very good value for money. Our funders are key stakeholders with which the Charity actively engages to maintain strong relationships. A key funder for the hospice is the local NHS CCG. The Board engages with the local NHS CCG each year in order to negotiate the annual funding for the hospice. Details of how we engage with our donors is given above in the 'Supporting and funding the Hospice' section of this report. The Charity regularly engages with Hospice UK and other hospices. This enables improved purchasing power for the hospice sector. It is also a platform for sharing best practice.
(d) the impact of the company's operations on the community and the	An Environmental Working Group ("EWG") has been formally established with an objective to recommend measures to be incorporated into Hospice Policy and Procedure across hospice wide activities. It is comprised of staff and volunteers and will report into the Executive Team on its recommendations and progress on a regular basis. Further details of our work to reduce our

environment	environmental impact are given below in the 'Streamlined Energy and Carbon Reporting' section of this report. The Clinical Community Engagement Lead (CCEL) project role sought to increase understanding of our local community's needs and engage widely with minority groups to prevent inequality, champion inclusivity and learn how as an organisation we can respond to the needs of our community better. The dedicated time that this role provided led to strengthened partnership working with key local healthcare teams and has begun the long term path of authentically partnering with our local communities. During the COVID-19 pandemic such partnerships provided a platform for sharing knowledge which enhanced our care response and support for staff. Due to the established relationships within the CCG the CCEL was also requested to lead on significant system responses, such as lead authoring a new BNSSG care policy for people dying at home and chairing one of the CCG COVID response groups. During the lifetime of the Project role, and the realisation of the significant impact of having dedicated resource for clinical community engagement, a permanent role was realised as part of a restructuring process. The post holder was also successful in a national grant application to fund a project to improve the access and equality of access to St Peter's Hospice services for people experiencing street homelessness and living in hostels in Bristol. Despite the significant impact which the pandemic has had on this project frequent contact with local homeless healthcare providers has resulted in multiple discussions about people whose health is of significant concern, referrals to our service and an improved knowledge of St Peter's Hospice's care by local homeless workers.
(e) the desirability of the company maintaining a reputation for high standards of business conduct	The charity's ambition is to support people to live well until the end of life. We are committed to recruiting, developing and retaining high quality staff. This are signatories to the Bristol Equality Charter in order to promote equal opportunities and celebrate diversity within all areas of our work. The aim is to ensure that all procedures and practices do not discriminate on the grounds of race, disability, religion, age, nationality, sex, sexual orientation and marital status. Where an employee or prospective employee is identified as disabled, the provisions of the Equalities Act are followed. This requires consideration of reasonable adjustments to the workplace and working practices in order to ensure that a disabled employee is not disadvantaged. In such cases, advice is sought from Occupational Health Services and, where appropriate, other medical practitioners and discussions are held with the affected employee. We strive to ensure that our properties have good disabled access and facilities. We continue to benefit from relatively low staff turnover and sickness levels, although we monitor them continuously.
(f) the need to act fairly as between members of the company	The Board ensure that decisions made regarding the future of the charity give due consideration to both current and future beneficiaries of its services. Details regarding the Charity's policy on Trustee recruitment are found below in the 'Our People' section of this report.

Structure, Governance and Management

Governance and decision-making

St Peter's Hospice is a company limited by guarantee and without share capital. The company was registered with the Charity Commission on 7 April 1975.

The governing body of the Charity is the Board of Trustees, which comprises up to 12 members and meets four times a year or more if required. The Board has established formally constituted committees, each with specific terms of reference and functions delegated by the Board and with a Trustee as a chairman appointed by the Board: Resources, Investment, Audit, Governance and Clinical Services. Our Articles of Association were revised and adopted on 26 February 2015 and have been registered with the Charity Commission.

During the year the Charity conducted an independent review of the Board's performance. This resulted in a report to the Board and it was decided that there would be a task and finish group created to ensure all recommendations are implemented.

Trustees (who are also Directors of the company) are listed on page 46.

The Charity also has a number of senior employees entitled Director who are not directors within the meaning of the Companies Act 2006.

Reserves policy

The Board reviews the Reserves Policy through the Resources Committee.

The key principle is that we will maintain our ability to quickly recover from financial shocks and stress.

During the year the Resources Committee reviewed the reserves structure and policy and made recommendations to the Board that were approved. These financial statements now reflect the amendments to both structure and policy.

The review was initiated as it was recognised that the free reserves calculation did not take sufficient account of investment or legacy volatility and possible time to recovery or the significant commitment in retail rents. The review also considered the suitability of other designated reserves such as the capital reserve and development fund.

The review concluded that the structure of the reserves should be adjusted to include a risk management fund and that the development fund will be repurposed to include capital and project funding.

The risk management fund is set up so that it can provide funds in the event legacy or investment income drops and ensure that retail rent commitments can be paid should retail income drop. The target level for this reserve is set at £5.8m:

- £2.0m for legacies, representing £0.5m over 4 years. This is based on the annual average large one-off legacy received each year;
- £2.2m for investments. This is based on a 30% drop of non endowed investments ;
- £1.6m for retail lease commitments. This is based on actual lease commitments.

As at the year end this reserve is fully funded.

The capital and projects fund target is set at £675,000. This represents 80% of the next 2 years' anticipated capital and 80% of an estimate of expected project costs. The target is not set at 100% as the Charity expects to fundraise for capital and project costs. As at the year end this reserve is fully funded.

The free reserve target is set at £2.8m and this represents 20% of budgeted non rent expenditure. As at the year end the free reserve level is £6.6m. This is £3.8m higher than the requirement. The Charity believes it is appropriate to hold this higher amount whilst the financial impact of COVID-19 remains highly uncertain.

Investment policy

The latest Investment Policy and Mandate was approved by the Investment Committee on 26 March 2019. Our overall investment objective is to provide sufficient liquidity and total returns (income and capital gains), with an acceptable level of risk, to enable the Charity to carry out its activities effectively in both the short-term and long-term.

Short-term:

The key short-term objective is to invest sufficient capital in lower risk, liquid and unrestricted assets, in order to meet anticipated operating cash shortfalls and capital expenditure requirements over a 1-2 year time horizon.

Long-term:

The Charity has decided to apply different investment objectives for the long term for endowed and unrestricted funds:

- The investment objective for long term unrestricted funds is to generate a return of RPI+2% net of all expenses.
- The investment objective for long term endowed funds is to generate a return of RPI+4% net of all expenses.

The key risk to long term funds is inflation. The investment portfolio should be invested to mitigate this risk over the long term. The Trustees understand that this is likely to mean that the capital value will fluctuate and can generate losses within any financial year. The Charity is able to tolerate such volatility as it has working capital and short term funds. The Charity may draw down from the long term unrestricted investment portfolio. It would only do so if the working capital and short term funds were not sufficient for its needs, and the Charity deems that no other mechanism is appropriate (i.e. a loan).

Our long-term financial portfolios are managed by appointed investment managers, on a discretionary basis, and are subject to an investment mandate in respect of asset allocation, risk, benchmarking and restrictions.

It is recognised that the financial risks of the Charity as a whole need to be considered and, therefore, the investment policy supports the requirements set out in the reserves policy.

Investment performance

Investment income decreased by 36% to £302,000 (2020: £475,000) and that was mainly due to a capital drawdown of funds as well as some impact from COVID-19. Net gains totalled £3,890,000 (2020: loss of £959,000). The increase in value is due to the global market reaction to the COVID-19 pandemic. Our investment performance (total returns) versus benchmarks over the last five years is as follows:

	2020/21	5 year Annualised Returns to 31 March 2021
<u>St Peter's Hospice</u>		
<u>performance</u>	%	%
Discretionary Portfolio	22.56	9.40
John James Endowment	31.63	10.22
Needham Cooper Endowment	29.50	10.44
Charities Property Fund*	0.96	5.12

Benchmarks

UK RPI + 2%	3.50	4.65
UK RPI + 4%	5.52	6.70
WMA Income	19.67	7.02
WMA Balance	22.80	8.04

*Charities Property Fund 2020/21 return only covers the 9 months until 31 December 2020 when the last of the holding was sold. The 5 year annualised figure also reflects this 3 month deficit.

Streamlined Energy and Carbon Reporting

During the financial year, progress on the hospice vision for environment and sustainability has been impacted by the pandemic. The hospice is reviewing the implementation of electrical charging points at our sites.

Methodology

Our charity shops, warehouse, hospice site in Brentry and Long Aston office all use electricity for light, heat and power. The kWh usage was provided by our energy broker. In addition to this, three shops and the main hospice site also use gas central heating and the gas usage was calculated from the accounting records using the rate from the most recent bills.

The other main carbon source is travel by cars and vans. This is split into staff mileage (including the community nursing team who visit patients at home), volunteer mileage (who transport patients to/from the hospice for services in their own cars), patient support vehicles (used to transport patients to the in-patient unit), and goods vans which are used by the retail team to transport goods and service the retail outlets. Given the large number of different vehicles used throughout, composite rates were applied where specific data was impractical.

Other travel methods such as air and rail travel were not disclosed as these are deemed to be immaterial. The UK Government GHG Conversion Factors for Company Reporting 2020 has been used to provide the required conversion rates.

Emission statistics

	2021	2020
Energy consumption used to calculate emissions (kWh)	1,850,624	2,389,566
Emissions from combustion of gas (kgCO ₂ e)	110,245	134,480
Emissions from combustion of fuel for transport purposes (kgCO ₂ e)	24,512	70,043
Emissions from business travel in rental cars or employee -owned vehicles where company is responsible for purchasing the fuel (kgCO ₂ e)	14,389	22,752
Emissions from purchased electricity (kgCO ₂ e)	248,699	325,044
Total gross emissions (kgCO ₂ e)	397,845	552,319
Intensity ratio (total kgCO ₂ e per FTE employee)	1,140	1,573

Statement of Trustees' responsibilities

The Board is responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company and Charity law requires the Board to prepare financial statements for each financial year. Under that law the Board has elected to prepare financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the Charity for that period. In preparing these financial statements, the Board is required to:

- select the most suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Board has overall responsibility for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity, ensuring that the assets are properly applied in accordance with Charity law, and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statements as to disclosure of information to auditors

The Trustees have taken all the necessary steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

As far as the Trustees are aware, there is no relevant audit information of which the company's auditors are unaware.

Auditors

A resolution to reappoint Mazars LLP as auditors to the Company and to authorise the Board to fix their remuneration will be proposed at the Annual General Meeting.

By order of the Board



Peter Goyder
Chairman
29 June 2021
Charlton Road
Brentry
Bristol BS10 6NL

Independent auditor's report to the members of St Peter's Hospice

Opinion

We have audited the financial statements of St Peter's Hospice (the 'parent charity') for the year ended 31 March 2021 which comprise the Consolidated Statement of Financial Activities, The Consolidated and Charity Balance Sheets, The Consolidated Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and of the parent charity's affairs as at 31 March 2021 and of the group's income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) 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 charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that 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 trustees' 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 charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. 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.

In connection with our audit of the financial statements, 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 2006

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

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report have been prepared in accordance with applicable legal requirements.

Independent auditor's report to the members of St Peter's Hospice (continued)

Matters on which we are required to report by exception

In light of the knowledge and understanding of the group and the parent charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Directors' Report included within the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 20, the Trustees (who are also the directors of the parent charity for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine 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 Trustees are responsible for assessing the charity'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 the Trustees either intend to liquidate the charity or to cease operations, or have 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 (UK) 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 the financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. Based on our understanding of St Peter's Hospice and its activities, we identified that the principal risks of non-compliance with laws and regulations related to the UK tax legislation, pensions legislation, employment regulation and health and safety regulation, anti-bribery, corruption and fraud, money laundering and non-compliance with implementation of government support schemes relating to COVID-19, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, such as the Companies Act 2006.

We evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation significant one-off or unusual transactions.

Our audit procedures were designed to respond to those identified risks, including non-compliance with laws and regulations (irregularities) and fraud that are material to the financial statements. Our audit procedures included but were not limited to:

- Discussing with the trustees and management their policies and procedures regarding compliance with laws and regulations;
- Communicating identified laws and regulations throughout our engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.

Independent auditor's report to the members of St Peter's Hospice (continued)

Auditor's responsibilities for the audit of the financial statements (continued)

Our audit procedures in relation to fraud included but were not limited to:

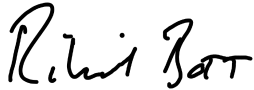
- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of the audit report

This report is made solely to the charity's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity'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 charity and the charity's members as a body for our audit work, for this report, or for the opinions we have formed.



Richard Bott (Senior statutory auditor) for and on behalf of Mazars LLP,
Chartered Accountants and Statutory Auditor
90 Victoria Street, Bristol, BS1 6DP

Date: 6 July 2021

Consolidated statement of financial activities (incorporating an income and expenditure account) For the year ended 31 March 2021

	Note	Unrestricted funds	Restricted funds	Endowment funds	Total	Total
		£000	£000	£000	2021	2020
					£000	£000
Income and endowments from:						
Donations and legacies		4,985	159	-	5,144	4,700
Charitable activities		2,066	4,043	-	6,109	2,223
Other trading activities		3,687	1	-	3,688	9,289
Investment income		302	-	-	302	475
Total income	3	11,040	4,203	-	15,243	16,687
Expenditure on:						
Raising funds		6,267	-	79	6,346	6,975
Charitable activities		4,048	4,200	-	8,248	9,170
Total expenditure	4	10,315	4,200	79	14,594	16,145
Net income before gains / (losses)		725	3	(79)	649	542
Net gains / (losses) on investments	10	1,145	-	2,745	3,890	(959)
Net income / (expenditure)		1,870	3	2,666	4,539	(417)
Transfers between funds		23	(23)	-	-	-
Net movement in funds		1,893	(20)	2,666	4,539	(417)
Reconciliation of funds:						
Total funds brought forward		19,589	35	9,334	28,958	29,375
Total funds carried forward		21,482	15	12,000	33,497	28,958

In accordance with the provisions of the Companies Act 2006, a separate income and expenditure account dealing with the results of the parent company only has not been presented. The net increase in reserves for the year for the parent company was £4,378,000 (2020: decrease of £631,000).

The notes on pages 27 to 45 form part of the financial statements.

Registered company no. 1191227
Consolidated and Charity balance sheets
As at 31 March 2021

		Group	Group	Charity	Charity
	<i>Note</i>	2021	2020	2021	2020
		£000	£000	£000	£000
Fixed assets					
Tangible assets	9	8,032	8,564	8,072	8,605
Investment assets	10	16,564	15,626	16,564	15,626
		24,596	24,190	24,636	24,231
Current assets					
Stocks		62	73	-	-
Debtors	11	1,986	3,462	1,979	3,462
Investments		3,352	533	3,352	533
Cash at bank and in hand		4,310	1,665	4,210	1,610
		9,710	5,733	9,541	5,605
Liabilities:					
Creditors: amounts falling due within one year	12	(504)	(757)	(504)	(849)
Net current assets		9,206	4,976	9,037	4,756
Total assets less current liabilities		33,802	29,166	33,673	28,987
Provisions for liabilities	13	(305)	(208)	(305)	(208)
Total net assets		33,497	28,958	33,368	28,779
The funds of the charity:					
Endowment funds	14	12,000	9,334	12,000	9,334
Restricted income funds	15	15	35	15	35
Unrestricted funds:					
Designated funds	17	14,500	8,667	14,540	8,708
Revaluation reserve	10	387	387	387	387
Income and expenditure account	16	6,595	10,535	6,426	10,315
Total unrestricted funds		21,482	19,589	21,353	19,410
Total charity funds		33,497	28,958	33,368	28,779

The notes on pages 27 to 45 form part of the financial statements.

These financial statements were approved by the Trustees on 29 June 2021 and signed on its behalf by:



Peter Goyder, Chairman



Roger Isaacs, Chair of Resources Committee and Treasurer

Consolidated statement of cash flows

For the year ended 31 March 2021

	Note	2021	2020
		£000	£000
Cash flows from operating activities:			
Net cash (used in) / provided by operating activities	22	2,348	(1,703)
Cash flows from investing activities:			
Dividends, interest and rents from investments	3	302	475
Purchase of property, plant and equipment	9	(138)	(236)
Proceeds from sales of investments	10	5,195	14,803
Purchase of investments	10	(2,243)	(13,640)
Net cash provided by / (used in) investing activities		3,116	1,402
Change in cash and cash equivalents in the year	23	5,464	(301)
Cash and cash equivalents at the beginning of the year		2,198	2,499
Cash and cash equivalents at the end of the year		7,662	2,198

Refer to note 23 for a breakdown of the cash and cash equivalents balance.

The notes on pages 27 to 45 form part of the financial statements.

1 Status of the company

The company is a private company limited by guarantee and is incorporated in England & Wales, registered company number 1191227. The members of the company are the Trustees who are also ordinary members named on page 46. The liability of members in the event of a winding up is limited by guarantee to an amount not exceeding £1 per member.

1.1 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).

2 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.

2.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006 and Charities Act 2011.

St Peter's Hospice met the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements are prepared in sterling which is the functional currency of the company and rounded to the nearest £'000. Comparative information relates to the year ended 31 March 2020.

2.2 Going concern

The Trustees consider that there are no material uncertainties about St Peter's Hospice's ability to continue as a going concern. The single biggest issue facing the Charity is COVID-19 together with its attendant risks. With regard to future years, the most significant areas of uncertainty is the level of NHS funding and donations. These risks are covered in more detail in the section 'Principal Risks and Uncertainties' of the Trustees' annual report.

2.3 Group financial statements

The financial statements consolidate the results of the Charity and its wholly owned subsidiary St Peter's Hospice Enterprises Limited on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the Charity has not been presented because the Charity has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

2.4 Fund accounting

Unrestricted funds - these are funds which can be used in accordance with the Charity's charitable objects at the discretion of the Trustees.

Designated funds - these funds are set aside by the Trustees out of unrestricted funds for specific purposes. At the year end they comprise a fixed asset fund, a capital and projects fund and a risk management fund. Please see note 17 for further details of these funds.

Restricted funds – these are funds received for undertaking an activity specified by the donor.

Endowment funds – these are funds where the donor has specified the funds should be treated as a permanent capital fund, where the income arising from the capital fund is available to meet the running costs of the Charity.

2.5 Income

Income is recognised when the Charity 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.

Where income has related expenditure (as with fundraising or contract income) the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the Charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Notes (continued)

2.5 Income (continued)

Income from NHS contracts, government and other grants, whether 'capital' grants or 'revenue' grants, are recognised when the Charity 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.

For legacies, entitlement is taken on a case by case basis as the earlier of the date on which:

- the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made; or
- when a distribution is received from the estate or for pecuniary legacies an assessment has been made that receipt is probable.

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.

If the legacy is in the form of an asset other than cash or an asset listed on a recognised stock exchange, recognition is subject to the value of the asset being able to be reliably measured and title to the asset has passed to the Charity. Where legacies have been notified to the Charity or the Charity 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 (see note 3).

Grant income received relating to the following year is deferred until the criteria for income recognition are met.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the Charity which is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been received.

Lottery income is accounted for in respect of those draws that have taken place in the year.

2.6 Donated goods and services

It has been judged that the benefit to the user of the accounts from determining and reporting the value of the donated goods prior to sale is less than the costs involved in obtaining that valuation. As a result, trading income is recognised on point of sale for both donated and purchased goods.

Donated services or facilities are recognised when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item is probable and that economic benefit can be measured reliably.

Donated professional services and facilities are included in income at the estimated value of the gift to the Charity when received, based on the amount that the Charity would have been prepared to pay for these services or facilities had it been required to purchase them, with a corresponding entry in the appropriate expenditure heading for the same amount. Donated fixed assets are similarly taken to income at the value to the Charity, with the other entry being capitalised in fixed assets.

2.7 Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resources.

- Support costs are made up of administration & management, finance costs, IT costs and governance costs. Administration & management include the costs of employing the Chief Executive, Director of Finance & IT and human resources department. It also includes the cost of insurance and legal and professional expenses.
- Fundraising costs are split between trading and the cost of generating donations and gifts. Costs, where possible are directly allocated to each activity. General fundraising support costs are allocated to activities in proportion to the headcount supporting them. Where activities generate donations and gifts as well as trading income, costs are apportioned on the basis of income. Fundraising costs incurred in seeking voluntary contributions do not include the costs of disseminating information in support of the charitable activities.

Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the Charity.

Basis for support costs allocation is as follows:

- Administration and management has been allocated based on a combination of the number of staff in an area and actual time spent by support staff.
- IT and Finance departmental costs have been allocated based on the combination of activity levels and staff numbers.
- Governance departmental costs have been allocated based on staff numbers.

Notes (continued)

2.8 Volunteers

The value of the services provided by volunteers is not incorporated into these financial statements. Further detail of their contribution is provided in note 7 to these financial statements and in the Trustees report.

2.9 Fixed assets and depreciation

Tangible fixed assets, in excess of £1,000, are stated at cost (of purchase or construction) less accumulated depreciation. Depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets by equal instalments over their estimated useful economic lives as follows:

Freehold buildings	2% per annum
Building improvements	10% per annum
Fixtures, fittings, equipment and vehicles	10%-33% per annum
Shop refurbishments	17% per annum

Depreciation is charged monthly following the month of acquisition.

The new Inpatient Unit is accounted for using component accounting. The building has been divided into its major components which are considered to have substantially different useful economic lives as follows:

Exterior walls	50 years
Roof	50 years
Stairs	50 years
Electrical systems	40 years
Ceiling	30 years
Fences	30 years
Mechanical systems	30 years
Paths	25 years
Internal walls	20 years
Windows and doors	20 years
Lift	15 years
Landscaping	15 years
External fixtures	10 years
Drainage	10 years
Air conditioning	10 years

2.10 Investment properties

The valuation of investment properties is considered annually for material movement and valued professionally every three years at open market values. All gains and losses arising on valuation are taken directly to revaluation reserve except that any permanent diminution in the value of an investment property is recognised in the Statement of Financial Activities for the year.

No depreciation is provided in respect of freehold investment properties.

Non-depreciation of investment properties may be a departure from the requirements of the Companies Act concerning depreciation of fixed assets. However, these properties are not held for consumption but for investment and the directors consider that systematic annual depreciation would be inappropriate. The accounting policy adopted in respect of depreciation of investment properties is therefore necessary for the accounts to give a true and fair view. Depreciation is only one of the many factors reflected in the annual valuation and the amount, which might otherwise have been shown, cannot be separately identified or quantified.

2.11 Fixed asset investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price, except for the shares in the trading subsidiary which are carried at cost. The Statement of Financial Activities includes the net gains and losses arising on revaluation and disposals throughout the year. The Charity does not acquire put options, derivatives or other complex financial instruments.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

2.12 Stocks

Stock of retail goods is included at the lower of cost or net realisable value. Donated items of stock for resale or distribution are not included in the financial statements until they are sold or distributed because the Trustees consider it impractical to be able to assess the amount of donated stocks as there are no systems in place which record these items until they are sold and undertaking a stock take would incur undue cost for the Charity which far outweighs the benefits.

Notes (continued)

2.13 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. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

2.14 Cash and cash equivalents

Cash and cash equivalents comprise cash in hand and demand deposits and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk to changes in value. Accounts with notice periods greater than 90 days are shown as current asset investments.

2.15 Current asset investments

Current asset investments comprise cash deposits held at fund managers. There were no bank accounts with notice periods greater than 90 days as at the current or previous financial year end.

2.16 Creditors

Creditors 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 are normally recognised at their settlement amount after allowing for any trade discounts due.

2.17 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.18 Pension costs

Employees can join a defined contribution pension scheme which is administered by Aviva. The group also contributes to the NHS Pension Scheme on behalf of a minority of employees who are eligible to join the scheme. This is an unfunded defined benefit scheme. The amount charged against income represents the contributions payable to the schemes in respect of the accounting period. The group operated a voluntary defined benefit pension scheme, which is now closed. The final contributions made to this scheme were in January 2010. The funds are administered by pension Trustees and are independent of the group's finances.

2.19 Operating leases

Operating leases are recognised over the period of which the lease falls due. Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period of the lease.

2.20 Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

The Charity was registered as a Charity in April 1975. Under part II of CTA 2010 the Charity is not subject to taxation on its charitable activities. The profits of the non-charitable subsidiaries are normally gift aided to the parent Charity; therefore the group generally suffers no Corporation Tax on its trading activities.

Notes (continued)

2.21 Judgements and key sources of estimation uncertainty

A key area of judgement in these financial statements is the recognition of legacy income, which requires judgements about whether the income is probable or not and whether St Peter's hold entitlement to the monies. There is also estimation uncertainty regarding the reliability of the estimate of the amount to be received. Many of the legacies in the pipeline will include properties which are inherently uncertain in value as well as sometimes there being uncertainty regarding the amount of the estate to which St Peter's is entitled. The value of accrued income relating to legacies has been estimated at £359,000 at 31st March 2021 and is shown separately in note 11.

The Trustees have made key assumptions in determining the estimation of the fair value of investment property and land in respect of the state of the property market in the location where the property is situated and the uncertainty surrounding the future use of the land. The valuation method is further described in note 2.10, together with the valuation of the properties at the reporting date being disclosed in note 10.

There are also judgements made in determining whether provisions are required and at what value. A dilapidations provision is held relating to the estimated cost of repairs to shops at the end of their leases, based on a charge of £6 per square foot of shop area. The £ per square foot value was increased from £4 this year to reflect the increased risk of store closures in the current economic climate. A dilapidations provision of £305,000 is held at the year end and the uncertainty surrounding this is disclosed in note 13.

3 Income and endowments

	Unrestricted funds £000	Restricted funds £000	Endowment funds £000	Total 2021 £000	Total 2020 £000
Donations					
Individuals	730	1	-	731	449
In memoriam	569	1	-	570	431
Charitable foundations	407	146	-	553	173
Corporate sector	170	11	-	181	163
General community	15	-	-	15	45
COVID-19 retail grant	447	-	-	447	715
Coronavirus Job Retention Scheme	1,259	-	-	1,259	-
	3,597	159	-	3,756	1,976
Legacies	1,388	-	-	1,388	2,724
	4,985	159	-	5,144	4,700
Income from charitable activities					
NHS England service funding	1,971	-	-	1,971	2,113
COVID-19 NHS England service funding	-	4,043	-	4,043	-
Education course fees	95	-	-	95	110
	2,066	4,043	-	6,109	2,223
Income from other trading activities					
Shops sales – donated goods	2,485	-	-	2,485	7,495
– bought in goods	180	-	-	180	281
– commission and other	93	-	-	93	251
Fundraising events – community	494	1	-	495	738
– corporate	28	-	-	28	83
Lottery	401	-	-	401	431
Other	6	-	-	6	10
	3,687	1	-	3,688	9,289
Investment income					
Dividends and interest	277	-	-	277	450
Rents	25	-	-	25	25
	302	-	-	302	475
TOTAL INCOME AND ENDOWMENTS	11,040	4,203	-	15,243	16,687

In line with our accounting policy, legacies includes £359,000 (2020: £1,963,000) of income notified at year end but not yet received as they have met the criteria for recognising income in accordance with SORP 2019.

Total legacies notified but not recognised in the financial statement as at 31 March 2021 amounted to £440,000 (2020: £452,000).

Total income from gift aid amounted to £370,000 (2020: £673,000).

The NHS service funding received during the year represents 65% (2020: 23%) of the cost of patient care.

4 Analysis of expenditure

	Activities undertaken directly £000	Support costs (note 5) £000	2021 £000	2020 £000
Raising funds:				
Donations	334	65	399	387
Legacies	23	2	25	32
Shops	4,434	922	5,356	6,274
Fundraising events	244	31	275	377
Lottery	142	11	153	157
Investment management costs	-	138	138	105
Dilapidations adjustment	-	-	-	(357)
Total expenditure on raising funds	5,177	1,169	6,346	6,975
Charitable expenditure:				
Brentry based care	3,265	1,173	4,438	5,244
Community based care	3,071	451	3,522	3,541
Total patient care	6,336	1,624	7,960	8,785
Education	218	70	288	385
Total charitable expenditure	6,554	1,694	8,248	9,170
Total expenditure	11,731	2,863	14,594	16,145

5 Support costs allocation

	Site Costs £000	Admin & Management £000	Finance & IT depts £000	Governance £000	2021 £000	2020 £000
Raising funds:						
Donations	37	11	16	1	65	82
Legacies	-	1	1	-	2	4
Shops	136	343	426	17	922	709
Fundraising events	13	7	10	1	31	59
Lottery	5	2	3	1	11	25
Investment management costs	-	138	-	-	138	105
Charitable activities:						
Brentry based care	825	147	188	13	1,173	1,441
Community based care	112	144	183	12	451	404
Education	42	12	15	1	70	89
2021 Total support costs	1,170	805	842	46	2,863	2,918
2020 Total support costs	1,301	757	812	48		2,918

6 Subsidiary

During the year the Charity had one wholly owned subsidiary, incorporated in England and Wales.

St Peter's Hospice Enterprises Limited (registered in England and Wales company number: 2595158) sells Christmas cards, calendars, new goods and items incorporating the Hospice logo on behalf of the Hospice. It also acts as agent for the Shops Gift Aid scheme, earning commission, and runs a coffee shop in Bristol and a house clearance service. The company transfers its taxable profits to St Peter's Hospice under gift aid.

A summary of the results of St Peter's Hospice Enterprises Limited included in the consolidated statement of financial activities is shown below. The expenditure includes £9,000 (2020: £12,000) intercompany management charge paid to the Charity which is eliminated on consolidation. Full accounts are filed with the Registrar of Companies.

	2021	2020
	£000	£000
<i>Income and expenditure account</i>		
Income	269	487
Expenditure	(116)	(284)
Net income	153	203
Retained earnings at beginning of reporting period	225	182
Net income for the year	153	203
Distribution to parent charity	(203)	(160)
Retained earnings at end of reporting period	175	225

7 Staff and volunteers

The average number of volunteers involved regularly on Hospice business is in excess of 1,500.

The headcount of employed staff members are as follows:

	2021	2020
	No.	No.
Patient care	203	209
Income generation	218	241
Support	23	23
Total staff	444	473

The aggregate employment costs of these persons are as follows:

	2021	2020
	£000	£000
Wages and salaries	9,149	10,128
Social security costs	757	851
Pension contributions (see note 21)	905	961
Termination payments	57	7
	10,868	11,947

Termination payments totalling £57,000 were made to five employees during the year under signed compromise agreements (2020: payments totalling £7,000 were made to two employees under signed compromise agreements).

7 Staff and volunteers (continued)

Employees whose emoluments, excluding pension contributions, were equal to or greater than £60,000 per annum were as follows:

	2021	2020
	No.	No.
£60,001 - £70,000	3	2
£70,001 - £80,000	2	3
£80,001 - £90,000	1	-
£90,001 - £100,000	2	1
	8	6

Five of the employees in the table above were accruing retirement benefits under defined benefit schemes (2020: four employees), and two were accruing retirement benefits under defined contribution schemes (2020: two).

The total employee remuneration, including employer's national insurance and pension contributions, of the key management personnel of the Hospice was £505,663 (2020: £504,877)

The Charity maintains indemnity insurance for the Trustees and officers of the company and its subsidiaries; the cost of providing this insurance was £3,080 (2020: £3,309).

Note 20 shows details of related party transactions.

No Trustee received remuneration in the year (2020: £nil). Trustees are entitled to the reimbursement of expenses necessarily incurred on Hospice business. During the year ended 31 March 2021 a total of £nil was reimbursed to trustees (2020: £136 was spent by the Hospice in respect of one Trustee attending a conference).

8 Net income

Net income is stated after charging / (crediting):

	Group		Charity	
	2021	2020	2021	2020
	£000	£000	£000	£000
Auditor's remuneration:				
Audit	13	12	12	11
Depreciation	574	628	575	629
Rent of land and buildings – operating leases	762	833	762	833
Rents receivable under operating leases	53	66	53	66
Loss on disposal of tangible fixed assets	(96)	(7)	(96)	(7)

9 Tangible fixed assets

GROUP	Freehold property (including building improvements) (restated) £000	Assets under the course of construction £000	Fixtures and fittings (including motor vehicles) (restated) £000	Shop refurbishment (restated) £000	Total £000
Cost					
As at 1 April 2020 (restated)	8,910	63	1,707	4,459	15,139
Additions	-	19	24	95	138
Disposals	(1)	(6)	(110)	(179)	(296)
Transfer	(21)	(76)	97	-	-
As at 31 March 2021	8,888	-	1,718	4,375	14,981
Depreciation					
As at 1 April 2020 (restated)	1,226	-	1,396	3,953	6,575
Charge for year	275	-	113	186	574
Disposals	-	-	(52)	(148)	(200)
As at 31 March 2021	1,501	-	1,457	3,991	6,949
Net book value					
As at 31 March 2021	7,387	-	261	384	8,032
As at 31 March 2020 (restated)	7,684	63	311	506	8,564

9 Tangible fixed assets (continued)

CHARITY	Freehold property (including building improvements) (restated) £000	Assets under the course of construction £000	Fixtures and fittings (including motor vehicles) (restated) £000	Shop refurbishment (restated) £000	Total £000
Cost					
As at 1 April 2020 (restated)	9,001	63	1,707	4,459	15,230
Additions	-	19	24	95	138
Disposals	(1)	(6)	(110)	(179)	(296)
Transfer	(21)	(76)	97	-	-
As at 31 March 2021	8,979	-	1,718	4,375	15,072
Depreciation					
As at 1 April 2020 (restated)	1,276	-	1,396	3,953	6,625
Charge for year	276	-	113	186	575
Disposals	-	-	(52)	(148)	(200)
As at 31 March 2021	1,552	-	1,457	3,991	7,000
Net book value					
As at 31 March 2021	7,427	-	261	384	8,072
As at 31 March 2020 (restated)	7,725	63	311	506	8,605

Included in the cost of freehold property of the group and company is £70,000 of land which is not being depreciated.

The company figures include £39,000 (2020: £40,500) in respect of interest capitalised in connection with the building of the Brentry site in 1998 which is now being depreciated over the life of the building. As the charge is an intra-group transaction it is eliminated on consolidation.

The net book value of the seven freehold shops open at 31 March 2021 was £551,000 (2020: £569,000).

To comply with Charities SORP FRS 102, three shop flats owned and leased out by the Hospice are included in investment properties (2020: three).

Included within fixtures and fittings is intangible assets with a net book value of £68,753 (2020: £nil) comprised of website costs.

The brought forward figures have been restated to correct the split of assets between categories and bring the financial statement back in line with our fixed asset register.

The £76k transfer from assets under the course of construction to fixtures and fittings reflects the completion of the website; bringing the asset into use and commencing depreciation.

The £21k transfer from land and buildings to fixtures and fittings reflects a correction to the classification of an asset.

10 Fixed asset investments

	2021	2020
	£000	£000
Equities at market value	14,405	13,237
Fixed interest investments including Government stocks, at market value	1,599	1,829
Hospice Quality Partnership loan notes	10	10
Investment properties (see below)	550	550
	16,564	15,626

Equities and fixed interest investments

	2021	2020
	£000	£000
Market value at beginning of year	15,066	17,188
Additions	2,243	13,640
Disposals	(5,195)	(14,803)
Investment gains / (losses)	3,890	(959)
Market value at end of year	16,004	15,066
	12,886	15,224

Fixed asset investments include quoted equities and Government stocks listed on the London Stock Exchange.

There were no individual shareholdings of more than 5% of the total portfolio value as at 31 March 2021 (2020: £793,000 shares held in the Charities Property Fund).

	2021	2020
	Total	Total
	£000	£000
Properties		
Cost at beginning and end of year	163	163
Revaluation at beginning of year	387	387
Revalue to fair value	-	-
Revaluation at end of year	387	387
Cost / valuation at end of year	550	550

All investment properties form part of the unrestricted funds balance. Included in the above is some land which was last valued in 2013/14. The directors have decided not to revalue this land at 31 March 2021 due to the high level of uncertainty surrounding its value. Any revaluation of the property would not have a material misstatement on the financial statements.

Also included in fixed asset investments are the following investments in subsidiaries:

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Investment in subsidiaries	-	-	2	2

11 Debtors

	Group		Charity	
	2021	2020	2021	2020
	£000	£000	£000	£000
Trade debtors	54	23	49	23
Gift aid receivable	12	30	12	30
Other debtors	103	141	101	141
Prepayments and accrued income	1,458	1,305	1,458	1,305
Accrued legacy income	359	1,963	359	1,963
	1,986	3,462	1,979	3,462

Trade debtors totalling £120 for the charity and £696 for the group (2020: £45,296 for the charity and £45,516 for the group) were written off in the year.

12 Creditors: amounts falling due within one year

	Group		Charity	
	2021	2020	2021	2020
	£000	£000	£000	£000
Trade creditors	88	212	88	163
Pension contributions (note 21)	48	58	48	58
Amounts owed to group undertakings	-	-	11	159
Accruals and other deferred income	368	487	357	469
	504	757	504	849

The movement on deferred income in the year was as follows:

Group and Charity

	2021	2020
	£000	£000
Balance as at 1 April	30	29
Utilised in the year	(30)	(29)
Deferred in the current year	62	30
Balance as at 31 March	62	30

13 Provision for liabilities

	Group		Charity	
	2021	2020	2021	2020
	£000	£000	£000	£000
Dilapidations provision (see below)	305	208	305	208
	305	208	305	208

The movement on the dilapidations provision in the year was as follows:

	2021	2020
	£000	£000
Balance as at 1 April	208	561
Additions in the year	102	4
Utilised in the year	(5)	-
Change in estimation methodology	-	(357)
Balance as at 31 March	305	208

The dilapidations provision is a provision for the cost of repairs to shops at the end of their leases. Given the timing of lease exit is uncertain, the value and timing of the resulting payments is also uncertain.

14 Endowment funds

2021	Balance			Balance
	1 April	Investment	Investment	31 March
	2020	fees	gains	2021
	£000	£000	£000	£000
John James	2,815	(25)	881	3,671
Needham Cooper	6,519	(54)	1,864	8,329
	9,334	(79)	2,745	12,000

2020	Balance			Balance
	1 April	Investment	Investment	31 March
	2019	fees	(losses) / gains	2020
	£000	£000	£000	£000
John James	2,945	(23)	(107)	2,815
Needham Cooper	6,863	(45)	(299)	6,519
	9,808	(68)	(406)	9,334

The John James Endowment Fund was set up with the intention of generating an investment income for the Hospice. The fund consists of a donation from the John James Bristol Foundation of £500,000 together with an equivalent amount raised by the Hospice by the end of 1984. A further £500,000 was received from the Foundation in 1997 and the Hospice has in previous years received gifts from others of £350,000 towards matching this last amount. In 2008/09 a further £390,000 was donated to the fund. The total capital raised is £2,240,000 and gains to date, net of fees, are £1,431,000.

The Needham Cooper fund represents investments made as a result of the sale of land previously owned near Bristol (formerly known as the Peg Hill fund). The £1,200,000 Charity Property Fund was consolidated into the Needham Cooper fund in November 2019. The total capital invested was £6,871,000 and gains to date, net of fees, are £1,458,000.

15 Restricted income funds

2021	Balance			Transfers to designated funds	Balance
	1 April 2020	Income	Expenditure		31 March 2021
	£000	£000	£000	£000	£000
Capital Appeal fund	-	16	-	(16)	-
COVID-19 NHS England service funding	-	4,043	(4,043)	-	-
Various funds	35	144	(157)	(7)	15
	35	4,203	(4,200)	(23)	15

2020	Balance			Transfers to designated funds	Balance
	1 April 2019	Income	Expenditure		31 March 2020
	£000	£000	£000	£000	£000
Capital Appeal fund	-	53	(38)	(15)	-
Various other funds	26	88	(46)	(33)	35
	26	141	(84)	(48)	35

The Capital Appeal fund is funds donated to support the rebuilding of the Inpatient Unit.

NHS England awarded funding to allow the hospice to make available bed capacity and community support from April 2020 to July 2020 to provide support to people with complex needs in the context of the COVID-19 situation and to provide bed capacity and community support from November 2020 to March 2021 for the same purpose.

Various other funds relate to small amounts received where the donor has restricted the use of the funds.

16 Income and expenditure account

2021	Group	Charity
	£000	£000
At 1 April 2020	10,535	10,315
Net expenditure for the year – unrestricted	725	775
Investment losses – unrestricted	1,145	1,145
Transfer to designated funds (note 17)	(5,810)	(5,809)
At 31 March 2021	6,595	6,426

2020	Group	Charity
	£000	£000
At 1 April 2019	10,041	9,863
Net income / (expenditure) for the year – unrestricted	553	510
Investment gains – unrestricted	(553)	(553)
Transfer to designated funds (note 17)	494	495
At 31 March 2020	10,535	10,315

17 Designated funds**Group****2021**

	Balance	Transfers	Transfers from / (to) income and expenditure	Balance
	1 April	from		31 March
	2020	restricted funds	account	2021
	£000	£000	£000	£000
Fixed assets fund	8,564	23	(555)	8,032
Capital and projects fund	103	-	572	675
Risk management fund	-	-	5,793	5,793
	8,667	23	5,810	14,500

2020

	Balance	Transfers	Transfers from/(to) income and expenditure	Balance
	1 April	from		31 March
	2019	restricted funds	account	2020
	£000	£000	£000	£000
Fixed assets fund	8,963	48	(447)	8,564
Future development fund	150	-	(47)	103
	9,113	48	(494)	8,667

Fixed assets fund represents the net book value of fixed assets used in the Hospice. The transfers in the year represent the movement in the net book value of the fixed assets.

Capital and project fund (formerly future development fund) represents the amounts set aside to support development of our assets and activities. The transfer in the year is to establish this fund at a value of 80% of the projected two year cost of capital and project needs.

Risk management fund allows the charity to operate normally if risks materialise and provides time and funds for the charity to adjust its operations. The transfer in the year is to establish the fund at a value based on an assessment of the risks in legacies, investments and retail.

Charity**2021**

	Balance	Transfers	Transfers to income and expenditure	Balance
	1 April	from		31 March
	2020	Restricted funds	account	2021
	£000	£000	£000	£000
Fixed assets fund	8,605	23	(556)	8,072
Capital and projects fund	103	-	572	675
Risk management fund	-	-	5,793	5,793
	8,708	23	5,809	14,540

2020

	Balance	Transfers	Transfers from/(to) income and expenditure	Balance
	1 April	from		31 March
	2019	Restricted funds	account	2020
	£000	£000	£000	£000
Fixed assets fund	9,005	48	(448)	8,605
Future development fund	150	-	(47)	103
	9,155	48	(495)	8,708

18 Analysis of group net assets between funds**Group and Charity**

2021	Unrestricted	Restricted	Endowment	Total
	funds	funds	Funds	Funds
	£000	£000	£000	£000
Tangible fixed assets	8,032	-	-	8,032
Investment assets	4,559	-	12,005	16,564
Current assets	9,680	15	15	9,710
Creditors due in less than one year	(484)	-	(20)	(504)
Provisions for liabilities	(305)	-	-	(305)
Total net assets	21,482	15	12,000	33,497

2020	Unrestricted	Restricted	Endowment	Total
	funds	funds	Funds	Funds
	£000	£000	£000	£000
Tangible fixed assets	8,564	-	-	8,564
Investment assets	6,287	-	9,339	15,626
Current assets	5,682	35	16	5,733
Creditors due in less than one year	(736)	-	(21)	(757)
Provisions for liabilities	(208)	-	-	(208)
Total net assets	19,589	35	9,334	28,958

19 Commitments

Full lease commitments under non-cancellable operating leases are as follows:

Group and Charity

	2021	2021	2021	2020	2020	2020
	Land and	Other	Total	Land and	Other	Total
	buildings			buildings		
	£000	£000	£000	£000	£000	£000
Operating leases						
which expire:						
Within one year	654	48	702	650	26	676
In the second to fifth years inclusive	816	99	915	915	22	937
In over five years	-	-	-	-	-	-
	1,470	147	1,617	1,565	48	1,613

Capital commitments

At the year end the group and Charity had capital commitments of £22,475 in respect of a migration to Office 365 and electrical upgrade works (2019: £17,292 in respect of developing a new website).

20 Related party transactions

In accordance with FRS102 section 33.1A, the company has taken advantage of an exemption from disclosing transactions with its subsidiary on the grounds that it is wholly owned.

Ms A Moon is a member of the Board of Trustees and on the governing body of the Bristol Clinical Commissioning Group (BCCG). Dr P Goyder is a member of the Board of Trustees and is Clinical Lead for Urgent Care at the BCCG. The NHS Primary Care Trust's annual grant to the Hospice is paid by the BCCG. The total amount paid under this grant for the year was £1,923,888 (2020: £1,913,078) and £37,742 was outstanding as at 31 March 2021 (2020: £nil). St Peter's Hospice also invoiced the BCCG for further services amounting to £22,981 delivered in the year (2020: £104,489). At the year end £nil was outstanding (2020: £76,633).

Ms A Moon is also a Non-Executive Director for Gloucestershire Hospitals NHS Foundation Trust. During the year the hospice was charged £117,413 (2020: £110,446) for the provision of doctors employed by the Trust. As at 31 March 2021 there was an outstanding balance of £9,915 (2020: £9,949).

Ms C Buchanan is a member of the Board of Trustees and Chief People Officer at the University of Bristol. During the year the hospice was charged £20,018 (2020: £10,110) for the provision of a doctor employed by the University. As at 31 March 2021 there was an outstanding balance of £1,917 (2020: £nil).

Ms H Staines is a member of the Board of Trustees and a Partner at DAC Beachcroft. The hospice received £nil (2020: £500) income from DAC Beachcroft who purchased a ticket for the annual corporate quiz and £nil (2020: £nil) was outstanding as at 31 March 2021.

21 Pensions

The Charity contributed to two pension schemes in the financial year; Aviva pension scheme and NHS pension scheme. The assets of these schemes are held separately from those of the Hospice in independently administered funds. The amounts charged against income represent the contributions payable to the schemes in respect of the accounting period.

Aviva

This is a Group Personal Pension Scheme, which is a defined contribution scheme. The employer contributions charged against income for the year were £497,000 (2020: £536,000) of which employee contributions under the salary sacrifice scheme were £151,000 (2019: £170,000). Outstanding pension contributions for March, paid in April, were £48,000 (2020: £57,000).

NHS scheme

Staff transferring from the NHS may continue to contribute to the NHS Pension scheme. The NHS Scheme is an unfunded defined benefit scheme but the Charity is unable to identify its share of the underlying assets and liabilities. Each member of the scheme pays a common contribution rate. Employer contributions charged against income for the year were £408,000 (2020: £425,000). Deemed employer pension contributions for salaries recharged to the Hospice from NHS Trusts were £46,000 (2020: £28,000). Outstanding pension contributions for March, paid in April were £nil (2020: £nil).

22 Reconciliation of net income to net cash in flow from operating activities

	2021	2020
	£000	£000
Net (expenditure) / income	4,539	(417)
Losses / (gains) on investments	(3,890)	959
Investment income	(302)	(475)
Depreciation charges	574	628
Loss from disposal of tangible fixed assets	96	7
Increase in stocks	11	(16)
(Increase) / decrease in debtors	1,476	(1,928)
Decrease in creditors	(156)	(461)
Net cash (outflow) / inflow from operating activities	2,348	(1,703)

23 Analysis of changes in net funds

	At 1 April 2020	Cash flow	At 31 March 2021
	£000	£000	£000
Cash at bank and in hand	1,665	2,645	4,310
Current asset investments	533	2,819	3,352
Total net funds	2,198	5,464	7,662

24 Consolidated statement of financial activities for the year ended 31 March 2020

	Unrestricted funds	Restricted funds	Endowment funds	Total 2020
	£000	£000	£000	£000
Income and endowments from:				
Donations and legacies	4,559	141	-	4,700
Charitable activities	2,223	-	-	2,223
Other trading activities	9,289	-	-	9,289
Investment income	475	-	-	475
Total income	16,546	141	-	16,687
Expenditure on:				
Raising funds	6,907	-	68	6,975
Charitable activities	9,086	84	-	9,170
Total expenditure	15,993	84	68	16,145
Net income before (losses) / gains	553	57	(68)	542
Net (losses) / gains on investments	(553)	-	(406)	(959)
Net (expenditure) / income	-	57	(474)	(417)
Transfers between funds	48	(48)	-	-
Net movement in funds	48	9	(474)	(417)
Reconciliation of funds:				
Total funds brought forward	19,541	26	9,808	29,375
Total funds carried forward	19,589	35	9,334	28,958

Legal and administrative information

Vice Presidents

Mrs P Davis
Mr A R G James
Mr K T Pearce

Members of the Board of Trustees

Dr P Goyder Chairman
Ms H Staines Vice Chairman
Mr R Isaacs Treasurer
Ms A Moon
Mr M Mohan
Mr P Montague
Mr M Campbell
Ms C Buchanan
Mr D Spicer

Company Secretary

Ms F McCloskey

Principal Officers

Chief Executive

Mr F Noble

Medical Director

Dr A Mullick

Director of Patient Care

Ms C Benson

Director of Finance and IT

Ms F McCloskey

Director of People and Support

Mr R Rowe

Commercial Director

Ms P J Clarke

Bankers

National Westminster Bank Plc
32 Corn Street
Bristol
BS1 1HQ

Auditor

Mazars LLP
90 Victoria Street
Bristol, BS1 6DP

Solicitors

Veale Wasbrough Vizards
Narrow Quay House
Bristol BS1 4QA

Investment managers

Smith & Williamson
Portwall Place, Portwall Lane
Bristol, BS1 6NA

Veritas Investment Management
90 Long Acre
London, WC2E 9RA

Fundraising office

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Wild Country Lane,
Long Ashton, BS41 9FH
Telephone: 01275 391 400

Registered office

St Peter's Hospice, Charlton Road,
Brentry,
Bristol, BS10 6NL

Registered Charity number

269177

Registered company number

1191227

Web site address

www.stpetersHospice.org