



ST WILFRID'S HOSPICE (EASTBOURNE)
REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

Charity Registration Number: 283686
Company Registration Number: 01594410 (England and Wales)

ST WILFRID'S HOSPICE (EASTBOURNE)
REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

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ST WILFRID'S HOSPICE (EASTBOURNE)

LEGAL AND ADMINISTRATIVE INFORMATION

FOR THE YEAR ENDED 31 MARCH 2022

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|---|--|
| REGISTERED NAME OF CHARITY | St Wilfrid's Hospice (Eastbourne) |
| CHARITY NUMBER | 283686 |
| COMPANY NUMBER | 1594410 |
| PRINCIPAL OFFICE/REGISTERED OFFICE | 1 Broadwater Way Eastbourne East Sussex BN22 9PZ |
| PRESIDENT | Her Majesty The Queen Consort |
| PATRONS | His Grace the Duke of Devonshire KCVO, CBE Mr David Dimbleby Dr Joan Hester |
| TRUSTEES | Mr S O'Leary (appointed on 28 September 2021) (Chair from 1 January 2022) Ms F MacIntyre (Chair until 31 December 2021) Mr D Adams Dr M Barnes Mr A Breeze (retired 28 September 2021) Mrs J Butler Ms L Chambers Dr J McGowan (retired 22 March 2022) Mr G Meyer Mrs V Morrey (retired 28 September 2021) Mrs K Planterose (retired 28 September 2021) Mrs M Richardson Mr D Turner |
| CHIEF EXECUTIVE | Mr D Scott-Ralphs |
| LEADERSHIP TEAM | Mr D Barclay (Medical Director) Mr C Twomey (Clinical Services Director) Ms A Dechamps (Patient & Family Support Director) Mrs P Russell (Development Director) Ms Vinyo Aidam (Finance and IT Director -appointed 1 April 2021, retired 8 April 2022) Mr D Mackenzie (Finance and IT Director – appointed 8 April 2022) |
| PROFESSIONAL ADVISORS | Haysmacintyre LLP 10 Queen Street Place London EC4R 1AG |

TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2022

Chair's introduction

In 2021 St Wilfrid's Hospice celebrated 40 years of providing care to the people of Eastbourne and surrounding areas of East Sussex. Over these years we have supported tens of thousands of people at the end of their lives, and their families, with services which have continued to grow and develop. Despite some disruption to normal activity resulting from the Covid-19 pandemic, we were able to celebrate all that has been achieved, while looking forward to the future. A highlight of the year was a visit by HRH The Duchess of Cornwall in November, when she had the opportunity to meet patients and families and to thank members of staff, volunteers and some of our key supporters. It was a joyous occasion. We are delighted that Her Royal Highness has recently agreed to become the Hospice President and record our grateful thanks.

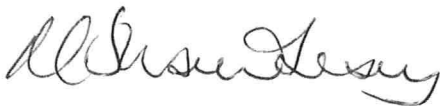
I took over from Fiona MacIntyre as Chair of Trustees in January 2022 and want to record my thanks to Fiona for her steady stewardship of the Hospice as it has developed over the last six years. I also wish to thank Trustees Karen Planterose and Alan Breeze, who stood down at our AGM in September 2021, having served their full nine-year term as a Trustee; Vicki Morrey, who also stood down in September for personal reasons; and Dr Janet McGowan, who retired in March as she moved out of the area. All have served the hospice with distinction.

We provided a full range of clinical and psychosocial support during the second year of the pandemic and we were able to begin building up again Living Well activity which focuses on rehabilitation. Counselling support continued to be made available to our whole community, including children and young people, and the causes of bereavement were many and varied. There was however an overall reduction in people supported last year, for the first time, which we believe was due to a variety of mainly external factors, further explained in the Trustees Report.

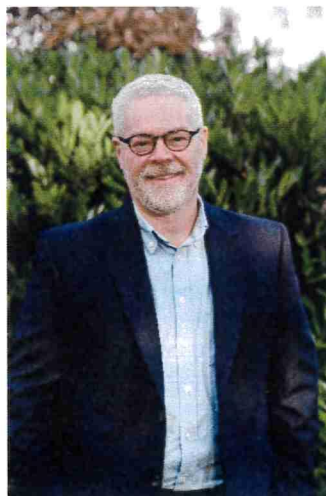
The current Closer to You strategic framework, developed in 2017, is due for review this year. This strategy was developed with the overarching aim of reaching more people and doing so both in the hospice and in their homes and local communities. I'm pleased to report that over the last five years patient 'reach' has grown by around 40% and overall 'reach' by 50%. Total activity in the community has doubled in this time and we have been supporting a greater number of people with non-cancer conditions. Despite these successes however, there remains much for us to do, as we are still only supporting around one third of people who are dying in our locality.

The Hospice continues to enjoy strong financial support and for this we are grateful to our local community, which still provides around 70% of our funding. The pandemic has also strengthened our relationship with the NHS and we hope that this will bring a greater level of statutory funding in the future.

On behalf of the Board of Trustees, I thank all our staff and volunteers for their dedicated work and our supporters for staying the course with us.



Shaun O'Leary
Chair



HEADLINES FROM 2021/22

- Direct support was provided to **1,510 patients**, which was a reduction of 10% on the previous year.
- Support to carers grew, meaning that total reach last year was **2,186 people**, a reduction of 7% overall.
- **27%** of patients in receipt of care had a non-cancer diagnosis, a reduction from 32% the previous year.
- There were **218** inpatient admissions last year, with an average length of stay of 21 days (median 12 days). The occupancy rate was 64%.
- Our multi-disciplinary Community team provided **5,274 face-to-face support sessions** and **20,878 telephone contacts**.
- There were **17,961 calls** to the 24/7 NurseLine, 7% below last year's figure.
- The Care at Home team provided **12,390 hours of personal care in the home** to 143 people, an increase of 23%.
- We began providing again individual and group therapy in the renamed Living Well service, with **400** session attendances.
- Counselling activity grew, with **3,009** professional sessions for **656** people. This service continued to be available to the whole community. Of this number, **120** were children and young people, 70% of whom were not connected to a hospice patient.
- Community Support Volunteers provided **befriending support to 137 patients** and further informal support to **57 family members**.
- **76%** of patients died in their preferred place of care where they listed a preference.
- **94%** of urgent referrals were responded to within 24 hours.
- **92%** of bereaved families were extremely likely to recommend St Wilfrid's as a place of care and 6% likely.
- Total income reduced by 17% (£1.792M) due to lower legacy and Covid-related income, but the charity recorded a surplus of £869K.

OUR VISION

A community where people talk openly about dying, live well until the end of their life and where no one dies alone, afraid or in pain.

OUR MISSION

Reaching out to transform end of life care.

OUR VALUES

Compassionate

We care about each other. We will go out of our way to recognise when someone needs our help and support and will respond to the very best of our ability.

Professional

We use our knowledge and skills individually and collectively to deliver the best service possible to those we support. We proactively seek to improve and enhance our skills, taking pride in developing ourselves and others.

Progressive

We're forward looking and thinking. We pursue opportunities to improve and find better ways of doing things through new ideas and approaches.

Respectful

We treat people with dignity and respect, always acknowledging and respecting people's individuality. What makes us different makes us better.

OBJECTIVES AND ACTIVITIES

About St Wilfrid's Hospice

St Wilfrid's is the local hospice for the town of Eastbourne and the surrounding area in East Sussex, including Seaford, Pevensey, Hailsham, Heathfield and Uckfield and all points in between. This comprises a population of c.235,000 people and an area of c.300 square miles.

Our focus is on providing specialist care and support for people living with a terminal illness and for their carers and families. People are generally referred to the hospice by their hospital team, GP or other healthcare professional, although we also accept self-referrals. Our support is geared to deal with a range of issues including uncontrolled pain, nausea, breathlessness, fatigue, anxiety and low mood, as well as practical or family concerns.

We provide our support through a multidisciplinary team of palliative care doctors, clinical nurse specialists (CNS), registered nurses (RN), healthcare assistants (HCA), physiotherapists, occupational therapists, counsellors, social workers and spiritual support workers. This paid workforce is supported by a team of volunteers doing a range of roles: welcoming, catering, driving, providing respite sitting, befriending, gardening, serving in one of the hospice's community shops, to name but a few.

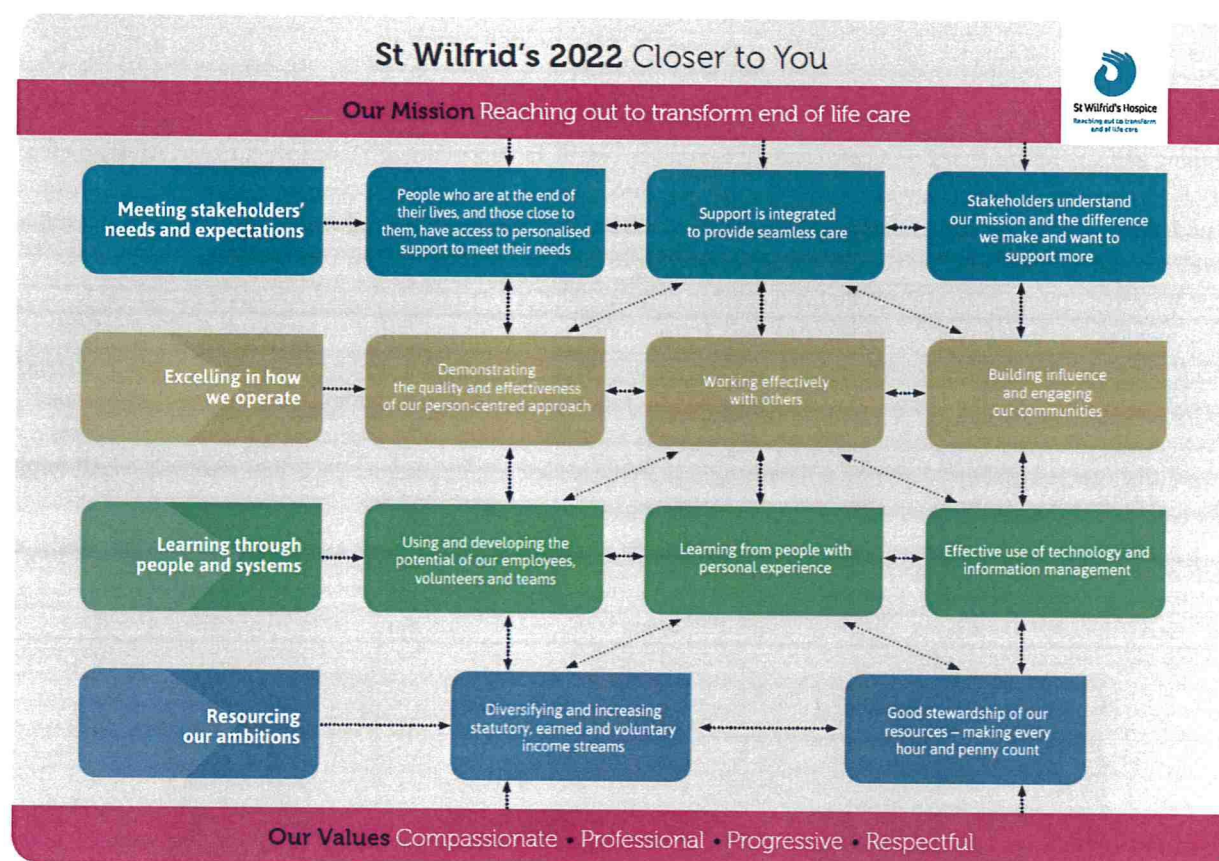
Our aim is to enable patients to live well for whatever period remains of their lives through our holistic support and ideally to become involved in the early stages of a terminal diagnosis.

The range of our services comprises:

- An inpatient facility with 20 ground floor, en-suite bedrooms overlooking beautiful gardens.
- A Community Nursing service providing proactive and responsive support to patients and families in outpatient clinics and in their homes, from 7am to 7pm seven days a week.
- A 24/7 NurseLine offering advice and support at the time of need.
- A Care at Home service providing personal care to help people remain at home.
- A Living Well centre with activity rooms, therapy suites and a gym for rehabilitative palliative care.
- Physiotherapy and occupational therapy (OT) support in the hospice and at home.
- Pre- and post-bereavement counselling, for children and young people and adults. This service now supports the whole community and is not restricted to hospice patients.
- Social work support to deal with some of the practical and emotional challenges of a terminal diagnosis.
- Spiritual support to help people find meaning at the end of their lives.
- A befriending and connecting service in the community through Community Support Volunteers and Community Links with other organisations.
- Education about palliative care for other health and care professionals with whom we work in partnership.

Our strategy – Closer to You

In 2017 we launched our five-year Closer to You strategy, which is encapsulated in a high level framework:



Public Benefit

St Wilfrid's serves a population of 235,000 living in Eastbourne, Seaford, Pevensey, Hailsham, Uckfield, Heathfield and all areas in between, an area of c.300 square miles. Any adult with a terminal illness can be referred by their GP or other healthcare professional and our support is provided without charge. We also provide a community bereavement service free of charge to any child or adult in our catchment area. Around 70% of the hospice's expenditure is funded by voluntary income in a typical year. The Trustees have had due regard to the Charities Commission's guidance relating to Public Benefit and confirm that the Charity's activities as described under the section Objectives and Activities of this report meet the guidance on public benefit.

External overview

The last year saw continuing disruption to activity caused by the Covid pandemic, though to a lesser degree than the previous year. It's accepted that Covid will continue to be with us as an endemic disease and thus the hospice, as with other parts of the health and care system, has learnt to adapt to this, maintaining good practices around infection prevention and control and continuing an element of hybrid working. The hospice has continued to benefit from centrally-supplied PPE and also received additional NHS Covid funding in 2021/22, albeit at a lower level than the previous year. There is no expectation of this funding being repeated in the coming year.

TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2022

Economically, the picture in 2022 and next year is somewhat uncertain, a result of rising inflation and cost pressures in many areas of daily life, compounded by the war in Ukraine. Having initially predicted that inflation would be short-lived, economic forecasters are now saying we will be living with higher prices for some time to come and this also translates into higher wage demands. It remains to be seen what impact this will all have on people's capacity and willingness to give to charity. The early indications for St Wilfrid's remain positive, with good sign ups for events and a generous response to the hospice's spring mailing, although In Memoriam donations are down in the first half of 2022.

In July 2022, Integrated Care Systems (ICS) were put onto a statutory basis, with an Integrated Care Board accountable for planning and delivering health and care services at 'system' level, in the county of Sussex in our case. Most service delivery planning will be at Place, which for Sussex means three Places – East and West Sussex and Brighton and Hove. CCGs no longer exist from July, although their functions and staff have been redeployed within the ICS. These changing structures provide opportunities for hospices to play a greater role in the local health and care system and the Sussex hospices are collaborating both at Place and ICS level to enhance what we can offer. Sussex has been chosen as a reference area for a new national Commissioning and Investment Framework for Palliative and End of Life Care devised by NHS England. This Framework will serve as a guide for ICS in how to plan and commission end of life care services for their local population and to do so on a more consistently funded basis. Alongside this, a new Sussex strategy for palliative and end of life care is in development, based on the national Ambitions for Palliative and End of Life Care framework that was refreshed in 2021. St Wilfrid's own strategic review taking place in 2022 will seek to dovetail with both the national Ambitions framework and the Sussex strategy.



ACHIEVEMENTS AND PERFORMANCE

Meeting stakeholder's needs and expectations

The 2021/22 operating year saw for the first time a reduction in people supported, down 10% to 1,510 patients. We believe there are several reasons for this; firstly, the high number of excess deaths in 2020; secondly, some continued inefficiencies in referrals from other parts of the health and care system (in particular for non-cancer conditions); and also our own workforce absence and recruitment challenges at certain times of the year.

In the inpatient unit we had a total of 218 patient stays within the year, which is quite a reduction on the previous year's 267 and 342 the year prior to that. As a result, the occupancy rate on 20 beds was 64%. It's important to stress that this did not mean patients were being denied a hospice bed – there was across all local hospices and more widely a reduction in demand for bedded hospice care. Average length of stay was 21 days. There has been a trend, at least during the pandemic, for more patients to want to receive their care at home, with those coming into the hospice presenting with more complex needs requiring a longer stay. It remains to be seen whether this will be a longer-term trend, although inpatient admissions in the early part of the new year are already a little higher.

Community activity continued to be high, with almost 5,300 face to face sessions and 21,000 telephone contacts delivered by our multi-disciplinary team of doctors, nurses, HCAs and therapists. One of the ambitions during the year was to extend the visiting hours for the community nursing team and this was achieved from November 2021, when availability was increased to 7am to 7pm across the week, with Clinical Nurse Specialists also providing on call support to the visiting team and the NurseLine. The next ambition is to increase visiting availability to 10pm seven days a week. This team was able to respond to 94% of urgent referrals within 24 hours. Calls to the 24/7 NurseLine were down by 7% at 17,961 calls but patient and family feedback continued to show that this service was hugely appreciated both for giving advice and for mobilising more active support when needed.

The pandemic had meant that throughout 2020 and the early part of 2021 we were not running day hospice activities in person, switching instead to online support. However, from last summer we were able to start re-introducing Living Well activities in the hospice, both individual and group sessions, focussing initially on rehabilitative palliative care and complementary therapy. This activity continues to grow and there is an ambition to work closely with other community groups in providing social and psychological support, as well as information and advice, to patients and families, making full use of the hospice building and also in community settings.

Our Care at Home service, with a dedicated team of Care Assistants providing personal care in the home, has been operating since 2017 and last year the team provided over 12,000 hours of support to 143 clients, an increase of 23% on the previous year. The service is largely funded through the Continuing Healthcare funding stream on a referral basis and demand continues to grow. We hope to expand the team in the coming year and in particular to establish a team and base in the north of our territory.

Counselling activity also grew in the year, with over 3,000 professional sessions for 656 individuals. Included in this was support for 120 children through the Seahorse Project. We once again provided counselling support to the whole community, not just those on the hospice caseload and there was a 17% increase in community referrals. There were over 400 carer assessments and 464 carers provided with direct psychosocial support. The small social work team had over 700 face to face contacts, offering vital practical support to patients and families.

Excelling in how we operate

The four Quality Improvement Priorities set last year were:-

- Improve our response time within the community services.
- Further develop and embed a Rehabilitative Palliative Care model for patients and carers.
- Build confidence regarding virtual consultations and deliver a training programme to staff on digital health
- Improve our approach to suicide awareness and prevention.

TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2022

A seven-day community visiting service from 7am to 7pm was put in place from 1 November 2021, along with an on-call Clinical Nurse Specialist, also supporting NurseLine, from 4.30pm-10pm. Feedback has been positive and there are plans for a further extension of visiting time to 10pm later in 2022. The community team continued refining the referral criteria and process and work also took place to improve the workflow between the IPU and community.

During 2021 and the early part of 2022, the hospice ran a project focusing on people with learning disabilities. A specialist nurse recruited on a 12-month contract was able to run a series of training sessions both for St Wilfrid's staff and those from other hospices and the health and care system. There has been an increase in the numbers of people with learning disabilities supported, either as patients or bereaved relatives and an improvement in the working relationships between the hospice, learning disability nurses in the community and primary care, which will continue to support better working.

The reintroduction of Living Well face to face sessions allowed for a renewed focus on rehabilitative programmes. Two new Rehabilitation Assistants were recruited during the year and new goal setting processes were established for patients as part of the care plan.

In terms of the digital health priority, a range of guides were produced and training delivered on the use of digital tools such as accuRX and Zoom and on undertaking virtual consultations. The charity applied successfully for 12 month grant funding to establish a Digital Health Nurse Lead role, who took up post in early 2022 and who has undertaken a digital training needs gap analysis.

Six-weekly reflective sessions were set up for the community MDT looking at safeguarding and suicidal ideation, to improve awareness of signs to watch out for and how to respond. A new section was added to the hospice's Employee Wellbeing Hub on suicide awareness and how to support others. E-learning on the subject has been rolled out across the whole workforce.

The hospice measures service quality in a variety of ways, including requesting patients to complete a Views on Care survey about whether the care they are receiving is having a positive impact, through use of the Integrated Palliative Outcomes Scale (IPOS), which measures changes in both physical and psychological symptoms and through sending a VOICES survey to all bereaved families six weeks after someone has died. 83% of patients completing Views on Care stated they were receiving some/a lot of benefit from hospice support and 92% of families said they were extremely likely to recommend the hospice to friends and family. Follow up IPOS scores showed a general reduction in key symptoms experienced.

Learning through people and systems

People-related work continued to focus on wellbeing. We increased the number of trained mental health first aiders, bringing the total number to 17 and additionally appointed two Wellbeing Champions. There was a very successful 'Hidden Gems' awards celebration for staff and volunteers as part of the 40th birthday celebrations. We conducted an audit on equality, diversity and inclusion (EDI), which identified good practice in many areas as well as a number of areas for improvement and one of the actions arising from this was the appointment of an EDI Lead to coordinate this work as a key priority over the next two years. 55 new people were recruited and inducted into the organisation, though staff turnover rose to 22% on a rolling 12 month basis at year end. The number of active volunteers active in the hospice continued to grow across the year to over 400, after reducing markedly at the beginning of the pandemic.

We made further progress in the digital transformation of how we do our work. We introduced whole-organisation training on Office 365 to help our workforce to get the best out of this new operating system. New HR (CiPHR), e-rostering (Deputy) and incident recording (Sentinel) systems were rolled out and at the end of the year we were about to transition to a new volunteer database, Better Impact. We also made the big strategic decision to move our patient

TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2022

database from Crosscare to SystmOne in the coming year, bringing us into line with other Sussex hospices and facilitating greater data sharing with other parts of the health and care system.

Resourcing our ambitions

The 2020/21 financial year had been an exceptional one for the charity, with a record year for legacies at almost £4m and substantial extra funding from the NHS to keep our core services operating at a time of significantly reduced fundraising and trading activity during the first year of the pandemic.

There continued to be some ongoing disruption to our fundraising programme last year, although we were able to go ahead with the majority of our events programme to make the most of the 40th anniversary. As a result, we were able to raise £2.7m from voluntary donations. Legacy notifications continued to be strong, but the value of legacies realised in the financial year fell by £1m to £2.9m. We received additional one-off NHS funding during the winter as Omicron challenged the health system once again and this meant total NHS income last year of £2.7m. We were able to reopen the hospice café in July 2021, but closed it again from December to February during the worst of Omicron. But overall earned income was getting back towards pre-pandemic levels. Retail activity was also considerably higher at just over £1m, despite shops being closed in the early part of the year.

Expenditure was over £500k (7%) under budget, due in the main to salary savings as we encountered challenges in recruiting to the full establishment. Fundraising expenditure was also lower as a couple of large social events were cancelled due to the pandemic.

Some further progress was made on the Sussex hospices collaboration programme. Two knowledge networks were established among Sussex care homes to benefit from the ECHO telementoring programme. In January the first cohort of trainees from across the seven hospices embarked upon the Thrive management development programme. The hospices have also been collaborating to define an external education offer, which from next year will lead to them joining forces to deliver external education through one combined team. St Wilfrid's continued to share a Finance & IT Director with its neighbouring hospice, St Michael's Hastings & Rother and there were other good examples of joint working. Four hospices with operations in East Sussex have joined forces to explore sharing resources to provide helpline advice and this will be explored further in the coming year.

Performance of material fundraising activities

| | 2021/22 | 2020/21 | Increase/decrease | Variance |
|---------------------|---------|---------|-------------------|----------|
| | £k | £k | £k | % |
| Legacies | 2,894 | 3,945 | (1,051) | (27) |
| Donations and Gifts | 1,780 | 1,602 | 178 | 11 |
| Lottery | 362 | 320 | 42 | 13 |
| Trading | 1,135 | 475 | 660 | 139 |

FINANCIAL REVIEW

Review of the financial position at the end of the year

The Hospice is reporting a consolidated net surplus of £869k compared to a surplus of £2.651m in 2020-21. Total income for the current financial year is £8.92M, a decrease of £1.792m (-17%) on 2020-21. As referred to in the Resourcing our ambitions section above, 2020-21 was a record year for legacies, generating almost £4m (27% reduction in legacy income on the prior year in 2021-22).

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2022

The Hospice was also in receipt of significant statutory funding associated with the ongoing pandemic in 2020-21. Receipts fell by £1.173m (-72%). This was partially offset by an increase in trading income of £660k (139%) reflecting easing of pandemic restrictions.

The consolidated expenditure is £8.305m, an increase of £244k (3%). The expenditure profile is:

| | <u>2021-22</u> | <u>2020-21</u> |
|----------------|----------------|----------------|
| | £k | £k |
| • Patient Care | 6,356 (76%) | 6,224 (77%) |
| • Fundraising | 979 (12%) | 959 (12%) |
| • Trading | 969 (12%) | 877 (11%) |

Reduction in cash from £5.916m to £4.005m mirrors the transfer to an investment portfolio now managed by Rathbones Investment Management.

Legacies fell by £1.05m (-27%), reflecting the record performance in 2020-21. Accrued legacy income amounts to £1.51m (2020-21 £2.11m).

The grant received from NHS East Sussex CCG includes an uplift of 0.5% (2020-21 2%).

Going Concern

The Trustees have considered the state of the finances of the charity and are of the view that it continues to be a going concern. A surplus of £869k has been posted for 2021/22. The cash flow is strong and free reserves at year end were at just under 13 months of total expenditure. The vast majority of income is unrestricted and there are strong legacy flows predicted for the coming year from those notified and accrued. A Legacy Equalisation Reserve has been built up to smooth any volatility in legacy receipts. The main risk area is for a sudden drop in legacy notifications and receipts and, in this eventuality, we would be able to draw on this reserve and adapt our planning for the following year. While many of the hospice's costs are fixed, in the event of a substantial drop in income there would be a moratorium on recruitment, which could potentially have some bearing on the services we are able to provide. The organisation does quarterly reforecasting and a monthly rolling cash flow, so would be able to respond quickly to any change in circumstances to flex costs.

Investment policy

In 2021 St Wilfrid's Hospice made the decision to invest some of its reserves in an investment portfolio, following the bequest of a large shares portfolio. Rathbones Investment Management were appointed to manage this portfolio on a discretionary basis. The investment policy is to maintain around £3m in liquid cash and to invest other surplus funds in a range of short-term and long-term liquid investments, adopting a medium risk approach and targeting an aggregate return of CPI+3% over a business cycle. We also continue to hold a couple of investment properties, which are let to tenants and provide a rental yield.

Funding sources

Our funding comes from:

| | 2021/22 | 2020/21 |
|---------------------|---------|---------|
| Legacies | 32% | 37% |
| Gifts and Donations | 20% | 15% |
| Statutory Funding | 30% | 39% |
| Trading | 13% | 4% |
| Lottery | 4% | 3% |
| Investments/other | 1% | 2% |

Reserves Policy

Last year the charity adjusted its reserves policy in light of the continuing uncertainty about the economy following the Covid pandemic and other world events. The Trustees have agreed to target an overall free reserves figure of 9 months of total expenditure. The free reserves figure is comprised of the aggregate of the Operating, Legacy Equalisation, Asset Management and Strategic Development Reserves.

Operating reserve

The key risk the Charity faces is the challenge to financial sustainability as a result of a temporary or longer-term fall in its given, granted or earned income. Around 70% of the charity's income derives from public giving, with a heavy dependence upon general donations and legacy income, which can be unpredictable within a defined time period. The Trustees consider it prudent and desirable to ensure that the risks and challenges to income in the short and medium term can be met without significant disruption to services. The Trustees consider that an operating reserve of four to six months of full running costs is appropriate to mitigate this risk, with an aim to keep the reserve at the top end of this range.

Legacy Equalisation Reserve

This reserve was set up in 2018 to smooth out any year on year fluctuations in legacy income. Legacies are an important income stream for the hospice, generally comprising around a third of total income, but can be volatile. The charity therefore needs to include legacy income in its cost budgeting, so this reserve is an added contingency to avoid any disruption to day to day activity in the event of low legacy receipts in a given year. Funds would be taken from the reserve to make good any shortfall in legacies against the annual budget, unless compensated for by other income streams.

Asset Management Reserve

A 15-year asset management survey has been completed, which identifies potential upgrading and repair work which will be required going forward to the building and plant. The Trustees have agreed therefore to set aside a minimum of 10% of surplus funds in any given year for future work and at the present time this fund is being built.

Strategic Development Reserve

The Trustees recognise their responsibility to ensure that monies given to the charity are used to further the charity's objects and meet the needs of its beneficiaries. Any funds surplus to those required for the other designated reserve funds are held in a strategic development reserve. The strategic development reserve is earmarked to contribute to the funding of the charity's strategic aims, whether for revenue or capital expenditure. Some of this reserve was drawn on last year to support the collaboration work with the other Sussex hospices. Part of the strategic development reserve is held in investment properties yielding an income.

Restricted Reserve

Some funds are given to the charity to use for specific purposes and where this is the case they are held on trust in a restricted reserve and drawn on as the funds are required for the purposes for which they were given. Where a capital asset is bought with the funds, the reserve is drawn down in line with the depreciation of the asset rather than in totality at the time of purchase.

Fixed Asset Reserve

This represents the amount of the total reserves that are tied up in tangible fixed assets that cannot be realised easily, mainly the hospice building, plant and equipment.

Revaluation Reserve

The Revaluation Reserve reflects an increase in the value of investment properties in the period.

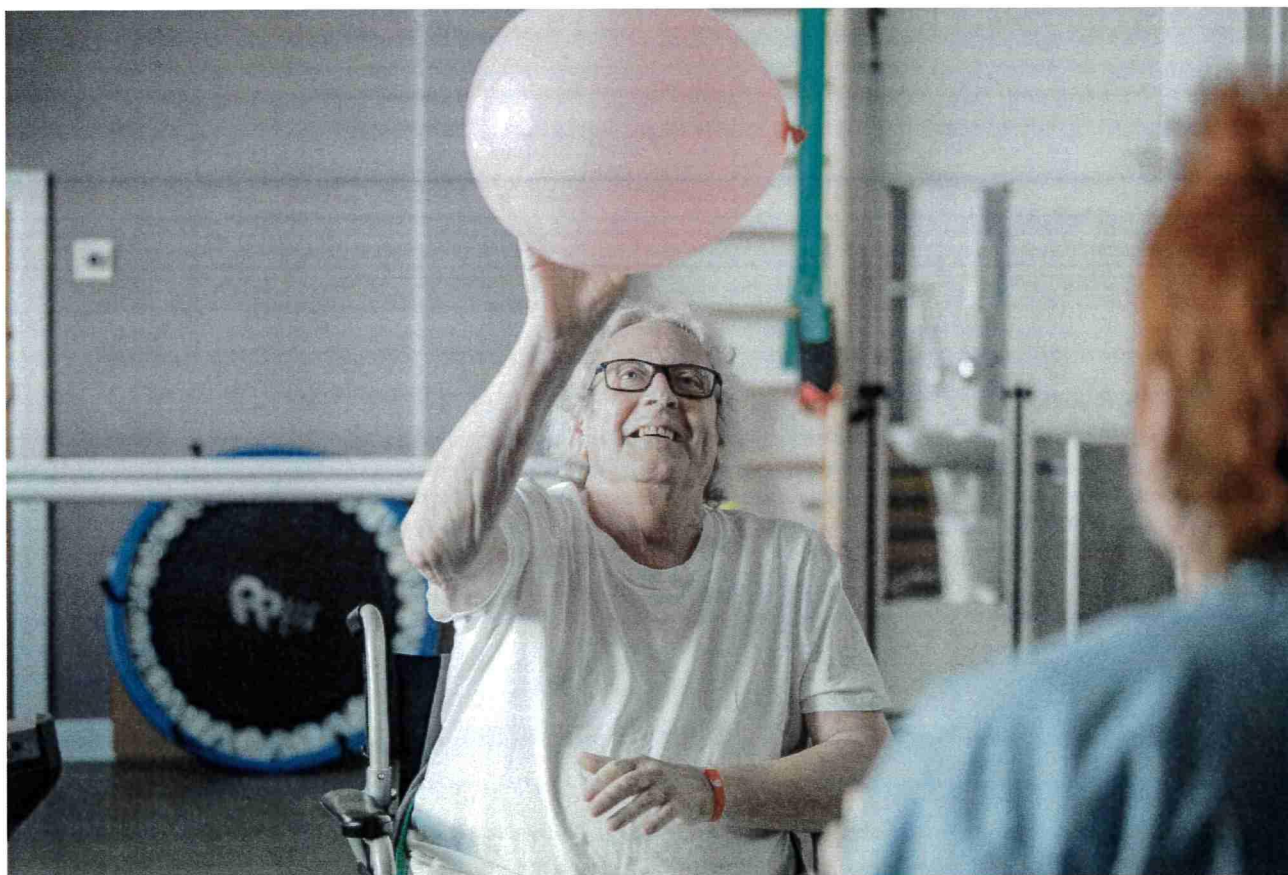
ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2022

At 31 March 2022 the charity had total reserves of £19.78m (20/21 £18.91m), represented as follows:

| | | |
|-------------------------------|---------|-----------------|
| Operating Reserve | £5.47m | (20/21 £4.39m) |
| Legacy Equalisation Reserve | £2.56m | (20/21 £2.56m) |
| Asset Management Reserve | £0.70m | (20/21 £0.60m) |
| Restricted Reserve | £0.095m | (20/21 £0.35m) |
| Fixed Asset Reserve | £9.818m | (20/21 £10.03m) |
| Strategic Development Reserve | £0.954m | (20/21 £0.98m) |
| Revaluation Reserve | £0.185m | (20/21 £nil) |



RISK MANAGEMENT

A strategic risk register detailing and ranking the key risks the charity faces is reviewed by the hospice Leadership Team on a monthly basis and by the Board of Trustees twice a year. There are then individual risk registers for each area of operation. All risks faced by the charity are given a risk rating. A risk score is obtained by considering the likelihood of the risk occurring and the impact that occurrence would have on the charity. The top risks identified on the strategic register as at 31 March 2022 were:

| Risk identified | Actions taken to mitigate the risk |
|---|--|
| Uncertainty of income and impact on cashflow. | Income generation strategy focuses on diversification of funding streams. Establishment of legacy equalisation reserve and increase to 9 months of free reserves target. Rolling 3 year financial and scenario planning. Quarterly I&E reforecasts and 12 month forward rolling cash flow updated monthly. Active exploration of opportunities for cost sharing with other hospices. Continue to engage with ICB around commissioning and funding of end of life care. |
| Staffing capacity and resilience. | Active workforce planning to anticipate future need and develop career pathways. Additional medical resource budgeted in 2022/23. Major focus on employee and volunteer wellbeing support. Continuing to recruit new volunteers. Improvements to IT system to allow more efficient working. Diversity audit leading to actions to broaden recruitment reach. |
| Safeguarding. | Safeguarding Steering Group meets quarterly to oversee work. Corporate safeguarding risk register in place and featured in every departmental register. Mandatory training in children and adult safeguarding for clinical and non-clinical staff and volunteers – over 90% completion. Freedom to Speak Up Advocates in place. |
| Major incident/business continuity. | Major incident and recovery plan updated annually, with test exercises undertaken. IT system upgraded to facilitate mobile working. Daily backups of key databases. Flu and Covid jabs offered to all staff. Focus on infection control. Regular fire drills and fire risk assessment. |

TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2022

| | |
|--|---|
| Cost of repairing or replacing fixed assets. | Fixed asset register in place. 15 year asset management plan created (next review 2023) and asset management reserve being built. Dilapidations provision made for shops. Fundraising for capital works. |
| Fraud, theft and cyber crime. | Cyber Essentials Plus accreditation achieved. New IT hardware protected by Trend business security and data encrypted in the event of loss. Servers patched regularly to provide updated protection against ransomware. Electronic payments double signed by the leadership team. Annual cyber awareness mandatory training. |
| Information governance. | CEO is Senior Information Risk Officer (SIRO). Data Protection Steering Group comprising Information Asset Owners meets monthly. Cyber Essentials Plus accreditation. Privacy Impact Assessments for each new contract/initiative. Annual refresher training. Sentinel AINM system facilitates reporting and monitoring of data breaches. |

FUNDRAISING APPROACH AND PERFORMANCE

Approach to monitoring of activities and membership of voluntary schemes for regulating fundraising

The charity is registered with Fundraising Regulator and the Institute of Fundraising and undertakes fundraising activity with its supporters in line with the Fundraising Code of Practice. We encourage our fundraising service providers to also be signed up to the code. The charity regularly monitors changes in legislation. The charity is registered with the Fundraising Preference Service and received no requests from individuals via the Service to be removed from the mailing list last year.

St Wilfrid's lottery is run by Local Hospice Lottery Ltd, which is a member of the Hospice Lotteries Association and the Lotteries Council and licensed by the Gambling Commission.

The charity's fundraising activities include hospice-arranged events and UK and overseas challenge events which are managed by commercial event providers. All events are risk assessed in accordance with hospice policies. Direct mailing campaigns are organised to generate single and regular gifts, legacies and in memory gifts and managed in line with our information governance and ethical fundraising policies.

The charity also fundraises through corporate campaigns; community talks, school activities, clubs, societies, and church involvement and engaging with grant-making bodies including charitable foundations and trusts.

Monitoring of activities carried out by third parties

The charity has in place a lottery contract, which specifies that Local Hospice Lottery undertakes to conform to statutory and local authority requirements to ensure gambling is conducted in a fair, responsible and open way and to prevent being associated with crime or disorder. The hospice plays an active oversight role in the training and development of

lottery canvassers and ensures that any complaints are dealt with promptly and responsibly, in line with the Fundraising Code of Practice.

Contracts with mailing fulfilment houses ensure that all data handling conforms to the requirements of the Data Protection Act (2018) and Privacy and Electronic Communications Regulations (PECR) (2003) and with the Hospice Information Governance Policy.

Hospice fundraising complies with the charity's ethical fundraising policy and the Fundraising Code of Practice. The charity's fundraising promise specifies what information about supporters is collected and how that information is used. Our policy sets out the circumstances in which information about a supporter may be disclosed, how personal information is stored and the rights of data subjects. All written and email communication contains a statement about how information will be used, an option to state or change data preferences and a link to our full fundraising promise on the hospice website.

Management of complaints

Our website outlines our complaints policy for the public and clearly explains how an individual can complain. We received six complaints related to fundraising in the 2021/22 financial year. We responded to all complaints within 10 days. Complaints are dealt with in line with our fundraising complaints policy. All complaints are escalated to our Leadership Team and Trustees so they can consider lessons learnt. We report to the Fundraising Regulator on the totality of our complaints.

Protection of vulnerable people and other members of the public

Our ethical fundraising policy outlines our policy and procedure to protect vulnerable people and our fundraisers (both staff and third party) are familiarised with the policy to ensure that it is applied properly.



PLANS FOR FUTURE PERIODS

The coming year is the final year of operation under Closer to You strategic framework, with a new five year framework being devised from 2023 onwards.

Meeting stakeholders' needs and expectations

- Extend the Community Nursing visiting hours to 7am-10pm.
- Test out integrated working with other East Sussex hospices with a view to developing a Single Point of Contact out of hours and at weekends.
- Develop a 'virtual ward' approach to supporting patients in the community to avoid hospital/hospice admission.
- Take forward digital health project to upskill Community team and test out patient access to digital apps for symptom management.
- Develop new Living Well programmes in collaboration with other community groups.
- Develop new knowledge networks in Sussex care homes to be supported by Project ECHO.

Excelling in how we operate

- Make progress with four Quality Improvement Priorities
 - Improve equity of access and referral triaging, to increase patients accepted onto the caseload and improve demographic monitoring
 - Develop Advance Care Planning capability and reach
 - Develop digital health competence and activity
 - Increase the level of patient and family engagement to aid planning and delivery

Learning through people and systems

- Develop a programme focused on equality, diversity and inclusion, to make the organisation more fully representative of its local community.
- Introduce a job evaluation framework.
- Review learning and development linked to the creation of collaborative partnerships for both internal and external education.
- Explore with neighbouring hospices and the acute trust opportunities to streamline and integrate medical resourcing for palliative and end of life care.
- Make the transition from Crosscare to SystemOne.
- Procure a new finance and payroll system.
- Take forward actions identified in a Governance Review.

Resourcing our ambitions

- Develop a new five year strategic framework to take effect from 2023.
- Achieve an income target of £9.1m.
- Target a break even position before depreciation.
- Make further progress with the Sussex Hospices Collaborative, with a joint venture education offering and an enhanced role for hospices within the Sussex ICS.

STRUCTURE, GOVERNANCE AND MANAGEMENT

St Wilfrid's Hospice (Eastbourne) is a company limited by guarantee. The Articles of Association were last amended in 2017. None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute up to £5 in the event of a winding up. The Trustees are also the directors for the purpose of company law.

Organisational structure

St Wilfrid's Hospice (Eastbourne) had two subsidiary companies at 31 March 2022:

- St Wilfrid's Hospice Eastbourne Trading Company Limited. Registered Company No: 2198239. Activity through this company includes any 'bought-in goods' trading and the operations of the hospice café (donated goods retail activity now flows through the Charity itself).
- St Wilfrid's Hospice (Eastbourne) Projects Limited. Registered Company No: 07054375. Set up to deal with the management, design and construction of the new hospice. This company will remain in existence for a period of up to 10 years following completion of the building but is currently dormant.

The results of St Wilfrid's Hospice (Eastbourne) Projects Limited have not been consolidated into these financial statements as its results are immaterial to the Charity and the Group.

Appointment of Trustees and committee structure

Trustees are recruited against a set of competencies and to bring a diverse set of skills and experience to the charity. The Board of Trustees and the Leadership Team work in partnership when developing policy and strategy. In their fiduciary role the Trustees account for the organisation's compliance with regulation and they monitor the performance of the organisation against the strategy and business plan. They receive a full induction and a governance development budget is set aside for training focused on strengthening governance performance.

Trustees may serve a maximum of three terms of three years. The Board meets six times a year and two of these meetings are concerned specifically with a review of strategy. There are Trustee sub-committees for Audit, Clinical Governance, People and Income Generation (which also considers the business of the retail operation). A Trustee sits on the Health & Safety committee, which is an operational committee chaired by the Chief Executive and with staff representation. Terms of reference and Trustee membership for all committees are approved by the Board of Trustees annually. Trustees have individual reviews with the Chair each year and the Chair is also reviewed. Every Trustee signs a Code of Conduct upon joining the Board and at the time of starting a new term. Trustees also complete a Register of Interests annually.

The Articles of Association permit the appointment of up to three Co-optees to each of the sub-committees, with re-appointment annually for up to four years. Such Co-optees bring relevant skills and expertise to the committees and are able to participate and vote equally on matters. During the year there was one Co-optee on the Audit Committee, one on the Income Generation Committee and two on the Clinical Governance Committee.

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2022

The Trustees who served during the year and their attendance at Board meetings were:

| | Meetings attended |
|---|-------------------|
| Mr S O'Leary Chair of Trustees (appointed 28 September 2021, as Chair 1 January 2022) | 4 |
| Ms F MacIntyre ♣ ^ Chair of the People Committee | 5 |
| Mr D Adams # | 6 |
| Dr M Barnes ♣ | 6 |
| Mr A Breeze ♦ (retired 28 September 2021) | 3 |
| Mrs J Butler ♣ Chair of the Clinical Governance Committee and Trustee Safeguarding Lead | 6 |
| Ms L Chambers ♦ | 6 |
| Ms J McGowan ♣ (retired 22 March 2022) | 5 |
| Mr G Meyer # | 5 |
| Mrs V Morrey ^ (retired 28 September 2021) | 0 |
| Mrs K Planterose ^ ♦ (retired 28 September 2021) | 2 |
| Ms M Richardson ♦ Chair of the Audit Committee | 5 |
| Mr D Turner ♦ # Chair of the Income Generation Committee | 6 |

Members of Trustee Committees:

- ♦ Audit Committee
- ♣ Clinical Governance Committee
- # Income Generation Committee
- ^ People Committee

Decision making

An annual business plan setting out the objectives for the year ahead is approved by the Board of Trustees at the start of a new financial year. This is accompanied by the setting of an annual budget and cashflow and the agreement of a set of corporate key performance indicators. The Audit Committee reviews a Schedule of Delegated Authority within which the executive team operates. The Board of Trustees approves the Schedule of Delegated Authority before the start of a new financial year. The day to day running of the charity is delegated to the Chief Executive and Leadership Team.

Committee activities

The main activities of the Board sub-committees during the year were as follows:

Audit Committee

- Continued to oversee and make decisions on the Charity's investment portfolio and adopted an ethical policy for investment.
- Approved a £30k inter-company loan for working capital between the Charity and Trading Company.
- Reviewed the Data Security and Information Governance Toolkit.
- Reviewed the statutory accounts and Audit Findings Report.
- Reviewed the corporate risk register and risk management policy.
- Scrutinised the report of the Company Secretary.
- Reviewed the list of contracts held by the Charity with third parties.
- Scrutinised the 2022/23 budget for recommendation to the Board.
- Reviewed the Schedule of Delegated Authority.

Clinical Governance Committee

- Reviewed quarterly the Quality and Safety report with key patient data.
- Reviewed the annual report on clinical activity and agreed change in approach to reporting format and frequency.
- Scrutinised the Quality Accounts for approval by the Board.

TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2022

- Reviewed the annual VOICES report.
- Reviewed the annual safeguarding report.
- Undertook regular trustee visits to clinical operations and reported back.

People Committee

- Received a demonstration on the new CiPHR software system.
- Reviewed the new PDR form and process.
- Reviewed progress against the HR and Volunteer strategies and workplans.
- Scrutinised the proposal for a Governance Review for approval by the Board.
- Reviewed HR risk register.

Income Generation Committee

- Approved the Hailsham shop lease renewal.
- Reviewed the options for renewal of the Donation Centre and Furniture Store lease.
- Reviewed the income generation risk register.
- Reviewed income generation plans for 2022/23 to be incorporated into budgets.
- Agreed the proposal to take new premises in Herstmonceux.

Arrangements for setting the pay and remuneration of key management personnel

Leadership Team salaries are reviewed by the People Committee and ratified by the Audit Committee. The Board of Trustees reviews the salary of the Chief Executive following recommendations by the People Committee. Salaries are reviewed with reference to hospice sector and other relevant benchmarking surveys.

Any relationships with a wider network (e.g. umbrella group)

The charity is a member of Hospice UK, a national membership organisation that advocates for the interests of hospices in the United Kingdom. The hospice is also a member and partner in the Hospice Quality Partnership, established to provide better procurement for hospices across the country. A Memorandum of Understanding has been agreed by the seven Sussex hospices to guide their collaborative activity.



STATEMENT OF THE BOARD OF TRUSTEES' RESPONSIBILITIES FOR THE FINANCIAL STATEMENTS

The Trustees, who are also directors of St Wilfrid's Hospice (Eastbourne) for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year and not approve the financial statements unless they are satisfied that the financial statements give a true and fair view of the state of the affairs of the Charity as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the year then ended.

In preparing those financial statements which give a true and fair view, the Trustees should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice 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 assume that the charitable company will continue on that basis.

The Trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and which enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charitable company and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable Company's website.

Each of the Trustees, who held office at the date of approval of this Trustees' Report, has confirmed that there is no information of which they are aware which is relevant to the audit but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are made aware of such information.

AUDITORS

Haysmacintyre LLP have expressed their willingness to continue in office as auditors. A resolution proposing that the charitable company will go to tender for its auditors for the forthcoming year has been agreed.

In signing this report, the Trustees are also approving the Strategic Report, in their capacity as company Directors.

Approved by the Trustees on 13 September 2022 and signed on their behalf by:



Shaun O'Leary
Chair

INDEPENDENT AUDITORS' REPORT

TO THE MEMBERS OF ST WILFRID'S HOSPICE (EASTBOURNE)

Opinion

We have audited the financial statements of St Wilfrid's Hospice (Eastbourne) Limited for the year ended 31 March 2022 which comprise the Consolidated Statement of Financial Activities, the Group and Parent Charitable Company 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 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 2022 and of the group's and parent charitable company's net movement in funds, including the 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 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. The other information comprises the information included in the Trustees' 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 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 (which includes the strategic report and the directors' 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 the light of the knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report (which incorporates the strategic report and the directors' report).

INDEPENDENT AUDITORS' REPORT

TO THE MEMBERS OF ST WILFRID'S HOSPICE (EASTBOURNE)

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 by the parent charitable company, 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.

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement set out on page 16, 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:

Based on our understanding of the group and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to regulatory requirements of the Care Quality Commission, Charity Commission, Fundraising regulations, Employment law, GDPR 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, the Charities Act 2011, income tax and payroll tax.

We evaluated 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 inappropriate journal entries to revenue and management bias in accounting estimate and application of controls around authorisation of expenditure and payments. Audit procedures performed by the engagement team included:

- Inspecting trustees' meeting minutes;
- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals, in particular journal entries posted with unusual account combinations, postings by unusual users or with unusual descriptions; and
- Challenging assumptions and judgements made by management in their critical accounting estimates.

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

INDEPENDENT AUDITORS' REPORT

TO THE MEMBERS OF ST WILFRID'S HOSPICE (EASTBOURNE)

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 the charitable company's members, as a body, for our audit work, for this report, or for the opinions we have formed.



Lee Stokes (Senior Statutory Auditor)

For and on behalf of Haysmacintyre LLP, Statutory Auditor

Date: 13 September 2022

10 Queen Street Place
London
EC4R 1AG



ST WILFRID'S HOSPICE (EASTBOURNE)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(Including Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2022

| | Notes | Unrestricted Funds £ | Restricted Funds £ | Total 2022 £ | Total 2021 £ |
|---|-------|----------------------------|--------------------------|--------------------------|--------------------------|
| INCOME FROM: | | | | | |
| Donations and legacies | 2 | 4,220,215 | 453,563 | 4,673,778 | 5,543,781 |
| Donated goods income | 2,3 | - | - | - | 3,352 |
| Charitable activities | | | | | |
| Statutory funding and grants | 2 | 2,212,651 | 453,998 | 2,666,649 | 4,197,697 |
| Other trading activities | | | | | |
| Income from trading | 2,3 | 1,135,044 | - | 1,135,044 | 475,161 |
| Income from lottery | | 362,300 | - | 362,300 | 320,003 |
| Investments | 4 | 60,763 | - | 60,763 | 34,221 |
| Other | 5 | 21,767 | - | 21,767 | 138,108 |
| Total income | | <u>8,012,740</u> | <u>907,561</u> | <u>8,920,301</u> | <u>10,712,323</u> |
| EXPENDITURE ON: | | | | | |
| Raising funds | | | | | |
| Fundraising costs | 6 | 956,854 | 22,254 | 979,108 | 959,275 |
| Trading costs of goods sold and other costs | 3 | 968,999 | - | 968,999 | 877,390 |
| Charitable activities | | | | | |
| In patient | 6 | 2,944,318 | 759,025 | 3,703,343 | 3,931,650 |
| Wellbeing | 6 | 345,713 | 95,656 | 441,369 | 575,564 |
| Community Nursing | 6 | 1,924,610 | 287,143 | 2,211,753 | 1,717,095 |
| Total expenditure | | <u>7,140,494</u> | <u>1,164,078</u> | <u>8,304,572</u> | <u>8,060,974</u> |
| Net income/(expenditure) before net gains on investments | | 872,246 | (256,517) | 615,729 | 2,651,349 |
| Net gains on investments | 13 | 253,288 | - | 253,288 | - |
| Net income/(expenditure) | | <u>1,125,534</u> | <u>(256,517)</u> | <u>869,017</u> | <u>2,651,349</u> |
| Gross transfers between funds | 19 | - | - | - | - |
| Net movement in funds | | <u>1,125,534</u> | <u>(256,517)</u> | <u>869,017</u> | <u>2,651,349</u> |
| Fund balances at 1 April 2021 | | <u>18,557,066</u> | <u>351,247</u> | <u>18,908,313</u> | <u>16,256,964</u> |
| Fund balances at 31 March 2022 | 20,21 | <u><u>19,682,600</u></u> | <u><u>94,730</u></u> | <u><u>19,777,330</u></u> | <u><u>18,908,313</u></u> |

All income and expenditure arises from continuing activities.

Full details of income and expenditure by fund for the prior year are given in note 23.

The notes on pages 27 to 44 form part of the financial statements.

ST WILFRID'S HOSPICE (EASTBOURNE)
CHARITY AND GROUP BALANCE SHEETS
AS AT 31 MARCH 2022

| | | Hospice | | Group | |
|--|-------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Notes | 2022 £ | 2021 £ | 2022 £ | 2021 £ |
| FIXED ASSETS | | | | | |
| Tangible assets | 12 | 9,817,946 | 10,033,577 | 9,817,946 | 10,034,035 |
| Investments | 13 | 4,334,859 | 857,509 | 4,334,758 | 857,408 |
| | | <u>14,152,805</u> | <u>10,891,086</u> | <u>14,152,704</u> | <u>10,891,443</u> |
| CURRENT ASSETS | | | | | |
| Stocks | | 8,805 | 9,528 | 12,882 | 15,663 |
| Debtors | 14 | 3,265,614 | 3,662,258 | 3,191,652 | 3,661,839 |
| Cash at bank and in hand | | 3,912,202 | 5,911,805 | 4,005,285 | 5,916,077 |
| | | <u>7,186,621</u> | <u>9,583,591</u> | <u>7,209,819</u> | <u>9,593,579</u> |
| CREDITORS: amounts falling due within one year | 15 | (1,563,332) | (1,561,965) | (1,585,193) | (1,576,707) |
| NET CURRENT ASSETS | | <u>5,563,289</u> | <u>8,021,626</u> | <u>5,564,626</u> | <u>8,016,872</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | <u>19,776,094</u> | <u>18,912,712</u> | <u>19,777,330</u> | <u>18,908,313</u> |
| NET ASSETS | | <u><u>19,776,094</u></u> | <u><u>18,912,712</u></u> | <u><u>19,777,330</u></u> | <u><u>18,908,313</u></u> |
| FUNDS: | | | | | |
| Restricted funds | 18 | 94,730 | 351,247 | 94,730 | 351,247 |
| Unrestricted funds: | | | | | |
| Designated funds | 19 | 14,217,535 | 14,169,340 | 14,217,535 | 14,169,340 |
| Operating reserve | 19 | 5,463,829 | 4,392,125 | 5,465,065 | 4,387,726 |
| | | <u>19,776,094</u> | <u>18,912,712</u> | <u>19,777,330</u> | <u>18,908,313</u> |

The accounts were approved by the Trustees and authorised for issue on 13 September 2022 and signed on its behalf by:

M Richardson

Ms M Richardson (Chair of Audit Committee)

The surplus for the charity only for the year is £863,385 (Surplus 2021: £2,665,931).

The notes on pages 27 to 44 form part of the financial statements.

ST WILFRID'S HOSPICE (EASTBOURNE)

CONSOLIDATED STATEMENT OF CASH FLOWS

AS AT 31 MARCH 2022

| | Note | 2022 £ | 2021 £ |
|---|------|--------------------|------------------|
| Cash flows from operating activities: | | | |
| <i>Net cash provided by operating activities</i> | 21 | 1,458,545 | 1,689,073 |
| Cash flows from investing activities: | | | |
| Dividends, interest and rents from investments | | 60,763 | 34,221 |
| Proceeds from the sale of plant and equipment | | 170 | 3,574 |
| Purchase of property, plant and equipment | | (205,975) | (281,111) |
| Transfer of investments | | (724,295) | (47,791) |
| Purchase of investments | | (2,500,000) | - |
| Net cash (used in) investing activities | | <u>(3,369,338)</u> | <u>(291,107)</u> |
| Change in cash and cash equivalents in the reporting period | | (1,910,792) | 1,397,966 |
| Cash and cash equivalents at the beginning of the reporting period | | 5,916,077 | 4,518,111 |
| Cash and cash equivalents at the end of the reporting period | | <u>4,005,285</u> | <u>5,916,077</u> |

1. ACCOUNTING POLICIES

The principal accounting policies adopted, judgements and key sources of judgement, estimation and uncertainty in the preparation of the financial statements are as follows:

1.1 Statement of compliance

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 (FRS 102) - (Charities SORP Second Edition, effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

St Wilfrid's Hospice (Eastbourne) 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 note(s).

1.2 General information

The charity is a private company limited by guarantee, incorporated in England and Wales (company number: 01594410) and a charity in England and Wales (charity number: 283686). The charity's registered office is 1 Broadwater way, Eastbourne, East Sussex, BN22 9PZ.

1.3 Preparation of accounts on a going concern basis

At the time of approving the financial statements, Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. In addition, through appropriate consideration of risks as part of its normal risk management processes and mitigating actions both already taken and available to be taken, the Trustees consider there are no material uncertainties about the Charity's ability to continue as a going concern. The review of the Charity's financial position, reserves levels and future plans gives Trustees confidence the Charity remains a going concern for the foreseeable future.

1.4 Group financial statements

The financial statements consolidate the results of the charity and its wholly owned subsidiary St Wilfrid's Hospice Eastbourne Trading Company Limited (registered number: 02198239). The results of the wholly owned subsidiary, St Wilfrid's Hospice (Eastbourne) Projects Limited, has not been consolidated into these financial statements as its results are immaterial to the charity and group. 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 registered office for these subsidiaries is the same as the parent.

The consolidated statement of financial activities, income and expenditure account and balance sheet include the financial statements of the company and its subsidiary undertaking made up to 31 March 2021. The company has taken advantage of the exemption from presenting its own income and expenditure account. The surplus of the company for the financial year amounted to £863,385 (2021: Surplus £2,665,931). All intercompany transactions are eliminated on consolidation.

1. ACCOUNTING POLICIES (continued)

1.5 Income

All income is included in the Statement of Financial Activities when the Charity is legally entitled to the income, it is probable that the income will be received and the amount can be quantified with reasonable accuracy.

For legacies, entitlement is taken on a case by case basis. Legacies are included in the statement of financial activities when there has been a grant of probate, the executors have established that there are sufficient surplus assets in the estate to pay the legacy, and any conditions attached to the legacy are within the control of the charity.

Statutory funding comprise amounts receivable in the year from the NHS.

Lottery income represents ticket sales received in respect of lotteries held during the year. Income from tickets sold in advance of a draw being held is carried forward to the period in which the draw takes place.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold. Donated facilities are included at the value to the charity where this can be quantified and a third party is bearing the cost. No amounts are included in the financial statements for services donated by volunteers.

Rental income is recognised on a receivable basis.

1.6 Retail, Hospitality and Leisure Grant Fund Income

Income from the above fund has been recognised at the date that the funding details and entitlement criteria were published by the government. There are no performance conditions attached to the funding that would prevent recognition at this date.

1.7 Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Expenditure is classified under the following activity headings:

- Costs of raising funds comprises of fundraising, charity shops, lottery and trading activities
- Expenditure on charitable activities comprises of adults and children services for families facing terminal illness
- Other expenditure represents the costs associated with investment properties

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

Supports costs are those incurred directly in support of expenditure on the objects of the charity. These are allocated to charitable activities in proportion to other expenditure.

Governance costs relate to compliance with charity and company regulations and the strategic direction of the organisation.

1.8 Tangible fixed assets and depreciation

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows: Freehold land is not depreciated

| | |
|-----------------------|--------------------------|
| Freehold buildings | 2% p.a. on cost |
| Computer equipment | 20% - 33.3% p.a. on cost |
| Plant and equipment | 10% - 33.3% p.a. on cost |
| Fixtures and fittings | 20% p.a. on cost |
| Motor vehicles | 10% - 25% p.a. on cost |

Investment properties are included in the balance sheet at their open market value. Depreciation is provided only on those investment properties which are leasehold and where the unexpired lease term is less than 20 years.

1. ACCOUNTING POLICIES (continued)

1.9 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.10 Investments

Investments are a form of basic financial instruments and are initially shown in the financial statements at market value. Movements in the market values of investments are shown as unrealised gains and losses in the Statement of Financial Activities.

Profits and losses on the realisation of investments are shown as realised gains and losses in the Statement of Financial Activities. Realised gains and losses on investments are calculated between sales proceeds and their opening carrying values 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.

1.11 Stock

Stock consists of purchased goods for resale. Stocks are valued at the lower of cost and net realisable value. Items donated for resale or distribution are not included in the financial statements until they are sold or distributed.

1.12 Creditors and provisions

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

1.13 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.

1.14 Cash at bank and in hand

Cash at bank and cash 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.

1.15 Pensions

The charity operates a defined contribution pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

1.16 Donated goods

The Trustees consider the valuation of donated goods for resale at the point of receipt is impractical, due to the high volume of low value items and the administrative costs involved in valuation. Goods donated for resale are therefore recognised in the accounts at the point of sale.

1.17 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 charity 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 comprise funds received for a specific expenditure as specified by the donor. The aim and use of each restricted fund is set out in the notes to the financial statements.

1. ACCOUNTING POLICIES (continued)

1.18 Estimates and judgements

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. Although these estimates are based on management's best knowledge of the amount, events or actions, actual results ultimately differ from those estimates. The Trustees consider the evaluation of useful economic life of fixed assets to be the area of judgement with a significant effect on the financial statements. Further details on this judgement are provided in the relevant section above.

2. DONATIONS, LEGACIES AND STATUTORY FUNDING

| | Unrestricted Funds | Restricted Funds | 2022 |
|---------------------------------------|-----------------------|---------------------|------------------|
| | £ | £ | £ |
| Donations and gifts | 1,326,496 | 453,563 | 1,780,059 |
| Donated Goods Income | - | - | - |
| Legacies receivable | 2,893,719 | - | 2,893,719 |
| Grants receivable for core activities | 2,212,651 | 453,998 | 2,666,649 |
| | <u>6,432,866</u> | <u>907,561</u> | <u>7,340,427</u> |

DONATIONS, LEGACIES AND STATUTORY FUNDING

| | Unrestricted Funds | Restricted Funds | 2021 |
|---------------------------------------|-----------------------|---------------------|------------------|
| | £ | £ | £ |
| | (Restated) | (Restated) | (Restated) |
| Prior Year – 2021 | | | |
| Donations and gifts | 1,239,549 | 359,357 | 1,598,906 |
| Donated Goods Income | 3,352 | - | 3,352 |
| Legacies receivable | 3,944,875 | - | 3,944,875 |
| Grants receivable for core activities | 2,570,616 | 1,627,081 | 4,197,697 |
| | <u>7,758,392</u> | <u>1,986,438</u> | <u>9,744,830</u> |

| 3. ACTIVITIES FOR GENERATING FUNDS | 2022 | | 2021 | |
|------------------------------------|---------|-----------|---------|-----------|
| | £ | £ | £ | £ |
| Trading income and costs | | | | |
| Trading income | | | | |
| Donated goods income | 955,404 | | 451,707 | |
| Bought in goods income | 37,951 | | 7,950 | |
| Street café income | 73,273 | | 15,504 | |
| Other operating income | 68,416 | | - | |
| | | 1,135,044 | | 475,161 |
| Trading expenses | | | | |
| Cost of sales | 29,734 | | 10,749 | |
| Street café costs | 96,774 | | 75,399 | |
| Staff expenses | 414,547 | | 403,120 | |
| Property expenses | 331,284 | | 299,672 | |
| Administration expenses | 73,295 | | 64,580 | |
| Dilapidations/Depreciation | 23,365 | | 23,875 | |
| | | 968,999 | | 877,395 |
| Less interest received | (4) | | (5) | |
| | | 968,995 | | 877,390 |
| Total (deficit)/surplus | | 166,049 | | (402,229) |
| Number of shops | | 8 | | 8 |

Note: £6,500 management fee have been eliminated on consolidation, which reduced the trading deficit compared to the Trading Company deficit shown in note 11.

All income included donated gift aided goods and gift aid has been included along with all costs associated with the Trading Company operations. Prior year income and costs have been amended to reflect this change.

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2022

| 4. INVESTMENT INCOME - UNRESTRICTED | 2022 | 2021 |
|--|---------------|---------------|
| | £ | £ |
| Rental income from investment properties | 26,746 | 23,210 |
| Income from listed investments | 21,454 | - |
| Interest receivable | 12,563 | 11,011 |
| | <u>60,763</u> | <u>34,221</u> |

| 5. OTHER INCOME – UNRESTRICTED | 2022 | 2021 |
|---------------------------------|---------------|----------------|
| | £ | £ |
| Education courses and recharges | - | 12,002 |
| Other income | 21,767 | 126,106 |
| | <u>21,767</u> | <u>138,108</u> |

| 6. TOTAL EXPENDITURE | Staff Costs £ | Other Direct Costs £ | Support Costs Allocation £ | Total 2022 £ |
|----------------------------------|---------------------|-------------------------------|-------------------------------------|--------------------|
| Charitable expenditure | | | | |
| Primary costs | | | | |
| Inpatient | 2,047,604 | 905,207 | 750,532 | 3,703,343 |
| Wellbeing | 165,371 | 96,293 | 179,705 | 441,369 |
| Community Nursing | 1,280,845 | 307,226 | 623,682 | 2,211,753 |
| | <u>3,493,820</u> | <u>1,308,726</u> | <u>1,553,919</u> | <u>6,356,465</u> |
| Costs of generating funds | | | | |
| Non-charitable trading | 414,547 | 554,452 | - | 968,999 |
| Fundraising | 504,306 | 337,381 | 137,421 | 979,108 |
| | <u>4,412,673</u> | <u>2,200,559</u> | <u>1,691,340</u> | <u>8,304,572</u> |

| SUPPORT COSTS | 2022 Total £ |
|------------------------|--------------------|
| Support staff | 1,030,212 |
| Office | 244,744 |
| Premises and utilities | 391,772 |
| Governance | 24,612 |
| | <u>1,691,340</u> |

| GOVERNANCE COSTS | |
|------------------------|---------------|
| Legal and professional | 878 |
| Auditors' remuneration | 16,600 |
| | <u>17,478</u> |

Restricted expenditure for 2022 £1,164,078 (2021 £399,145), unrestricted expenditure 2022 £7,140,494 (2021 £7,661,829).

6. TOTAL EXPENDITURE (continued)

Prior Year - 2021

| | Staff Costs £ | Other Direct Costs £ | Support Costs Allocation £ | Total 2021 £ |
|----------------------------------|---------------------|-------------------------------|-------------------------------------|--------------------|
| Charitable expenditure | | | | |
| Primary costs | | | | |
| Inpatient | 2,163,234 | 806,137 | 962,279 | 3,931,650 |
| Wellbeing | 324,848 | 106,162 | 144,554 | 575,564 |
| Community Nursing | 1,133,395 | 79,670 | 504,030 | 1,717,095 |
| | <u>3,621,477</u> | <u>991,969</u> | <u>1,610,863</u> | <u>6,224,309</u> |
| Costs of generating funds | | | | |
| Non-charitable trading | 403,120 | 474,270 | - | 877,390 |
| Fundraising | 376,863 | 414,546 | 167,866 | 959,275 |
| | <u>4,401,460</u> | <u>1,880,785</u> | <u>1,778,729</u> | <u>8,060,974</u> |

SUPPORT COSTS

| | 2021 Total £ |
|------------------------|--------------------|
| Support staff | 1,090,322 |
| Office | 126,211 |
| Premises and utilities | 544,718 |
| Governance | 17,478 |
| | <u>1,778,729</u> |

GOVERNANCE COSTS

| | |
|------------------------|---------------|
| Legal and professional | 878 |
| Auditors' remuneration | 16,600 |
| | <u>17,478</u> |

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2022

| 7. NET INCOME/(EXPENDITURE) | 2022 £ | 2021 £ |
|------------------------------------|-------------------|-------------------|
| Net income is stated after: | | |
| Auditors' remuneration | | |
| - Audit services | 15,125 | 14,400 |
| - Non-audit services | 2,050 | 1,950 |
| Depreciation | 421,891 | 375,839 |

8. TRUSTEES AND RELATED PARTY TRANSACTIONS

No trustees were reimbursed expenses during the year (2021: No trustees).

None of the other trustees (or any persons connected with them) received any remuneration or reimbursement of expenses during the current or preceding year.

There were no other related party transactions during the current or preceding year.

| 9. EMPLOYEES | Hospice and Group 2022 Number | 2021 Number |
|--|--|------------------------|
| The average monthly number of employees during the year was: | | |
| Inpatient | 71 | 69 |
| Wellbeing | 17 | 15 |
| Hospice at Home | 59 | 44 |
| Support staff | 54 | 46 |
| Fundraising | 13 | 12 |
| Retail | 24 | 20 |
| | <u>238</u> | <u>206</u> |
| The full time equivalent number of employees at March was: | | |
| Inpatient | 43 | 52 |
| Wellbeing | 12 | 12 |
| Hospice at Home | 30 | 31 |
| Support staff | 40 | 34 |
| Fundraising | 11 | 11 |
| Retail | 19 | 18 |
| | <u>155</u> | <u>158</u> |
| Employment costs | £ | £ |
| Wages and salaries | 4,575,402 | 4,640,058 |
| National insurance | 433,248 | 425,546 |
| Pension costs | 436,738 | 418,995 |
| Redundancy costs | - | 7,183 |
| | <u>5,445,388</u> | <u>5,491,782</u> |

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2022

9. EMPLOYEES (continued)

The number of employees whose annual remuneration was £60,000 or more were:

| | 2022 Number | 2021 Number |
|-------------------|----------------|----------------|
| £60,000 - £70,000 | - | 3 |
| £70,000 - £80,000 | 1 | - |
| £80,000 - £90,000 | 2 | 1 |

Contributions totalling £19,632 (2021: £24,870) were made to defined contribution pension schemes on behalf of employees whose emoluments exceed £60,000.

The total employee benefits of the relevant key management personnel of the Charity/Group were £317,204 (2021: £418,058).

The redundancy costs of £nil (2021: £7,183) were fully settled before the year-end.

10. TAXATION

The company is a registered charity and as such is exempt from taxation on its income so long as this is applied for charitable purposes.

11. NET INCOME FROM TRADING ACTIVITIES OF SUBSIDIARY

The charity has wholly owned group companies which are incorporated in the UK and their registered office address is 1 Broadwater Way, Eastbourne, East Sussex, BN22 9PZ. St Wilfrid's Hospice (Eastbourne) Projects Limited was dormant during the current and preceding year, but St Wilfrid's Hospice Trading Company Limited sells Brought In Goods from 8 different branches and the Street Café operations as shown in note 3 to the accounts. However, note 3 shows the full Retail operation income and costs, Donated Goods income is now recognised within the Charity Accounts. The company distributed its taxable profits to St Wilfrid's Hospice (Eastbourne) under a Gift Aid Declaration. A summary of its trading results is shown below.

| | 2022 £ | 2021 £ |
|-----------------------------------|-------------------|-------------------|
| Turnover | 111,224 | 25,429 |
| Other operating income | 68,416 | |
| Expenditure | (122,358) | (69,684) |
| Operating (loss)/ profit | 57,282 | (44,255) |
| Interest receivable | 4 | 5 |
| (Loss)/profit for the year | 57,286 | (44,250) |
| | 2022 £ | 2021 £ |
| Tangible fixed assets | - | 458 |
| Current assets | 104,851 | 14,199 |
| Current liabilities | (103,513) | (18,953) |
| Net (liabilities)/assets | 1,338 | (4,296) |
| Capital and reserves | 1,338 | (4,296) |

12. TANGIBLE FIXED ASSETS

| Hospice | Land and Buildings £ | Computer Equipment £ | Plant and equipment £ | Fixtures And Fittings £ | Motor Vehicles £ | Total £ |
|-----------------------|----------------------------|----------------------------|-----------------------------|----------------------------------|------------------------|------------|
| Cost | | | | | | |
| At 1 April 2021 | 11,061,022 | 541,936 | 124,108 | 810,688 | 86,904 | 12,624,658 |
| Additions | - | 92,535 | 34,511 | 78,930 | - | 205,975 |
| Disposals | - | (119,951) | (5,491) | (160,600) | - | (286,042) |
| At 31 March 2022 | 11,061,022 | 514,520 | 153,128 | 729,018 | 86,904 | 12,544,592 |
| Depreciation | | | | | | |
| At 1 April 2021 | 1,518,617 | 335,080 | 67,985 | 632,469 | 36,390 | 2,591,081 |
| Charge for the year | 202,120 | 107,385 | 33,399 | 64,306 | 14,223 | 421,433 |
| On disposals | - | (117,764) | (5,507) | (162,597) | - | (285,868) |
| At 31 March 2022 | 1,720,737 | 324,701 | 95,877 | 534,178 | 50,613 | 2,726,646 |
| Net Book Value | | | | | | |
| At 31 March 2022 | 9,340,285 | 189,819 | 57,251 | 194,840 | 36,291 | 9,817,946 |
| At 31 March 2021 | 9,542,405 | 206,856 | 56,123 | 178,219 | 49,974 | 10,033,577 |
| Group | | | | | | |
| Cost | | | | | | |
| At 1 April 2021 | 11,061,022 | 543,586 | 124,108 | 810,688 | 86,904 | 12,626,308 |
| Additions | - | 92,535 | 34,511 | 78,930 | - | 205,976 |
| Disposals | - | (119,951) | (5,491) | (160,600) | - | (286,042) |
| At 31 March 2022 | 11,061,022 | 516,170 | 153,128 | 729,018 | 86,904 | 12,546,242 |
| Depreciation | | | | | | |
| At 1 April 2021 | 1,518,617 | 336,272 | 67,985 | 632,469 | 36,930 | 2,592,273 |
| Charge for the year | 202,120 | 107,843 | 33,399 | 64,306 | 14,223 | 421,891 |
| On disposals | - | (117,764) | (5,507) | (162,597) | - | (285,868) |
| At 31 March 2022 | 1,720,737 | 326,351 | 95,877 | 534,178 | 51,153 | 2,728,296 |
| Net Book Value | | | | | | |
| At 31 March 2022 | 9,340,285 | 189,819 | 57,251 | 194,840 | 35,751 | 9,817,946 |
| At 31 March 2021 | 9,542,405 | 207,314 | 56,123 | 178,219 | 49,974 | 10,034,033 |

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2022

13 FIXED ASSET INVESTMENTS - GROUP AND HOSPICE

| | Investment | Listed | Total |
|---|------------|-------------|-------------|
| | Properties | Investments | Investments |
| | £ | £ | £ |
| Market value at 1 April 2021 | 753,278 | 104,130 | 857,408 |
| Additions at market value | - | 4,812,305 | 4,812,305 |
| Disposals at cost | (3,278) | (1,787,487) | (1,790,765) |
| Revaluation | 185,000 | 68,288 | 253,288 |
| Movement in investment cash | - | 202,522 | 202,522 |
| | ----- | ----- | ----- |
| Group Market value at 31 March 2022 | 935,000 | 3,399,758 | 4,334,758 |
| | ----- | ----- | ----- |
| Investment in subsidiaries | | | |
| Share capital | | | |
| . St Wilfrid's Hospice (Eastbourne) Projects Limited | | | 1 |
| . St Wilfrid's Hospice Eastbourne Trading Company Limited | | | 100 |
| | | | ----- |
| Hospice Market value at 31 March 2022 | | | 4,334,859 |
| | | | ----- |
| Historical cost: | | | |
| At 31 March 2022 | 516,851 | 3,517,956 | 4,034,807 |
| | ===== | ===== | ===== |
| At 31 March 2021 | 516,851 | - | 516,851 |
| | ===== | ===== | ===== |

14. DEBTORS

| | Hospice | | Group | |
|------------------------------------|-----------|-----------|-----------|-----------|
| | 2022 | 2021 | 2022 | 2021 |
| | £ | £ | £ | £ |
| Legacies | 1,514,772 | 2,114,653 | 1,514,772 | 2,114,653 |
| Trade debtors | 1,027,240 | 874,818 | 1,029,038 | 870,607 |
| Amounts owed by group undertakings | 81,652 | - | - | - |
| Prepayments & accrued income | 640,491 | 621,956 | 646,384 | 622,285 |
| Other debtors | 1,459 | 50,831 | 1,459 | 54,294 |
| | ----- | ----- | ----- | ----- |
| | 3,265,614 | 3,662,258 | 3,191,652 | 3,661,839 |
| | ===== | ===== | ===== | ===== |

| 15. CREDITORS: amounts falling due within one year | Hospice | | Group | |
|--|------------------|------------------|------------------|------------------|
| | 2022 £ | 2021 £ | 2022 £ | 2021 £ |
| Trade creditors | 318,752 | 222,795 | 325,497 | 234,522 |
| Taxes and social security costs | 27,054 | 103,614 | 28,025 | 103,614 |
| Other creditors | 174,923 | 115,616 | 174,923 | 115,616 |
| Accruals | 61,395 | 197,971 | 75,540 | 200,986 |
| Deferred income | 981,208 | 921,969 | 981,208 | 921,969 |
| | <u>1,563,332</u> | <u>1,561,965</u> | <u>1,585,193</u> | <u>1,576,707</u> |

16. PENSION AND OTHER POST-RETIREMENT BENEFIT COMMITMENTS

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £197,725 (2021: £211,607).

The company also contributes to the NHS Pension Scheme on behalf of employees. Total pension costs in the year amounted to £436,738 (2021: £418,994).

17. COMPANY LIMITED BY GUARANTEE

The Trust has no share capital and is limited by guarantee. In the event of the Trust being wound up, the liability of each member is limited to £5.

18. RESTRICTED FUNDS – GROUP AND CHARITY

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

| RESTRICTED INCOME 21/22 | Balance at | Movement in funds | | Balance at |
|---|----------------------|-------------------|--------------------|-----------------------|
| | 1 April 2021 £ | Income £ | Expenditure £ | 31 March 2022 £ |
| IPU Capital and Improving Patient Care Appeal | 158,614 | 51,462 | (183,487) | 26,589 |
| Hospice in the Community | 34,358 | 153,876 | (186,144) | 2,090 |
| Wellbeing Appeal | 36,090 | 15,730 | (20,259) | 31,561 |
| Minibus Appeal | 41,178 | - | (29,526) | 11,652 |
| Spiritual Support Fund | 4,478 | - | (2,785) | 1,693 |
| Garden Project | 13,084 | 900 | (13,984) | - |
| Big Lottery Volunteers Project | 34,060 | 77,000 | (111,060) | - |
| Other Restricted Funds | 16,327 | 113,777 | (115,348) | 14,756 |
| BBC Children in Need Seahorse Project | 9,429 | 34,327 | (37,367) | 6,389 |
| Community Bereavement Project | 3,629 | 6,491 | (10,120) | - |
| COVID-19 Emergency Response Funding | - | 453,998 | (453,998) | - |
| | <u>351,247</u> | <u>907,561</u> | <u>(1,164,078)</u> | <u>94,730</u> |

- The IPU Capital and Improving Patient Care Appeal is fundraising for IPU capital items and continuing patient care including nursing.
- The Hospice in the Community Fund is supporting the 'Closer to You' fund for growth in the community.
- The Wellbeing Appeal is a fund to support the Wellbeing clinics and facilities for our day care patients.
- The Minibus Appeal was set up for the purchase and running costs of a minibus for patient transport.
- The Spiritual Support Fund is set up to meet the expenditure of the Hospice's spiritual support work.
- The Garden Project is to pay for a gazebo and new pavements around the Hospice and has been spent in full.
- The Big Lottery Volunteers Project is to fund a new community volunteers project over three years. The funding for this project ended on 31 March 2022.
- Other Restricted Funds represents donations and fundraising given for specific projects. For example, Digital Health Improvements.
- The BBC Children in Need Seahorse Project is to support children's bereavement services.
- The Community Bereavement Project is funding to extend bereavement services across the catchment area.
- COVID-19 Emergency Response Funding: The NHSE awarded funding to allow the Hospice to make available bed capacity and community support from December 2021 to March 2022 to provide support to people with complex needs in the context of the COVID-19 situation.

18. RESTRICTED FUNDS (continued)

| Prior Year Restricted funds | Balance at | Movement in funds | | Balance at |
|---|----------------------|-------------------|--------------------|-----------------------|
| | 1 April 2020 £ | Income £ | Expenditure £ | 31 March 2021 £ |
| IPU Capital and Improving Patient Care appeal | 164,248 | 39,912 | (45,548) | 158,614 |
| Hospice in the Community | 24,323 | 40,593 | (30,556) | 34,358 |
| Wellbeing Appeal | 38,879 | 964 | (8,878) | 30,960 |
| Minibus Appeal | 46,200 | - | (5,021) | 41,179 |
| Spiritual Support Fund | 42,152 | - | (37,674) | 4,478 |
| Garden Project | 20,559 | 1,000 | (8,476) | 13,083 |
| Big Lottery Volunteers Project | 35,031 | 153,990 | (154,960) | 34,061 |
| Bereavement Help Point | 160 | 57,920 | (47,794) | 21,451 |
| BBC Children In Need Seahorse Project | 8,158 | 38,049 | (36,778) | 9,429 |
| Other Restricted Funds | 11,325 | 7,929 | (8,089) | - |
| Bereavement | - | 6,000 | (6,000) | - |
| Community Bereavement Project | - | 13,000 | (9,371) | 3,629 |
| COVID-19 Emergency Response Funding | - | 1,627,081 | (1,627,081) | - |
| | <u>391,035</u> | <u>1,986,438</u> | <u>(2,026,226)</u> | <u>351,247</u> |

*Following a clarification of the treatment of Hospice UK grant money received in the current year, it was determined that the money received in the prior year should also have been shown as restricted income and expenditure in the prior year accounts. Therefore, the comparative figures have been restated and the impact is shown above and in note 2 and note 23. There was no impact on the total net movement in funds for the year or the reserves at the end of the period.

19. UNRESTRICTED FUNDS – GROUP AND HOSPICE

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

| | Balance at 1 April 2021 £ | Income £ | Expenditure £ | Gains/(losses) £ | Transfers £ | Balance at 31 March 2022 £ |
|---------------------------------|------------------------------------|------------------|--------------------|---------------------|------------------|-------------------------------------|
| Asset Management Reserve | 600,000 | - | - | - | 100,000 | 700,000 |
| Legacy Equalisation Reserve | 2,560,177 | - | - | - | - | 2,560,177 |
| Strategic Development Reserve | 975,130 | - | - | - | (20,718) | 954,412 |
| Fixed Asset Reserve | 10,034,033 | - | - | - | (216,087) | 9,817,946 |
| Revaluation Reserve | - | - | - | 185,000 | - | 185,000 |
| Designated funds | 14,169,340 | - | - | 185,000 | (136,805) | 14,217,535 |
| General funds | 4,387,726 | 8,012,740 | (7,140,494) | 68,288 | 136,805 | 5,465,065 |
| Total Unrestricted Funds | 18,557,066 | 8,012,740 | (7,140,494) | 253,288 | - | 19,682,600 |

| | Balance at 1 April 2020 £ | Income £ | Expenditure £ | Transfers £ | Balance at 31 March 2021 £ |
|---------------------------------|------------------------------------|-------------------|--------------------|--------------------|-------------------------------------|
| Asset Management Reserve | 300,000 | - | - | 300,000 | 600,000 |
| Legacy Equalisation Reserve | 960,177 | - | - | 1,600,000 | 2,560,177 |
| Strategic Development Reserve | 975,130 | - | - | - | 975,130 |
| Fixed Asset Reserve | 10,130,622 | - | - | (96,589) | 10,034,033 |
| Designated funds | 12,365,929 | - | - | 1,803,411 | 14,169,340 |
| General funds | 3,500,000 | 10,352,966 | (7,661,829) | (1,803,411) | 4,387,726 |
| Total Unrestricted Funds | 15,865,929 | 10,352,966 | (7,661,829) | - | 18,557,066 |

The Asset Management Reserve has been set up to cover any potential upgrading and repair work which will be required going forward to the building and plant. The Trustees have agreed that in future a minimum of 10% of any surplus generated would be allocated to the Asset Management Reserve.

The Legacy Equalisation Reserve has been set up to smooth out any year on year fluctuations in legacy income. Legacies are an important income stream for the hospice, generally comprising around a third of total income. The charity therefore needs to include legacy income in its cost budgeting, so this reserve will help to avoid any disruption to day to day activity in the event of low legacy receipts in a given year. A further transfer to the fund has been agreed this year.

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2022

The Strategic Development Reserve fund represents all monies except those held in other reserves, which are earmarked to fund planned strategic developments to the service and buildings. The only movement this year is in respect of fees for Sussex Hospices Collaboration workstreams, which the Board agreed would come from the Strategic Development Reserve.

The Fixed Asset Reserve represents the charity's investments in fixed assets. The transfers out this year represent the net position of additions, disposals and depreciation.

The Revaluation Reserve reflects an increase in the value of investment properties in the period.

| 20. ANALYSIS OF NET ASSETS BETWEEN FUNDS | General Funds £ | Designated Funds £ | Restricted Funds £ | Total £ |
|--|----------------------------|-------------------------------|-------------------------------|--------------------|
| Fund balances at 31 March 2022 are represented by: | | | | |
| Tangible fixed assets | - | 9,817,946 | - | 9,817,946 |
| Fixed Asset Investments | 4,334,758 | - | - | 4,334,758 |
| Current assets | 2,715,500 | 4,399,589 | 94,730 | 7,209,819 |
| Creditors: amounts falling due within one year | (1,585,193) | - | - | (1,585,193) |
| | <u>5,465,065</u> | <u>14,217,535</u> | <u>94,730</u> | <u>19,777,330</u> |

| ANALYSIS OF NET ASSETS BETWEEN FUNDS – Prior Year | General Funds £ | Designated Funds £ | Restricted Funds £ | Total £ |
|--|----------------------------|-------------------------------|-------------------------------|--------------------|
| Fund balances at 31 March 2021 are represented by: | | | | |
| Tangible fixed assets | - | 10,034,033 | - | 10,034,033 |
| Fixed Asset Investments | 857,408 | - | - | 857,408 |
| Current assets | 5,107,025 | 4,135,307 | 351,247 | 9,593,579 |
| Creditors: amounts falling due within one year | (1,576,707) | - | - | (1,576,707) |
| | <u>4,387,726</u> | <u>14,169,340</u> | <u>351,247</u> | <u>18,908,313</u> |

| 21. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES | 2022 £ | 2021 £ |
|--|-------------------|-------------------|
| Net income for the reporting period (as per the statement of financial activities) | 869,017 | 2,651,349 |
| Adjustments for: | | |
| Depreciation charges | 421,891 | 375,839 |
| Gains on investments | (253,288) | - |
| Dividends, interest and rent from investments | (60,763) | (34,221) |
| (Profit)/loss on the sale of fixed assets | (170) | (1,712) |
| Decrease/(increase) in stocks | 2,781 | (1,892) |
| Decrease/(increase) in debtors | 530,592 | (1,543,465) |
| Increase/(decrease) in creditors | 8,486 | (6,825) |

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2022

| | | |
|-----------------------------------|---|---------|
| Changes in assets held for resale | - | 250,000 |
|-----------------------------------|---|---------|

| | | |
|--|------------------|------------------|
| Net cash provided by operating activities | 1,458,545 | 1,689,073 |
|--|------------------|------------------|

22. OPERATING LEASES COMMITMENTS

| | 2022 | 2021 |
|-------------------------------------|--------------|---------------|
| | £ | £ |
| Group Leases which expire: | | |
| Within one year | 5,169 | 19,840 |
| Within two to five years | - | 5,169 |
| | 5,169 | 25,509 |
| Charity Leases which expire: | | |
| Within one year | 5,169 | 19,840 |
| Within two to five years | - | 5,169 |
| | 5,169 | 25,509 |

At the year end, the charity was committed to make the above payments in total in respect of operating leases.



23. COMPARATIVE CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (2020)

| | Unrestricted Funds (Restated) £ | Restricted Funds (Restated) £ | Total 2021 (Restated) £ | Total 2020 £ |
|---|--|--|----------------------------------|--------------------------|
| INCOME FROM: | | | | |
| Donations and legacies | 5,184,424 | 359,357 | 5,543,781 | 4,655,873 |
| Donated goods income | 3,352 | - | 3,352 | 158,188 |
| Charitable activities | | | | |
| Statutory funding and grants | 2,570,616 | 1,627,081 | 4,197,697 | 2,152,213 |
| Other trading activities | | | | |
| Income from trading | 475,161 | - | 475,161 | 969,257 |
| Income from lottery | 320,003 | - | 320,003 | 314,910 |
| Investments | 34,221 | - | 34,221 | 56,882 |
| Other | 138,108 | - | 138,108 | 24,981 |
| Total income | <u>8,725,885</u> | <u>1,986,438</u> | <u>10,712,323</u> | <u>8,332,304</u> |
| EXPENDITURE ON: | | | | |
| Raising funds | | | | |
| Fundraising costs | 954,974 | 4,301 | 959,275 | 882,830 |
| Trading costs of goods sold and other costs | 877,390 | - | 877,390 | 977,547 |
| Charitable activities | | | | |
| In patient | 2,232,734 | 1,698,916 | 3,931,650 | 3,717,979 |
| Wellbeing | 296,493 | 279,071 | 575,564 | 551,037 |
| Community Nursing | 1,673,157 | 43,938 | 1,717,095 | 1,757,005 |
| Total expenditure | <u>6,034,748</u> | <u>2,026,226</u> | <u>8,060,974</u> | <u>7,886,398</u> |
| Net gains/(losses) on investments | - | - | - | - |
| Net income/(expenditure) | <u>2,691,137</u> | <u>(39,788)</u> | <u>2,651,349</u> | <u>445,906</u> |
| Gross transfers between funds | - | - | - | - |
| Net movement in funds | <u>2,691,137</u> | <u>(39,788)</u> | <u>2,651,349</u> | <u>445,906</u> |
| Fund balances at 1 April 2020 | <u>15,865,929</u> | <u>391,035</u> | <u>16,256,964</u> | <u>15,811,058</u> |
| Fund balances at 31 March 2021 | <u><u>18,557,066</u></u> | <u><u>351,247</u></u> | <u><u>18,908,313</u></u> | <u><u>16,256,964</u></u> |

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2022
