



St. Luke's Hospice (Basildon & District) 2024 - 2025 Annual Report

Contents

Welcome	3-4
Governing Board	5
Our Vision, Mission and Values	6
Our Objectives	7
Kind Words	8-9
James's Story	10-11
Our Care	12
Impact Report	13-14
Environmental Projects	15
Equity, Diversity and Inclusion	16-18
Jim and Maureen's Story	19-20
Volunteering	21-22
Our Teams	23-24
Governance	25
Report of Trustees	26-40
Statement of Financial Activities for the year ended 31 March 2025	41-57



Welcome

On behalf of the Board of Trustees and the Hospice team, I am pleased to share an overview of another busy, and challenging, year at St. Luke's Hospice. Over the last 12 months we have continued to deliver exceptional care to meet the individual needs of our patients, support for their loved ones and be as responsive as we can to the wider health and social care system.

Our priority remained steadfast – to deliver flexible, agile and appropriate services to meet the evolving needs of palliative and end of life patients.

Innovation has remained a key strategic objective, and our progress in this area is evidenced by the expansion of our Clinical Outpatient Service. Additionally, *The Hospice Collaborative Partnership*, made up of St. Luke's Hospice and our neighbouring Havens Hospices and Farleigh Hospice working alongside NHS Mid and South Essex Integrated Care Board (ICB), was announced as the winner of the 'Best Not-for-Profit Working in Partnership with the NHS' at the HSJ Partnership Awards 2025. The award was in recognition of outstanding dedication to improving healthcare and effective collaboration with the NHS.

Throughout the year assessment of our care and services, and impact evaluation, also developed with new and enhanced communications; with patients, carers, loved ones and our community. This engagement is helping to shape future decisions and support equitable access to palliative and end of life care.



Eileen Marshall
CEO
St. Luke's Hospice
(Basildon & District)
Limited

Welcome



**Eileen Marshall
and
Gerry Peaty**

The environment in which we operated was, and is, increasingly challenging and the decisions we make are carefully balanced – patient care, operational efficiency and cost effectiveness.

The strategic and governance work of the Trustee board, Executive team and I, continued to focus on future sustainability – to maximise opportunities from existing and new income streams to safeguard our future.

Whilst this has been a challenging year, we must sincerely thank all the supporters of our work and vision; all the fundraisers, donors, volunteers, partners in delivery, commissioners and professional colleagues – working together for the betterment of our community.

We also thank our team, each of whom give so much every day, responding to challenges and opportunities utilising their skills and expertise to ensure the continued provision of excellent, compassionate care.

As we move through 2025, we will mark 35 years since welcoming our first patient. This milestone will be celebrated with events and recognition activities. Such a special anniversary will also be a time to remember the contribution and dedication of so many, and reflect on what has been achieved with shared belief and full commitment.

If you have any comments about this document or St. Luke's Hospice, please contact me at Eileen@stlukeshospice.co.uk.

Governing Board

St. Luke's Hospice board, our Trustees, bring a wealth of skills, experience and knowledge.

The board meet regularly with the Executive team, to provide oversight and insightful challenge covering all areas of the Hospice; governing with compassion and keen interest.

In the coming year, our Trustees will be active in celebrating the 35th anniversary of welcoming our first patient. For some Trustees this will recall their own memories of 1990, as long standing supporters, advocates and champions of the Hospice.

In the coming year we will actively seek to diversity the board, to strengthen their already significant contribution, to support strategic aims for the future. Our goal is to increase our board from 7 to 10 trustees.

As the Hospice continues to operate in challenging and uncertain times, the role of the board is vital to achieve financial stability and safeguard the Hospice for many years to come.

If you are interested to learn more about becoming a Trustee at St. Luke's Hospice, please contact 01268 524973.



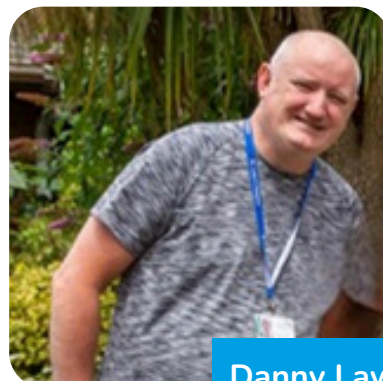
Gerry Peaty, Chair of Trustees



Geraldine Rodgers



Brian Wellman



Danny Lawrence

Mission, Vision and Values

MISSION

Our mission is to provide high quality, safe, honest, personalised care and support that is equitable and accessible in all care settings, delivered by a professional, knowledgeable, skilful and responsive team.

VISION

Exceptional, compassionate palliative and end of life care for all in our community who need it.

VALUES



We are kind and compassionate



We are inclusive and respectful



We are collaborative and innovative



Our Objectives

As a Hospice which has prided itself on continual improvement and innovation, we will remain resolute and ambitious in delivering our care in the future.

Here are our objectives:



Our Care

Delivery of high quality person centred care, with equity of access and choice



Collaboration

To influence and work in partnership to develop and deliver palliative and end of life care



Governance

To maintain robust governance systems which empower a culture of safety and learning



Our Teams

Our team achieve collective success through holistic support, development opportunities and engagement with our purpose



Sustainability

Maximise income and effective use of resources

Kind Words

Patients, clients and loved ones shared kind words from their experiences of care at St. Luke's Hospice.

"I have the OneResponse number and that is reassuring to know someone is there 24/7 if I need them"

"It's also been a bit of a sanctuary for me so I can sit out there quietly by myself at times. The staff are so good in recognising when I or the family need support as well as leaving us alone at times."

"To other's their job is just a job but the people here care and it really shows"

"The staff here are so compassionate and caring but also so down to earth that you can have a laugh with them"

"It really helps that the nurses explain everything to me and my wife so we can understand. It's a scary time but we know they are there for us."

"Once you have been referred to the Hospice everything flows and the service is there to support you."

“I have been treated with respect, dignity and empathy but more than that, with kindness from all the staff.”



James's Story

James was such a kind, unbelievably generous and incredibly caring man. He was a great singer and part of several music and theatrical groups. In 2021, James started getting persistent and troubling headaches – he went to loads of doctors and they couldn't figure out what was going on.

James mentioned that he had trouble seeing and reading of late, so was referred to an ophthalmologist. He could see the letters clearly but often could not process what they actually were. Following further scans, the doctors said that he had a large tumour in his brain. James had Stage 4 Glioblastoma. The doctors estimated he would live for just one year.

We did as much as possible. Even though James could not read anymore, and his co-ordination was not quite there due to the impact of the tumour, we were still able to share many positive experiences.

James was eventually unable to continue further treatment, so his oncologist referred him to the Hospice in 2022.

The word Hospice really is quite a scary word when you are in your 30s.

In September 2023, James went into St. Luke's Hospice's In-Patient Unit (IPU). They were able to offer him a bed and round-the-clock care. For both of us the last months were much better than they otherwise would have been.



The Hospice gave James a much better quality of life. James was able to get pain relief whenever he needed it, he also received more visitors in three months than he had in the past year. As a team the Hospice was able to keep him clean, safe and comfy - much better than he was at home.

The In-Patient Unit itself was so professional and clean, and the staff – I truly cannot speak highly enough of the staff. Throughout the Hospice, from the doctors and nurses to cleaners and kitchen staff, everyone was brilliant.

Even when James' young niece was with us, everyone in the IPU had so much time for her, which enabled James' twin sisters to spend real quality time with him. It made us feel as though we were entering into a community of friends who truly wanted the best for us as well as professionals who are good at their jobs.

There were enough people there to be able to support patients appropriately and every staff member gave adequate time to develop and make friendships - real human connections.

James's Story

This compassion and respect resonated throughout all their care, even in the care they provided to James after he passed away.

There were so many personal touches to ensure patients, and their families, felt comfortable and so much attention paid to small things that made us all feel welcome. Everyone seemed to love their work so much and always seemed so upbeat and cheerful.

Before James got sick, he was a great singer and part of several music and theatrical groups. One day, noticing that James was struggling, one of the St. Luke's Hospice staff approached me and said, "I know that you and James are performers, would you like to come in and sing some carols in the Hospice?".

Following their recommendation, I got three friends together over Christmas-time. We sang carols and took requests from people in the IPU, including staff and other visitors.

We later found out that one of the songs we'd performed by request was another Hospice patient's favourite song (Bohemian Rhapsody, which our pianist had never played before but had an incredibly good go at!).

James was humming along as best he could, and although I was worried that he'd feel left behind, he kept asking us to play more - he was still a part of it.

If it hadn't been for Hospice staff suggesting the idea and helping us organise it, then we would completely have missed out on one of the best days we had with James. It really is amazing that the Hospice thinks of every detail – even the smallest of things, to add personal touches to make all patients feel very special.

Despite originally being given one year by the doctors, we were able to spend two years with James. He died on 4 February 2024.



Our Care

St. Luke's Hospice provides specialist palliative and end of life care and support to people across Basildon and Thurrock whose illnesses are no longer curable. Each year, we support patients and their loved ones, offering compassionate care that focuses on comfort, dignity and individual needs.

Our care is delivered by highly skilled teams including Speciality Doctors, Clinical Nurse Specialists, Registered Nurses, Health Care Assistants, Specialist Therapists, Supportive Care staff, Clinical Administration teams and dedicated volunteers. We work to ensure our patients and their families receive what they need, where and when it's needed.

A key part of our service is OneResponse, our 24/7 telephone advice and support line, available every day of the year.

Many people believe hospice care is only for those in the final days of life, or that it is only provided within the hospice building. In reality, St. Luke's Hospice supports people at many stages of their illness, from point of diagnosis through to end of life.

Care is provided at our Hospices in Basildon and Thurrock, in the local community, in patient's own homes and in care homes. We also work closely with hospital teams and other health and social care professionals to ensure care is well coordinated, accessible and centred around the individual.

In addition to supporting patients, we offer care and guidance for loved ones and carers, recognising the vital role they play. We listen carefully, respond with compassion and respect each person's wishes.

As a registered charity, we rely on the generosity of our local community to continue delivering care where and when it is needed most. At St. Luke's Hospice, our commitment is simple: to ensure that everyone in our community can access that support and care they need.



Impact Report

On average St. Luke's Hospice cares for **2,100** individuals per year.

Clinical Outpatients Service



239

People supported by
Clinical Outpatients

1,613

Procedures completed

1,936

Blood tests

Hospice Community Service

1,139

Prescriptions completed
by a Non-medical
prescriber

1,685

Face-to-face visits

534

People supported to die
at home.

522

People supported
through the Frailty and
Care Home Palliative
Support service

OneResponse

32,485

incoming calls into the **OneResponse**
service

192

Calls on the busiest day

3,993

Rapid response visits within two hours

IPU Basildon

223

Admissions



30

Bedside Companion volunteers across
Basildon and Thurrock In- Patient Units

Impact Report

Integrated Therapy Services

431

Referrals received to
**Complementary
Therapies**

1,208

Therapies were given by
**Complementary
Therapies**

490

People supported by
Occupational Therapy

632

Specialist Physiotherapy
referrals

342

Initial assessments
carried out by the
Specialist Physiotherapy
team

Supportive Care Services

124

Referrals to the **Luke's
Counselling for Children
and Young people**

452

Referrals to the **Dove
Community Counselling
(Adult)**

1,202

Face-to-face counselling
sessions

344

Assessments undertook
by the **Carers team**

206

Patients attended face to
face groups held by the
Wellbeing Service

Hospice Rapid Access Service

1,523

Nights of care provided for
66 patients



110,735

Hours of domiciliary care

South Essex Lymphoedema Service

Over

1,000

active patients
with

779

referrals accepted in 24/25



Environmental Projects

This year we have taken positive steps to reduce our environmental impact and create a more environmentally sustainable future.

Our dedicated Environmental Group has played a key role in driving our Environmental strategy; collaborating with internal partners across Hospice teams to advise on alternative products to reduce single use plastic, and more sustainable materials for fundraising activities.

The Environmental group brings together team members from all areas of the Hospice, to share ideas, review our practices, and introduce new initiatives.

We continue to develop our gardens at Thurrock, with fruit and vegetable planting to support the menu offerings at the Luke's Sunflower Café.

Bat boxes provide alternative roost sites at Thurrock, and sympathetic planting at both hospices encourages local wildlife to thrive.

We are actively promoting the Cycle to Work scheme and investigating the feasibility of infrastructure to support electronic charging at both locations, to support alternative fuel transportation.

We are researching the positive environmental impact of our Retail stores and promotion of upcycling and recycling.

We continue to work with partners to support our environmental and sustainable aspirations.



Equity, Diversity, Inclusion

St. Luke's Hospice maintains its commitment to an integrated and compassionate approach to Equity, Diversity and Inclusion (EDI). Guided by our organisational values, St. Luke's Hospice not only delivers expert palliative and end-of-life care but actively champions equality for its employees, volunteers, patients, and the wider community. Effective EDI is not an isolated initiative, but a thread woven throughout every aspect of our Hospice's care provision, and ways of working for employees and volunteers. The Hospice's vision encompasses building capacity to challenge and address barriers, facilitating ongoing education and awareness, and ensuring that all operational processes—from recruitment to the delivery of patient care—are evaluated through the lens of fairness and representation.



The Charity's EDI Strategy Group meets regularly with a wide representation across all Hospice services working collaboratively to focus on 4 initial priorities whilst development and engagement of our first EDI Strategy is complete. These being:

- Anti-Racism
- Becoming a leading Disability Confident employer
- LGBTQ+ Allyship
- Engagement and Co-Production

St. Luke's Hospice has continued to actively seek partnerships with local networks and groups across Basildon and Thurrock to guarantee its reach extends to all areas of our community. Collaborations include regular engagement with ethnic minority community groups, local faith groups and attendance at community events intended to raise awareness about the Hospice support available for patients and their families, whilst fostering meaningful engagement to identify challenges around access to our services.

This year the Hospice has developed improved systems for capturing, reporting and analysing data around the protected characteristics of people using our services and in our Hospice employee and volunteer workforce to help us understand the diverse needs of our local community and better inform and develop our services accordingly.

Equity, Diversity, Inclusion

We continue to ensure that our policies, procedures, and culture are aligned with statutory requirements encompassing EDI. This legal foundation not only protects patients, employees and volunteers from discrimination, harassment, or victimisation but also propels the hospice to go beyond compliance into proactive empowerment.

Service planning at St. Luke's Hospice now incorporates Equality Impact Assessments ensuring that all new projects and proposals are evaluated for their potential impact on protected characteristics and proactively identifies opportunities to reduce health inequalities.

Demonstrating its commitment to supporting employees with a disability, the Hospice attained the highest level of Disability Confident accreditation from the Department of Work and Pensions within 6 months of embarking on the scheme which was independently assessed and validated.

There is a Sanctuary space designated across both Hospice sites for quiet reflection or prayer for people of all faiths or none.

An updated Hospice website has retained the accessibility tool including a screen reader, translation of over 100 languages, styling and customisation.



Our End of Life Care plan and Guide to Funerals for people with learning disabilities continues to be widely used and has been acknowledged as a tool of best practice by other health providers.

EDI at St. Luke's Hospice is not measured solely through organisational processes or compliance, but by cultivating a genuine sense of belonging. Practical mechanisms such as regular EDI training, open communication forums, and celebration events to demonstrate allyship (e.g., Black History Month, attendance at Basildon and Thurrock Pride, International Women's Day events with our supporters) creates an atmosphere where everyone, from patients, employees, volunteers and our wider community, feels seen, heard and valued.

Equity, Diversity, Inclusion

The Hospice's ongoing journey in EDI aims to create lasting change by addressing health inequalities and health deprivation in the communities we serve, embedding protected characteristic considerations into every level of the organisation, and publishing transparent outcomes. St. Luke's Hospice continues to inspire hope, comfort, opportunity and access for all. We aim to achieve this through our future EDI Strategy which will have the following strategic priorities and will outline our vision and journey from 2026 to 2029:

- Leadership accountability and inclusive decision making
- Increasing access and inclusion for diverse communities
- Fostering a supportive and inclusive workplace
- Data-driven EDI improvements and transparency



Jim and Maureen

Jim and Maureen Price were cared for, together, at St. Luke's Hospice. Their daughter Danielle shares their story:

"My dad, Jim, was an engineer in the Royal Navy and a decorated Nuclear Test Veteran. Travelling the world, living a life full of adventure before settling back in the UK.

My mum, Maureen, was born in Georgetown, in what was British Guiana. Coming to England in 1962, she stayed with her sister, who one evening invited a couple of workmates to dinner. One of whom was my dad. Just as in the best romantic novels, it was love at first sight.

"They fell for each other quickly. Life threw obstacles in their path but they kept their love alive through letters and photos. They married in 1963, spending the next 59 years together.

"Then came the call – Dad had cancer. There were no treatment options available so he was referred for palliative care.

"A nurse at St. Luke's Hospice called me within hours and arranged to visit the next day. She was so caring and positive, helping us to understand what was happening. I decided to care for Dad at home. Every night, I'd take Mum upstairs to lay beside him.

"A couple of weeks later, Dad had really deteriorated. Both Dad and I were determined for him to stay at home. One day, before heading home for the night I noticed Mum was sleeping a lot more than usual.

"I went to her in the early evening but was unable to wake her up. She was rushed to hospital. It was unbearably hard not to be at both their sides. Then, my brave selfless Dad said, "I think it's time for me to go into the Hospice".

"The Hospice arranged everything quickly and with so much kindness. He was settled into a room at the Basildon Hospice, and I met him there. Soon after, I got a call from the hospital – mum's heart was failing. She didn't have long.

"Staff at St. Luke's Hospice were already working behind the scenes to bring Mum to the Hospice.





The next day, they made it happen. The nurses took over; gently washed Mum, brushed her hair, dressed her in her own nightgown, gave her back her dignity. When Mum left the hospital, she had a pained expression but once in the Hospice she seemed to soften.

“The Hospice moved heaven and earth to bring my parents together. They cleared furniture to make space for both beds beside each other; reunited, laying side by side.

Mum lay beside him, it was like they had come home. The Hospice gave them that. Dad passed away peacefully on the morning of 2nd September 2022. Less than 24 hours later, Mum followed him. I truly believe she died of a broken heart, in every sense.

“The team at St. Luke’s Hospice were extraordinary. Nurses, doctors, volunteers - they cared for all of us. They brought drinks, comforted us and sat with my parents. They were there in every way.

I’ve had honest conversations with them, cried with them, even found unexpected moments of peace thanks to them. I would say they are literally angels.

“In all the heartbreak, I find so much comfort from the fact they were together until the very end, and I will be forever grateful to St. Luke’s Hospice for making that happen.”



Volunteering



411

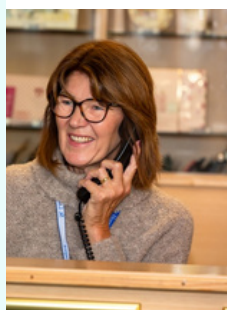
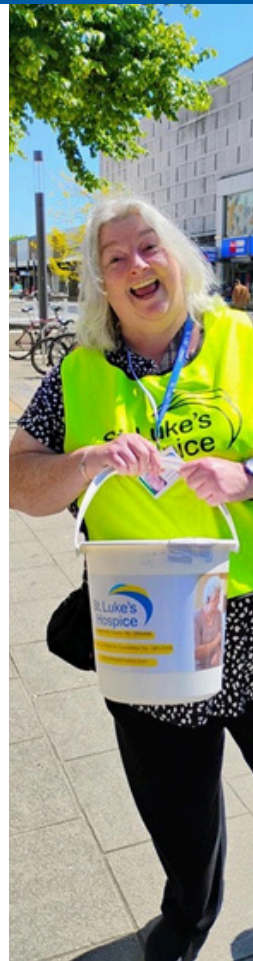
Volunteers supporting
St. Luke's Hospice

65

of our Volunteers have
volunteered with us for over
10 years and received long
service awards

188

New Volunteers from
April 2024 - March 2025



Nicola Stupples

Volunteer

Nicola has been a dedicated volunteer at St. Luke's Hospice for just over two years and has supported many teams in the Hospice. She comes into the offices weekly and is more than happy to help, providing support wherever it is needed.

"I began volunteering on Reception at the Hospice in Thurrock, which was mostly greeting people, signing them in when they come for appointments, and ad hoc admin tasks. Then I moved to Fundraising, where I currently clean the collection pots and buckets. I also help at events such as collections and helped with the charity's 35th anniversary celebrations.

"The best thing about volunteering is the people you get to work alongside. It's very supportive here and I've always felt like part of the team.

"I have a neurological condition that affects my mobility and an autoimmune condition that fluctuates, which means that I'm not always able to attend on a regular basis. The Hospice allows me to commit to when I can without judgement if I am unable to.

"For me, volunteering has been confidence building. It has helped with my anxiety as I feel like this is a step towards getting back into employment after a period of ill health. It has also given me the opportunity to overcome my anxieties around meeting people and being seen again in public since a deterioration in my health that has changed my life. I have been able to rediscover how I can contribute to a work environment.

"I feel as a volunteer I'm making a difference to the Hospice. I can see the impact of my time instantly, for example getting the pots clean and ready to go back out in shops, ready for much-needed donations. When I'm volunteering in the community, people come up and support the Hospice but also show appreciation and it's nice to be able to spread awareness of the Hospice and all the services it provides."



Our Teams

What we want to achieve

- Develop an employer brand of the Hospice as a great place to work and volunteer, attracting the most talented and diverse workforce
- Develop the capabilities of all of our teams so that people care and they know how this contributes to our purpose.
- Celebrate the diversity our teams bring with their lived experience, becoming more representative of our wider community and being committed to the changes needed to create an inclusive culture.
- Explore new options for recruiting new talent.
- Develop an engaged team of employees and volunteers, where people are innovative and change orientated contributing ideas so that the Hospice continually improves



What success will look like

- Improved recruitment and retention levels and increased numbers of volunteers.
- Improved communication and engagement.
- Increased opportunities for learning and development.
- Continuing improvement in cohesion and collaboration across teams with shared focus on our purpose.
- Improved understanding and collective commitment to EDI amongst our teams through a yearly plan of education, awareness raising and collective action.



Our Teams

We are committed to developing an engaged team of employees and volunteers. Cohesion and collaboration across all Hospice teams unities our focus on the provision of specialist palliative and end of life care.

Requests for better access to equipment and adaptable working arrangements.

Ongoing consultations with departments to identify and address critical resources gaps.

Focus on decision making, communication and visible responsiveness.

New leadership development programme rollout.
Focus on developing values based leadership principles and other leadership skills among all levels of managers.

Requests for calm spaces, regular social activities, and financial resources.

Calm spaces: Identified locations at each Hospice site to create designated quiet rooms for destressing and having lunch.

Partnering with new financial advisors to offer personal finance sessions starting 2025/26.

Resources: Sharing cost-saving opportunities, such as employee discounts and benefits awareness campaigns internally.

Governance



Trustee and Executive oversight

Service User Feedback and Experience

Workforce Development and Competence

Quality Assurance and Clinical Practice

Leadership and Strategic Direction

Annual Governance
Annual Governance Review Group (AGRG)

Quality and Innovation
Strategic Quality Steering Group (SQSG)
Project Steering Groups (PSG)

Health & Safety, Risk Management & Safeguarding
Safety and Governance Meeting (SAG) Strategic Safeguarding Group (SSG) Patient Experience and Safety (PEaS)
Risk Assessments
Risk Register

Finance and Income
Financial Governance
Fundraising/Trading Regulation

Medicines Management
Medicines Management meeting
Non medical prescribers forum
Accountable Officer Network

Service User Involvement
Focus Groups
5x5
Surveys Outcomes

Organisation Annual Governance
Information Governance
Contracts Management
Business Continuity Plan

People and Culture
People & Culture Sub Committee
Equality, Diversity & Inclusion
Strategy Group
HR Strategy Group

Strategic Leadership
Trustees Executive Team Senior Management Team (SMT)

Marketing & Communication
Marketing & Communication Governance
Patient & Internal Comms Group

Clinical Practice
Clinical Development Team (CDT)
Infection Control

St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

The Trustees of the charity submit their annual report and the financial statements for the year ended 31st March 2025, which are also prepared to meet the requirements for a director's report and accounts for Companies Act purposes. The Trustees have adopted the provisions of the statement of Recommended Practice (FRS102)

'Accounting & Reporting by Charities' issued in October 2019 in preparing the annual report and financial statements of the charity, and the Charities Act 2011.

HISTORY OBJECTIVES AND ACTIVITIES OF THE CHARITY

Name of Charity:	St Luke's Hospice (Basildon & District)	
Charity No.:	289466	
Company No.:	1812104	
Governing Document:	St. Luke's Hospice (Basildon & District) is a company limited by guarantee, governed by Memorandum & Articles of Association dated April 27th 1984	
Address:	St Luke's Hospice, Nethermayne, Basildon, Essex, SS16 5NJ	
Trustee:	Mr G W Peaty – Chairman	appointed 27.04.1984
	Mrs M Moura	died 06.02.2025
	Mr B Wellman	appointed 30.09.2016
	Mr D Lawrence	appointed 18.02.2020
	Mr M Nice	appointed 18.02.2020
	Ms. G Rodgers	appointed 23.11.2022
	Ms. L Iles	resigned 29.11.2024
	Miss L Elliott	appointed 27.11.2024
	Mr L Chester	appointed 30.07.2025
	Mr J Wilkins	appointed 1.10.2025
Chief Executive:	Mrs E Marshall - Chief Executive	appointed 30.09.2002

St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

Structure, Governance & Management

The requirements of the Strategic Report are covered within the Trustees Report.

The Board of Trustees are the Governing Body.

The Memorandum and Articles of Association provides for a minimum and maximum number of Trustees. The Board of Trustees is currently comprised of 8 members. Members are elected for a period of three years after which they are eligible for re-election at the next Annual General Meeting. Trustees may sit on other nominated Committees or groups, as determined and agreed collectively by the Board.

For the period, the Trustees of the charity are also Directors of an associated company, SLH Trading Limited that exists purely for generating income for the Hospice through the sale of donated goods in retail properties and social sites including eBay.

The Board meet approximately every six weeks. All Members of the Board give their time voluntarily and receive no benefits from the charity and no reimbursement of expenses were made within the year.

The Chief Executive Officer is appointed by the Board to manage the day-to-day operations of the charity. Role and job descriptions for the Trustees and Chief Executive identify the responsibilities of the respective roles and the levels of delegation.

Trustees are recruited to ensure an appropriate range of skills exists. The Trustees will periodically undertake a skills analysis to determine whether there is a need to recruit individuals with other specific skills or whether particular skill areas need to be strengthened.

Trustee Recruitment

Recruitment processes take into account the individual's skills, knowledge, ability, and eligibility to serve as a Trustee.

The Board consider a range of selection methods, including website and/or general advertising or may consider targeted recruitment for specific skills such as Clinical skills or under-represented groups. (It is anticipated a number of new Trustees will be appointed in the forthcoming year).

Application information includes documentation to allow an assessment of the individual's eligibility to serve as a Trustee.

A panel of a minimum of two Trustees interview candidates, making recommendations to the full Board of the suitability of candidates.

Successful candidates are invited to one Board meeting to meet other members of the Board prior to any formal offer of acceptance being made.

St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

All Trustees will be required to submit satisfactory references, and be subject to a formal Disclosure and Barring Service (DBS) check before commencing in the role and commit to participating in ongoing DBS verification.

Declarations/conflicts of interest are recorded and checked at each meeting.

Trustee Induction & Training

New Trustees undertake an induction programme, setting out the role and responsibilities of Trustees. The programme provides an opportunity to meet with senior staff of the Hospice to gain an understanding of services and activity as well as the priorities of the organisation as a whole.

New Trustees receive a handbook, which provides a range of information, including key reference documents and Charity Commission guidance. Each new member is appointed a mentor from the Board. New Trustees appointments are subject to a six-month review to assess performance and capacity to continue in the role.

The Board undertake mandatory training and periodically undertake training to update their knowledge of issues facing the charity. Training is delivered within a workshop format, allowing dedicated time to reflect on and discuss a range of strategic issues for the charity including Board effectiveness and at both a local and national level.

Within the period of this report, these sessions have enabled the Board to understand the Safeguarding responsibilities of members, consider the impact of the ongoing changes within NHS commissioning structures and other issues affecting activity and service delivery and consider the financial challenges facing the charity sector.

The Chairman conducts annual appraisals with all board members, which provides an opportunity to discuss performance and to identify any specific requirements or views of members, thereby enabling training and updates to be designed to be pertinent to the needs of board members development and performance.



St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

Related Parties

The Hospice has long held a positive view of the advantages of collaborative and partnership working, sharing knowledge and resources for the subsequent benefits to the community. This is particularly advantageous in delivering more seamless care and taking measures to reduce pressures within the system, to further the patient experience and effective delivery of care pathways.

The Hospice works with the Integrated Care Board and Alliances for Mid and South Essex, as well as other NHS colleagues and healthcare professionals.

The Hospice works with other neighbouring hospices in Essex, as part of the Hospice Collaborative Partnership (HCP). The principle aim of the group is to improve the experience for patients at the end of life and to enhance the understanding of their needs and expectations of care and ensure equity to services across the region. A number of initiatives will be jointly considered by the HCP going forward.

It is anticipated that the scope of the group will be subject to change in the future in line with changes to local commissioning structures.

Elements of the Hospice Community Services are delivered in conjunction with Marie Curie and SPDNS, a local care agency.

The Hospice continues to act in a commissioning role for a number of contracts on behalf of the ICB.

Public Benefit Statement

The strategies and objectives of the charity focus on the provision of care and support to individuals with life limiting illnesses, including but not exclusive to cancer and are undertaken to further the organisation's charitable purposes, as a requirement of charity law, for the public benefit.

Protecting Vulnerable People

The Hospice has processes in place to ensure that those within our community who may be vulnerable are not subject to intrusive fundraising activity and that donor preferences are observed or modified as requested, where circumstances or preferences change.

Governance and Risk Management

The organisation recognises the importance of governance across the organisation and continues to strengthen and enhance practice, analysis and reporting. Very robust systems are in place across all departments to support safeguarding practice. Incidents and concerns are fully investigated reported and learning is always taken from each event.

The Hospice has an extensive and full range of internal policies and procedures, which are easily accessible to staff at all levels across the organisation and a comprehensive mandatory training programme, which is applied to all staff, and volunteers.

St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

Opportunities exist for staff to raise concerns about any aspect of the operation of the organisation and its work with executive leads and managers, or via the Freedom to Speak up Guardian or Whistleblowing processes, both of which are well established.

National guidance is regularly reviewed and professional advice sought where necessary to further improve governance practice.

Consideration is given to the risks to which the charity may be exposed from both a clinical and business and commercial perspective. Risks are regularly assessed throughout the year and managed via internal risk management processes.

Risks for consideration currently include:

Staff Recruitment

The Hospice acknowledges the organisation's reputation relies on the commitment and quality of the team it employs. A national shortage of trained staff with both business and clinical skills and expertise makes recruitment particularly difficult within a highly competitive market.

During the year the Hospice has sought to review and strengthen recruitment practices, the introduction of a new software package to support enquiries and applications now streamlines the process and has continued to improve recruitment rates.

The Hospice has also reviewed staff benefits and introduced flexible working practices. However, variations in salary levels with the NHS continues to create a pressure, which, is unlikely to ease in the short term. Despite this good retention levels continue to be achieved.

Income

Charitable income is subject to fluctuations and remains challenging across traditional income streams. Work continues to protect and build on these income streams as well as exploring opportunities for new income streams, the latter of which is being actively explored.



Health and Social Care Systems

Re-formed health and social care systems, whilst embedded are still subject to change and changing priorities, which impact, on the priorities within the system, and ultimately impact on the Hospice. The new structures do allow the Hospice a greater opportunity to influence the integrated strategic development of palliative care, which is very much welcomed, and which the charity will continue to respond to, as the Hospice continues to build on its excellent relationships with local commissioners with a joint focus on patient care and service delivery.

St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

Objectives & Activities

The objectives of the charity are to:

- Promote and deliver high standards of palliative care for people across South West Essex, who have specialist palliative care needs principally, but not solely restricted to cancer, without discrimination.
- Adopt a holistic approach to service provision, providing for physical, social, emotional and spiritual needs of the patient in partnership with families, friends and other health and social care teams.
- Provide information to enable patients to make their own choices about the care they receive and the setting in which it is provided and continuing to reduce inequalities of access to service.
- Engage and listen to individuals and our wider community in the development of our services.
- Teach other professionals about the needs of palliative care patients so that all who are involved in their care may feel equipped for their responsibility whether they are in hospices, hospitals, or in the community.
- Support and provide a healthy and safe environment in which to work and to promote the wellbeing of our teams.

Purpose and Difference We Make

The Hospice remains passionate about the provision of high-quality end of life care and support to individuals with life limiting illness.



The ethos of the organisation remains to meet the individual needs of patients whilst also supporting their families and carers at all stages of care within flexible working models

The Hospice works both independently and with other healthcare professionals to provide a seamless service model, with the patient at the focus of all that we do.

Services continue to operate within the Hospice and in the wider community in people's places of residence, regardless of where that may be.



The Hospice retains its award from the CQC as Outstanding, for its Basildon site, which is a reflection of the work of our teams and the focus of our priorities across our community.

The CQC inspected the new Thurrock site in 2023, despite only one assessed service being operational at the time. The subsequent rating for the site was notified as Good.

St. Luke's Hospice (Basildon & District) Limited

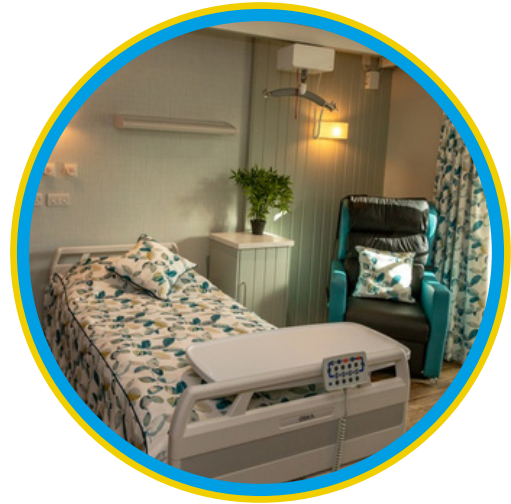
Report of Trustees and Strategic Report for the year ended 31 March 2025

Achievements in 2024-2025

Services continued to see an increase in the number of episodes of care and treatments offered.

The Clinical Outpatients Team continued to push the boundaries in the range of treatments offered and responded to an increase in demand with a 35% increase in interventions. Patients continued to welcome the flexibility and comfort of the service, which enabled treatments to be received with minimal inconvenience. An additional benefit of the model is the ability to familiarise patients with the concept of hospice care and other supportive services.

The In-Patient Unit saw an increase in admissions of 233, compared to 188 in 2023/24, a 23% increase. The unit observed increasingly complex cases. The bedside companions team comprised entirely of volunteers and has proved to be a considerable asset in supporting patients within the In- Patient Units.



In April 2024, we were proud to open the new In-Patient Unit at our Thurrock site. The new six-bedded unit became available for patients supported by our Hospice Rapid Access Service; Utilisation of the unit had been delayed as a direct long-term impact of COVID.

The Hospice Community Services Team continued to maintain exceptionally high levels of activity.

The Hospice is fortunate to have a well-established 24/7 service, One Response, which includes an advice and support line and a two hour response time, for visits where there is a requirement for greater and immediate intervention. The total number of calls to the One Response service totalled 32,485 within the period, an 8% increase compared to 30,000 in 2023/24.

In August 2023, the Hospice introduced the Hospice Rapid Access service, designed to support patients no longer needing acute care in hospital, and providing a timely intervention for continuation of care in a setting appropriate to their specific needs.



St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

The profile of the Patient Experience Programme continued to increase, with face to face discussions with patients and families together with patient and family surveys.

Feedback allows a better understanding of how our service users perceive and are supported by the care we provide. This is further supported by 'Your Voice Count Days' where views are shared collated and listened to.

Over the year this work has enabled further engagement and the development of our Hospice Experience Volunteer Group, the members of which work with us to work in the spirit of co-production and co-design, to improve the quality of our services, by directly incorporating the views and thoughts of those who utilise our services.

Our long-term aim is to ensure that those who use our services have a central role in all aspect of our care provision, design, development and assurance processes.

Additionally within the year, work to refine and define the outcomes and impact of services were formulated across all clinical teams. The work prioritised data set assessment to help inform service delivery, and evidence the difference the charity makes.. Work to embed new digital solutions continued in 2024/25 to introduce and develop new systems, supporting teams through these changes continued to be a priority.

Engagement with staff continued with the relaunch of staff and volunteer forums, which are held throughout the year enabling open and constructive discussion across the organisation.



These are supplemented by the cross-organisational sessions led by the Chief Executive and Executive Team to update on the strategic direction of the Hospice and to encourage staff to contribute their thoughts or seek clarification on any aspects of the work we do.

Two digital publications continued to be issued monthly to staff and volunteers, (the Link and the Loop) to keep all teams updated with information.

Volunteers contribute across all areas of the Hospice (and the associated Trading Company, SLH Trading). Their support is invaluable and without their dedication and commitment, our services would be much reduced.

Objectives for the Year

The Charity continues to focus on the future, driven by local and national issues. Income appears more restricted due to the impact of the national economy, but demand continues to increase. The Hospice will continuously review its position to protect and sustain the services provided to the community.

St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

In 2025 the Hospice will mark its 35th Anniversary of opening this will be a major focus for the year, and an opportunity to celebrate the contribution of current and past team members, (staff and volunteers), as well as thanking our community and jointly celebrating the amazing work and support that has made our Hospice possible since the original vision.

During the year the Hospice will also:

- Look to further develop and build on improvements to practice as highlighted in the outcomes from the Population Needs Assessment 'Live Well' and the further views of service users to meet the identified needs of our patients and their families.
- Continue to expand the services offered in the Clinical Outpatient Service to improve the patient experience and provide services in a way which affords flexibility and ease of access during treatment.
- Transform the Hospice Community service team into a locality model in response to changing dynamics of local health and social care to ensure future demand is met, and can support future growth.
- Respond where possible to support the wider system in periods of high activity to enable the continuance of patient care without compromising standards or expectations.
- Explore options to work collaboratively, to benefit from shared skills and expertise to present a strong framework to deliver care across Mid and South Essex.
- Explore the increased use of digital technology to improve systems, to create efficiencies and streamline operations across the Hospice with the implementation of a high-level data project. The subsequent outcome will enable greater understanding and evaluation of trends to determine future demands and the development of services.
- The continual review and improvement of recruitment processes, to attract candidates including the introduction of incentives, reviewing pay and benefits to maintain a competitive presence in the market.
- Continue to add value to the health system through collaboration with other health providers to develop a collaborative strategy for care delivery.
- Continue to embed CQC Standards across the organisation.
- Encourage volunteers to engage with the work of the hospice within a valued and supportive environment.
- Enhance our supporter journey through increased digital focus.
- Further develop our Marketing and Communications plan to raise awareness of our work, and encourage engagement to support our Hospice in future years.
- Consolidate income streams to increase income and identify new income streams to further diversify income sources for the future sustainability of the charity.
- Progress health and wellbeing programmes to support our teams in their roles.

St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

We are proud of our teams who are unwavering in the care and support they offer, and who regardless of the role they play, are committed to ensuring the best possible care is available where the patient and their families remain the central focus of all that we do.

Income

It is acknowledged that income generation is harder in an increasingly competitive market. Income levels in our primary areas of Fundraising and Retail are struggling to increase at the same rate as expenditure is increasing.

The Hospice benefits from a good statutory funding level, which is reflective of the large range of services provided, including Commissioner Requested Services, of which some services receive full funding, and funds passed through as part of our Lead Provider status to other organisations.

However we recognise that pressures within this area are increasing and that it remains essential that we seek a broader diversification of our income as we move forward.

Commissioned services form a large part of our care delivery, increasingly we are seeking pressures from commissioners to look for efficiencies and this can include the transfer of services to the hospice to demonstrate savings. The Hospice has actively engaged with such requests for the betterment of patient care, but must equally be mindful of the impact such growth can have on the overall operation and resources of the Hospice and ensure such developments are appropriate and sustainable.

Financial Review

The principal funding sources were received from Clinical Commissioning Groups, donations and gifts and fundraising activities.

There was a deficit for the year of £74,147 compared to a deficit of £13,799 for the previous year.

External statutory funding from NHS sources is primarily secured via Mid and South Essex ICB. The Hospice maintains a good and strong relationship with the ICB in developing and advancing services for the local community. Statutory income has continued to be boosted by funding for the OneResponse and Hospice Rapid Access services. There is a collective Commitment to deliver innovative and streamlined services, many of which are Commissioner Requested Services or Statutory services.

Hospices received an additional capital grant through Hospice UK from the Government for £256,843 which was spent in year on patient equipment, a data project and IT equipment.

The Hospice received £477,301 from Macmillan for a social investment bond to transform the Hospice Community Services model. The estimated payback is also accrued in accounts.

St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

The associated Trading Company SLH Trading continued to perform well throughout the year. The company achieved against predicted targets with a final contribution of £425,000 to the Hospice (£530,000, 2024).

Local Hospice Lottery income also performed well within the year, with a total contribution to funds of £209,937 (£208,866, 2024).

The Hospice relies heavily on the goodwill and generosity of the local community, with funds raised through general donations, appeals and other fundraising activities. Whilst Fundraising continued to evolve and respond to changes and challenges, we remain sincerely grateful to all those who support St. Luke's Hospice and enable us to provide essential services in the catchment.

Whilst Legacy income can be difficult to predict, large legacy contributions were received throughout the year to the value of £1,094,732 (£149,105, 2024).

Gift Aid income continued to perform well throughout the year. Expenditure across the organisation was well managed with savings achieved against budget.

Reserves Policy

The Board of Trustees undertook an annual review of the Reserves Policy for the period and determined that unrestricted funds held by the charity should, where possible, continue to be between three and six months of the annual expenditure. The Board remain confident that, at this level, charitable activities can continue should a significant drop in income occur. The remaining funds are held to further the aims of the charity.

Restricted funds were received throughout the year and held for specific capital purchases, or allocated to specific services as defined by the donors. A percentage of legacy income received by the charity supplements general funds, the remainder is wherever possible, directed to Reserves.

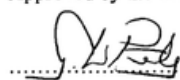
At 31st March 2025 the Charity held total reserves of £12,272,354 (inclusive of fixed assets), which is split as follows:

Restricted	£704,981
Reserves	£6,210,956
Fixed Assets	£5,356,417
General Reserves	
The general reserves of £5,356,147 are held for equipment and working capital.	

Investment Policy

The Investment Policy is similarly subject to annual review with consideration given to ethical considerations, risks and the strategic objectives of the organisation. The Board have continued to secure investment income, by investing in a range of investment products the Trustees have considered the investment options with a minimalist approach to risk. Money will be reserved on deposit account, in fixed term bonds or similar, of various durations and will be invested with a number of financial institutions, who are considered to be secure under existing financial regulations.

Approved by the Trustees on 26/11/25 and signed on behalf



G.W. Peaty

St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

Opinion

We have audited the financial statements of St Luke's Hospice (Basildon & District) Limited for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial 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 charitable company's affairs as at 31 March 2025 and of its income and expenditure, for the year then ended;
- Have been properly prepared in accordance with United Kingdom generally accepted accounting practice; and
- Have been prepared in accordance with the requirements of the Compliance Act 2006.

Basis of 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 charitable company 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 entity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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



St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained in the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by Companies Act 2006

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

- The information given in the trustees' and strategic report, which includes the directors' report prepared for the company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements

- The strategic report and the directors' report included within the trustees' report has 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' and strategic report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion;

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

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement on pages 1 & 2 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.

St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

In preparation the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors responsibilities of the suit 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:

Discussions with and enquiries of management and those charged with governance were held with a view to identifying those laws and regulations that could be expected to have a material impact on the financial statements.

During the engagement team briefing, the outcomes of these discussions and enquiries were shared with the team, as well as consideration as to where and how fraud may occur in the entity.

The following laws and regulations were identified as being of significance to the entity: Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards, Company Law and Tax and Pensions legislation.



St. Luke's Hospice (Basildon & District) Limited

Report of Trustees and Strategic Report for the year ended 31 March 2025

Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the business and therefore may have a material effect on the financial statements include operating license, care quality commission compliance, environmental regulations, health and safety legislation, safeguarding adults, children and young people procedures and corporate and clinical governance policies.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquiries of management and those charged with governance as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of board minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.


No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed.

Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

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.

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.


Jeremy Boyden BA FCA (Senior Statutory Auditor) Pocknells Audit Limited
Chartered Accountants and Statutory Auditor

46 Hullbridge Road South Woodham Ferring Essex
CM3 5NG Dated: 24/1/25

St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Summary of Income and Expenditure Account

	Notes	Unrestricted	Restricted	2025 Total	Unrestricted	Restricted	2024 Total
<u>Donations and Legacies</u>							
Donations and Gifts	2	1,006,437	11,187	1,017,624	939,348	51,356	990,704
Legacies		1,094,732	-	1,094,732	149,105	-	149,105
Trusts and other Organisations	3	75,241	53,364	128,605	84,448	6,925	91,373
Lottery		209,937	-	209,937	208,866	-	208,866
<u>Income from Trading Activities</u>							
Fundraising		785,117	-	785,117	737,888	-	208,866
Investment income	4	183,546	-	183,546	133,671	-	133,671
Other Income		83,105	-	83,105	43,595	-	43,595
<u>Other Income</u>							
Social Investment Bond		-	477,301	477,301	-	-	-
Sale of Asset		242	-	242	-	-	-
<u>Income from Charitable Activities</u>							
Education		6,767	-	6,767	12,655	-	12,655
Hospice UK (capital grant)		256,843	-	256,843	-	-	-
CCG	3	4,879,990	6,952,129	11,832,119	8,752,339	686,237	9,438,237
Total Income		8,581,957	7,493,981	16,075,938	11,061,915	744,518	11,806,433

St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Summary of Income and Expenditure Account (continued)

	Notes	Unrestricted	Restricted	2025 Total	Unrestricted	Restricted	2024 Total
<u>Expenditure on raising funds</u>							
Fundraising		627,534	-	627,534	635,742	-	635,742
<u>Resources expended on Charitable activities</u>							
In Patient Unit		6,598,156	218,461	6,846,617	5,986,773	172,031	6,158,804
Clinical Outpatients		248,514	-	248,514	214,470	-	214,470
Hospice at Home and Hospice at Home Social Care			333,002	333,002	-	198,537	198,537
SAAS		835,170	430,842	1,266,012	1,088,294	-	1,088,294
Hospice Rapid Access		-	6,095,219	6,095,219	2,800,245	-	2,800,245
SELS		178,900	-	178,900	185,827	-	185,827
Counselling information and education		226,166	358,121	584,287	226,166	312,147	538,313
Total Expenditure		8,714,440	7,435,645	16,150,085	11,137,517	682,715	11,820,232



St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Summary of Income and Expenditure Account (continued)

	Notes	Unrestricted	Restricted	2025 Total	Unrestricted	Restricted	2024 Total
Net Income		(132,483)	58,336	(74,147)	(75,602)	61,803	(13,799)
Transfer between Funds		29,734	(29,734)	-	96,602	(96,602)	-
Net Movement of Funds		(102,749)	28,602	(74,147)	21,000	(34,799)	(13,799)
<u>Reconciliation of funds</u>							
Total funds brought forward at 1 st April 2024		11,438,923	676,379	12,115,302	11,417,923	711,178	12,129,101
Total funds carried forward at 31 st March 2025		11,336,174	704,981	12,041,155	11,438,923	676,379	12,115,302

All the above results are derived from continuing activities. All gains and losses recognised in the year are included above. The surplus for the year for the Companies Act purposes comprises the net income for the year.



St. Luke's Hospice (Basildon & District) Limited

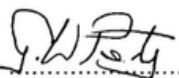
Statement of Financial Activities for the year ended 31 March 2025

Balance sheet for the year ended 31 March 2025

	Notes	2025	2024
		£	£
Fixed Assets			
Tangible Assets	9	6,210,956	5,713,865
Current Assets			
Debtors	10	1,838,265	1,195,939
Cash at Bank		<u>5,838,992</u>	<u>7,023,269</u>
		<u>1,615,859</u>	<u>1,586,572</u>
Creditors			
Amounts falling due within one year	11		
Net Current Assets		<u>6,061,398</u>	<u>6,632,636</u>
Total Assets Less Current Liabilities		<u>12,272,354</u>	<u>12,346,501</u>
Funds of the Charity			
Unrestricted Income funds			
General Reserve	14	11,336,174	11,438,923
Restricted income funds	14	704,981	676,379
		<u>12,041,155</u>	<u>12,115,302</u>
Revaluation Fund	14	231,199	231,199
		<u>12,272,354</u>	<u>12,346,501</u>

Approved by the board on and signed on its behalf:

G.W. Peaty – Director and Trustee



Date 26/11/25



St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Cash flow Statement for the year ended 31 March 2025

	31/03/2025	31/03/2024
	£	£
Net cash provided by (used in) operating activities	(590,578)	279,318
Cash flow from investing activities:		
Purchase of fixed assets	(598,578)	(116,024)
Disposal of fixed assets	5,000	4,350
Increase/(decrease) in cash and cash equivalent in the year	(1,184,277)	167,644

Notes to the cash flow statement

a) Reconciliation of changes in resources to net inflow from operating activities

	31/03/2025	31/03/2024
	£	£
Net income/(expenditure)	(74,147)	(13,799)
Depreciation	96,608	103,207
(Increase)/decrease in debtors	(642,326)	1,139,929
Increase/(decrease) in creditors	29,578	(950,019)
Net Cash provided by/(used in) operating activities	(590,578)	279,318

b) Analysis of cash and cash equivalents

	31/03/2025	Cash Flow	31/03/2024
	£	£	£
Cash at bank in hand	5,838,992	(1,184,277)	7,023,269

St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025

1 Accounting policies

1(a) Basis of preparation of the accounts

The financial statements have been prepared in accordance with the 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)) (issued in October 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

The charity constitutes a public benefit entity as defined by FRS 102.

The charity's functional and presentational currency is the pound sterling.

1(b) Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation and impairment charges. Freehold property is held at a valuation as shown in note 9 to the accounts.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and Machinery	-10% on cost and 25% on cost
Land and buildings	-Land not provided
Property	-Buildings 0-1% on cost
Improvements	-25% on cost
Motor Vehicles	-25% on cost

St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025

1(c) **Incoming Resources**

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income, receipt is virtually certain and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of Income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is conditional on the delivery of a specific performance by the Charity, are recognised when the Charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the Charity where this can be quantified.
- Legacies are accounted for at the time of receipt of the gift or once there is sufficient probability of receipt.
- Investment income is included when receivable.
- Grants are recorded using the performance model.

1(d) **Resources expended**

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT, which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to the strategic management of the Charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on the basis of management estimates of the amount attributable to that activity in the year either by reference to staff time, space occupied, or estimated usage, as appropriate.

St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025

1(e) **Fund accounting**

Unrestricted funds are funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and have not been designated for any other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors.

The revaluation fund represents the revaluation to fair value of the charity's freehold land and buildings.

1(f) **Pension Scheme**

The company operates a defined benefit scheme and a defined contribution group personal pension scheme. The charity is unable to identify its share of the underlying assets and liabilities of the scheme as it is part of the state run NHS pension scheme. Likewise, any future contributions which may be required to make up any funding deficit are also unable to be quantified. The assets of the group personal scheme are held separately from those of the Charity in an independently administered fund. Contributions to both schemes are charged to the income and expenditure account as they become payable.

The pension costs charge represents contributions payable by the Charity to the funds for the year.

During the year, the company paid £338,269 into the NHS benefit scheme, and £288,517 into the group personal pension scheme for the benefit of staff.

1(g) **Financial instruments**

Financial instruments are recognised in the Charity's balance sheet when it becomes a party to the contractual provisions of the financial instrument.

Trade debtors

Trade debtors are non-interest bearing and are stated at original invoiced amount.

Cash

Cash comprises cash at bank and in hand.

Trade creditors

Trade creditors are non-interest bearing and are stated at the original invoiced amount.

St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025

1(h) Operating Leases

The charity classifies the lease of certain property and business equipment as operating leases, the title to equipment remains with the lessor, rental charges are charged on a straight line basis over the term of the lease.

2 Donations and Gifts

Individuals and Trusts
Corporate

2025	2024
£	£
592,624	439,498
425,000	530,000
1,017,624	969,498

3 Grants Received

Government Funding

Core funding - MSE ICB
Reimbursement of pharmacy costs MSE ICB
SELS Service - MSE ICB
Hospice community services - MSE ICB
Physio service - MSE ICB
Hospice rapid access service - MSEICB

2025	2024
£	£
2,992,276	3,198,519
74,019	73,510
258,353	256,575
2,381,872	2,789,782
31,646	31,429
6,093,953	3,088,762



St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025

3 Grant Funding

Hospice UK (Government Grant)	£256,843.00
St. James's Place Charitable Foundation/ Hospice UK	
Haslers Foundation	
Gallagher UK/ Neighbourly	
The Ardwick Trust	
Essex County Council	
Lynne Liddle Brain Cancer Trust	
Fowler Smith and Jones Trust	
Hospital Saturday Fund	
Albert Hunt Trust	
The James Wise Charitable Trust	
The Anthony and Elizabeth Mellows Charitable Settlement	
The Lancashire Foundation	
East Tilbury Relief in Need Charity	
The Wolfson Foundation/ Hospice UK	
The Wolfson Foundation/ Hospice UK	
Masonic Charitable Foundation/ Hospice UK	
The Mistra Trust	
Ecclesiastical Insurance Ltd	
Ecclesiastical Insurance Ltd	
Jack Petchey Foundation	
The Childwick Trust	
The February Foundation	
The James Tudor Foundation	
The Grace Trust	
Buchanan Programme & Keith Halewood	
The Frank Litchfield Charitable Trust	
Total	£128,605.00

4 Investment Income

	2025	2024
	£	£
Bank Interest Receivable	83,105	133,571

St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025

5 Total Resources Expended

	IPU	Day Care	Hospice at Home Social Care	SAAS	SELS	Supportive Care	Fundraising	Hospice Rapid Access	Total	Total
	£	£	£	£	£	£	£	£	£	£
Staff costs	4,166,070	220,022	330,230	1,257,588	170,259	478,715	498,616	1,913,349	9,034,849	7,465,397
Staff volunteers expenses and training	12,119	7,677	2,369	15,893	1,484	2,634	1,315	2,112	45,603	65,261
Property & equipment	193,459	18,987	-	30,645	3,178	828	-	2,789	249,886	226,397
Other costs	4,903	1,827	403	6,615	7,156	16,757	21,878	12,620	72,159	62,172
Care home/agency								4,129,498	4,129,498	1,723,052
Fundraising events	-	-	-	-	-	-	105,725	-	105,725	166,406
Governance costs - Audit fee	6,500	-	-	-	-	-	-	-	6,500	6,500
Total of direct costs	4,383,051	248,513	333,002	1,310,741	182,077	498,934	627,534	6,060,368	13,644,220	9,715,185

Support costs Allocated to activities

Staff costs	1,405,038	351,260							1,756,298	1,376,348
Building & facilities	518,477	129,619							648,096	625,492
Depreciation	81,177	20,295							101,471	103,207
	6,387,743	749,687	333,002	1,310,741	182,077	498,934	627,534	6,060,368	16,150,085	11,820,232



St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025

6 Expenditure

The following are included in expenditure:

	2025 £	2024 £
Depreciation	101,470	103,207
Auditor's Remuneration	6,500	6,500

7 Staff Costs

	2025 £	2024 £
Salaries	7,280,949	5,746,409
Employers National Insurance	651,968	527,832
Pension Contributions:		
defined benefit scheme	338,269	264,457
group personal scheme	288,517	260,287

£8,559,703	£6,798,985
------------	------------

No trustee received any remuneration from the Charity (2024: £Nil).

No trustee received any expenses in the year (2024: £Nil).

Staff termination payments during the year £Nil. (2024 £Nil).

The Hospice considers that the key management personnel comprise the trustees, the Chief Executive and the Executive Team. The total salaries and employer pension contributions of the key management personnel of the Hospice were £534,248 (2024 £503,104).

The highest paid member of staff salary is £88,558 (2024 £85,770), there were 3 other members of staff with a salary higher than £60,000 per annum.

The average number of employees employed on a full-time equivalent (FTE) basis and in total (NO) by the Charity during the year (excluding directors) was:

	2025 FTE	2025 NO	2024 FTE	2024 NO
Medical	100	137	83	115
Counselling, Bereavement and Information	12	20	15	23
Fundraising	12	12	12	12
Administration	46	62	39	52
	170	231	149	202

St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025

8 Taxation

No liability to Corporation Tax arose for the year ended 31st March 2025 nor for the year ended 31st March 2024.

9 Tangible Fixed Assets

	Property Improvements	Land and Buildings	Plant and Machinery	Motor Vehicle	Totals
Cost	£	£	£	£	£
At 1 April 2024					
Additions	523,194	5,420,736	1,418,566	43,335	7,405,831
Revaluations	28,801	270,000	290,566	9,332	598,699
Disposals				(5,000)	(5,000)
At 31 March 2025	551,995	5,690,736	1,709,132	47,667	7,999,530
Depreciation					
At 1 April 2024	473,070	2,916	1,176,629	39,351	1,691,966
Additions	19,412	574	80,581	903	101,470
Disposals				(4,862)	(4,862)
At 31 March 2025	492,482	3,490	1,257,210	35,392	1,788,574
Net book Value					
At 31 March 2025	59,513	5,687,246	451,922	12,275	6,210,956
At 31 March 2024	50,124	5,417,820	241,937	3,984	5,713,865

There are two main buildings owned by the charity, Fobbing Farm, Nethermayne, Basildon, Essex SS16 5NJ which was professionally valued on 20th December 2016 by R. Freese B.Sc (Hons) MRICS of Kemsleys LLP to determine the fair/open market value of the property. This value (£2,250,000) is reflected in these accounts and the excess over cost has been credited to a Revaluation Reserve. The other building, Farriers Way, Bulphan, RM14 3EB is included at a value of £3,155,000 as valued by D Butcher BSc (Hons) MRICS in September 2021. The trustees consider these to represent the fair value of the buildings at the balance sheet date. The Hospice received a legacy house in March 2025 which was valued at £300,000 by Gibson & Brennan.

St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025

10 Debtors

	2025	2024
	£	£
Due within one year		
Trade Debtors	663,672	106,555
Prepayment and accrues income	753,452	399,421
Other debtors	421,141	689,963
	<hr/>	<hr/>
	£1,838,265	£1,195,939

11 Creditors: amounts falling due within one year

	2025	2024
	£	£
Total creditors	440,652	482,866
Other creditors and accruals	733,142	1,088,703
Social Investment Bond	428,554	-
Deferred	13,521	15,003
	<hr/>	<hr/>
	£1,615,869	£1,586,572

Deferred income from Local Hospice Lottery income received for April 2022 – 31st March 2027 of £10,001. Additional fundraising invoices have been deferred until payment of £3,250

Balance at 1 April 2024	15,003
Amount released to income earned from charitable activities	(9,565,531)
Amount deferred in year	<u>9,563,779</u>
Balance at 31 March 2025	<u>£13,251</u>

12 Related Party Transactions

£425,000 (2024, £530,000) was paid to the company as a gift from SLH Trading Limited and is an associated company controlled by the same board of directors. Included in Debtors is an amount of £330,430 (2024, £518,479) owing from this company.

13 Share Capital

The company is limited by guarantee and therefore has no share capital.

St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025

14 Analysis of net assets between funds

	Revaluation Fund	Restricted Funds	General Funds	Totals
	£	£	£	£
Tangible fixed assets	231,199	-	5,979,757	6,210,956
Net current assets	-	704,981	5,356,417	6,061,398
At 31 March 2025	231,199	704,981	11,336,174	12,272,354

Analysis of net assets between funds

	Revaluation Fund	Restricted Funds	General Funds	Totals
	£	£	£	£
Tangible fixed assets	231,199	-	5,482,666	5,713,865
Net current assets	-	676,379	5,956,257	6,632,636
At 31 March 2024	231,199	676,379	11,438,923	12,346,501



St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025

15 Statement of Funds

	As 1/4/2023	Income	Expenditure	Transfers	At 31/3/2024
	£	£	£	£	£
Unrestricted funds					
General reserve	11,438,923	8,581,958	(8,714,441)	29,734	11,336,174
Restricted funds					
Specific Bequests	148,545	34,056	-	(29,734)	152,866
Hospice at Home	157,912	333,769	(333,002)	-	158,679
Adult Bereavement	133,126	185,391	(184,988)	-	133,529
Children's Bereavement	142,779	173,440	(173,133)	-	143,086
IRS	19,329	-	-	-	19,329
Hospice at Home Social Care	7,663	-	-	-	7,663
Hospice Community services	-	507,796	484,207	-	23,589
Hospice Rapid Access	10,135	6,093,953	(6,095,218)	-	8,870
Hospice at Home Enhanced Medical Care	54,744	-	-	-	54,744
Physio Team	2,146	165,576	(165,097)	-	2,625
	12,115,302	16,075,938	(16,150,085)	-	12,041,155
Revaluation Reserve	231,199				
Total Funds	12,346,501	16,075,938	(16,150,085)	-	12,272,354
	As 1/4/2023	Income	Expenditure	Transfers	At 31/3/2024
	£	£	£	£	£
Unrestricted funds					
General reserve	11,446,033	7,955,177	(8,337,272)	374,984	11,438,923
Restricted funds					
Specific Bequests	175,815	69,332	-	(96,602)	148,545
Hospice at Home	155,061	183,718	(180,867)	-	157,912
Adult Bereavement	132,702	161,391	(160,967)	-	133,126
Children's Bereavement	142,124	151,835	(151,180)	-	142,779
IRS	19,329	-	-	-	19,329
Hospice at Home Social Care	1,343	23,990	(17,670)	-	7,663
Hospice Community services	-	3,088,762	(2,800,245)	(278,382)	10,135
Hospice Rapid Access	54,744	-	-	-	54,744
Hospice at Home Enhanced Medical Care	1,949	172,228	(172,031)	-	2,146
Physio Team					
	12,126,100	11,806,433	(11,820,232)	-	12,115,302
Revaluation Reserve	231,199				231,199
Total Funds	12,360,299	11,806,433	(11,820,232)	-	12,346,501

St. Luke's Hospice (Basildon & District) Limited

Statement of Financial Activities for the year ended 31 March 2025

Notes to the Financial Statements for the year ended 31 March 2025

15 Transfer of Funds

The transfer of funds from the Specific Bequest fund to General fund is the expenditure made throughout the year for various items which have been restricted by the funder or donor. The majority of restricted income received in this financial year has been for equipment for the new Thurrock Building, which has subsequently been spent in the year. The restricted income also received for our adult and child counselling services has also been spent during the year via the general fund.

Policy on Reserves and Funds held

The trustees review their policy on reserves annually.

At the Balance Sheet date, the charity had total funds of £12,272,354 comprising restricted funds of £704,981 and unrestricted funds of £11,567,373.

Restricted funds are held to provide future services. The charity recognises that the money held has been provided to us by third parties for the provision of specific equipment or services and they are therefore, held for that purpose only.

Of our unrestricted funds (general reserves) of £11,567,373, £6,210,956 is designated funds relating to the fixed assets as shown in note 9. The remainder of the charity's unrestricted reserve are designated to projects below and the general fund which is used for working capital and equipment.

General Fund	£5,356,417
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Free reserves currently equate to approximately 5.2 months of total expenditure expected in the forthcoming financial year, with the exception of the Hospice Rapid Access Service which is a commissioner requested service, which is within our reserves policy which aims to keep 3- 6 months running costs in reserve. With a large deficit budget predicted next year, it is likely the reserves will be used for running costs and will be within policy next year. A proportion of future legacy funds will therefore be retained to maintain our policy.

16 Leasing Agreements

At the year end the company had total commitments under operating leases for photocopier rental and telephone leases of £91,429 as follows:

1 year	£1,640
2-5 years	£89,789
>5 years	-

£9,429

17 General Information

St Luke's Hospice (Basildon & District) Limited, incorporated in England and Wales, Registered number 1812104, is a private company limited by guarantee. The registered office is Fobbing Farm, Nethermayne, Basildon, Essex, SS16 5NJ.



St. Luke's Hospice

St. Luke's Hospice (Basildon & District) Ltd. | A Company Limited by Guarantee No. 1812104
Registered office: St. Luke's Hospice, Fobbing Farm, Nethermayne, Basildon SS16 5NJ
Registered Charity Number 289466 | www.stlukeshospice.com