

LEICESTERSHIRE & RUTLAND ORGANISATION FOR THE RELIEF OF SUFFERING LIMITED

England & Wales · Charity number 506120

Details

Other names	LEICESTER ORGANISATION FOR THE RELIEF OF SUFFERING LIMITED, LEICESTERSHIRE AND RUTLAND HOSPICE, LOROS
Status	Registered
Legal form	Charitable company
Company number	01298456
Registered	1977-03-30
Register	View on the Charity Commission register

Contact

Address	Loros Hospice Groby Road Leicester LE3 9QE
Phone	01162313771
Email	info@loros.co.uk
Website	www.loros.co.uk

Activities

Objects: 3.1. To promote the relief of sickness in such ways as the Association shall from time to time think fit, and in particular (but without prejudice to the generality of such object):3.1.1. By establishing, maintaining and conducting residential nursing homes and day care facilities in Leicestershire and Rutland and any surrounding areas as the Association may see fit for the reception and care of persons of either sex (without regard to race or creed) who are suffering (at any age) from any chronic or terminal illness or from any disability or disease attributable to old age or from any other physical or mental infirmity, disability or disease, and so that any such home may be restricted to patients of one sex only or (whether or not so restricted as aforesaid) to patients suffering from any particular type or types of illness, disability, disease or infirmity and by providing medical care or other treatment care and attention for any such persons as aforesaid in their own homes. 3.1.2. By conducting or promoting or encouraging research into the care and treatment of persons suffering from any such illness, disability, disease or infirmity as aforesaid and particularly into the care and treatment of persons suffering from cancer or terminal illnesses and of the relatives and close friends of such persons. 3.1.3. By promoting or encouraging or assisting in the teaching or training of doctors, nurses, physiotherapists and other persons engaged in any branch of medicine, surgery, nursing or allied services, and in the teaching or training of students in any branch of medicine, surgery, nursing or allied services. 3.1.4. By providing or assisting or encouraging the provision of spiritual help and guidance for any persons resident (either as patients or otherwise) or working in any such home or homes as aforesaid.

Activities: Hospice care with the aim of enhancing the quality of life of patients with cancer, progressive neurological disease and other conditions, and for whom curative treatment is no longer possible. Patients are aged 18 years and upwards.Areas of activity:In-patient Ward (31 beds), Clinics:Community Nurse Specialists, DayTherapy, Counselling, Lymphoedema Clinics, Education/Training, Research

Classification

- **How:** Provides Services
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Other Defined Groups

Geography

- **Area of benefit:** LEICESTERSHIRE & RUTLAND
- Leicester City
- Leicestershire
- Rutland

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£16,160,794	£18,981,288	£17,537,729	448
2024-03-31	£15,699,578	£19,025,795	£20,147,384	382
2023-03-31	£16,356,170	£16,703,440	£23,224,734	312
2022-03-31	£14,803,774	£14,969,679	£24,107,618	298
2021-03-31	£13,529,136	£14,014,775	£24,062,949	306

Trustees

Name	Role	Appointed
ANDREW WARREN STANT		
Andrea Pinchen		2024-11-25
Andrew Measom		2019-11-25
Christopher Murray		2019-11-25
Claire Henry		2021-11-22
Dr Richard Hurwood		2019-11-25
Graham Andrew Smith		2020-11-23
Katherine Mary Bradley		2020-11-23
Louisa Jane Poole		2020-11-23
Rebecca Louise O'Brien		2020-11-23
Stephen O'Connor		2024-11-25

LEICESTERSHIRE & RUTLAND ORGANISATION FOR THE RELIEF OF SUFFERING LIMITED

England & Wales - Charity number 506120

Accounts

**Leicestershire & Rutland
Organisation for the Relief of
Suffering Limited - 31.03.25**

Report and Financial Statements

Year Ended

31 March 2025

Company Number 01298456

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COMPANIES HOUSE

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Report and financial statements
for the year ended 31 March 2025

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Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report For the year ended 31 March 2025

The forty fifth Annual Report records a further year of the achievement of the aims of the charity.

The focus of all of the charity's activities is the patients, their families and carers we support. The continuance of this work is dependent upon the on-going voluntary support, year by year, of the local community. Without this, the present level and standard of care could not be maintained. This support is itself built upon the charity's reputation for providing high quality care.

REFERENCE AND ADMINISTRATIVE DETAILS

LOROS: The Leicestershire & Rutland Organisation for the Relief of Suffering Limited is a company limited by guarantee and registered as a charity under the Charities Act 1960.

Registered Charity Number:	506120
Registered Company:	Registered in England and Wales 01298456
Registered and Principal Office:	The Leicestershire & Rutland Hospice Groby Road Leicester LE3 9QE
Auditor:	The Rowleys Partnership Ltd Chartered Accountants Charnwood House Harcourt Way Leicester LE19 1WP
Bankers:	The Royal Bank of Scotland plc 1 Granby Street Leicester LE1 6EJ
Discretionary Investment Management:	Evelyn Partners 9 Colmore Row Birmingham B3 2BJ
Solicitors:	Knights plc 34 Pocklington's Walk Leicester, LE1 6BU

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2025 (continued)

Directors and Trustees

The members of the board who are trustees of the registered charity are also directors of the company under the terms of the Companies Act. (*Their details are set out below.*) They have no beneficial interest in the group or in the Charity. Throughout this report, they are collectively referred to as the directors.

Chairman:	Dr Robin Graham-Brown (Resigned 25 th November 2024)	Consultant Dermatologist
	Mr Andrew Stant (Interim)	Chartered Accountant
Vice Chairman:	Mr Graham Smith (Interim)	Retired Company Director
Members:	Mr Richard Brucciani (Resigned 25 th November 2024)	Company Chairman
	Mrs Kate Bradley	HR Professional
	Ms Louisa Poole	Chartered Accountant
	Mrs Becky O'Brien	NHS Director
	Mr Chris Murray	Retired Businessman
	Mr Andrew Measom	Businessman
	Dr Richard Hurwood	Retired GP
	Dr Nakul Patel (Resigned 21 st March 2025)	Consultant Plastic Surgeon
	Mrs Claire Henry	Business Consultant
	Mr Chris Rowley	Retired Businessman
	Mrs Andrea Pinchen (Appointed 25 th November 2024)	Chief Executive
	Mr Stephen O'Connor (Appointed 25 th November 2024)	Consultant
	Chief Executive:	Mr Rob Parkinson (Resigned 9 th May 2025)
Mrs Camilla Barrow (Interim)		
Company Secretary:	Mr Rob Parkinson (Resigned 9 th May 2025)	
President:	Jennifer, Lady Gretton	Estate Owner
Vice President:	Dr Robin Graham-Brown (Appointed 10 th June 2025)	Consultant Dermatologist

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2025 (*continued*)

OVERALL PURPOSE

The overall purpose, ethos and strategy for LOROS is articulated through its vision, mission and values and behaviour statements as follows:

VISION

(Our long-term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for them and their loved ones.

MISSION

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

VALUES AND BEHAVIOURS

Professional – showing respect to patients and families as well as members of our community, staff and volunteers.

Focused – on exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.

Collaborative – working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.

Compassionate – showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.

Trustworthy – be honest, reliable and consistent, showing respect and dignity in everything that we do.

Accountable – to our patients, their families, our communities, staff, volunteers and external organisations/bodies.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report
for the year ended 31 March 2025 (continued)

STRUCTURE, GOVERNANCE AND MANAGEMENT

• **Trustee Board Members**

The board is responsible for the overall governance of the Charity. *(The Chief Executive is responsible for the day-to-day management and for implementing policy.)*

The board numbers up to fifteen members. Members of the board are elected at the Annual General Meeting. A third of the membership has to retire each year. Retiring members may stand for re-election and may serve up to nine consecutive years with the exception of the Chairman and Vice Chairman who can serve longer subject to annual consideration by the board. The board carries out a regular trustee skills audit to identify the individual skills and experience that it needs to have represented in its membership in order to properly discharge its responsibilities. Candidates from the local community for election to the board may be proposed either by the board itself, by members of the LOROS Association or through open advert set against the skill set being sought. The directors are also able to appoint a person to the board in order to fill a vacancy.

Prior to election or appointment, a prospective board member meets with the Chairman, Chief Executive and with one or more senior trustees in order to be able to appreciate the nature of the role of being a trustee of LOROS, of being a director of the company and of the scope of the Charity's services and of its work together with information on the financial status of the company. There is an induction handbook and an induction programme for new trustees in order to enable them to contribute effectively as members of the board.

Trustee opportunities are subject to an open and competitive recruitment process.

• **Liability of Members**

The Charity is a company limited by guarantee and is governed by its Memorandum and Articles of Association dated 14th February 1977. It has no share capital. The Memorandum of Association provides that every member whilst they are a member or within one year after they cease to be a member is liable to contribute a sum not exceeding £1.05 in the event of the company being wound up.

• **Governance**

The board meets five times a year. Relevant matters, particularly the annual budget, are approved by the board. Five sub-committees support the work of the board.

- Finance and General Purposes Committee
- Clinical Governance and Service Development Committee
- Centre for Excellence Committee
- Income Generation and Marketing Committee
- People and Nominations Committee

Each committee is chaired by a trustee and supported by the appropriate member of the Senior Leadership Team. External advisers attend committee meetings.

The board has appointed a lead safeguarding trustee to work with the designated safeguarding manager to ensure that trustees have effective oversight of all safeguarding matters.

The Trustees have regard to the matters set out in Section 172(1)(a) to (f) when performing their duty under S172 of the Companies Act.

The recommendations from the Good Governance Institute review and report are being considered as part of continued governance improvement.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2025 (*continued*)

RISK MANAGEMENT

The Finance and General Purposes Committee oversees risk management processes on behalf of the board. The charity risk register is reviewed at all meetings of the Finance and General Purposes Committee and informs the preparation of a Board Assurance Framework which is considered at all board meetings and supports trustees in managing key risks. Finance (inflation and legacy volatility), recruitment, and cyber security are, at the time of writing, the highest scoring risks facing the charity. Detailed policies and procedures are in place to mitigate risks and insurance cover is maintained in all areas where this is considered appropriate. In respect of financial risk, the board considers that maintaining LOROS' free and unrestricted reserves at the level currently set, together with the regular review process, provides sufficient resources to meet adverse conditions.

IMPACT

LOROS' aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Most of the patients referred have cancer but LOROS does also support patients with other terminal conditions. All patients are admitted aged eighteen years and upwards. LOROS is committed to providing a breadth of care which responds to the patients' physical, psychological, social and spiritual needs.

It is accepted that the outcomes of palliative care can be difficult to quantify. It is abundantly clear, however, from the feedback received from patients and relatives and from the high reputation that LOROS enjoys for the quality of care provided, that the charity does make a significant impact.

LOROS makes a difference in:

- Providing highly effective specialist pain relief and symptom control, providing patients with a better quality of life. Care is provided within a holistic framework which embraces physical, emotional, spiritual and social care.
- Optimising the condition of patients. For many patients this will mean that they are able to return to home.
- Supporting patients to stay at home with high quality care and advice through the LOROS Community Nurse Specialists (as part of the Integrated Community Specialist Palliative Care Service), the LOROS Day Hospice, medical clinics, doctor home visits and the LOROS Volunteer Home Visiting service.
- Enabling patients to have choices in their care through offering advance care planning, including sharing preferences where they are looked after when they die.
- Avoiding unwanted admissions to an NHS acute hospital trust. This may be by supporting the patients at home or in the hospice, or a combination of both.
- Providing high quality professional support for patients, their families and carers when the patient is dying (and after the death of the patient).
- Improving the understanding and practice of palliative care through contributing to research and to the education and training of its own and other health and social care professionals.
- The provision of an increasing number of community-based services, such as bereavement hubs and wellbeing spaces.

The Charity's aims are achieved through several different, yet closely integrated, elements of specialist care.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2025 (continued)

Achievements in Provision of Care

During 2023/24, LOROS was inspected by the Care Quality Commission and was graded 'Good'. This, along with the achievements detailed and quantified below are testament to the positive impact LOROS has had across Leicester, Leicestershire and Rutland. No inspection has been undertaken during 2024/25.

- **Clinical Activity (which represents a key performance indicator)**

	2024/25	2023/24	2022/23	2021/22	2020/21
Referrals (Individual pts)	2,713	2,640	2,487	2,080	1,878
Ward Admissions	554	578	621	548	521
Ward Length of Stay (Average - 24hr)	13 Days	15 Days	15 Days	15 Days	14 Days
Ward Occupancy (Average - 24hr)	70%	76%	78%	76%	66%
Dr Out-patient Attendances/Visits/Advice - Face to Face and Telephone/Video support	2,133	2,594	2,068	1,786	2,317
Day Therapy Attendances	1,788	1,840	1,727	1,622	2,161
Counselling sessions Face to Face telephone/video for Adult & CYP	2,395	3,062	3,320	2,814	3,312
Lymphoedema Clinic Attendances	1,415	1,910	2,120	2,584	2,030
Complementary Therapy Contacts	2,028	1,088	871	927	510
Compassionate Neighbours (Home visits and remote support)	2,805	1,924	1,987	3,372	1,918

The Charity responds to requests from General Practitioners, specialist nurses and hospital consultants for the admission of patients to LOROS' services. The board, and the sub-committee monitors the activity regularly in order to ensure both that the Charity's resources are being used effectively and that it is obtaining 'value for money' from the funds being spent on service provision.

With regard to the in-patient facility, apart from the number of in-patient episodes, the board monitors the occupancy and the average length of stay.

LOROS' services are as follows:

- **The Hospice In-patient Ward**

The in-patient facility is the cornerstone of the work and utilises the largest part of the financial resources. In 2025/26 there was a full closure of Willow Ward and reducing our bed base from a possible 31 beds to 18. The hospice team provides short-term specialist care for patients with complex problems (pain and symptom control) and care in the last days of life.

The number of in-patient admissions to the hospice at 554 was 4% down on the previous year and reflects the number of patients supported given the challenges of recruiting nurses onto the ward, along with bed reductions.

The dependency of patients admitted remains high. Patients are often very unwell and have increasingly complex needs. This results in high costs of care and high ratios of staff to patients. This can at times have an impact on admission figures.

- **Day Hospice**

Skilled nursing and a multi-professional team offer support for patients. This also enables a break for carers at home. Patients are offered various programmes including managing fatigue or breathlessness. The weekly planned service runs on Tuesday to Thursday and, once a month, a wellbeing drop-in session is run.

Patients also have other services available to them during their visit such as medical consultations and input from the enablement team (physiotherapy and occupational therapy).

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2025 (continued)

Achievements in Provision of Care (continued)

- **Care for those at home**

Significant resources are applied by the Charity to supporting patients and their carers' in the home. LOROS staff do all that they can to facilitate the return home of patients who are able so to do. Key to this work are the:

- LOROS' Clinical Nurse Specialist (CNS) Team in the Community. (The team collaborates and coordinates with the NHS Community Nurse Specialist teams as part of the Integrated Specialist Palliative Care Team).
- LOROS' Enablement Team (of occupational therapists, physiotherapists and social workers) together with the LOROS discharge liaison nurses, facilitates the prompt discharge of patients. It is very important for patients, and for their carers, that if patients are able to return home they can do so without delay.
- LOROS' Volunteer Home Visiting. LOROS provides a service of home visits by volunteers to patients so giving the carers important time to themselves. With this service patients have an alternative to attending LOROS Day Hospice. There has been a reduction in the provision of this service in 2025 due to financial pressures.
- Out-patient clinics/ doctor home visits. These clinics are operated in partnership by LOROS and by UHL. Those who need to be seen in person by a doctor, but are too unwell to attend clinic, can be seen at home.
- Community advice line daily to support community nurse specialists and other community staff to help and advice on patient care at home.

- **Lymphoedema Treatment**

This service provides support for patients with Lymphoedema across Leicester, Leicestershire and Rutland. LOROS provides care for patients when the condition is related to a cancer diagnosis. Major improvements in the lives of patients are achieved.

- **Complementary Therapy**

Therapies are provided to patients whether attending as in-patients or in Day Hospice. There has been a reduction in the provision of this service in 2025, due to financial constraints such that it cannot be offered as an outpatient service.

- **Counselling**

LOROS provides a number of different therapeutic interventions for both patients and carers, including bereavement counselling. It does not seek to provide long-term therapeutic support. The work is focussed on short term interventions, generally of no more than six sessions (or, by agreement, of up to twelve). The service also includes a children and young people's counsellor, who provides counselling for the children of patients accessing LOROS services.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2025 (continued)

Achievements in Provision of Care (continued)

- **Non-Cancer Care**

The board is mindful of the implications for LOROS of the wish to continue to see palliative care extended to support other patient diagnostic groups. The amount of work which is not cancer-related is growing slowly with a desire to support those with the greatest need.

Non cancer patients most commonly seen are those with neurological conditions such as Motor Neurone Disease and patients with end stage organ failure.

LOROS has developed a number of outpatient clinics specifically for non-cancer patients, including living with breathlessness and palliative neurology.

- **Dove Cottage**

Dove Cottage is a subsidiary charity of LOROS. Established in 1996, Dove Cottage is a successful local charity, based in the Vale of Belvoir, providing day care, chaplaincy services, complementary therapy and well-being support for people living in the surrounding area (which includes North East Leicestershire, Rutland, South East Nottinghamshire and South West Lincolnshire). Since its merger with LOROS by change of control in 2023, Dove Cottage has extended its day provision by a day a week and undertaken an extensive improvement programme to address recommendations set out in the most recent report of the Care Quality Commission. With the support the local community, a new sensory garden was opened in summer 2024, for the benefit of guests and their families.

- **The Future**

Since the launch of our five-year strategic plan, LOROS has experienced significant organisational change, driven by the urgent need to respond to financial pressures. This period has prompted a renewed and necessary focus on stabilising our position and sustaining the core services that underpin our mission.

Looking ahead, our priority remains to deliver high-quality palliative and end-of-life care to the people of Leicester, Leicestershire, and Rutland (LLR), ensuring our services are resilient, responsive, and accessible to those who need them most.

It is essential that LOROS remains well-positioned to contribute to the delivery of the NHS 10-Year Plan and the LLR Palliative and End of Life Care Strategy. As the healthcare environment continues to evolve, we must be ready to adapt and grow our service models to meet rising demand and increasing complexity in palliative and end-of-life care.

In this context, our refreshed strategic priorities are:

- Sustaining and strengthening our exceptional in-patient, hospice-based, and community services.
- Addressing health inequalities and improving access to care for all.
- Developing a trusted, accessible information and advice offer for patients and families.
- Supporting the wider health and care workforce with the skills needed for excellent end-of-life care.
- Positioning LOROS as a centre of excellence in innovation, education, and research, aligned with system priorities.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report
for the year ended 31 March 2025 (*continued*)

PUBLIC BENEFIT

- LOROS Care Services are available to the community as a whole in Leicester, Leicestershire and Rutland on the basis of "Clinical Need".
- LOROS does not provide children's services (apart from counselling support) which are available in other settings and LOROS' patients are aged eighteen years and upwards.
- LOROS services are provided without charge to the patients and families receiving the care.
- In-patients at the hospice would, if not with LOROS, have to be in another healthcare setting and most likely an NHS acute hospital trust.
- Patients at home would in many cases, if not supported by LOROS, be in an NHS acute hospital or be drawing upon NHS resources in other ways.
- The directors consider that they have complied with their duties under section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charities Commission.

PATIENTS' ADVOCATE

LOROS makes a very significant contribution to the provision locally of palliative care. In the face of the local need the financial resources of the board are clearly limited. However, the Board (and the wider health community) recognises the very important role that LOROS plays in establishing and demonstrating quality and standards of care. In this way the impact and influence of the hospice extends well beyond those services provided directly by the charity.

LOROS has an active Hospice User Group which supports the organisation with quality assurance and ongoing service development.

CENTRE for EXCELLENCE

In January 2025, LOROS launched its strategy for the Centre for Excellence, marking a major milestone in our ambition to improve palliative and end-of-life care across Leicester, Leicestershire, and Rutland. The strategy prioritises:

- Improving access to high-quality palliative and end-of-life care in the community.
- Reducing health inequalities in palliative and end-of-life care.
- Enhancing care for those dying with and from multiple comorbidities and frailty.

A robust implementation plan is now well underway and making significant progress, supported by a broad commitment across the organisation and external stakeholders.

LOROS is also in the final year of delivering a major five-year funding agreement with The Stoneygate Trust, which has been instrumental in establishing a focused and sustainable research unit. This funding has significantly strengthened our position as a centre of excellence in palliative and end-of-life care, locally and nationally.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2025 (continued)

Key Achievements of the Centre for Excellence (to date):

- Dissemination of research findings through publications and speaking invitations at national and international conferences.
- Delivery of high-quality training for Palliative Medicine and Internal Medicine doctors, recognised by the Royal College of Physicians and Royal College of General Practitioners.
- Ongoing undergraduate teaching for medical students as the affiliated teaching hospice of the University of Leicester.
- Development and implementation of a new Pre-Transfer Clinical Decision and Assessment pathway to support frail older adults and reduce unnecessary hospital admissions.
- Named finalists in the National AHSN Innovate Awards in the "Addressing Health Inequalities" category for our Sawubona video and training resources.
- The National Sawubona: Equity in Palliative Care for All Research Forum, in partnership with Hospice UK continues to thrive.

RELATIONSHIPS WITH OTHER BODIES

In co-ordinating and developing patient services LOROS, as an "independent provider", works closely with other local health providers both within the statutory and voluntary sectors.

LOROS' NHS Grant Funding has been provided through the Leicester, Leicestershire and Rutland Integrated Care Board.

Whilst the NHS provides less than 25% of the charity's annual revenue (less than 30% including education income) LOROS does rely heavily upon the continuity of provision of the NHS income (whether by grant or contract) and any reduction in this funding would have a direct impact upon the level of service provision.

The Charity continues to be closely involved with the local NHS Trusts (Leicestershire Partnership NHS Trust and University Hospitals of Leicester) in the provision and development of palliative care. Increasingly LOROS is engaged in developing initiatives with 'system-wide' partners, including local authorities.

LOROS as a voluntary hospice is able to access grants which otherwise would not be available within Leicester, Leicestershire and Rutland. These funds have been used to support service developments within the local community.

LOROS has a commitment to research and has research and clinical links with the University of Leicester, De Montfort University and with the University Hospitals of Leicester. LOROS is the Affiliated Teaching Hospice of the University of Leicester.

The Charity has working relationships with a number of NHS bodies in the East Midlands, for example the Local Education and Training Board. It also engages closely with other relevant partners, such as the Academic Health Science Network.

- **Care Quality Commission (CQC)**

The Care Quality Commission carried out an unannounced inspection on 10 January 2024. The resulting report, published on 5 April 2024, rated LOROS as Good overall and Good across each of the five inspection areas: safe, effective, caring, responsive and well-led. The report noted LOROS has an outstanding and pioneering approach to innovation, research and improving patient care. The report can be viewed on the LOROS and CQC websites.

- **Department of Health**

Quality Accounts were introduced as a result of the NHS (Quality Accounts) Regulations 2010, having been set out in the Health Act 2009. They are a new form of annual report to the public about the quality of services provided and quality initiatives planned. "LOROS' Quality Account for 2023-24 can be viewed on the LOROS website.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2025 (continued)

FINANCIAL REVIEW

For the last three years the charity has been running in a deficit position due to reductions in legacy income and increasing overheads and utilising reserves to bridge the deficit. During 2024/25 cost saving initiatives were implemented to reduce overheads and a Transformation Working Group was established with the aim of finding annualised savings totalling £2m. A plan was actioned early 2025/26 to reduce certain care services and restructure to realise £1.2m of annualised savings (£0.56m realisable in 2025/26), followed by an extended plan to realise further annualised savings in excess of £0.8m.

The directors are committed to the financial recovery plan which became operationalised in 2025/26. Along with realising £2m of annualised savings, the plan includes liquidating two investment properties and exploring new income streams.

A deficit of £2,765,397 (2024: £2,921,608) was recorded in the financial year.

WORKFORCE ENGAGEMENT

LOROS is committed to having ongoing engagement with both our staff and volunteers. This not only provides valuable feedback that guides the direction of the charity but also ensures that everyone feels informed and part of the LOROS community. This engagement takes place in a number of ways, including staff and volunteer surveys, and fortnightly Q&A sessions with the senior leadership team, held both in person and via virtual platforms.

Additionally, an independent culture review has recently been conducted, offering focus groups—representing colleagues from across the organisation—an opportunity to share valuable, contextual feedback in a confidential and objective setting. The insights gained from this review are informing a range of immediate actions, as well as shaping larger-scale organisational development initiatives.

Key responses to the review include a refresh of LOROS' core values and behaviours, the introduction of 360-degree management appraisals, and a strengthened approach to Performance and Development Reviews (PDRs). These initiatives aim to embed a more inclusive, accountable, and values-led culture across the organisation.

COST OF PROVISION OF CARE (Activities in furtherance of the objects of the charity.)

- **Charitable Activities**

The cost of charitable activities at £12.68 million (2024: £13.18 million).

INCOMING RESOURCES

Section 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities. Although LOROS does not undertake widespread fundraising from the general public, certainly outside of Leicester, Leicestershire and Rutland, the legislation defines fund raising as 'soliciting or otherwise procuring money or other property for charitable purposes.' Such amounts receivable are presented in our accounts as 'voluntary income' and include legacies and grants.

In relation to the above, we confirm that all solicitations are managed internally. The day-to-day management of all income generation is delegated to the executive team, who are accountable to the trustees.

The Charity is not bound by an undertaking to be bound by any regulatory scheme but is mindful of and adheres to the Fundraising Regulators Code of Practice, Charity Commission Guidelines and Regulations and Data Management enforced by the Information Commissioners' Office.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2025 (continued)

The charity has a Safeguarding Policy which serves to protect not only our own staff but also those people deemed to be vulnerable with whom LOROS may come in to contact through fundraising activities including Lottery doorstep collections, service in our shops and contact at or through fundraising events. Unreasonable intrusion, persistent approaches and undue pressure are not acceptable.

- **National Health Service (NHS)**

18% of current unrestricted charitable expenditure was covered by grants from the NHS (23% including education income) from various sources of funds. The overall amount received from the NHS of £2.8 million (£3.6 million including education) (2024: £3.7m) was 2% less than last year due to a reduction in education funding awarded.

- **Donations, legacies and similar incoming resources**

Apart from the NHS monies, the Charity relied upon the continued generosity of the people and organisations of Leicester, Leicestershire and Rutland. The income received in the year was £6.34m (2024: £5.12m), 23% increase on 23/24.

- **Fundraising**

LOROS has an extensive portfolio of fundraising activities to generate voluntary donations towards our core work. The board values highly the substantial amount that is raised each year from the local community by way of voluntary income. Our fundraising is employee and volunteer led. We do not employ the services of external agencies for general fundraising. We do use the external agencies to promote our Lottery.

We are committed to building trust with our supporters, which is why we are members of the Fundraising Regulator, Hospice Lottery Association, Charity Retail Association and have individual memberships with the Institute of Fundraising and Third Sector.

Our Income Generation and Marketing Committee now meets three times a year to promote public, donor, board, staff and volunteer confidence in the income generation and marketing practices at LOROS, ensuring ethical practices by all teams responsible for income generation & marketing.

During the financial year 2024-2025 we received 2 complaints relating to our fundraising activity.

- **Trading:**

LOROS Enterprises (through LOROS Enterprises Limited - a wholly-owned subsidiary of the charity.)

The largest part of the trading company's turnover relates to the shops of which there are thirty.

The overall reported profit contribution of £235,427 was 40% down the previous year, largely due to increases in people costs.

In October 2010, a scheme to enable gift aid to be claimed on some donations through the charity was launched. This has proved to be successful with retail gift aid related income amounting to £979,227 in 2024/25.

The shops depend upon local support both for the supplies of good quality donated items, from which the shops derive nearly all of their profits, and for sufficient numbers of volunteer helpers.

LOROS Lottery (through LOROS Lotteries Limited – a wholly-owned subsidiary of the charity).

Despite challenges in the economy, the LOROS Lottery generated a healthy profit of £665,776 (2024: £573,393), 16% increase on 2024, largely driven by overhead cost reductions.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2025 (continued)

LOROS Commercial Innovations (through LOROS Commercial Innovations Limited - a wholly owned subsidiary of the charity.)

The company operates a commercial catering business and rental properties for the charity. Trading continues to be difficult and a loss was recorded of £125,614 (2024: £178,530). A number of initiatives have recently been put in place to focus on financial sustainability, which has improved the position in 2025 and will deliver a full year impact on 2026.

• Legacies

Apart from statutory funding, legacies are one of the charity's largest sources of income but the level each year can fluctuate significantly. This year legacy income of £2.46m represented 39% of LOROS' total voluntary income (compared with 37% in 2023/24 63% in 2022/23, 48% in 2021/22, 16% in 2020/21, 44% in 2019/20 and 46% in 2018/19).

The amount of legacy income accounted for can make a material difference to the overall financial outcome. Legacy income is unpredictable but it has been the surpluses provided by legacies that has enabled the charity to build up and to maintain the reserves at the required levels and to undertake capital projects and also provide support over the last three years where the charity has ran at a deficit. Because of the potential for significant fluctuations the board is circumspect in the degree to which, in any one year, it relies upon legacy income in order to fund the on-going revenue expenditure.

• Volunteers

In addition to the income evaluated in the statement of financial activities, the charity is dependent upon the support of approximately 1,555 regular volunteers. Volunteer activities span the whole range of functions from fundraising to service provision. The directors are of the opinion that it would be impractical to attempt to quantify the value of work done by volunteers.

• Investments

Investment performance have been positive during the year with an unrealised valuation surplus of £55,097 (2024: £404,609).

RESERVES POLICY

The directors' current policy is to hold the equivalent of nine months' current hospice expenditure as free reserves in readily realisable form. This policy requires that free and unrestricted reserves are maintained at a level that would ensure that LOROS' core activities could be maintained in the short to medium term during periods of adverse financial conditions.

This cover is required in order to provide for:

- adequate working capital
- unforeseen expenditure
- streams of income or expenditure being different from that budgeted
- growth in demand for care services
- replacement of tangible assets

The board considers carefully the Charity's commitments, in line with current and potential risks and opportunities. It monitors, on an on-going basis, the fund balances available relative to its financial plans and to the meeting of its objectives in both the medium and longer term. Current levels of reserves are below the policy but the three-year budget plan takes this into consideration and aims to increase reserves to the prescribed levels.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2025 (continued)

• Reserves Cover

Based upon the expenditure for 2024/25 the minimum free reserve requirement was £9.51 million. At the end of the year free reserves, equivalent in this case to the net current assets of the Charity, stood at £2.62 million, which excludes investment funds of £3.05m which are readily realisable.

As at 31st March 2025, the level of reserves was as follows: -

Unrestricted Funds	£17,248,914 (2024: £20,020,718)
Restricted Funds	£288,815 (2024: £282,408)

• Investment Policy

As part of its on-going risk and reserves assessment the Charity has appointed Evelyn Partners to provide "discretionary investment management". At the end of the year the funds invested were valued at £2.5 million (2024: £4.4 m), down 43% on last year, mainly due to withdrawals of £2.6 million made during the year. In addition to this, through gifts in wills during the 2019/20 and 2021/22 year, the Charity owns property with a current value of £490,000, from which it earned rental income in the year.

The board has an agreed statement of investment principles. The aim is to produce a net return, year-on-year, better than the holding of cash. There is also:

- a Finance and General Purposes Committee which regularly reviews performance
- an ethical investment policy (which is to avoid the tobacco industry)

The directors keep under review the diversification of the funds held by way of reserves.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2025 (continued)

SUMMARY

Significant turbulence and unpredictability in the UK economy over the last year, coupled with rising costs has resulted in LOROS being in a deficit position for the year, despite realising some efficiency savings in the year. While the hospice has largely been able to sustain its range and level of clinical activities which provide such excellent and valued care and support for patients and family members across Leicester, Leicestershire and Rutland, the ward has seen a reduction in beds in the year. The overall financial position is being monitored very carefully with a financial recovery plan being implemented in early 2025/26.

Thanks must be expressed to the people and organisations of Leicester, Leicestershire and Rutland who have enabled LOROS to achieve so much and who have contributed to the raising of a huge amount of voluntary income in the year. It is the partnership between LOROS, the NHS and the wider community that has over the years enabled the aims of LOROS to be realised.

Year by year the Charity has relied upon increases in voluntary support well above inflation as the annual percentage increases in the NHS grant have struggled to keep pace with inflation. This is an ever increasing challenge.


None of what has been set out could have been achieved without the continued hard work and dedication of LOROS' skilled staff and volunteers. The board, once again would like to thank all of the staff and volunteers for their commitment to the work of the Charity.

The directors are confident that LOROS has an important and continuing place as a provider of high quality care, as an upholder of the ethos and values to which it has always held and as an advocate for patients and their families.

Provision of information to auditor

Each of the persons who are directors at the time when this Directors' Report is approved has confirmed that:

- so far as that director is aware, there is no relevant audit information of which the Charity's auditor is unaware; and
- that director has taken all the steps that ought to have been taken as a director in order to be aware of any information needed by the charity's auditor in connection with preparing their report and to establish that the charity's auditor is aware of that information.


signed on 01/12/2025, 12:45:41 GMT
LOUISA POOLE
Trustee
Board of Trustees, LOROS

A W Stant
signed on 01/12/2025, 14:18:08 GMT
ANDREW STANT
Interim Chairman
Board of Trustees, LOROS

01/12/2025

2025

01/12/2025

2025

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Statement of trustees' responsibilities

The Trustees (Who are Directors of LOROS for the purposes of company law) are responsible for preparing the Director's annual report and the financial statements in accordance with applicable law and United Kingdom Accounting standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Director's to prepare financial statements for each financial year. Under company law the Directors' must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and parent charity and of the incoming resources and application of resources, including its income and expenditure of the group for that period. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

In so far as the Directors are aware

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and establish that the auditor is aware of that information

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report

Opinion

We have audited the financial statements of The Leicestershire & Rutland Organisation for the Relief of Suffering Limited ("the Parent Charitable Company") and its subsidiaries ("the Group") for the year ended 31st March 2025 which comprise the consolidated statement of financial activities, the consolidated and parent charity balance sheets, the consolidated cash flow statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Group's and of the Parent Charitable Company's affairs as at 31st March 2025 and of the Group's incoming resources and application of resources, including its incoming resources 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 and the Parent Charitable Company in accordance with the ethical requirements 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 related to going concern

In auditing the financial statements, we have concluded that the Directors' use 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 and parent charitable company's ability to continue as a going concern for the period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the Director's Report, other than the financial statements and our auditor's report thereon. The other information comprises the Director's Report. The Directors are responsible for the other information.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report (*continued*)

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 Directors' Report and the Strategic report prepared for the purposes of Company Law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic report and the Directors' Report, which are included in 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 misstatement in the Strategic report or the Trustee's 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 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 Directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement, 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 determines 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

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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:

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report (*continued*)

Auditor's responsibilities for the audit of the financial statements (Cont.)

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial report frameworks (UK Generally Accepted Accounting Practice, the Companies Act 2006) and the relevant tax compliance regulations in the jurisdiction in which the company operates;
- We enquired of management whether they were aware of any instances of non-compliance with laws and regulations, or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias;
- We tested significant transactions, in particular the evaluation of the business rationale for any which appear unusual or outside the company's normal course of business;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity;
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We have assessed these areas at group level and at component level where appropriate, we performed the component audit work ourselves as part of our audit of those entities; and
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these.

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

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at: <https://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.

The Rowleys Partnership Ltd

signed on 11/12/2025 14:19:42 GMT
Lisa G Parkes FCA FCCA (Senior Statutory Auditor)
For and on behalf of The Rowleys Partnership Ltd
(Eligible to act as an auditor in terms of section 1212 of the Companies act 2006)
Statutory Auditors
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Date 11/12/2025

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Consolidated statement of financial activities for the year ended 31 March 2025

	Notes	Unrestricted Funds £	Restricted Funds £	2025 Funds £	Unrestricted Funds £	Restricted Funds £	2024 Funds £
Income from:							
Donations and legacies	3	6,003,602	348,099	6,351,701	4,869,564	250,490	5,120,054
Gifted Donation Dove	3	-	-	-	523,926	-	523,926
Investments	4	154,698	-	154,698	182,321	-	182,321
Other trading activities:							
- Loros Enterprises income		3,721,841	-	3,721,841	3,685,695	-	3,685,695
- Loros Commercial Innovations income		300,436	-	300,436	330,045	-	330,045
- Lottery income		1,076,610	-	1,076,610	1,146,899	-	1,146,899
- Dove income		366,478	-	366,478	406,987	-	406,987
		<u>11,623,665</u>	<u>348,099</u>	<u>11,971,764</u>	<u>11,145,437</u>	<u>250,490</u>	<u>11,395,927</u>
Charitable activities							
Contribution by the National Health Service		3,567,237	-	3,567,237	3,701,091	-	3,701,091
Educational activities		621,793	-	621,793	602,560	-	602,560
Total income		<u>15,812,695</u>	<u>348,099</u>	<u>16,160,794</u>	<u>15,449,088</u>	<u>250,490</u>	<u>15,699,578</u>
Expenditure on:							
Raising funds							
Loros Enterprises expenditure		3,492,598	-	3,492,598	3,134,614	-	3,134,614
Loros Commercial innovations expenditure		429,122	-	429,122	488,414	-	488,414
Lottery expenditure		413,305	-	413,305	575,378	-	575,378
Dove expenditure		750,353	32,665	783,018	747,714	16,453	764,167
Fundraising costs		1,160,055	-	1,160,055	847,146	-	847,146
Depreciation of leasehold shop properties		-	-	-	9,782	-	9,782
Investment management fees		22,637	-	22,637	22,726	-	22,726
Charitable activities		<u>6,268,070</u>	<u>32,665</u>	<u>6,300,735</u>	<u>5,825,774</u>	<u>16,453</u>	<u>5,842,227</u>
The Leicestershire and Rutland Hospice		12,489,514	191,039	12,680,553	12,983,591	199,977	13,183,568
Total expenditure	5	<u>18,757,584</u>	<u>223,704</u>	<u>18,981,288</u>	<u>18,809,365</u>	<u>216,430</u>	<u>19,025,795</u>
(Loss)/Profit on investment assets	7	55,097	-	55,097	404,609	-	404,609
Net income		<u>(2,889,792)</u>	<u>124,395</u>	<u>(2,765,397)</u>	<u>(2,955,668)</u>	<u>34,060</u>	<u>(2,921,608)</u>
Total funds brought forward		<u>20,020,718</u>	<u>282,408</u>	<u>20,303,126</u>	<u>19,759,409</u>	<u>3,465,325</u>	<u>23,224,734</u>
Transfer between funds		<u>117,988</u>	<u>(117,988)</u>	<u>-</u>	<u>3,216,977</u>	<u>(3,216,977)</u>	<u>-</u>
Total funds carried forward		<u>17,248,914</u>	<u>288,815</u>	<u>17,537,729</u>	<u>20,020,718</u>	<u>282,408</u>	<u>20,303,126</u>

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Consolidated statement of financial activities for the year ended 31 March 2025

The statement of financial activities includes all gains and losses recognised in the year.
All incoming resources and resources expended derive from continuing activities.

The notes on pages 26 to 46 form part of these financial statements.

Consolidated summary Income and expenditure account	2025	2024
	£	£
Gross income of continuing operations	16,160,795	15,699,578
Total expenditure of continuing operations	(18,981,288)	(19,025,795)
Realised gains/(losses) on disposal of investment assets	22,091	(195,875)
	<hr/>	<hr/>
Net income for the year	(2,798,403)	(3,522,092)
	<hr/>	<hr/>

A detailed analysis of income by source is provided in the statement of financial activities. Detailed analysis of expenditure is provided in the statement of financial activities and in note 5.


Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Consolidated balance sheet at 31 March 2025

Company number 01298456	Note	2025	2025	2024	2024
		£	£	£	£
Fixed assets					
Tangible assets	6		12,014,016		12,443,635
Investments	7		3,048,725		4,948,279
			<u>15,062,740</u>		<u>17,391,914</u>
Current assets					
Stocks	8	65,077		151,981	
Debtors	9	3,824,482		2,948,150	
Cash at bank and in hand		1,125,239		1,874,055	
		<u>5,014,799</u>		<u>4,974,186</u>	
Creditors: amounts falling due within one year	10	(2,398,143)		(1,821,307)	
Net current assets			2,616,656		3,152,879
Creditors: amounts falling due after more than one year	11		(141,667)		(241,667)
Net assets			17,537,729		20,303,126
Funds					
Restricted funds	14		288,815		282,408
Unrestricted funds:					
- Designated funds	15/16		-		-
- Other charitable funds	15		16,797,458		19,131,236
- Revaluation reserve	15		451,456		889,482
			<u>17,537,729</u>		<u>20,303,126</u>

The financial statements were approved by the members of the Board of Trustees on 01/12/2025 on its behalf

and signed


signed on 01/12/2025, 12:45:41 GMT
Louisa Poole
Trustee

A W Stant
signed on 01/12/2025, 14:18:08 GMT
Andrew W Stant
Interim Chairman

The notes on pages 26 to 46 form part of these financial statements.


Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Charity balance sheet at 31 March 2025

Company number 01298456	Note	2025	2025	2024	2024
		£	£	£	£
Fixed assets					
Tangible assets	6		11,761,753		12,205,949
Investments	7		3,048,730		4,948,284
			<u>14,810,483</u>		<u>17,154,233</u>
Current assets					
Debtors	9	4,257,342		3,487,907	
Cash at bank and in hand		427,711		1,089,981	
		<u>4,685,053</u>		<u>4,577,888</u>	
Creditors: amounts falling due within one year	10	<u>(1,684,857)</u>		<u>(1,343,070)</u>	
Net current assets			3,000,196		3,234,818
Creditors: amounts falling due after more than one year	11		(141,667)		(241,667)
			<u>17,669,012</u>		<u>20,147,384</u>
Net assets					
Funds					
Restricted funds	14		220,365		256,569
Unrestricted funds:					
- Designated funds	15/16		-		-
- Other charitable funds	15		16,997,191		19,001,333
- Revaluation reserve	15		451,456		889,482
			<u>17,669,012</u>		<u>20,147,384</u>
Charity's net income for the financial year			(2,478,373)		(3,420,498)

The financial statements were approved by the members of the Board of Trustees on 01/12/2025 on its behalf

and signed


signed on 01/12/2025, 12:45:41 GMT
Louisa Poole
Trustee

A W Stant
signed on 01/12/2025, 14:18:08 GMT
Andrew W Stant
Interim Chairman

The notes on pages 26 to 46 form part of these financial statements.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Consolidated cash flow statement for the year ended 31 March 2025

	2025 £	2024 £
Net cash flow from operating activities	(2,456,170)	(99,383)
Net cash inflow from investing activities	1,653,265	833,529
	<hr/>	<hr/>
Change in cash and cash equivalents in the year	(802,905)	734,146
Cash and cash equivalents at the beginning of the year	1,969,513	1,235,367
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	1,166,608	1,969,513
	<hr/>	<hr/>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes to the cash flow statement for the year ended 31 March 2025

1 Cash flows from operating activities	2025	2024
	£	£
Net income per SOFA	(2,765,397)	(2,921,608)
Loss/(gain) on investment	(55,097)	(404,609)
	<hr/>	<hr/>
Net incoming resources	(2,820,494)	(3,326,217)
Investment income	(154,698)	(182,321)
Depreciation	831,083	821,773
(Increase)/Decrease in stocks	86,904	109,039
(Increase)/Decrease in debtors	(876,332)	3,424,156
Loss/(Profit) on sale of assets	531	8,817
Increase/(Decrease) in creditors	476,837	(985,536)
Transfer in Dove	-	31,206
	<hr/>	<hr/>
Net cash Inflow from operating activities	(2,456,170)	(99,083)
	<hr/>	<hr/>
2 Cash flow from investing activities	2025	2024
	£	£
Purchase of tangible fixed assets	(448,491)	(323,241)
Transfers in Dove	-	(365)
Proceeds from sale of tangible fixed assets	46,496	65,285
Acquisition of listed investments	(758,928)	(357,106)
Proceeds of sale of listed investments	2,659,490	1,266,365
Interest received	154,698	182,321
	<hr/>	<hr/>
	1,653,265	833,259
	<hr/>	<hr/>
3 Analysis of changes in cash and cash equivalents		
	At	At
	1 April	31 March
	2024	2025
	£	£
Cash at banks, building societies and in hand	1,874,055	(748,816)
Cash held as part of investment portfolio	95,458	(54,089)
	<hr/>	<hr/>
Total bank and cash holding	1,969,513	(802,905)
	<hr/>	<hr/>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2025

1 Legal status

The Organisation is a registered charity. The legal status is a company limited by guarantee.

2 Accounting policies

The following accounting policies have been used consistently in dealing with items considered material to the charitable group's affairs.

Basis of preparation

The financial statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value. The financial statements have been prepared in accordance with the Statement of Recommended Practice 2019. Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

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

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

In preparing these financial statements, the Directors have made the following judgements:

Tangible fixed assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

Trade debtors

At each reporting date, trade debtors are assessed by recoverability. If there is any evidence of impairment, the carrying amount of the debtor is reduced to its recoverable amount. The impairment loss is recognised immediately in the income statement.

Leases

Determine whether leases entered into by the group after as a lessor or a lessee are an operating lease or finance lease. These decisions depend on assessment of whether the risks and rewards of ownership have been transferred from the lessor to the lessee on a lease by lease basis.

Investments

The most critical estimates, assumptions and judgements relate to the determination of carrying value of investments at fair value through the Statement Of Financial Activities, the Group follows the International Private Equity and Venture Capital Valuation Guidelines applying the overriding concept that fair value is the amount for which an asset can be exchanged between knowledgeable willing parties in an arm's length transaction. The nature, facts and circumstances of the investment drives the valuation methodology.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2025 (continued)

2 Accounting policies (continued)

Basis of consolidation

The group financial statements consolidate the financial statements of Leicestershire and Rutland Organisation for the Relief of Suffering Limited and its subsidiaries up to 31 March 2025 on a line by line basis. A separate Statement of Financial Activities (SOFA) for the institution alone is not presented because the charity has taken advantage of the provisions of section 408 of the Companies Act 2006.

Fund accounting

Funds held by the charity are either:

Unrestricted general funds – these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds – these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

Restricted funds – these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Incoming resources

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

Voluntary income is accounted for when received. Incoming resources represents the amount receivable during the year in respect of donations and legacies.

Legacies are recognised when there is sufficient evidence to provide the necessary certainty that the legacy will be received and the legacy can be measured with sufficient reliability.

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally upon notification by our investment advisor of the dividend yield of the investment portfolio.

Shop income represents the amounts receivable for goods sold to customers and commission receivable on sale of donated goods. It is recognised at the point of sale for retail goods and on dispatch otherwise.

Lottery income represents the amount receivable in respect of lotteries and raffles held during the year and scratch cards sold. Lottery and raffle income is recognised at the point of draw and scratch card income is recognised on a cash basis. Amounts received for future lottery and raffle draws are reserved as income in advance.

Activities furthering charitable objects. Income under health authority and NHS contracts is recognised in the Statement of Financial Activities on a receivable basis.

Where income is received in advance of performance, its recognition is deferred and included in creditors until the contract is performed.

Cafe income represents the amounts receivable for food and beverages sold to customers. It is recognised at the point of sale.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2025 (*continued*)

2 Accounting policies (*continued*)

Resources expenses

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. It is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is allocated directly to charitable expenditure and costs of raising funds. Expenditure is classified under the following activity headings.

- Costs of raising funds include those costs incurred in raising voluntary income, and include the salaries, direct expenditure and overhead costs of the staff who promote fundraising, including events.
- Charitable activities expenditure relates to expenditure on objects of the charity and include direct costs and support costs associated to these activities.

Governance costs represent costs which relate to the general running of the charity including the strategy planning process that contribute to future development, and are included with charitable activities. Support costs have been allocated between fundraising and charitable activities, in proportion to the direct costs of each activity. Where direct allocation is not possible, costs are apportioned over the above headings based on the allocation of staff.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Pensions

The Trust makes payments to two defined contribution pension schemes on behalf of qualifying employees. One administered by the NHS Pensions Agency and a stakeholder scheme providing benefits for the employees additional to those from the state. Such contributions are charged in the Statement of Financial Activities when made. The contributions are invested separately from the Trust's assets.

Financial Agreement with the National Health Service

The agreement with the Clinical Commissioning Groups provides for, inter alia, a contribution by them towards the revenue expenditure arising from operating the Hospice, agreed annually prior to the commencement of each financial year.

In addition to the defined contribution pension scheme noted above, the charity contributes to the NHS Superannuation Scheme as a Direction Body. Under the rules of the NHS Superannuation Scheme, Direction Bodies pay employer's contributions to the Scheme, but are not employing authorities for the purposes of the scheme. The NHS Superannuation Scheme is a multi-employer defined benefit scheme, and the charity is unable to identify its share of the underlying assets and liabilities of the scheme, and accordingly sufficient information is not available to enable the charity to account for the scheme as a defined benefit scheme. The charity's contribution to the NHS Superannuation Scheme is therefore treated as defined contribution pension scheme payments. Details of the NHS Superannuation Scheme deficit can be obtained from the official documents website www.official-documents.gov.uk.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2025 (continued)

2 Accounting policies (continued)

Tangible fixed assets

Tangible fixed assets are included at cost, and other than freehold land, are depreciated on a straight line basis at annual rates calculated to write off their cost over the terms of their useful lives as follows:

Freehold building	-	30 years
Short leasehold property	-	The unexpired period of each lease or such shorter period as is considered appropriate
Computers	-	5 years
Fixtures, furniture and equipment	-	5-10 years
Mini buses	-	5 years
Other motor vehicles	-	4 years

Additions costing less than £1,000 are written off in the year of purchase.

Freehold land is not depreciated.

Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase and other costs incurred in bringing stock to its present location and condition. Cost is calculated on a first-in first-out formula. Provision is made for damaged, obsolete and slow-moving stock where appropriate.

Debtors

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

Creditors

Short term creditors are measured at the transaction price. Other financial liabilities are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the net gains and losses arising on revaluation and disposals throughout the year. The charity does not acquire put options, derivatives or other complex financial instruments.

The main form of financial risk faced by the charity is that of volatility in markets due to wider economic conditions, the attitude of investors to investment risk, and changes in sentiment concerning equities and within particular sectors or sub sectors.

Short term deposits represent investments in bank term deposits maturing within one year. Investments in subsidiary companies are stated at cost.

Realised gains and losses

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

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2025 (continued)

2 Accounting policies (continued)

Cash and cash equivalents

Cash and cash equivalents include cash at bank and cash in hand as well as short term highly liquid investments with a short maturity (recognised within short term investments).

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.

Operating leases

Operating lease rentals are charged on a straight line basis over the lease term.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period until the date the rent is expected to be adjusted to the prevailing market rate.

Corporate tax

The charity is exempt from tax on income and gains falling within sections 466 to 493 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Volunteer contribution

Trustees and volunteers provide support to Leicestershire and Rutland Organisation for the Relief of Suffering Limited. It is not practical nor feasible to place a value on the time volunteered by these persons.

3 Donations and legacies

	2025 £	2024 £
Legacies	2,465,636	1,602,148
Covenanted donations and gift aid	183,745	161,394
Donations and gift under the Retail Gift Aid Scheme	1,205,838	1,068,053
Other donations, appeals and fund raising events	2,250,621	1,815,497
Donations and legacies Dove	245,861	472,962
Gifted donation Dove	-	523,926
	<hr/> 6,351,701	<hr/> 5,643,980

In 2025, donations and legacies included £348,099 (2024 - £250,490) of restricted income.

Included above is a recognition of the value in relation to the transfer of control of Dove Cottage for £Nil (2024 - £523,926). This represents the net assets of Dove Cottage. Dove Cottage is a subsidiary charity of LOROS when LOROS became the sole member of the Charity on 1 April 2023.

In October 2010 LOROS Enterprises Ltd started acting as an agent selling goods on behalf of customers in return for a commission where the customer has registered for Gift Aid. This has the effect of reducing the turnover of LOROS Enterprise Limited but the income associated with such sales is recorded as a donation by The Leicestershire and Rutland Organisation for the Relief of Suffering Limited.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2025 (continued)

4 Investments	2025 £	2024 £
Bank and building society interest	34,315	35,044
Dividends and interest on investments	120,383	147,277
	<u>154,698</u>	<u>182,321</u>

In 2025, all income (2024 – all income) relating to investments was unrestricted.

5 Analysis of total group resources expended

	Depreciation 2025 £	Staff costs 2025 £	Other 2025 £	Total 2025 £	Total 2024 £
Cost of generating funds:					
Loros Enterprises	52,949	1,955,647	1,484,002	3,492,598	3,134,614
Loros Commercial Innovations	7,138	189,576	232,408	429,122	488,414
Depreciation of shop leases	-	-	-	-	9,782
Lottery expenditure	364	135,436	277,505	413,305	575,378
Dove expenditure	16,729	465,259	301,030	783,018	764,167
Fundraising and publicity	-	632,070	527,985	1,160,055	847,146
Investment management fees	-	-	22,637	22,637	22,726
Charitable activities:					
Direct charitable expenditure					
Hospice	753,903	8,870,796	2,959,214	12,583,913	13,038,424
Governance costs	-	47,269	49,371	96,640	145,144
	<u>831,083</u>	<u>12,296,053</u>	<u>5,854,152</u>	<u>18,981,288</u>	<u>19,025,795</u>

Loros Enterprises includes £668,468 (2024 - £594,246) in respect of operating leases for land and buildings. Dove includes £25,378 (2024 - £22,734) in respect of operating leases for land and buildings. In 2025, other charitable activities included £223,704 (2024 - £216,430) of restricted expenditure.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2025 (continued)

5 Analysis of total resources expended (continued)

Employees

The average number of full time equivalent employees

	2025	2024
Fundraising and administrative	47	47
Provision of care	201	207
Shops	70	78
Lottery company	3	7
	<u>321</u>	<u>339</u>
The number of employees		
Fundraising and administrative	55	57
Provision of care	281	260
Shops	107	125
Lottery company	5	9
	<u>448</u>	<u>451</u>
Staff costs	£	£
Wages and salaries	10,758,829	10,558,405
Social security costs	892,434	891,807
Pension costs	644,790	686,688
Severance payments	-	4,511
	<u>12,296,053</u>	<u>12,141,411</u>

Included within pension costs are payments to the NHS Superannuation Scheme, a defined benefit scheme. The employer's contribution to this scheme are treated as a defined contribution scheme as disclosed within the accounting policies. Employer's contributions to the scheme in the year amounted to £350,189 (2024 - £373,590), of this amount £45,562 (2024 - £50,340) was outstanding at the year-end.

	2025	2024
The number of employees whose emoluments fell within the following bands was:		
In the banding £60,000 - £70,000	3	4
In the banding £70,000 - £80,000	2	3
In the banding £80,000 - £90,000	1	-
In the banding £90,000 - £100,000	-	2
In the banding £100,000 - £110,000	<u>1</u>	<u>1</u>
Auditor's remuneration	£	£
The amount charged in the year to the group was:		
Statutory audit	56,850	48,600
Other	-	-

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2025 (*continued*)

6 Tangible fixed assets				
Group	At 31 March 2024 £	Additions during the year £	Disposals during the year £	At 31 March 2025 £
<i>Cost</i>				
Freehold land	3,000,000	-	-	3,000,000
Freehold buildings	17,115,695	-	-	17,115,695
Motor vehicles	194,896	87,039	(2,500)	279,435
Fixtures, fittings and equipment	1,658,279	223,793	-	1,882,072
Leasehold shop properties	61,249	-	(61,249)	-
	22,030,119	310,832	(63,749)	22,277,202
Goodwill	63,946	-	(63,946)	-
Dove Fixtures, fittings and equipment	25,839	43,885	(11,055)	58,669
Shops – fixtures and fittings	758,757	85,924	(5,956)	838,725
Motor vehicles	32,870	-	-	32,870
Dove Motor vehicles	18,195	7,850	(12,000)	14,045
Lottery company – fixtures and fittings	11,697	-	-	11,697
Total cost	911,304	137,659	(92,957)	956,006
Total cost	22,941,423	448,491	(156,706)	23,233,208
	At 31 March 2024 £	Provision in the Year £	Eliminated On disposals £	At 31 March 2025 £
<i>Depreciation</i>				
Freehold buildings	8,549,300	618,937	-	9,168,237
Motor vehicles	193,351	6,822	(1,375)	198,798
Fixtures, fittings and equipment	1,020,270	128,144	-	1,148,414
Leasehold shop properties	61,249	-	(61,249)	-
	9,824,170	753,903	(62,624)	10,515,449
Goodwill	20,782	6,395	(27,177)	-
Dove Fixtures, fittings and equipment	3,550	8,484	(4,139)	7,895
Shops – fixtures and fittings	604,072	53,692	(3,739)	654,025
Motor vehicles	32,870	-	-	32,870
Dove Motor vehicles	1,011	8,245	(12,000)	(2,744)
Lottery company – fixtures and fittings	11,333	364	-	11,697
	673,618	77,180	(47,055)	703,743
Total depreciation	10,497,788	831,083	(109,679)	11,219,192
Net book value	12,443,635	(382,592)	(47,027)	12,014,016

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2025 (continued)

6 Tangible fixed assets (continued)

Company	At 31 March 2024 £	Additions during the year £	Disposals during the year £	At 31 March 2025 £
<i>Cost</i>				
Leicestershire and Rutland Hospice:				
Freehold land	3,000,000	-	-	3,000,000
Freehold buildings	17,115,695	-	-	17,115,695
Motor vehicles	194,896	87,039	(2,500)	279,435
Fixtures, fittings and equipment	1,658,279	223,793	-	1,882,072
Leasehold shop properties	61,249	-	(61,249)	-
Total cost	22,030,119	310,832	(63,749)	22,277,202
	At 31 March 2024 £	Provision in the Year £	Eliminated on disposals £	At 31 March 2025 £
<i>Depreciation</i>				
Leicestershire and Rutland Hospice:				
Freehold buildings	8,549,300	618,937	-	9,168,237
Motor vehicles	193,351	6,822	(1,375)	198,798
Fixtures, fittings and equipment	1,020,270	128,144	-	1,148,414
Leasehold shop properties	61,249	-	(61,249)	-
Total depreciation	9,824,170	753,903	(62,624)	10,515,449
Net book value	12,205,949	(443,071)	(1,125)	11,761,753

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2025 (*continued*)

7 Fixed asset investment	2025	2024
Group and company Investments	£	£
Market value at 1 April 2024	4,852,821	5,357,741
Additions at cost	758,928	357,106
Disposals at proceeds	(2,659,490)	(1,266,635)
(Loss)/Profit on revaluation	55,097	404,609
	<hr/>	<hr/>
Market value at 31 March 2025	3,007,356	4,852,821
	<hr/>	<hr/>
Historical cost at 31 March 2025	2,111,771	3,519,205
	<hr/>	<hr/>
Historical cost at 1 April 2024	3,519,205	4,200,981
	<hr/>	<hr/>
<i>Investments comprise:</i>		
Listed investments in the UK	760,489	2,513,356
Listed investments outside the UK	1,706,875	1,799,473
Land and property held as investment	539,992	539,992
Cash and Settlements pending	41,369	95,458
	<hr/>	<hr/>
Total	3,048,725	4,948,279
	<hr/>	<hr/>
Group		
Quoted investments	2,467,364	4,312,829
Cash and settlements pending	41,369	95,458
Investment Property	539,992	539,992
	<hr/>	<hr/>
	3,048,725	4,948,279
	<hr/>	<hr/>
Company		
Quoted investments	2,467,364	4,312,829
Cash and settlements pending	41,369	95,458
Investment Property	539,992	539,992
Investments in subsidiary companies	5	5
	<hr/>	<hr/>
	3,048,730	4,948,284
	<hr/>	<hr/>

All investments are carried at their fair value.

Investment in equities and fixed interest securities are all traded in quoted public markets. Holdings in common investment funds, unit trusts and open ended investment companies are at the bid price. The basis at fair value for quoted investments is equivalent to the market value, using the bid price. Asset sales and purchases are recognised at the date of trade at cost (that is their transaction value).

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2025 (continued)

7 Fixed asset investment (continued)

The fair value of the properties within investments, has been determined by independent advisors and the Trustees have applied this valuation at 31st March 2025.

The significance of financial instruments to the ongoing financial sustainability of the Hospice is considered in the financial review and investment policy and performance sections of the Trustees' Annual Report. The main risk to the Hospice from financial instruments lies in the combination of uncertain investment markets and volatility in yield.

Liquidity risk is anticipated to be low as all assets are traded and the commitment to intervention by central banks and market regulators has continued to provide for orderly trading in the markets and so their ability to buy and sell quoted equities and stock is anticipated to continue. The Hospice's investments are mainly traded in markets with good liquidity and high trading volumes.

The Hospice has no material investment holdings in markets subject to exchange controls or trading restrictions. The Hospice does not make use of derivatives and similar complex financial instruments as it takes the View that investments are held for their longer term yield total return and historic studies of quoted financial instruments have shown that volatility in any particular 5-year period will normally be corroded.

No investments held represents more than 5% of the total portfolio valuation at the year end.

Investments in subsidiary companies

The charity owns the whole of the ordinary share capital of LOROS Enterprises Limited (2 ordinary shares of £1 each), LOROS Lotteries Limited (2 ordinary shares of £1 each) and LOROS Commercial Innovations Limited (1 ordinary share of £1). All are incorporated in Great Britain and registered in England and Wales and have been established to carry on trading activities on its behalf.

LOROS Enterprises Limited operates a chain of shops selling items donated from the public, giftware and cards.

LOROS Lotteries Limited operates a lottery for members of the public.

LOROS Commercial Innovations Limited operates external catering operations for members of the public.

All companies covenant any taxable profits to LOROS and also pay interest on any loans from LOROS.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2025 (continued)

7 Fixed asset investment (continued)

A summary of their trading results is shown below

	LOROS Enterprises Limited	LOROS Lotteries Limited	LOROS Commercial Innovations Limited	Total
	£	£	£	£
Company registered number	01944436	03179552	13084976	
Profit and loss account				
Turnover	3,722,571	1,032,490	300,786	5,055,847
Cost of sales	(130,830)	(172,027)	(127,216)	(430,073)
Gross profit	3,591,741	860,463	173,570	4,625,774
Administration expenses	(3,361,884)	(206,158)	(302,284)	(3,870,326)
Other Operating Income	-	-	24,100	24,100
Operating Profit/(Loss)	229,857	654,305	(104,614)	779,548
Interest received	5,570	11,471	-	17,041
Interest Payable	-	-	(21,000)	(21,000)
Profit/(Loss) before tax	235,427	665,776	(125,614)	775,589
Covenant to LOROS	(234,813)	(665,775)	-	(900,588)
Profit for the year	614	1	(125,614)	(124,999)

Upon consolidation an inter-company recharge of £839,024 (2024 - £687,812) relating to retail gift and management fee, charged by LOROS Enterprises Limited has been eliminated.

The aggregate amounts of the companies' assets, liabilities, share capital and reserves were:

	LOROS Enterprises Limited	LOROS Lotteries Limited	LOROS Commercial Innovations Limited	Total
	£	£	£	£
Assets	630,039	386,968	92,133	1,109,140
Creditors: amounts fall due within one year	(629,357)	(386,843)	(739,600)	(1,755,800)
	682	125	(647,467)	(646,660)
Represented by share capital and reserves	682	125	(647,467)	(646,660)

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2025 (continued)

8 Stocks	Group 2025 £	Group 2024 £	Company 2025 £	Company 2024 £
Goods for resale	65,077	151,981	-	-
	<u>65,077</u>	<u>151,981</u>	<u>-</u>	<u>-</u>
9 Debtors	Group 2025 £	Group 2024 £	Company 2025 £	Company 2024 £
Trade debtors	431,233	63,774	407,760	63,226
Amounts due from subsidiary undertakings	-	-	818,196	989,259
Other debtors	3,393,249	2,884,376	3,031,386	2,435,422
	<u>3,824,482</u>	<u>2,948,150</u>	<u>4,257,342</u>	<u>3,487,907</u>
10 Creditors: amounts falling due within one year	Group 2025 £	Group 2024 £	Company 2025 £	Company 2024 £
Trade Creditors	993,617	535,981	851,047	445,026
Bank loan (see note 12)	100,000	100,000	100,000	100,000
Payments in advance	392,588	471,290	217,669	287,619
Taxation and social security	204,940	222,577	168,385	189,176
Other creditors and accruals	706,998	491,459	347,756	321,249
	<u>2,398,143</u>	<u>1,821,307</u>	<u>1,684,857</u>	<u>1,343,070</u>
11 Creditors: amounts falling due after more than one year	Group 2025 £	Group 2024 £	Company 2025 £	Company 2024 £
Bank loan (See note 12)	141,667	241,667	141,667	241,667
	<u>141,667</u>	<u>241,667</u>	<u>141,667</u>	<u>241,667</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2025 (continued)

12 Bank loan

An analysis of the maturity of the bank loan is given below:

	Group 2025 £	Group 2024 £	Company 2025 £	Company 2024 £
Amounts falling due within one year or on demand	100,000	100,000	100,000	100,000
Amounts falling due between one and two years	100,000	100,000	100,000	100,000
Amounts falling due between two and five years	41,667	141,667	41,667	141,667

13 Commitments

	Land and Buildings 2025 £	Other 2025 £	Land and Buildings 2024 £	Other 2024 £
Group				
Operating leases which expire:				
Within one year	579,610	16,336	554,433	9,778
In the second to fifth years inclusive	950,570	7,941	1,128,225	14,047
Over five years	550,250	8,338	762,500	-
	2,080,430	32,615	2,445,158	23,825
Company				
Operating leases which expire:				
Within one year	535,624	14,047	516,737	5,710
In the second to fifth years inclusive	905,615	5,710	1,091,325	14,047
Over five years	525,500	8,338	762,500	-
	1,966,739	28,095	2,370,562	19,757

At the year end, the group had capital commitments in relation to the construction of land and buildings of £NIL (2024 - £NIL).

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2025 (continued)

14 Restricted funds				
Group	Balance at 31 March 2024 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2025 £
Hospice	282,408	348,099	(341,692)	288,815
	<u>282,408</u>	<u>348,099</u>	<u>(341,692)</u>	<u>288,815</u>
Group	Balance at 31 March 2023 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2024 £
Capital building fund	3,131,668	-	(3,131,668)	-
Hospice	333,657	250,490	(301,739)	282,408
	<u>3,465,325</u>	<u>250,490</u>	<u>(3,433,407)</u>	<u>282,408</u>
Restricted funds				
Company	Balance at 31 March 2024 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2025 £
Hospice	256,569	274,304	(310,508)	220,365
	<u>256,569</u>	<u>274,304</u>	<u>(310,508)</u>	<u>220,365</u>
Company	Balance at 31 March 2023 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2024 £
Capital building fund	3,131,668	-	(3,131,668)	-
Hospice	333,657	208,198	(285,286)	256,569
	<u>3,465,325</u>	<u>208,198</u>	<u>(3,416,954)</u>	<u>256,569</u>

The Capital building fund comprises capital raised in order to fund extensions to the hospice. The fund is represented by tangible fixed assets and the movement on the fund represents the depreciation charge.

The trustees consider that the capital funds should not continue to be treated as restricted, as the funds have been spent in full in prior financial years. The net book value was transferred to unrestricted reserves in the prior year and depreciation will continue to be charged against the unrestricted reserve until the capital asset has been depreciated in full.

The hospice fund was established in 1997 from donations in order to fund hospice equipment. Resources expended represent items purchased and depreciation charged on the fixed assets

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2025 (*continued*)

15 Unrestricted funds				
Group	Balance at 31 March 2024 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2025 £
Other charitable funds	19,131,236	(2,944,888)	611,110	16,797,458
Revaluation reserve	889,482	55,097	(493,123)	451,456
	20,020,718	(2,889,792)	117,987	17,218,914
	Balance at 31 March 2023 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2024 £
Other charitable funds	16,426,897	(512,638)	3,216,977	19,131,236
Designated funds (see note 16)	2,651,764	-	(2,651,764)	-
Revaluation reserve	680,748	404,609	(195,875)	889,482
	19,759,409	(108,029)	369,338	20,020,718
Company	Balance at 31 March 2024 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2025 £
Other charitable funds	19,001,333	(2,616,734)	612,591	16,997,191
Revaluation reserve	889,482	55,097	(493,123)	451,456
	19,890,815	(2,561,637)	119,468	17,448,647
	Balance at 31 March 2023 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2024 £
Other charitable funds	16,771,020	(3,834,303)	6,064,616	19,001,333
Designated funds (see note 16)	2,651,764	-	(2,651,764)	-
Revaluation reserve	680,748	404,609	(195,875)	889,482
	20,103,532	(3,429,694)	3,216,977	19,890,815

Other charitable funds represent the free funds of the Charity which are not designated for particular purposes.

Revaluation reserve represents the cumulative unrealised gains on the increase in the market value of fixed asset investments. Upon disposal previously unrealised (gains)/losses are transferred to other charitable funds.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2025 (*continued*)

16 Designated funds

Group and company

The funds of the charity include the following designated funds which has been set aside out of unrestricted funds by the trustees for a specific purpose.

	Balance at 31 March 2023 £	Utilised £	Transfers £	Balance at 31 March 2024 £
Capital building fund	2,651,764	-	(2,651,764)	-

The capital building funds relates to the construction of the new LOROS Professional Development Centre and the extension to the Day Therapy and Outpatients Centre.

The trustees consider that the capital building fund should not continue to be treated as designated as spent in full. The net book value has been transferred to unrestricted reserves in the prior year and depreciation will continue to be charged against the unrestricted reserve until the capital asset has been depreciated in full.

17 Analysis of group net assets between funds

	Unrestricted funds £	Restricted Funds		Total Funds £
		Capital building fund £	Hospice £	
Fund balance as at 31 March 2025 are represented by:				
Tangible fixed assets	15,062,740	-	-	15,062,740
Current assets	4,725,984	-	288,815	5,014,799
Liabilities	(2,539,810)	-	-	(2,539,810)
Total net assets	17,248,914	-	288,815	17,537,729

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2025 (continued)

17 Analysis of group net assets between funds (continued)

	Unrestricted funds £	Restricted funds Capital building fund £	Hospice £	Total Funds £
Fund balance as at 31 March 2024 are represented by:				
Tangible fixed assets	17,391,914	-	-	17,391,914
Current assets	4,691,778	-	282,408	4,974,186
Liabilities	(2,062,974)	-	-	(2,062,974)
	<hr/>	<hr/>	<hr/>	<hr/>
Total net assets	20,020,718	-	282,408	20,303,126
	<hr/>	<hr/>	<hr/>	<hr/>

18 Related party transactions and trustees' expenses and remuneration

The Leicestershire & Rutland Organisation for the Relief of Suffering Limited wholly owns its subsidiary companies LOROS Lotteries Limited, LOROS Enterprises Limited and LOROS Commercial Innovations Limited (excluding Dove Cottage). During the year LOROS Lotteries Ltd covenanted to the charity £665,775 (2024 - £573,390). During the year LOROS Enterprises Ltd covenanted to the charity £234,813 (2024 - £393,470). At the year end the amount due by LOROS Lotteries Ltd was £201,185 (2024 - £160,997), due from LOROS Enterprises Ltd was £88,657 (2024 - £513,352) and due from LOROS Commercial Innovations Ltd was £481,906 (2024 - £314,910).

During the year the charity made purchases of £Nil (2024 - £11,018) from Berkeley Insurance Group. T Maxted, a former Trustee of the charity who resigned on 20 November 2023, is a director of the company. £Nil (2024 - £Nil) was due to them at the year end.

During the year the charity made purchases of £180 (2024 - £131) and sales of £Nil (2024 - £150) from Claire Henry Associates. C Henry, a Trustee of the charity, is a director of the company. £Nil (2024 - £Nil) was due to them or to them at the year end.

During the year the charity made purchases of £Nil (2024 - £500) from The Loss Project CIC. C Henry, a Trustee of the charity, is a director of the company. £Nil (2024 - £Nil) was due to them at the year end.

During the year the charity made purchases of £Nil (2024 - £46,193) and sales of £Nil (2024 - £29,712) from Measom Dryline Limited. A Measom, a Trustee of the charity, is a director of the company. £Nil (2024 - £Nil) was due to them or to them at the year end.

The charity considers the key management personnel to comprise of the Trustees, The Chief Executive Officer, the Deputy Chief Executive/Director of Income Generation, Consultant in Palliative Medicine, the Director of Care Services, the Director of People, the Director for Centre for Excellence and the Director of Finance and Resources. The total employee benefits of the key management personnel of the charity were £589,413 (2024 - £551,512).

The Trustees all give freely their time and expertise without any form of remuneration of other benefit in cash or kind (2024 - £Nil). Expenses paid to the Trustees in the year totalled £180 (2024 - £131).

Trustees indemnity insurance of £4,537 (2024 - £4,776) has been paid during the year.

19 Controlling entity

In the opinion of the trustees the entity has no controlling entity.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2025 (continued)

20 Financial instruments

The Group's financial instruments may be analysed as follows:

	Group 2025 £	Group 2024 £	Company 2025 £	Company 2024 £
Financial Assets				
Financial assets that are measured at fair value through the SOFA	3,048,725	4,948,279	3,048,730	4,948,284
Financial assets that are debt instruments measured at amortised cost	3,682,495	2,975,149	4,116,958	3,388,829
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Financial liabilities				
Financial liabilities measured at amortised cost	2,223,803	1,722,185	1,562,534	1,292,933
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

Financial assets measured at fair value through the statement of financial activities comprise fixed asset investments in a trading portfolio of listed company shares.

Financial assets that are debt instruments are measured at amortised cost comprise trade debtors, other debtors, accrued income and amounts due from subsidiary undertakings.

Financial liabilities measured at amortised cost comprise trade creditors, other creditors and accruals.

On 29th October 2020, the company sold land it had been bequeathed near the village of Harby, Melton Mowbray, Leicestershire. The sale included an overage provision, whereby, for 30 years from and including the date of sale, the company is entitled to 30% of any proceeds in excess of the sale price of £215,000. Therefore, the company maintains a contingent asset in the land.

LEICESTERSHIRE & RUTLAND ORGANISATION FOR THE RELIEF OF SUFFERING LIMITED

England & Wales - Charity number 506120

Accounts

01/2024

**Leicestershire & Rutland
Organisation for the Relief of
Suffering Limited - 31.03.24**

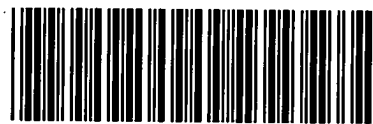
Report and Financial Statements

Year Ended

31 March 2024

Company Number 01298456

SATURDAY



A07 *ADFYYPOP* 16/11/2024 #58
COMPANIES HOUSE

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Report and financial statements
for the year ended 31 March 2024

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Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report For the year ended 31 March 2024

The forty fourth Annual Report records a further year of the achievement of the aims of the charity.

The focus of all of the charity's activities is the patients, their families and carers we support. The continuance of this work is dependent upon the on-going voluntary support, year by year, of the local community. Without this, the present level and standard of care could not be maintained. This support is itself built upon the charity's reputation for providing high quality care.

REFERENCE AND ADMINISTRATIVE DETAILS

LOROS: The Leicestershire & Rutland Organisation for the Relief of Suffering Limited is a company limited by guarantee and registered as a charity under the Charities Act 1960.

Registered Charity Number:	506120
Registered Company:	Registered in England and Wales 01298456
Registered and Principal Office:	The Leicestershire & Rutland Hospice Groby Road Leicester LE3 9QE
Auditor:	The Rowleys Partnership Ltd Chartered Accountants Charnwood House Harcourt Way Leicester LE19 1WP
Bankers:	The Royal Bank of Scotland plc 1 Granby Street Leicester LE1 6EJ
Discretionary Investment Management:	Evelyn Partners 9 Colmore Row Birmingham B3 2BJ
Solicitors:	Knights plc 34 Pocklington Walk Leicester, LE1 6BU

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2024 (continued)

Directors and Trustees

The members of the board who are trustees of the registered charity are also directors of the company under the terms of the Companies Act. (*Their details are set out below.*) They have no beneficial interest in the group or in the Charity. Throughout this report, they are collectively referred to as the directors.

Chairman:	Dr Robin Graham-Brown	Consultant Dermatologist
Vice-Chairman (& Honorary Treasurer):	Mr Andrew Stant	Chartered Accountant
Members:	Mr Richard Brucciani	Company Chairman
	Mr Chris Greenwell (Resigned 20 th November 2023)	Lawyer
	Mrs Kate Bradley	HR Professional
	Mr Tim Maxted (Resigned 20 th November 2023)	Company Chairman
	Ms Louisa Poole	Chartered Accountant
	Mrs Becky O'Brien	NHS Director (as at 31/03/24)
	Mr Graham Smith	Retired Company Director
	Mr Chris Murray	Retired Businessman
	Mr Andrew Measom	Businessman
	Dr Richard Hurwood	Retired GP
	Dr Nakul Patel	Consultant Plastic Surgeon
	Mrs Claire Henry	Business Consultant
	Mr Chris Rowley	Retired Businessman
Chief Executive/ Company Secretary:	Mr Rob Parkinson	
President:	Jennifer, Lady Gretton	Estate Owner

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2024 (*continued*)

OVERALL PURPOSE

The overall purpose, ethos and strategy for LOROS is articulated through its vision, mission and values and behaviour statements as follows:

VISION

(Our long-term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for them and their loved ones.

MISSION

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

VALUES AND BEHAVIOURS

Professional – showing respect to patients and families as well as members of our community, staff and volunteers.

Focused – on exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.

Collaborative – working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.

Compassionate – showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.

Trustworthy – be honest, reliable and consistent, showing respect and dignity in everything that we do.

Accountable – to our patients, their families, our communities, staff, volunteers and external organisations/bodies.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2024 (continued)

STRUCTURE, GOVERNANCE AND MANAGEMENT

• **Trustee Board Members**

The board is responsible for the overall governance of the Charity. *(The Chief Executive is responsible for the day-to-day management and for implementing policy.)*

The board numbers up to fifteen members. Members of the board are elected at the Annual General Meeting. A third of the membership has to retire each year. Retiring members may stand for re-election and may serve up to nine consecutive years. The board carries out a regular trustee skills audit to identify the individual skills and experience that it needs to have represented in its membership in order to properly discharge its responsibilities. Candidates from the local community for election to the board may be proposed either by the board itself, by members of the LOROS Association or through open advert set against the skill set being sought. The directors are also able to appoint a person to the board in order to fill a vacancy.

Prior to election or appointment, a prospective board member meets with the Chairman, Chief Executive and with one or more senior trustees in order to be able to appreciate the nature of the role of being a trustee of LOROS, of being a director of the company and of the scope of the Charity's services and of its work together with information on the financial status of the company. There is an induction handbook and an induction programme for new trustees in order to enable them to contribute effectively as members of the board.

Trustee opportunities are subject to an open and competitive recruitment process. As at the 31st March 2024, two board member vacancies exist. Recruitment to these vacancies is in progress and are focused on enhancing the legal and income generation skills and experience of the board.

• **Liability of Members**

The Charity is a company limited by guarantee and is governed by its Memorandum and Articles of Association dated 14th February 1977. It has no share capital. The Memorandum of Association provides that every member whilst they are a member or within one year after they cease to be a member is liable to contribute a sum not exceeding £1.05 in the event of the company being wound up.

• **Governance**

The board meets five times a year. Relevant matters, particularly the annual budget, are approved by the board. Five sub-committees support the work of the board.

- Finance and General Purposes Committee
- Clinical Governance and Service Development Committee
- Centre for Excellence Committee
- Income Generation and Marketing Committee
- People and Nominations Committee

Each committee is chaired by a trustee and supported by the appropriate member of the Senior Leadership Team. External advisers attend committee meetings.

The board has appointed a lead safeguarding trustee to work with the designated safeguarding manager to ensure that trustees have effective oversight of all safeguarding matters.

The Trustees have regard to the matters set out in Section 172(1)(a) to (f) when performing their duty under S172 of the Companies Act.

The board invited the Good Governance Institute to carry out an independent governance review, the recommendations from which inform an action plan to be delivered in 2024/25.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2024 (*continued*)

RISK MANAGEMENT

The Finance and General Purposes Committee oversees risk management processes on behalf of the board. The charity risk register is reviewed at all meetings of the Finance and General Purposes Committee and informs the preparation of a Board Assurance Framework which is considered at all board meetings and supports trustees in managing key risks. Finance (inflation and legacy volatility), recruitment, and cyber security are, at the time of writing, the highest scoring risks facing the charity. Detailed policies and procedures are in place to mitigate risks and insurance cover is maintained in all areas where this is considered appropriate. In respect of financial risk, the board considers that maintaining LOROS' free and unrestricted reserves at the level currently set, together with the regular review process, provides sufficient resources to meet adverse conditions.

IMPACT

LOROS' aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Most of the patients referred have cancer but LOROS does also support patients with other terminal conditions. All patients are admitted aged eighteen years and upwards. LOROS is committed to providing a breadth of care which responds to the patients' physical, psychological, social and spiritual needs.

It is accepted that the outcomes of palliative care can be difficult to quantify. It is abundantly clear, however, from the feedback received from patients and relatives and from the high reputation that LOROS enjoys for the quality of care provided, that the charity does make a significant impact.

LOROS makes a difference in:

- Providing highly effective specialist pain relief and symptom control, providing patients with a better quality of life. Care is provided within a holistic framework which embraces physical, emotional, spiritual and social care.
- Optimising the condition of patients. For many patients this will mean that they are able to return to home.
- Supporting patients to stay at home with high quality care and advice through the LOROS Community Nurse Specialists (as part of the Integrated Community Specialist Palliative Care Service), the LOROS Day Therapy Service, medical clinics, doctor home visits and the LOROS Compassionate Neighbours service.
- Enabling patients to have choices in their care through offering advance care planning, including sharing preferences where they are looked after when they die.
- Avoiding unwanted admissions to an NHS acute hospital trust. This may be by supporting the patients at home or in the hospice, or a combination of both.
- Providing high quality professional support for patients, their families and carers when the patient is dying (and after the death of the patient).
- Improving the understanding and practice of palliative care through contributing to research and to the education and training of its own and other health and social care professionals.
- The provision of an increasing number of community-based services, such as bereavement hubs and wellbeing spaces.

The Charity's aims are achieved through several different, yet closely integrated, elements of specialist care.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2024 (continued)

Achievements in Provision of Care

During 2023/24, LOROS was inspected by the Care Quality Commission and was graded 'Good'. This, along with the achievements detailed and quantified below are testament to the positive impact LOROS has had across Leicester, Leicestershire and Rutland.

- **Clinical Activity (which represents a key performance indicator)**

	2023/24	2022/23	2021/22
Referrals	2,640	2,487	2,080
Ward Admissions	578	621	548
Ward Length of Stay (Average)	15 Days	15 Days	15 Days
Ward Occupancy (Average)	76%	78%	76%
Out-patient Attendances (face to face, telephone/virtual)	2594	2,068	1,786
Day Therapy Attendances	1840	1,727	1,622
Counselling Assessments and Sessions (face to face, telephone/virtual for adults and young people)	3062	3,320	2,814
Lymphoedema Clinic Attendances	1910	2,120	2,584
Complementary Therapy Contacts	1088	871	927
Compassionate Neighbours (Home visits and remote support)	1924	1,987	3,372

The Charity responds to requests from General Practitioners, specialist nurses and hospital consultants for the admission of patients to LOROS' services. The board, and the sub-committee monitors the activity regularly in order to ensure both that the Charity's resources are being used effectively and that it is obtaining 'value for money' from the funds being spent on service provision.

With regard to the in-patient facility, apart from the number of in-patient episodes, the board monitors the occupancy and the average length of stay.

LOROS' services are as follows:

- **The Hospice In-patient Ward**

The in-patient facility is the cornerstone of the work and utilises the largest part of the financial resources. It has thirty-one beds (of which, nineteen are single patient rooms). The hospice team provides short-term specialist care for patients with complex problems (pain and symptom control) and care in the last days of life.

The number of in-patient admissions to the hospice at 578 was 7% down on the previous year and reflects the number of patients supported given the challenges of recruiting nurses onto the ward. The ward staff respond quickly to requests for the admissions, of which many will be in response to a crisis. This reflects the increasing number of admissions that take place out of 'office' hours and at weekends (15% of all admissions in 2023/24). 20% of patients had a diagnosis other than cancer, including 15% with Motor Neurone Disease.

The dependency of patients admitted remains high. Patients are often very unwell and have complex needs. This results in high costs of care and high ratios of staff to patients. This can at times have an impact on admission figures.

- **Day Therapy**

Skilled nursing and a multi-professional team offer support for patients. This also enables a break for carers at home. Patients are offered various programmes including managing fatigue or breathlessness. The fortnightly planned service runs on Tuesday to Friday and, on alternate Mondays, a wellbeing drop-in session is run.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2024 (*continued*)

Achievements in Provision of Care (*continued*)

- **Day Therapy** (*continued*)

Patients also have other services available to them during their visit such as medical consultations and input from the enablement team (physiotherapy and occupational therapy).

- **Care for those at home**

Significant resources are applied by the Charity to supporting patients and their carers' in the home. LOROS staff do all that they can to facilitate the return home of patients who are able so to do. Key to this work are the:

- LOROS' Clinical Nurse Specialist (CNS) Team in the Community. (The team collaborates and coordinates with the NHS Community Nurse Specialist teams as part of the Integrated Specialist Palliative Care Team).
- LOROS' Enablement Team (of occupational therapists, physiotherapists and social workers) together with the LOROS discharge liaison nurses, facilitates the prompt discharge of patients. It is very important for patients, and for their carers, that if patients are able to return home they can do so without delay.
- LOROS' Compassionate Neighbours. LOROS provides a service of home visits by volunteers to patients so giving the carers important time to themselves. With this service patients have an alternative to attending LOROS Day Therapy.
- Out-patient clinics/ doctor home visits. We have seen a 25% rise in the use of our daily clinics for patients to see the medical team, either face to face or by telephone or video call as preferred. Those who need to be seen in person by a LOROS doctor, but are too unwell to attend clinic, can be seen at home.
- Community advice line daily to support community nurse specialists and other community staff to help and advise on patient care at home.

- **Lymphoedema Treatment**

This service provides support for patients with Lymphoedema across Leicester, Leicestershire and Rutland. LOROS provides care for patients when the condition is related to a cancer diagnosis. Major improvements in the lives of patients are achieved.

- **Complementary Therapy**

Therapies are provided to patients whether attending as in-patients or as out-patients in Day Therapy. Activity in 2023/24 increased by 25% on the year before, which exceeds pre-pandemic levels.

- **Counselling**

LOROS provides a number of different therapeutic interventions for both patients and carers, including bereavement counselling. It does not seek to provide long-term therapeutic support. The work is focussed on short term interventions, generally of no more than six sessions (or, by agreement, of up to twelve). The service also includes a children and young people's counsellor, who provides counselling for the children of patients accessing LOROS services.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2024 (*continued*)

Achievements in Provision of Care (continued)

- **Non-Cancer Care**

The board is mindful of the implications for LOROS of the wish to continue to see palliative care extended to support other patient diagnostic groups. The amount of work which is not cancer-related is growing slowly with a desire to support those with the greatest need.

Non cancer patients most commonly seen are those with neurological conditions such as Motor Neurone Disease and patients with end stage organ failure.

LOROS has developed a number of outpatient clinics specifically for non-cancer patients, including help with breathlessness and palliative neurology.

- **Dove Cottage**

Dove Cottage is a subsidiary charity of LOROS. Established in 1996, Dove Cottage is a successful local charity, based in the Vale of Belvoir, providing day care, chaplaincy services, complementary therapy and well-being support for people living in the surrounding area (which includes North East Leicestershire, Rutland, South East Nottinghamshire and South West Lincolnshire). Since its merger with LOROS by change of control in 2023, Dove Cottage has extended its day provision by a day a week and undertaken an extensive improvement programme to address recommendations set out in the most recent report of the Care Quality Commission. With the support the local community, a new sensory garden was opened in summer 2024, for the benefit of guests and their families.

- **The Future**

This year, LOROS published a new five-year vision and set of strategic priorities, following extensive consultation with a wide range of stakeholders. These priorities include:

- Continuing to provide exceptional in-patient, hospice-based and community services.
- Helping to tackle health inequality for people at the end of their lives.
- Establishing a trusted and supportive information and advice service.
- Equipping healthcare professionals with the skills they need to support people at end of life.
- Building our reputation as a centre for excellence for innovation, teaching and research.

PUBLIC BENEFIT

- LOROS Care Services are available to the community as a whole in Leicester, Leicestershire and Rutland on the basis of "Clinical Need".
- LOROS does not provide children's services (apart from counselling support) which are available in other settings and LOROS' patients are aged eighteen years and upwards.
- LOROS services are provided without charge to the patients and families receiving the care.
- In-patients at the hospice would, if not with LOROS, have to be in another healthcare setting and most likely an NHS acute hospital trust.
- Patients at home would in many cases, if not supported by LOROS, be in an NHS acute hospital or be drawing upon NHS resources in other ways.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2024 (*continued*)

- The directors consider that they have complied with their duties under section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charities Commission.

PATIENTS' ADVOCATE

LOROS makes a very significant contribution to the provision locally of palliative care. In the face of the local need the financial resources of the board are clearly limited. However, the Board (and the wider health community) recognises the very important role that LOROS plays in establishing and demonstrating quality and standards of care. In this way the impact and influence of the hospice extends well beyond those services provided directly by the charity.

LOROS has an active Hospice User Group which supports the organisation with quality assurance and ongoing service development.

CENTRE for EXCELLENCE

LOROS is midway through the delivery of a significant five-year funding agreement with The Stoneygate Trust which aims to establish a focused and sustainable research unit and elevate LOROS' standing as a centre for excellence in palliative and end of life care.

Key achievements of the Centre for Excellence include:

- Appointment of Camilla Barrow as the centre's first director.
- Substantial dissemination of evidence through publication and invitations to speak at national and international conferences.
- Providing training for doctors undertaking Palliative Medicine and Internal Medicine, recognised by the Royal College of Physicians and Royal College of General Practitioners for GP Training.
- Teaching medical students as the affiliated teaching hospice of the University of Leicester.
- Research with MND Associations/MND Scotland into the experience of ventilation via tracheostomy, which is to be translated into patient resources and evidence called for by NICE.
- The development of an internationally unique database of the experiences of patients and families when ventilation is stopped at their request.
- New innovation (Pre-Transfer Clinical Decision and Assessment) to improve support for frail older people who become ill, avoiding hospital admissions.
- Finalists for the National Academic Health Services Network Innovate awards, Helping to Address Health Inequalities category, for our Sawubona video and training resources.
- Initiating and leading the National Sawubona: Equity in Palliative Care for All Research Forum, which held its first conference in April 2024 in partnership with Hospice UK.
- Declaration of Faith project about last hours of life spiritual care, which consulted with 83 Muslim members of the public and faith leaders across the UK.
- Piecing It Together, a project with EAVA FM and DMU enabling ethnically diverse young people to explore end of life through art, which has been funded for a second year by Dying Matters.
- Creation of a LOROS-University of Leicester Research Group, strengthening collaboration e.g. through PhD co-supervision and collaborations on grant applications.
- Development of a strategic relationship with University of Leicester through the College of Life Sciences, University of Leicester and LOROS Strategic Partnership Group.

The research and education provided by LOROS has a significant impact upon the knowledge and skills of health and social care professionals and, therefore, upon the care of patients at local, national and international levels.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2024 (*continued*)

RELATIONSHIPS WITH OTHER BODIES

In co-ordinating and developing patient services LOROS, as an "independent provider", works closely with other local health providers both within the statutory and voluntary sectors.

LOROS' NHS Grant Funding has been provided through the Leicester, Leicestershire and Rutland Integrated Care Board.

Whilst the NHS provides less than 17% of the charity's annual revenue (24% including education income) LOROS does rely heavily upon the continuity of provision of the NHS income (whether by grant or through some other form of agreement) and any reduction in this funding would have a direct impact upon the level of service provision.

The Charity continues to be closely involved with the local NHS Trusts (Leicestershire Partnership NHS Trust and University Hospitals of Leicester) in the provision and development of palliative care. Increasingly LOROS is engaged in developing initiatives with 'system-wide' partners, including local authorities.

LOROS as a voluntary hospice is able to access grants which otherwise would not be available within Leicester, Leicestershire and Rutland. These funds have been used to support service developments within the local community.

LOROS has a commitment to research and has research and clinical links with the University of Leicester, De Montfort University and with the University Hospitals of Leicester. LOROS is the Affiliated Teaching Hospice of the University of Leicester.

The Charity has working relationships with a number of NHS bodies in the East Midlands, for example the Local Education and Training Board. It also engages closely with other relevant partners, such as the Academic Health Science Network.

- **Care Quality Commission (CQC)**

The Care Quality Commission carried out an unannounced inspection on 10 January 2024. The resulting report, published on 5 April 2024, rated LOROS as Good overall and Good across each of the five inspection areas: safe, effective, caring, responsive and well-led. The report noted LOROS has an outstanding and pioneering approach to innovation, research and improving patient care. The report can be viewed on the LOROS and CQC websites.

- **Department of Health**

Quality Accounts were introduced as a result of the NHS (Quality Accounts) Regulations 2010, having been set out in the Health Act 2009. They are a new form of annual report to the public about the quality of services provided and quality initiatives planned. "LOROS' Quality Account for 2023-24 can be viewed on the LOROS website.

FINANCIAL REVIEW

The charity is in a sound financial position despite the rising inflation and general economy volatility.

The directors are careful about taking on commitments that may not be sustainable in the medium term. The directors seek to balance carefully the demonstration of financial prudence with a need to maximise patient benefits in the short-term by spending the monies donated for patient care. They are also of the view that the cash resources held by the charity enable it to respond effectively and flexibly to external change and to opportunities.

Budgets are set at the beginning of each financial year. Expenditure is prioritised and monitored in order to optimise the overall benefits for patients.

A deficit of £2,921,608 (2023: deficit of £882,884) was recorded in the financial year.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2024 (*continued*)

WORKFORCE ENGAGEMENT

LOROS is committed to having ongoing engagement with both our staff and volunteers. This not only provides valuable feedback that guides the direction of the charity but also ensures that everyone feels informed and part of the LOROS community. This engagement comes in a number of forms such as staff and volunteers survey's, dedicated staff and volunteer monthly/quarterly 'coffee with the CEO' sessions and quarterly 'talk' days.

These initiatives have increased during 2023/24 with the introduction of a monthly CEO vlog which aims to increase engagement with those staff and volunteers located outside of the Hospice. All staff and volunteers were also invited to participate in the launch of the strategic 'Big Picture' which provided an opportunity to shape and challenge the strategic direction of LOROS. Additionally, an independent culture review has recently been conducted which provided focus groups, representing all colleagues across the organisation, an opportunity to provide an independent source with valuable and contextual feedback. This information will prompt a number of actions and activities, as well as for the commencement of larger scale projects in response to the key areas raised.

COST OF PROVISION OF CARE (Activities in furtherance of the objects of the charity.)

- **Charitable Activities**

The cost of charitable activities at £13.18 million (2023: £12.12 million) was up 9% on the previous year.

INCOMING RESOURCES

Section 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities. Although LOROS does not undertake widespread fundraising from the general public, certainly outside of Leicester, Leicestershire and Rutland, the legislation defines fund raising as 'soliciting or otherwise procuring money or other property for charitable purposes.' Such amounts receivable are presented in our accounts as 'voluntary income' and include legacies and grants.

In relation to the above, we confirm that all solicitations are managed internally. The day-to-day management of all income generation is delegated to the executive team, who are accountable to the trustees.

The Charity is not bound by an undertaking to be bound by any regulatory scheme but is mindful of and adheres to the Fundraising Regulators Code of Practice, Charity Commission Guidelines and Regulations and Data Management enforced by the Information Commissioners' Office.

The charity has a Safeguarding Policy which serves to protect not only our own staff but also those people deemed to be vulnerable with whom LOROS may come in to contact through fundraising activities including Lottery doorstep collections, service in our shops and contact at or through fundraising events. Unreasonable intrusion, persistent approaches and undue pressure are not acceptable.

- **National Health Service (NHS)**

20% of current unrestricted charitable expenditure was covered by grants from the NHS (28% including education income) from various sources of funds. The overall amount received from the NHS of £2.69 million (£3.70 million including education) (2023: £3.29m) was 12% more than last year due to additional education funding awarded.

- **Donations, legacies and similar incoming resources**

Apart from the NHS monies, the Charity relied upon the continued generosity of the people and organisations of Leicester, Leicestershire and Rutland. The income received in the year was £5,120m (2023: £7.553m), 32% less than last year which reflects the fluctuation of legacy income.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2024 (continued)

- **Fundraising**

LOROS has an extensive portfolio of fundraising activities to generate voluntary donations towards our core work. The board values highly the substantial amount that is raised each year from the local community by way of voluntary income. Our fundraising is employee and volunteer led. We do not employ the services of external agencies for general fundraising. We do use the external agencies to promote our Lottery.

We are committed to building trust with our supporters, which is why we are members of the Fundraising Regulator, Hospice Lottery Association, Charity Retail Association and have individual memberships with the Institute of Fundraising and Third Sector.

Our Income Generation and Marketing Committee now meets three times a year to promote public, donor, board, staff and volunteer confidence in the income generation and marketing practices at LOROS, ensuring ethical practices by all teams responsible for income generation & marketing.

During the financial year 2023-2024 we received three complaints relating to our fundraising activity. Three complaints were received in relation to our subsidiaries.

- **Trading:**

LOROS Enterprises (through LOROS Enterprises Limited - a wholly-owned subsidiary of the charity.)

The largest part of the trading company's turnover relates to the shops of which there are thirty.

The overall reported profit contribution of £393,470 was 9% up on the previous year.

In October 2010, a scheme to enable gift aid to be claimed on some donations through the charity was launched. This has proved to be successful with retail gift aid related income amounting to £1,080,174, which is £7,821 more than the £1,072,353 achieved in 2022/23.

The shops depend upon local support both for the supplies of good quality donated items, from which the shops derive nearly all of their profits, and for sufficient numbers of volunteer helpers.

LOROS Lottery (through LOROS Lotteries Limited – a wholly-owned subsidiary of the charity).

Despite challenges in the economy, the LOROS Lottery generated a healthy profit of £573,393 (2023: £593,602), although this is 3% down on the previous year.

LOROS Commercial Innovations (through LOROS Commercial Innovations Limited - a wholly owned subsidiary of the charity.)

The company operates a commercial catering business and rental properties for the charity. Trading continues to be difficult and a loss was recorded of £178,530 (2023: £218,086). A number of initiatives have recently been put in place to focus on financial sustainability.

- **Legacies**

Apart from statutory funding, legacies are one of the charity's largest sources of income but the level each year can fluctuate significantly. This year legacy income of £1.890m represented 37% of LOROS' total voluntary income (compared with 63% in 2022/23, 48% in 2021/22, 16% in 2020/21, 44% in 2019/20 and 46% in 2018/19).

The amount of legacy income accounted for can make a material difference to the overall financial outcome. Legacy income is unpredictable but it has been the surpluses provided by legacies that has enabled the charity to build up and to maintain the reserves at the required levels and to undertake capital projects. Because of the potential for significant fluctuations the board is circumspect in the degree to which, in any one year, it relies upon legacy income in order to fund the on-going revenue expenditure.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2024 (continued)

• Volunteers

In addition to the income evaluated in the statement of financial activities, the charity is dependent upon the support of approximately 1250 regular volunteers. Volunteer activities span the whole range of functions from fundraising to service provision. The directors are of the opinion that it would be impractical to attempt to quantify the value of work done by volunteers.

• Investments

Investment performance have seen a positive swing during the year with an unrealised valuation surplus of £404,609 (2023: deficit of £535,614).

RESERVES POLICY

The directors' current policy is to hold the equivalent of nine months' current hospice expenditure as free reserves in readily realisable form. This policy requires that free and unrestricted reserves are maintained at a level that would ensure that LOROS' core activities could be maintained in the short to medium term during periods of adverse financial conditions.

This cover is required in order to provide for:

- adequate working capital
- unforeseen expenditure
- streams of income or expenditure being different from that budgeted
- growth in demand for care services
- replacement of tangible assets

The board considers carefully the Charity's commitments, in line with current and potential risks and opportunities. It monitors, on an on-going basis, the fund balances available relative to its financial plans and to the meeting of its objectives in both the medium and longer term. Current levels of reserves are below the policy but the three-year budget plan takes this into consideration and aims to increase reserves to the prescribed levels.

• Reserves Cover

Based upon the expenditure for 2023/24 the minimum free reserve requirement was £9.9 million. At the end of the year free reserves, equivalent in this case to the net current assets of the Charity, stood at £2.9 million, which excludes investment funds of £4.4m which are readily realisable.

As at 31st March 2024, the level of reserves was as follows: -

Unrestricted Funds	£20,020,718 (2023: £17,107,645)
Restricted Funds	£282,408 (2023: £3,465,325)
Designated Funds	£Nil (2023: £2,651,764)

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2024 (continued)

• Investment Policy

As part of its on-going risk and reserves assessment the Charity has appointed Evelyn Partners to provide "discretionary investment management". At the end of the year the funds invested were valued at £4.4 million (2023: £4.9 m), down 10% on last year. In addition to this, through gifts in wills during the 2019/20 and 2021/22 year, the Charity owns property with a current value of £490,000, from which it is earning rental income.

The board has an agreed statement of investment principles. The aim is to produce a net return, year-on-year, better than the holding of cash. There is also:

- a Finance and General Purposes Committee which regularly reviews performance
- an ethical investment policy (which is to avoid the tobacco industry)

The directors keep under review the diversification of the funds held by way of reserves.

SUMMARY

Despite the significant turbulence and unpredictability in the UK economy over the last year, LOROS has largely been able to sustain its range and level of clinical activities which provide such excellent and valued care and support for patients and family members across Leicester, Leicestershire and Rutland. The overall financial position is being monitored very carefully with financial sustainability being a key focus during 2024/25.

Thanks must be expressed to the people and organisations of Leicester, Leicestershire and Rutland who have enabled LOROS to achieve so much and who have contributed to the raising of a huge amount of voluntary income in the year. It is the partnership between LOROS, the NHS and the wider community that has over the years enabled the aims of LOROS to be realised.

Year by year the Charity has relied upon increases in voluntary support well above inflation as the annual percentage increases in the NHS grant have struggled to keep pace with inflation. In most cases the cost of service developments have had to be met from new voluntary income.

None of what has been set out could have been achieved without the continued hard work and dedication of LOROS' skilled staff and volunteers. The board, once again would like to thank all of the staff and volunteers for their commitment to the work of the Charity.

The directors are confident that LOROS has an important and continuing place as a provider of high quality care, as an upholder of the ethos and values to which it has always held and as an advocate for patients and their families.

Provision of information to auditor

Each of the persons who are directors at the time when this Directors' Report is approved has confirmed that:

- so far as that director is aware, there is no relevant audit information of which the Charity's auditor is unaware; and
- that director has taken all the steps that ought to have been taken as a director in order to be aware of any information needed by the charity's auditor in connection with preparing their report and to establish that the charity's auditor is aware of that information.



ROBIN GRAHAM-BROWN
Chairman,
Board of Trustees, LOROS

23 / 10 / 2024



ANDREW STANT
Vice-Chairman (& Honorary Treasurer)
Board of Trustees, LOROS

23 / 10 / 2024

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Statement of trustees' responsibilities

The Trustees (Who are Directors of LOROS for the purposes of company law) are responsible for preparing the Director's annual report and the financial statements in accordance with applicable law and United Kingdom Accounting standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Director's to prepare financial statements for each financial year. Under company law the Directors' must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and parent charity and of the incoming resources and application of resources, including its income and expenditure of the group for that period. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

In so far as the Directors are aware

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and establish that the auditor is aware of that information

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report

Opinion

We have audited the financial statements of The Leicestershire & Rutland Organisation for the Relief of Suffering Limited ("the Parent Charitable Company") and its subsidiaries ("the Group") for the year ended 31st March 2024 which comprise the consolidated statement of financial activities, the consolidated and parent charity balance sheets, the consolidated cash flow statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Group's and of the Parent Charitable Company's affairs as at 31st March 2024 and of the Group's incoming resources and application of resources, including its incoming resources 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 and the Parent Charitable Company in accordance with the ethical requirements 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 related to going concern

In auditing the financial statements, we have concluded that the Directors' use 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 and parent charitable company's ability to continue as a going concern for the period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the Director's Report, other than the financial statements and our auditor's report thereon. The other information comprises the Director's Report. The Directors are responsible for the other information.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report (*continued*)

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 Directors' Report and the Strategic report prepared for the purposes of Company Law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic report and the Directors' Report, which are included in 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 misstatement in the Strategic report or the Trustee's 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 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 Directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement, 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 determines 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

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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:

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report (continued)

Auditor's responsibilities for the audit of the financial statements (Cont.)

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial report frameworks (UK Generally Accepted Accounting Practice, the Companies Act 2006) and the relevant tax compliance regulations in the jurisdiction in which the company operates;
- We enquired of management whether they were aware of any instances of non-compliance with laws and regulations, or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias;
- We tested significant transactions, in particular the evaluation of the business rationale for any which appear unusual or outside the company's normal course of business;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity;
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We have assessed these areas at group level and at component level where appropriate, we performed the component audit work ourselves as part of our audit of those entities;
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these.

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

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at:

<https://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.

The Rowleys Partnership Ltd.

LG Parkes FCA FCCA (Senior Statutory Auditor)

For and on behalf of The Rowleys Partnership Ltd

(Eligible to act as an auditor in terms of section 1212 of the Companies act 2006)

Statutory Auditors

Charnwood House

Harcourt Way

Meridian Business Park

Leicester

LE19 1WP

Date 31st October 2024

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Consolidated statement of financial activities for the year ended 31 March 2024

	Notes	Unrestricted Funds £	Restricted Funds £	2024 Funds £	Unrestricted Funds £	Restricted Funds £	2023 Funds £
Income from:							
Donations and legacies	3	4,869,564	250,490	5,120,054	7,314,439	239,077	7,553,516
Gifted Donation Dove	3	523,926	-	523,926	-	-	-
Investments	4	182,321	-	182,321	154,780	-	154,780
Other trading activities:							
- Loros Enterprises income		3,685,695	-	3,685,695	3,273,007	-	3,273,007
- Loros Commercial		330,045	-	330,045	376,450	-	376,450
Innovations income							
- Lottery income		1,146,899	-	1,146,899	1,119,421	-	1,119,421
- Dove income		406,987	-	406,987	-	-	-
		<u>11,145,437</u>	<u>250,490</u>	<u>11,395,927</u>	<u>12,238,097</u>	<u>239,077</u>	<u>12,477,174</u>
Charitable activities							
Contribution by the National Health Service		3,701,091	-	3,701,091	3,294,566	-	3,294,566
Educational activities		602,560	-	602,560	584,430	-	584,430
		<u>15,449,088</u>	<u>250,490</u>	<u>15,699,578</u>	<u>16,117,093</u>	<u>239,077</u>	<u>16,356,170</u>
Expenditure on:							
Raising funds							
Loros Enterprises expenditure		3,134,614	-	3,134,614	2,911,172	-	2,911,172
Loros Commercial innovations expenditure		488,414	-	488,414	594,537	-	594,537
Lottery expenditure		575,378	-	575,378	525,819	-	525,819
Dove expenditure		747,714	16,453	764,167	-	-	-
Fundraising costs		847,146	-	847,146	514,293	-	514,293
Depreciation of leasehold shop properties		9,782	-	9,782	9,265	-	9,265
Investment management fees		22,726	-	22,726	28,238	-	28,238
		<u>5,825,774</u>	<u>16,453</u>	<u>5,842,227</u>	<u>4,583,324</u>	<u>-</u>	<u>4,583,324</u>
Charitable activities							
The Leicestershire and Rutland Hospice		12,983,591	199,977	13,183,568	11,895,577	224,539	12,120,116
		<u>18,809,365</u>	<u>216,430</u>	<u>19,025,795</u>	<u>16,478,901</u>	<u>224,539</u>	<u>16,703,440</u>
(Loss)/Profit on investment assets	7	404,609	-	404,609	(535,614)	-	(535,614)
Net income		<u>(2,955,668)</u>	<u>34,060</u>	<u>(2,921,608)</u>	<u>(897,422)</u>	<u>14,538</u>	<u>(882,884)</u>
Total funds brought forward		<u>19,759,409</u>	<u>3,465,325</u>	<u>23,224,734</u>	<u>20,656,831</u>	<u>3,450,787</u>	<u>24,107,618</u>
Transfer between funds	15	3,216,977	(3,216,977)	-	-	-	-
Total funds carried forward		<u>20,020,718</u>	<u>282,408</u>	<u>20,303,126</u>	<u>19,759,409</u>	<u>3,465,325</u>	<u>23,224,734</u>

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Consolidated statement of financial activities for the year ended 31 March 2024

The statement of financial activities includes all gains and losses recognised in the year.
All incoming resources and resources expended derive from continuing activities.

The notes on pages 25 to 45 form part of these financial statements.

Consolidated summary Income and expenditure account	2024	2023
	£	£
Gross income of continuing operations	15,699,578	16,356,170
Total expenditure of continuing operations	(19,025,795)	(16,703,440)
Realised gains/(losses) on disposal of investment assets	(195,875)	(194,111)
	<hr/>	<hr/>
Net income for the year	(3,522,092)	(541,381)
	<hr/>	<hr/>

A detailed analysis of income by source is provided in the statement of financial activities. Detailed analysis of expenditure is provided in the statement of financial activities and in note 5.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Consolidated balance sheet at 31 March 2024

<i>Company number 01298456</i>	Note	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Tangible assets	6		12,443,635		13,009,517
Investments	7		4,948,279		5,412,887
			<u>17,391,914</u>		<u>18,422,404</u>
Current assets					
Stocks	8	151,981		261,020	
Debtors	9	2,948,150		6,346,567	
Cash at bank and in hand		1,874,055		1,180,221	
		<u>4,974,186</u>		<u>7,787,808</u>	
Creditors: amounts falling due within one year	10	(1,821,307)		(2,643,811)	
Net current assets			3,152,879		5,143,997
Creditors: amounts falling due after more than one year	11		(241,667)		(341,667)
Net assets			20,303,126		23,224,734
Funds					
Restricted funds	14		282,408		3,465,325
Unrestricted funds:					
- Designated funds	15/16		-		2,651,764
- Other charitable funds	15		19,131,236		16,426,897
- Revaluation reserve	15		889,482		680,748
			<u>20,303,126</u>		<u>23,224,734</u>

The financial statements were approved by the members of the Board of Trustees on 23/10/2024 and signed on its behalf



Robin Graham-Brown
Chairman



Andrew W Stant
Honorary Treasurer

The notes on pages 25 to 45 form part of these financial statements.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Charity balance sheet at 31 March 2024

Company number 01298456	Note	2024	2024	2023	2023
		£	£	£	£
Fixed assets					
Tangible assets	6		12,205,949		12,776,093
Investments	7		4,948,284		5,412,892
			<u>17,154,233</u>		<u>18,188,985</u>
Current assets					
Debtors	9	3,487,907		6,737,423	
Cash at bank and in hand		1,089,981		1,100,873	
		<u>4,577,888</u>		<u>7,838,296</u>	
Creditors: amounts falling due within one year	10	<u>(1,343,070)</u>		<u>(2,116,757)</u>	
Net current assets			3,234,818		5,721,539
Creditors: amounts falling due after more than one year	11		(241,667)		(341,667)
			<u>20,147,384</u>		<u>23,568,857</u>
Net assets			20,147,384		23,568,857
Funds					
Restricted funds	14		256,569		3,465,325
Unrestricted funds:					
- Designated funds	15/16		-		2,651,764
- Other charitable funds	15		19,001,333		16,771,020
- Revaluation reserve	15		889,482		680,748
			<u>20,147,384</u>		<u>23,568,857</u>

The financial statements were approved by the members of the Board of Trustees on 23/10/2024 and signed on its behalf



Robin Graham-Brown
Chairman



Andrew W Stant
Honorary Treasurer

The notes on pages 25 to 45 form part of these financial statements.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Consolidated cash flow statement for the year ended 31 March 2024

	2024 £	2023 £
Net cash flow from operating activities	(99,383)	(687,550)
Net cash inflow from investing activities	833,529	67,193
	<hr/>	<hr/>
Change in cash and cash equivalents in the year	734,146	(620,357)
Cash and cash equivalents at the beginning of the year	1,235,367	1,855,724
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	1,969,513	1,235,367
	<hr/> <hr/>	<hr/> <hr/>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes to the cash flow statement for the year ended 31 March 2024

1 Cash flows from operating activities

	2024 £	2023 £
Net income per SOFA	(2,921,608)	(882,884)
loss/(gain) on investment	(404,609)	535,614
	<hr/>	<hr/>
Net incoming resources	(3,326,217)	(347,270)
Investment income	(182,321)	(154,780)
Depreciation	821,773	789,757
(Increase)/Decrease in stocks	109,039	(131,812)
(Increase)/Decrease in debtors	3,424,156	(1,665,491)
Loss/(Profit) on sale of assets	8,817	8,075
Increase/(Decrease) in creditors	(985,836)	813,971
Transfer in Dove	31,206	-
	<hr/>	<hr/>
Net cash Inflow from operating activities	(99,383)	(687,550)
	<hr/> <hr/>	<hr/> <hr/>

2 Cash flow from investing activities

	2024 £	2023 £
Purchase of tangible fixed assets	(323,241)	(501,198)
Transfers in Dove	(365)	-
Proceeds from sale of tangible fixed assets	65,285	(255)
Acquisition of listed investments	(357,106)	(961,938)
Proceeds of sale of listed investments	1,266,635	1,375,804
Interest received	182,321	154,780
	<hr/>	<hr/>
	833,529	67,193
	<hr/> <hr/>	<hr/> <hr/>

3 Analysis of changes in cash and cash equivalents

	At 1 April 2023 £	Cash flow £	At 31 March 2024 £
Cash at banks, building societies and in hand	1,180,221	693,834	1,874,055
Cash held as part of investment portfolio	55,146	40,312	95,458
	<hr/>	<hr/>	<hr/>
Total bank and cash holding	1,235,367	734,146	1,969,513
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2024

1 Legal status

The Organisation is a registered charity. The legal status is a company limited by guarantee.

2 Accounting policies

The following accounting policies have been used consistently in dealing with items considered material to the charitable group's affairs.

Basis of preparation

The financial statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value. The financial statements have been prepared in accordance with the Statement of Recommended Practice 2019. Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

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

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

In preparing these financial statements, the Directors have made the following judgements:

Tangible fixed assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

Trade debtors

At each reporting date, trade debtors are assessed by recoverability. If there is any evidence of impairment, the carrying amount of the debtor is reduced to its recoverable amount. The impairment loss is recognised immediately in the income statement.

Leases

Determine whether leases entered into by the group after as a lessor or a lessee are an operating lease or finance lease. These decisions depend on assessment of whether the risks and rewards of ownership have been transferred from the lessor to the lessee on a lease by lease basis.

Investments

The most critical estimates, assumptions and judgements relate to the determination of carrying value of investments at fair value through the Statement Of Financial Activities, the Group follows the International Private Equity and Venture Capital Valuation Guidelines applying the overriding concept that fair value is the amount for which an asset can be exchanged between knowledgeable willing parties in an arm's length transaction. The nature, facts and circumstances of the investment drives the valuation methodology.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2024 (continued)

2 Accounting policies (continued)

Basis of consolidation

The group financial statements consolidate the financial statements of Leicestershire and Rutland Organisation for the Relief of Suffering Limited and its subsidiaries up to 31 March 2024 on a line by line basis. A separate Statement of Financial Activities (SOFA) for the institution alone is not presented because the charity has taken advantage of the provisions of section 408 of the Companies Act 2006.

Fund accounting

Funds held by the charity are either:

Unrestricted general funds – these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds – these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

Restricted funds – these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Incoming resources

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

Voluntary income is accounted for when received. Incoming resources represents the amount receivable during the year in respect of donations and legacies.

Legacies are recognised when there is sufficient evidence to provide the necessary certainty that the legacy will be received and the legacy can be measured with sufficient reliability.

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally upon notification by our investment advisor of the dividend yield of the investment portfolio.

Shop income represents the amounts receivable for goods sold to customers and commission receivable on sale of donated goods. It is recognised at the point of sale for retail goods and on dispatch otherwise.

Lottery income represents the amount receivable in respect of lotteries and raffles held during the year and scratch cards sold. Lottery and raffle income is recognised at the point of draw and scratch card income is recognised on a cash basis. Amounts received for future lottery and raffle draws are reserved as income in advance.

Activities furthering charitable objects. Income under health authority and NHS contracts is recognised in the Statement of Financial Activities on a receivable basis.

Where income is received in advance of performance, its recognition is deferred and included in creditors until the contract is performed.

Cafe income represents the amounts receivable for food and beverages sold to customers. It is recognised at the point of sale.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2024 (*continued*)

2 Accounting policies (*continued*)

Resources expenses

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. It is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is allocated directly to charitable expenditure and costs of raising funds. Expenditure is classified under the following activity headings.

- Costs of raising funds include those costs incurred in raising voluntary income, and include the salaries, direct expenditure and overhead costs of the staff who promote fundraising, including events.
- Charitable activities expenditure relates to expenditure on objects of the charity and include direct costs and support costs associated to these activities.

Governance costs represent costs which relate to the general running of the charity including the strategy planning process that contribute to future development, and are included with charitable activities. Support costs have been allocated between fundraising and charitable activities, in proportion to the direct costs of each activity. Where direct allocation is not possible, costs are apportioned over the above headings based on the allocation of staff.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Pensions

The Trust makes payments to two defined contribution pension schemes on behalf of qualifying employees. One administered by the NHS Pensions Agency and a stakeholder scheme providing benefits for the employees additional to those from the state. Such contributions are charged in the Statement of Financial Activities when made. The contributions are invested separately from the Trust's assets.

Financial Agreement with the National Health Service

The agreement with the Clinical Commissioning Groups provides for, inter alia, a contribution by them towards the revenue expenditure arising from operating the Hospice, agreed annually prior to the commencement of each financial year.

In addition to the defined contribution pension scheme noted above, the charity contributes to the NHS Superannuation Scheme as a Direction Body. Under the rules of the NHS Superannuation Scheme, Direction Bodies pay employer's contributions to the Scheme, but are not employing authorities for the purposes of the scheme. The NHS Superannuation Scheme is a multi-employer defined benefit scheme, and the charity is unable to identify its share of the underlying assets and liabilities of the scheme, and accordingly sufficient information is not available to enable the charity to account for the scheme as a defined benefit scheme. The charity's contribution to the NHS Superannuation Scheme is therefore treated as defined contribution pension scheme payments. Details of the NHS Superannuation Scheme deficit can be obtained from the official documents website www.official-documents.gov.uk.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2024 (continued)

2 Accounting policies (continued)

Tangible fixed assets

Tangible fixed assets are included at cost, and other than freehold land, are depreciated on a straight line basis at annual rates calculated to write off their cost over the terms of their useful lives as follows:

Freehold building	-	30 years
Short leasehold property	-	The unexpired period of each lease or such shorter period as is considered appropriate
Computers	-	5 years
Fixtures, furniture and equipment	-	5-10 years
Mini buses	-	5 years
Other motor vehicles	-	4 years

Additions costing less than £1,000 are written off in the year of purchase.

Freehold land is not depreciated.

Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase and other costs incurred in bringing stock to its present location and condition. Cost is calculated on a first-in first-out formula. Provision is made for damaged, obsolete and slow-moving stock where appropriate.

Debtors

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

Creditors

Short term creditors are measured at the transaction price. Other financial liabilities are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the net gains and losses arising on revaluation and disposals throughout the year. The charity does not acquire put options, derivatives or other complex financial instruments.

The main form of financial risk faced by the charity is that of volatility in markets due to wider economic conditions, the attitude of investors to investment risk, and changes in sentiment concerning equities and within particular sectors or sub sectors.

Short term deposits represent investments in bank term deposits maturing within one year. Investments in subsidiary companies are stated at cost.

Realised gains and losses

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

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2024 (continued)

2 Accounting policies (continued)

Cash and cash equivalents

Cash and cash equivalents include cash at bank and cash in hand as well as short term highly liquid investments with a short maturity (recognised within short term investments).

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.

Operating leases

Operating lease rentals are charged on a straight line basis over the lease term.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period until the date the rent is expected to be adjusted to the prevailing market rate.

Corporate tax

The charity is exempt from tax on income and gains falling within sections 466 to 493 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Volunteer contribution

Trustees and volunteers provide support to Leicestershire and Rutland Organisation for the Relief of Suffering Limited. It is not practical nor feasible to place a value on the time volunteered by these persons.

3 Donations and legacies

	2024 £	2023 £
Legacies	1,890,376	4,756,452
Covenanted donations and gift aid	173,793	131,421
Donations and gift under the Retail Gift Aid Scheme	1,080,174	1,072,353
Other donations, appeals and fund raising events	1,975,711	1,593,290
Value of transfer of control of Dove Cottage	523,926	-
	<u>5,643,980</u>	<u>7,553,516</u>

In 2024, donations and legacies included £250,490 (2023 - £239,077) of restricted income.

Included above is a recognition of the value in relation to the transfer of control of Dove Cottage for £523,926. This represents the net assets of Dove Cottage. (2023 - £NIL). Dove Cottage is a subsidiary charity of LOROS when LOROS became the sole member of the Charity on 1 April 2023.

In October 2010 LOROS Enterprises Ltd started acting as an agent selling goods on behalf of customers in return for a commission where the customer has registered for Gift Aid. This has the effect of reducing the turnover of LOROS Enterprise Limited but the income associated with such sales is recorded as a donation by The Leicestershire and Rutland Organisation for the Relief of Suffering Limited.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2024 (continued)

4 Investments

	2024 £	2023 £
Bank and building society interest	35,044	7,979
Dividends and interest on investments	147,277	146,801
	<u>182,321</u>	<u>154,780</u>

In 2024, all income (2023 – all income) relating to investments was unrestricted.

5 Analysis of total group resources expended

	Depreciation 2024 £	Staff costs 2024 £	Other 2024 £	Total 2024 £	Total 2023 £
Cost of generating funds:					
Loros Enterprises	40,654	1,732,425	1,361,535	3,134,614	2,911,172
Loros Commercial Innovations	19,434	182,844	286,137	488,415	594,537
Depreciation of shop leases	9,782	-	-	9,782	9,265
Lottery expenditure	1,391	238,090	335,897	575,378	525,819
Dove expenditure	4,744	494,709	264,714	764,167	-
Fundraising and publicity	-	505,666	341,480	847,146	514,293
Investment management fees	-	-	22,726	22,726	28,238
Charitable activities:					
Direct charitable expenditure					
Hospice	745,768	8,906,860	3,385,796	13,038,424	11,994,320
Governance costs	-	80,817	64,326	145,143	125,796
	<u>821,773</u>	<u>12,141,411</u>	<u>6,062,611</u>	<u>19,025,795</u>	<u>16,703,440</u>

Loros Enterprises includes £594,246 (2023 - £580,648) in respect of operating leases for land and buildings. Dove includes £22,734 (2023 - £NIL) in respect of operating leases for land and buildings. In 2024, other charitable activities included £216,430 (2023 - £224,539) of restricted expenditure.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2024 (continued)

5 Analysis of total resources expended (continued)

Employees

The average number of full time equivalent employees

	2024	2023
Fundraising and administrative	47	37
Provision of care	207	203
Shops	78	65
Lottery company	7	7
	<u>339</u>	<u>312</u>

The number of employees

Fundraising and administrative	57	43
Provision of care	260	248
Shops	125	99
Lottery company	9	10
	<u>451</u>	<u>400</u>

Staff costs

	£	£
Wages and salaries	10,558,405	9,170,881
Social security costs	891,807	802,682
Pension costs	686,688	665,229
Severance payments	4,511	-
	<u>12,141,411</u>	<u>10,638,792</u>

Included within pension costs are payments to the NHS Superannuation Scheme, a defined benefit scheme. The employer's contribution to this scheme are treated as a defined contribution scheme as disclosed within the accounting policies. Employer's contributions to the scheme in the year amounted to £373,590 (2023 - £395,967), of this amount £NIL (2023 - £NIL) was outstanding at the year-end.

	2024	2023
The number of employees whose emoluments fell within the following bands was:		
In the banding £60,000 - £70,000	4	2
In the banding £70,000 - £80,000	3	1
In the banding £90,000 - £100,000	2	1
In the banding £100,000 - £110,000	-	-
	<u>1</u>	<u>-</u>

Auditor's remuneration

	£	£
The amount charged in the year to the group was:		
Statutory audit	48,600	30,190
Other	-	-

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2024 (continued)

6 Tangible fixed assets

Group	At 31 March 2023 £	Additions during the year £	Disposals during the year £	At 31 March 2024 £
<i>Cost</i>				
Freehold land	3,000,000	-	-	3,000,000
Freehold buildings	17,115,695	-	-	17,115,695
Motor vehicles	194,896	-	-	194,896
Fixtures, fittings and equipment	1,482,656	175,623	-	1,658,279
Leasehold shop properties	51,467	9,782	-	61,249
	21,844,714	185,405	-	22,030,119
Goodwill	127,893	-	(63,947)	63,946
Dove Fixtures, fittings and equipment	-	26,474	(635)	25,839
Shops – fixtures and fittings	684,723	93,532	(19,498)	758,757
Motor vehicles	69,545	-	(36,675)	32,870
Dove Motor vehicles	-	18,195	-	18,195
Lottery company – fixtures and fittings	11,697	-	-	11,697
Total cost	893,858	138,201	(120,755)	911,304
Total cost	22,738,572	323,606	(120,755)	22,941,423
	At 31 March 2023 £	Provision in the Year £	Eliminated On disposals £	At 31 March 2024 £
<i>Depreciation</i>				
Freehold buildings	7,930,363	618,937	-	8,549,300
Motor vehicles	187,481	5,870	-	193,351
Fixtures, fittings and equipment	899,310	120,960	-	1,020,270
Leasehold shop properties	51,467	9,782	-	61,249
	9,068,621	755,549	-	9,824,170
Goodwill	28,776	12,789	(20,783)	20,782
Dove Fixtures, fittings and equipment	-	3,734	(184)	3,550
Shops – fixtures and fittings	571,905	41,777	(9,610)	604,072
Motor vehicles	49,811	5,522	(22,463)	32,870
Dove Motor vehicles	-	1,011	-	1,011
Lottery company – fixtures and fittings	9,942	1,391	-	11,333
	660,434	66,224	(53,040)	673,618
Total depreciation	9,729,055	821,773	(53,040)	10,497,788
Net book value	13,009,517	(498,167)	(67,715)	12,443,635

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2024 (continued)

6 Tangible fixed assets (continued)

Company	At 31 March 2023 £	Additions during the year £	Disposals during the year £	At 31 March 2024 £
<i>Cost</i>				
Leicestershire and Rutland Hospice:				
Freehold land	3,000,000	-	-	3,000,000
Freehold buildings	17,115,695	-	-	17,115,695
Motor vehicles	194,896	-	-	194,896
Fixtures, fittings and equipment	1,482,656	175,623	-	1,658,279
Leasehold shop properties	51,467	9,782	-	61,249
	<hr/>	<hr/>	<hr/>	<hr/>
Total cost	21,844,714	185,405	-	22,030,119
	<hr/>	<hr/>	<hr/>	<hr/>
	At 31 March 2023 £	Provision in the Year £	Eliminated on disposals £	At 31 March 2024 £
<i>Depreciation</i>				
Leicestershire and Rutland Hospice:				
Freehold buildings	7,930,363	618,937	-	8,549,300
Motor vehicles	187,481	5,870	-	193,351
Fixtures, fittings and equipment	899,310	120,960	-	1,020,270
Leasehold shop properties	51,467	9,782	-	61,249
	<hr/>	<hr/>	<hr/>	<hr/>
Total depreciation	9,068,621	755,549	-	9,824,170
	<hr/>	<hr/>	<hr/>	<hr/>
Net book value	12,776,093	(570,144)	-	12,205,949
	<hr/>	<hr/>	<hr/>	<hr/>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2024 (continued)

7 Fixed asset investment	2024	2023
Group and company	£	£
Investments		
Market value at 1 April 2023	5,357,741	6,307,221
Additions at cost	357,106	961,938
Disposals at proceeds	(1,266,635)	(1,375,804)
(Loss)/Profit on revaluation	404,609	(535,614)
	<hr/>	<hr/>
Market value at 31 March 2024	4,852,821	5,357,741
	<hr/>	<hr/>
Historical cost at 31 March 2024	3,519,205	4,200,981
	<hr/>	<hr/>
Historical cost at 1 April 2023	4,200,981	4,423,160
	<hr/>	<hr/>
<i>Investments comprise:</i>		
Listed investments in the UK	2,513,356	3,657,646
Listed investments outside the UK	1,799,473	1,180,103
Land and property held as investment	539,992	519,992
Cash and Settlements pending	95,458	55,146
	<hr/>	<hr/>
Total	4,948,279	5,412,887
	<hr/>	<hr/>
Group		
Quoted investments	4,312,829	4,837,749
Cash and settlements pending	95,458	55,146
Investment Property	539,992	519,992
	<hr/>	<hr/>
	4,948,279	5,412,887
	<hr/>	<hr/>
Company		
Quoted investments	4,312,829	4,837,749
Cash and settlements pending	95,458	55,146
Investment Property	539,992	519,992
Investments in subsidiary companies	5	5
	<hr/>	<hr/>
	4,948,284	5,412,892
	<hr/>	<hr/>

All investments are carried at their fair value.

Investment in equities and fixed interest securities are all traded in quoted public markets. Holdings in common investment funds, unit trusts and open ended investment companies are at the bid price. The basis at fair value for quoted investments is equivalent to the market value, using the bid price. Asset sales and purchases are recognised at the date of trade at cost (that is their transaction value).

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2024 (continued)

7 Fixed asset investment (continued)

The fair value of the properties within investments, has been determined by independent advisors and the Trustees have applied this valuation at 31st March 2024.

The significance of financial instruments to the ongoing financial sustainability of the Hospice is considered in the financial review and investment policy and performance sections of the Trustees' Annual Report, The main risk to the Hospice from financial instruments lies in the combination of uncertain investment markets and volatility in yield.

Liquidity risk is anticipated to be low as all assets are traded and the commitment to intervention by central banks and market regulators has continued to provide for orderly trading in the markets and so their ability to buy and sell quoted equities and stock is anticipated to continue. The Hospice's investments are mainly traded in markets with good liquidity and high trading volumes.

The Hospice has no material investment holdings in markets subject to exchange controls or trading restrictions. The Hospice does not make use of derivatives and similar complex financial instruments as it takes the View that investments are held for their longer term yield total return and historic studies of quoted financial instruments have shown that volatility in any particular 5-year period will normally be corroded.

No investments held represents more than 5% of the total portfolio valuation at the year end.

Investments in subsidiary companies

The charity owns the whole of the ordinary share capital of LOROS Enterprises Limited (2 ordinary shares of £1 each), LOROS Lotteries Limited (2 ordinary shares of £1 each) and LOROS Commercial Innovations Limited (1 ordinary share of £1). All are incorporated in Great Britain and registered in England and Wales and have been established to carry on trading activities on its behalf.

LOROS Enterprises Limited operates a chain of shops selling items donated from the public, giftware and cards.

LOROS Lotteries Limited operates a lottery for members of the public.

LOROS Commercial Innovations Limited operates external catering operations for members of the public.

All companies covenant any taxable profits to LOROS and also pay interest on any loans from LOROS.

LOROS Commercial Innovations Limited was incorporated on 16th December 2020 as the vehicle to acquire the business of Peppercorns Catering Limited, who ran Café's in Leicestershire.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2024 (continued)

7 Fixed asset investment (continued)

A summary of their trading results is shown below

	LOROS Enterprises Limited	LOROS Lotteries Limited	LOROS Commercial Innovations Limited	Total
	£	£	£	£
Company registered number	01944436	03179552	13084976	
Profit and loss account				
Turnover	3,523,361	1,094,301	315,059	4,932,721
Cost of sales	(151,285)	(232,729)	(125,403)	(509,417)
Gross profit	3,372,076	861,572	189,656	4,423,304
Administration expenses	(2,983,327)	(299,054)	(363,005)	(3,645,386)
Other Operating Income	-	-	14,986	14,986
Operating Profit/(Loss)	388,749	562,518	(158,363)	792,904
Interest received	4,737	10,875	-	15,612
Interest Payable			(20,167)	(20,167)
Profit/(Loss) before tax	393,486	573,393	(178,530)	788,349
Covenant to LOROS	(393,470)	(573,390)	-	(966,860)
Profit for the year	16	3	(178,530)	(178,511)

Upon consolidation an inter-company recharge of £687,812 (2023 - £653,892) relating to retail gift and management fee, charged by LOROS Enterprises Limited has been eliminated.

The aggregate amounts of the companies' assets, liabilities, share capital and reserves were:

	LOROS Enterprises Limited	LOROS Lotteries Limited	LOROS Commercial Innovations Limited	Total
	£	£	£	£
Assets	734,816	358,475	65,690	1,158,981
Creditors: amounts fall due within one year	(734,748)	(358,351)	(587,543)	(1,680,642)
	68	124	(521,853)	(521,661)
Represented by share capital and reserves	68	124	(521,853)	(521,661)

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2024 (continued)

8 Stocks	Group 2024 £	Group 2023 £	Company 2024 £	Company 2023 £
Goods for resale	151,981	261,020	-	-
	<u>151,981</u>	<u>261,020</u>	<u>-</u>	<u>-</u>
9 Debtors	Group 2024 £	Group 2023 £	Company 2024 £	Company 2023 £
Trade debtors	63,774	114,743	63,226	114,687
Amounts due from subsidiary undertakings	-	-	989,259	629,943
Other debtors	2,884,376	6,231,824	2,435,422	5,992,793
	<u>2,948,150</u>	<u>6,346,567</u>	<u>3,487,907</u>	<u>6,737,423</u>
10 Creditors: amounts falling due within one year	Group 2024 £	Group 2023 £	Company 2024 £	Company 2023 £
Trade Creditors	535,981	1,293,916	445,026	1,160,584
Bank loan (see note 12)	100,000	100,000	100,000	100,000
Payments in advance	471,290	355,988	287,619	169,965
Taxation and social security	222,577	284,028	189,176	249,229
Other creditors and accruals	491,459	609,879	321,249	436,979
	<u>1,821,307</u>	<u>2,643,811</u>	<u>1,343,070</u>	<u>2,116,757</u>
11 Creditors: amounts falling due after more than one year	Group 2024 £	Group 2023 £	Company 2024 £	Company 2023 £
Bank loan (See note 12)	241,667	341,667	241,667	341,667
	<u>241,667</u>	<u>341,667</u>	<u>241,667</u>	<u>341,667</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2024 (continued)

12 Bank loan

An analysis of the maturity of the bank loan is given below:

	Group 2024 £	Group 2023 £	Company 2024 £	Company 2023 £
Amounts falling due within one year or on demand	100,000	100,000	100,000	100,000
Amounts falling due between one and two years	100,000	100,000	100,000	100,000
Amounts falling due between two and five years	141,667	241,667	141,667	241,667
Amounts falling due in more than five years	-	-	-	-

13 Commitments

	Land and buildings 2024 £	Other 2024 £	Land and Buildings 2023 £	Other 2023 £
Operating leases which expire:				
Within one year	554,433	9,778	618,387	-
In the second to fifth years inclusive	1,128,225	14,047	1,000,478	-
Over five years	762,500	-	221,333	-
	2,445,158	23,825	1,840,198	-
	Land and Buildings 2024 £	Other 2024 £	Land and Buildings 2023 £	Other 2023 £
Operating leases which expire:				
Within one year	516,737	5,710	618,387	-
In the second to fifth years inclusive	1,091,325	14,047	1,000,478	-
Over five years	762,500	-	221,333	-
	2,370,562	19,757	1,840,198	-

At the year end, the group had capital commitments in relation to the construction of land and buildings of £NIL (2023 - £NIL).

During the year total lease payments of £637,404 (2023 - £614,248) are recognised as an expense.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2024 (continued)

14 Restricted funds

Group	Balance at 31 March 2023 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2024 £
Capital building fund	3,131,668	-	(3,131,668)	-
Hospice	333,657	250,490	(301,739)	282,408
	<u>3,465,325</u>	<u>250,490</u>	<u>(3,433,407)</u>	<u>282,408</u>
Group	Balance at 31 March 2022 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2023 £
Capital building fund	3,215,786	-	(84,118)	3,131,668
Hospice	235,001	239,077	(140,421)	333,657
	<u>3,450,787</u>	<u>239,077</u>	<u>(224,539)</u>	<u>3,465,325</u>
Restricted funds	Balance at 31 March 2023 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2024 £
Capital building fund	3,131,668	-	(3,131,668)	-
Hospice	333,657	208,198	(285,286)	256,569
	<u>3,465,325</u>	<u>208,198</u>	<u>(3,416,954)</u>	<u>256,569</u>
Company	Balance at 31 March 2022 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2023 £
Capital building fund	3,215,786	-	(84,118)	3,131,668
Hospice	235,001	239,077	(140,421)	333,657
	<u>3,450,787</u>	<u>239,077</u>	<u>(224,539)</u>	<u>3,465,325</u>

The Capital building fund comprises capital raised in order to fund extensions to the hospice. The fund is represented by tangible fixed assets and the movement on the fund represents the depreciation charge.

The trustees consider that the capital funds should not continue to be treated as restricted, as the funds have been spent in full in prior financial years. The net book value has been transferred to unrestricted reserves and depreciation will continue to be charged against the unrestricted reserve until the capital asset has been depreciated in full.

The hospice fund was established in 1997 from donations in order to fund hospice equipment. Resources expended represent items purchased and depreciation charged on the fixed assets

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2024 (continued)

15 Unrestricted funds

Group	Balance at	Net income/ (expenditure)	Transfers	Balance at
	31 March 2023			31 March 2024
	£	£	£	£
Other charitable funds	16,426,897	(512,638)	3,216,977	19,131,236
Designated funds (see note 16)	2,651,764	-	(2,651,764)	-
Revaluation reserve	680,748	404,609	(195,875)	889,482
	<u>19,759,409</u>	<u>(108,029)</u>	<u>369,338</u>	<u>20,020,718</u>
	Balance at	Net income/ (expenditure)	Transfers	Balance at
	31 March 2022	£	£	31 March 2023
	£	£	£	£
Other charitable funds	16,163,882	68,904	194,111	16,426,897
Designated funds (see note 16)	3,082,476	(430,712)	-	2,651,764
Revaluation reserve	1,410,473	(535,614)	(194,111)	680,748
	<u>20,656,831</u>	<u>(897,422)</u>	<u>-</u>	<u>19,759,409</u>
	Balance at	Net income/ (expenditure)	Transfers	Balance at
Company	31 March 2023	£	£	31 March 2024
	£	£	£	£
Other charitable funds	16,771,020	(3,834,303)	6,064,616	19,001,333
Designated funds (see note 16)	2,651,764	-	(2,651,764)	-
Revaluation reserve	680,748	404,609	(195,875)	889,482
	<u>20,103,532</u>	<u>(3,429,694)</u>	<u>3,216,977</u>	<u>19,890,815</u>
	Balance at	Net income/ (expenditure)	Transfers	Balance at
	31 March 2022	£	£	31 March 2023
	£	£	£	£
Other charitable funds	16,290,814	286,095	194,111	16,771,020
Designated funds (see note 16)	3,082,476	(430,712)	-	2,651,764
Revaluation reserve	1,410,473	(535,614)	(194,111)	680,748
	<u>20,783,763</u>	<u>(680,231)</u>	<u>-</u>	<u>20,103,532</u>

Other charitable funds represent the free funds of the Charity which are not designated for particular purposes.

Revaluation reserve represents the cumulative unrealised gains on the increase in the market value of fixed asset investments. Upon disposal previously unrealised (gains)/losses are transferred to other charitable funds.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2024 (continued)

16 Designated funds

Group and company

The funds of the charity include the following designated funds which has been set aside out of unrestricted funds by the trustees for a specific purpose.

	Balance at 31 March 2023 £	Utilised £	Transfers £	Balance at 31 March 2024 £
Capital building fund	2,651,764	-	(2,651,764)	-
	<u>2,651,764</u>	<u>-</u>	<u>(2,651,764)</u>	<u>-</u>
	Balance at 31 March 2022 £	Utilised £	Transfers £	Balance at 31 March 2023 3 £
Capital building fund	3,082,476	(430,712)	-	2,651,764
	<u>3,082,476</u>	<u>(430,712)</u>	<u>-</u>	<u>2,651,764</u>

The capital building funds relates to the construction of the new LOROS Professional Development Centre and the extension to the Day Therapy and Outpatients Centre.

The trustees consider that the capital building fund should not continue to be treated as designated as spent in full. The net book value has been transferred to unrestricted reserves and depreciation will continue to be charged against the unrestricted reserve until the capital asset has been depreciated in full.

17 Analysis of group net assets between funds

	Unrestricted funds £	Capital building fund £	Hospice £	Total Funds £
Fund balance as at 31 March 2024 are represented by:				
Tangible fixed assets	17,391,914	-	-	17,391,914
Current assets	4,691,778	-	282,408	4,974,186
Current liabilities	(2,062,974)	-	-	(2,062,974)
	<u>17,391,914</u>	<u>-</u>	<u>282,408</u>	<u>17,391,914</u>
Total net assets	20,020,718	-	282,408	20,303,126
	<u>20,020,718</u>	<u>-</u>	<u>282,408</u>	<u>20,303,126</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2024 (continued)

17 Analysis of group net assets between funds (continued)

	Unrestricted funds £	Restricted funds Capital building fund £	Hospice £	Total Funds £
Fund balance as at 31 March 2023 are represented by:				
Tangible fixed assets	14,957,079	3,131,668	333,657	18,422,404
Current assets	7,787,808	-	-	7,787,808
Current liabilities	(2,985,478)	-	-	(2,985,478)
	<hr/>	<hr/>	<hr/>	<hr/>
Total net assets	19,759,409	3,131,668	333,657	23,224,734
	<hr/>	<hr/>	<hr/>	<hr/>

18 Related party transactions and trustees' expenses and remuneration

The Leicestershire & Rutland Organisation for the Relief of Suffering Limited wholly owns its subsidiary companies LOROS Lotteries Limited, LOROS Enterprises Limited and LOROS Commercial Innovations Limited (excluding Dove Cottage). During the year LOROS Lotteries Ltd covenanted to the charity £573,390 (2023 - £593,500). During the year LOROS Enterprises Ltd covenanted to the charity £393,470 (2023 - £361,800). At the year end the amount due by LOROS Lotteries Ltd was £160,997 (2023 - £61,277), due from LOROS Enterprises Ltd was £513,352 (2023 - £366,698) and due from LOROS Commercial Innovations Ltd was £314,910 (2023 - £201,968).

During the year the charity made purchases of £11,018 (2023 - £62,177) from Berkeley Insurance Group. T Maxted, a Trustee of the charity, is a director of the company. £Nil (2023 - £Nil) was due to them at the year end.

During the year the charity made purchases of £131 (2023 - £1,262) and sales of £150 (2023 - £Nil) from Claire Henry Associates. C Henry, a Trustee of the charity, is a director of the company. £Nil (2023 - £Nil) was due to them or to them at the year end.

During the year the charity made purchases of £500 (2023 - £Nil) from The Loss Project CIC. C Henry, a Trustee of the charity, is a director of the company. £Nil (2023 - £Nil) was due to them at the year end.

During the year the charity made purchases of £46,193 (2023 - £Nil) and sales of £29,712 (2023 - £Nil) from Measom Dryline Limited. A Measom, a Trustee of the charity, is a director of the company. £Nil (2023 - £Nil) was due to them or to them at the year end.

The charity considers the key management personnel to comprise of the Trustees, The Chief Executive Officer, the Deputy Chief Executive/Director of Income Generation, Consultant in Palliative Medicine, the Director of Care Services, the Director of People, the Director for Centre for Excellence and the Director of Finance and Resources. The total employee benefits of the key management personnel of the charity were £551,512 (2023 - £487,253).

The Trustees all give freely their time and expertise without any form of remuneration of other benefit in cash or kind (2023 - £Nil). Expenses paid to the Trustees in the year totalled £131 (2023 - £182).

Trustees indemnity insurance of £4,776 (2023 - £3,278) has been paid during the year.

19 Controlling entity

In the opinion of the trustees the entity has no controlling entity.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2024 (continued)

20 Financial instruments

The Group's financial instruments may be analysed as follows:

	Group 2024 £	Group 2023 £	Company 2024 £	Company 2023 £
Financial Assets				
Financial assets that are measured at fair value through the SOFA	4,948,279	5,412,887	4,948,284	5,412,887
Financial assets that are debt instruments measured at amortised cost	2,975,149	6,064,566	3,388,829	5,829,458
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Financial liabilities				
Financial liabilities measured at amortised cost	1,722,185	1,903,795	1,292,933	1,597,563
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

Financial assets measured at fair value through the statement of financial activities comprise fixed asset investments in a trading portfolio of listed company shares.

Financial assets that are debt instruments are measured at amortised cost comprise trade debtors, other debtors, accrued income and amounts due from subsidiary undertakings.

Financial liabilities measured at amortised cost comprise trade creditors, other creditors and accruals.

On 29th October 2020, the company sold land it had been bequeathed near the village of Harby, Melton Mowbray, Leicestershire. The sale included an overage provision, whereby, for 30 years from and including the date of sale, the company is entitled to 30% of any proceeds in excess of the sale price of £215,000. Therefore, the company maintains a contingent asset in the land.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Detailed expenditure analysis for the year ended 31 March 2024

	2024 £	2023 £
Provision of Care		
The Leicestershire and Rutland Hospice:		
Salaries and related costs	9,755,303	9,106,418
Recruitment and training	87,613	88,325
Medical supplies	476,272	506,326
Insurance	83,426	54,589
Heat, light and water	344,522	174,408
Telephone and postage	67,744	60,213
Stationery and other office expenses	251,271	95,304
Travelling expenses	45,874	42,767
Food costs (net of non-patent takings)	132,934	123,708
Laundry	33,084	34,730
Maintenance	238,272	448,774
Chaplaincy	108,981	109,971
Counselling service	197,389	173,769
Sundries	278,323	30,674
Research expenditure	1,286	20,069
Seminars	19,381	66,602
RGA commission	17,350	17,167
Loss on disposal of fixed assets	(36,667)	-
	<u>12,102,358</u>	<u>11,153,814</u>
Depreciation	702,661	606,018
	<u>12,805,019</u>	<u>11,759,832</u>

The above information does not form part of the audited statutory accounts and is included solely for the information of the management.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Detailed expenditure analysis for the year ended 31 March 2024 (continued)

	2024 £	2023 £
Provision of Care (continued)		
Fundraising and Publicity		
Recruitment and training	-	5,668
Salaries and related costs	505,666	230,872
Telephone and postage	1,056	445
Travelling expenses	4,117	4,480
Sundry expenses	17,351	3,127
General appeal and promotional expenses	318,955	205,527
Depreciation	-	64,174
	<u>847,146</u>	<u>514,293</u>
Support costs		
Recruitment and training	7,618	7,406
Salaries and related costs	63,963	59,708
Telephone and postage	-	323
Other office expenses	-	2,264
Legal consultancy fee	67,644	62,678
Depreciation	52,888	46,470
Bank charges	72,019	55,639
	<u>264,132</u>	<u>234,488</u>
Governance costs		
Audit, accountancy and professional fees	20,350	15,043
Salaries and related costs	78,982	107,475
Trustees indemnity insurance	4,776	3,278
Governance review	10,950	-
	<u>115,058</u>	<u>125,796</u>

The above information does not form part of the audited statutory accounts and is included solely for the information of the management.

LEICESTERSHIRE & RUTLAND ORGANISATION FOR THE RELIEF OF SUFFERING LIMITED

England & Wales - Charity number 506120

Accounts

**Leicestershire & Rutland
Organisation for the Relief of
Suffering Limited - 31.03.23**

Report and Financial Statements

Year Ended

31 March 2023

Company Number 01298456

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Report and financial statements
for the year ended 31 March 2023

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Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report For the year ended 31 March 2023

The forty third Annual Report records a further year of the achievement of the aims of the charity.

The focus of all of the charity's activities is the patients, their families and carers we support. The continuance of this work is dependent upon the on-going voluntary support, year by year, of the local community. Without this, the present level and standard of care could not be maintained. This support is itself built upon the charity's reputation for providing high quality care.

REFERENCE AND ADMINISTRATIVE DETAILS

LOROS: The Leicestershire & Rutland Organisation for the Relief of Suffering Limited is a company limited by guarantee and registered as a charity under the Charities Act 1960.

Registered Charity Number:	506120
Registered Company:	Registered in England and Wales 01298456
Registered and Principal Office:	The Leicestershire & Rutland Hospice Groby Road Leicester LE3 9QE
Auditor:	The Rowleys Partnership Ltd Chartered Accountants Charnwood House Harcourt Way Leicester LE19 1WP
Bankers:	The Royal Bank of Scotland plc 1 Granby Street Leicester LE1 6EJ
Discretionary Investment Management:	Evelyn Partners 9 Colmore Row Birmingham B3 2BJ
Solicitors:	Knights plc 34 Pocklington's Walk Leicester, LE1 6BU

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2023 (*continued*)

Directors and Trustees

The members of the board who are trustees of the registered charity are also directors of the company under the terms of the Companies Act. (*Their details are set out below.*) They have no beneficial interest in the group or in the Charity. Throughout this report, they are collectively referred to as the directors.

Chairman:	Dr Robin Graham-Brown	Consultant Dermatologist
Vice-Chairman (& Honorary Treasurer):	Mr Andrew Stant	Chartered Accountant
Members:	Mr Richard Brucciani	Company Chairman
	Mr Chris Greenwell	Lawyer
	Mrs Kate Bradley	HR Professional
	Mr Tim Maxted	Company Chairman
	Ms Louisa Poole	Chartered Accountant
	Mrs Becky O'Brien	NHS Director
	Mr Graham Smith	Retired Company Director
	Mr Chris Murray	Retired Businessman
	Mr Andrew Measom	Businessman
	Dr Richard Hurwood	Retired GP
	Dr Nakul Patel	Consultant Plastic Surgeon
	Mrs Claire Henry	Business Consultant
	Mr Chris Rowley (Appointed 21 st November 2022)	Retired Businessman
Chief Executive/ Company Secretary:	Mr Rob Parkinson (Appointed 4 th April 2022)	
President:	Jennifer, Lady Gretton	Estate Owner

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2023 (*continued*)

OVERALL PURPOSE

The overall purpose, ethos and strategy for LOROS is articulated through its vision, mission and values & behaviours statements as follows:

VISION

(Our long-term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for them and their loved ones.

MISSION

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

Professional – showing respect to patients and families as well as members of our community, staff and volunteers.

Focused – on exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.

Collaborative – working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.

Compassionate – showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.

Trustworthy – be honest, reliable and consistent, showing respect and dignity in everything that we do.

Accountable – to our patients, their families, our communities, staff, volunteers and external organisations/bodies

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2023 (continued)

STRUCTURE, GOVERNANCE AND MANAGEMENT

- **Trustee Board Members**

The board is responsible for the overall governance of the Charity. *(The Chief Executive is responsible for the day-to-day management and for implementing policy.)*

The board numbers up to fifteen members. Members of the board are elected at the Annual General Meeting. A third of the membership has to retire each year. Retiring members may stand for re-election and may serve up to nine consecutive years. The board carries out a regular trustee skills audit to identify the individual skills and experience that it needs to have represented in its membership in order to properly discharge its responsibilities. Candidates from the local community for election to the board may be proposed either by the board itself, by members of the LOROS Association or through open advert set against the skill set being sought. The directors are also able to appoint a person to the board in order to fill a vacancy.

Prior to election or appointment, a prospective board member meets with the Chairman, Chief Executive and with one or more senior trustees in order to be able to appreciate the nature of the role of being a trustee of LOROS, of being a director of the company and of the scope of the Charity's services and of its work together with information on the financial status of the company. There is an induction handbook and an induction programme for new trustees in order to enable them to contribute effectively as members of the board.

- **Liability of Members**

The Charity is a company limited by guarantee and is governed by its Memorandum and Articles of Association dated 14th February 1977. It has no share capital. The Memorandum of Association provides that every member whilst he/she is a member or within one year after he/she ceases to be a member is liable to contribute a sum not exceeding £1.05 in the event of the company being wound up.

- **Governance**

The board meets five times a year. Relevant matters (particularly the annual financial budget) are agreed by the board itself. The only formally delegated powers are to the Treasurer's Committee, which is authorised to instruct the "Discretionary Investment Managers" and to open and close bank accounts on behalf of the board.

A further nine committees and groups support the work of the board:

- Business Development Group
- Clinical Governance Committee
- Education and Research Committee
- Equality, Diversity and Inclusion Committee
- Health and Safety Committee
- Income Generation and Marketing Standards Committee
- Information Governance Steering Group
- Retail Committee
- Risk Committee

Each committee or group is chaired by a trustee and is attended by the Chief Executive or another appropriate member of the Senior Leadership Team. External expert advisers attend meetings of the Clinical Governance Committee, Education and Research Committee, Retail Committee and Treasurer's Committee. The board will be reviewing the committee structure in 2023-24.

The board has appointed a lead safeguarding trustee to work with the designated safeguarding manager to ensure that trustees have effective oversight of all safeguarding matters.

The Trustees have regard to the matters set out in Section 172(1)(a) to (f) when performing their duty under S172 of the Companies Act.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2023 (*continued*)

RISK MANAGEMENT

The Risk Committee has developed a Board Assurance Framework to support trustees in managing the key risks facing the Charity. These include failing to adequately care for and protect all those using our services and not being able to ensure adequate staffing capability, capacity and diversity as well as ineffective management of income, assets and liabilities and a failure to adequately protect information. As a result, trustees are currently focused on strengthening the charity's existing information governance and security arrangements, investing strategically in income generation, overseeing the development of an effective organisational approach to equality, diversity and inclusion and the ongoing scrutiny of the charity's clinical governance arrangements, particularly in relation to the expectations set by the Care Quality Commission (CQC). Detailed policies and procedures are in place to mitigate risks and insurance cover is maintained in all areas where this is considered appropriate. In respect of financial risk, the board considers that maintaining LOROS' free and unrestricted reserves at the level currently set, together with the regular review process, provides sufficient resources to meet adverse conditions.

IMPACT

LOROS' aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Most of the patients referred have cancer but LOROS does also support patients with other terminal conditions. All patients are admitted aged eighteen years and upwards. LOROS is committed to providing a breadth of care which responds to the patients' physical, psychological, social and spiritual needs.

It is accepted that the outcomes of palliative care can be difficult to quantify. It is abundantly clear, however, from the feedback received from patients and relatives and from the high reputation that LOROS enjoys for the quality of care provided, that the charity does make a significant impact.

LOROS makes a difference in:

- Providing highly effective specialist pain relief and symptom control, providing patients with a better quality of life. Care is provided within a holistic framework which embraces physical, emotional, spiritual and social care.
- Optimising the condition of patients. For many patients this will mean that they are able to return to home.
- Supporting patients to stay at home with high quality care and advice through the LOROS Community Nurse Specialists (as part of the Integrated Community Specialist Palliative Care Service), the LOROS Day Therapy Service, medical clinics, doctor home visits and the LOROS Compassionate Neighbours service.
- Enabling patients to have choices in their care through offering advance care planning, including sharing preferences where they are looked after when they die.
- Avoiding unwanted admissions to an NHS acute hospital trust. This may be by supporting the patients at home or in the hospice, or a combination of both.
- Providing high quality professional support for patients, their families and carers when the patient is dying (and after the death of the patient).
- Improving the understanding and practice of palliative care through contributing to research and to the education and training of its own and other health and social care professionals.
- The provision of an increasing number of community-based services, such as bereavement hubs and wellbeing spaces.

The Charity's aims are achieved through several different, yet closely integrated, elements of specialist care.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2023 (continued)

Achievements in Provision of Care

These achievements may be quantified and the levels of activity this year are similar to last year in most areas.

- **Clinical Activity (which represents a key performance indicator)**

	2022/23	2021/22	2020/21
Referrals	2,487	2,080	1,878
Ward Admissions	621	548	521
Ward Length of Stay (Average)	15 Days	15 Days	14 days
Ward Occupancy (Average)	78%	76%	63%
Out-patient Attendances	2,068	1,786	2,317
Day Therapy Attendances	1,727	1,622	2,161
Counselling Assessments and Sessions	3,320	2,814	3,312
Lymphoedema Clinic Attendances	2,120	2,584	2,030
Complementary Therapy Contacts	871	927	510
Compassionate Neighbours (Home visits and remote support)	1,987	3,372	1,918

The Charity responds to requests from General Practitioners, specialist nurses and hospital consultants for the admission of patients to LOROS' services. The board monitors the activity regularly in order to ensure both that the Charity's resources are being used effectively and that it is obtaining 'value for money' from the funds being spent on service provision.

With regard to the in-patient facility, apart from the number of in-patient episodes, the board monitors the occupancy and the average length of stay.

LOROS' services are as follows:

- **The Hospice In-patient Ward**

The in-patient facility is the cornerstone of the work and utilises the largest part of the financial resources. It has thirty-one beds (of which, nineteen are single patient rooms). The hospice team provides short-term specialist care for patients with complex problems (pain and symptom control) and care in the last days of life.

The number of in-patient admissions to the hospice at 621 was 13% up on the previous year and reflects the easing of restrictions caused by the pandemic. The ward staff respond quickly to requests for the admissions. Many will be in response to a crisis. This reflects the increasing number of admissions that take place out of 'office' hours and at weekends (16% of all admissions in 2022/23). 20% of patients had a diagnosis other than cancer, including 3% with Motor Neurone Disease.

The dependency of patients admitted remains high. Patients are often very unwell and have complex needs. This results in high costs of care and high ratios of staff to patients. This can at times have an impact on admission figures.

- **Day Therapy**

Skilled nursing and a multi-professional team offer support for patients. This also enables a break for carers at home. Patients are offered various programmes including managing fatigue or breathlessness. The fortnightly planned service runs on Tuesday to Friday and, on alternate Mondays, a wellbeing drop-in session is run.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2023 (continued)

Achievements in Provision of Care (continued)

Day Therapy (continued)

Patients also have other services available to them during their visit such as medical consultations and input from the enablement team (physiotherapy and occupational therapy).

• **Care for those at home**

Significant resources are applied by the Charity to supporting patients and their carers' in the home. LOROS staff do all that they can to facilitate the return home of patients who are able so to do. Key to this work are the:

- LOROS' Clinical Nurse Specialist (CNS) Team in the Community. (The team collaborates and coordinates with the NHS Community Nurse Specialist teams as part of the Integrated Specialist Palliative Care Team). Activity data for this service is now captured for the entire service and reported separately.
- LOROS' Enablement Team (of occupational therapists, physiotherapists and social workers) together with the LOROS discharge liaison nurses, facilitates the prompt discharge of patients. It is very important for patients, and for their carers, that if patients are able to return home they can do so without delay.
- LOROS' Compassionate Neighbours. LOROS provides a service of home visits by volunteers to patients so giving the carers important time to themselves. With this service patients have an alternative to attending LOROS Day Therapy.
- Out-patient clinics/ doctor home visits. There are daily clinics for patients to see the medical team, either face to face or by telephone or video call as preferred. Those who need to be seen in person by a LOROS doctor, but are too unwell to attend clinic, can be seen at home.
- Community advice line daily to support community nurse specialists and other community staff to help and advise on patient care at home.
- LOROS is a key partner in developing the virtual ward for palliative and end of life care in 2023, supporting patients with complex needs with enhanced care at home, with the aim of avoiding hospitalisation.

• **Lymphoedema Treatment**

This service provides support for patients with Lymphoedema across Leicester, Leicestershire and Rutland. LOROS provides care for patients when the condition is related to a cancer diagnosis. Major improvements in the lives of patients are achieved.

At 2,120 contacts in 2022/23, activity was down 18% on the previous year.

• **Complementary Therapy**

Therapies are provided to patients whether attending as in-patients or as out-patients in Day Therapy. Activity in 2022/23 was down 6% on the year before, still not back to pre-pandemic levels.

• **Counselling**

LOROS provides a number of different therapeutic interventions for both patients and carers, including bereavement counselling. It does not seek to provide long-term therapeutic support. The work is focussed on short term interventions, generally of no more than six sessions (or, by agreement, of up to twelve). The service also includes a children and young people's counsellor, who provides counselling for the children of patients accessing LOROS services.

The total number of sessions and assessments in 2022/23 at 3,320 was 18% up on the previous year.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2023 *(continued)*

Achievements in Provision of Care (continued)

- **Non-Cancer Care**

The board is mindful of the implications for LOROS of the wish to see palliative care extended to support other patient diagnostic groups. The amount of work which is not cancer-related is growing slowly with a desire to support those with the greatest need.

Non cancer patients most commonly seen are those with neurological conditions such as Motor Neurone Disease and patients with end stage organ failure.

The Lymphoedema Clinic has now moved to cancer related lymphoedema in agreement with commissioners.

LOROS has developed a number of outpatient clinics specifically for non-cancer patients, including help with breathlessness and palliative neurology.

Work with non-cancer patients is often carried out in consultation with other specialist healthcare professionals. Funded by the National Lottery Community Fund until 2024, LOROS' Young Person & Transition Key Worker supports patients aged between 18-30 and their relatives, including young people transitioning to adult services from Rainbows Children's Hospice.

- **Merger with Dove Cottage**

At the start of the year, LOROS entered into merger discussions with Dove Cottage, a day hospice based in the Vale of Belvoir near Melton Mowbray. Since its establishment in 1996, Dove Cottage had developed into a successful local charity providing day care, chaplaincy services, complementary therapy and well-being support for people living in the surrounding area (which includes North East Leicestershire, Rutland, South East Nottinghamshire and South West Lincolnshire). The merger was seen by both parties as an excellent opportunity to safeguard the long-term future of Dove Cottage and extend the range of specialist services available to people living in a number of largely rural communities. It was agreed that a merger by change of control would most effectively facilitate joint working and economies of scale whilst preserving Dove Cottage's charitable status and local leadership, both of which were seen as important to the charity's ongoing success. The merger was completed on 1 April 2023 when LOROS became the sole member of Dove Cottage.

LOROS' charitable objects were amended during the year to ensure the Charity's area of benefit reflected the area of benefit of Dove Cottage. On 14 March 2023 LOROS received formal consent from the Charity Commission under s.198(2)(a) of the Charities Act 2011 to amend its charitable objects in line with a special resolution passed by members on 5 January 2023 enabling the Charity to operate in Leicestershire and Rutland and any surrounding areas as the Association may see fit for the reception and care (of our beneficiaries).

- **The Future**

This coming year, the board will publish a strategic plan covering the period 2023-28. The following five priorities are at the heart of the new strategy.

1. **Information and advice** – establishing a trusted and supportive information and advice service, including 24/7 helpline, making it easier to find information, access our services, link in with our supporter care teams and be signposted to relevant sources of external support.
2. **LOROS at Home** – developing a new overnight responsive service and a model of 'in reach' into other services that can operate alongside our established bereavement hubs, compassionate neighbours initiative and Clinical Nurse Specialist Team.
3. **Hospice services** – providing exceptional in-patient and hospice-based services, including day therapy, counselling and enablement support, whilst also using our buildings and grounds to improve support for patients and communities out of hours and at weekends.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2023 (*continued*)

Achievements in Provision of Care (continued)

4. **Research** – building our reputation a centre for excellence for applied research in palliative and end of life care by undertaking further collaborative research in areas of importance to our patients, families and the wider academic community and by sharing our findings with local, national and international audiences.
5. **Education and advocacy** – using our developing evidence base to equip current and future health professionals with the knowledge and skills they need to support people at the end of their lives and to advocate for wider changes that makes life better for people with a terminal illness.

PUBLIC BENEFIT

- LOROS Care Services are available to the community as a whole in Leicester, Leicestershire and Rutland on the basis of "Clinical Need".
- LOROS does not provide children's services (apart from counselling support) which are available in other settings and LOROS' patients are aged eighteen years and upwards.
- LOROS services are provided without charge to the patients and families receiving the care.
- In-patients at the hospice would, if not with LOROS, have to be in another healthcare setting and most likely an NHS acute hospital trust.
- Patients at home would in many cases, if not supported by LOROS, be in an NHS acute hospital or be drawing upon NHS resources in other ways.
- The directors consider that they have complied with their duties under section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charities Commission.

PATIENTS' ADVOCATE

LOROS makes a very significant contribution to the provision locally of palliative care. In the face of the local need the financial resources of the board are clearly limited. However, the Board (and the wider health community) recognises the very important role that LOROS plays in establishing and demonstrating quality and standards of care. In this way the impact and influence of the hospice extends well beyond those services provided directly by the charity.

LOROS has an active Patient and Carer Participation Group which supports the organisation with quality assurance and ongoing service development.

EDUCATION & RESEARCH

LOROS launched its Centre for Excellence in applied research in October 2022 with an overall aim of using findings to influence practice through education and other means. During 2022/23 the LOROS research team has been involved in 21 impactful community / other partnerships, eight university collaborations and has been successful and in five of its grant applications. It has received an income of £364k (additional to a longer-term funding arrangement through The Stonegate Trust) and has an engaged public involvement following having 79 people involved in its research projects throughout the year.

Its broad themes include caring for older people, symptom management and personalised care and decision making. The research and education teams work closely together ensuring that training programmes incorporate findings.

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Director's report for the year ended 31 March 2023 (*continued*)

LOROS education continues to be recognised by the Royal College of Physicians as a training centre for doctors undertaking Palliative Medicine and Internal Medicine and also by the Royal College of General Practitioners for GP training.

As the affiliated teaching hospice of the University of Leicester, the team delivers training to all medical students as part of their cancer block in year five. During 2022/23 this equated to 284 individuals. In addition to this, the team delivered evidence-based training to doctors, GPs, nurses, allied health professionals, care home staff, health care assistants and support workers.

Student nurses, paramedics and therapists' complete placements on the in-patient unit, day-therapy unit and have opportunities to work with the clinical nurse specialists.

The LOROS Education department (with the assistance of funding from the Leicester, Leicestershire and Rutland Integrated Care Board) has developed a broad programme of education for the wider health and social care community, including study days, workshops, seminars, longer-term programmes and lectures. It introduced nine new courses during 2022/23 and its offer now includes six accredited courses including those recognised by the Personalised Care Institute (PCI). LOROS is also licenced to deliver Sage & Thyme foundation level communication skills for Leicester, Leicestershire & Rutland and now also runs the highly acclaimed European Certificate in Palliative and End of Life Care, supported by Princess Alice Hospice in Surrey.

LOROS training is delivered through mixed methods of virtual and face to face, some on site at the purpose-built professional development centre and some at place (e.g. within care homes). Development sessions aim to raise standards of symptom control and enables hospice care to be adopted into other settings. It also seeks to extend the knowledge of palliative care across Leicester, Leicestershire and Rutland. The total number of individuals we delivered sessions to in 2023/23 was 1429 from across more than 80 organisations.

The research and education provided by LOROS has a significant impact upon the knowledge and skills of health and social care professionals and consequently therefore upon the care of patients.

RELATIONSHIPS WITH OTHER BODIES

In co-ordinating and developing patient services LOROS, as an "independent provider", works closely with other local health providers both within the statutory and voluntary sectors.

LOROS' NHS Grant Funding has been provided through the Leicester, Leicestershire and Rutland Integrated Care Board.

Whilst the NHS provides less than 30% of the charity's annual revenue LOROS does rely heavily upon the continuity of provision of the NHS income (whether by grant or through some other form of agreement) and any reduction in this funding would have a direct impact upon the level of service provision.

The Charity continues to be closely involved with the local NHS Trusts (Leicestershire Partnership NHS Trust and University Hospitals of Leicester) in the provision and development of palliative care. Increasingly LOROS is engaged in developing initiatives with 'system-wide' partners, including local authorities and the East Midlands Ambulance Service.

LOROS as a voluntary hospice is able to access grants which otherwise would not be available within Leicestershire and Rutland. These funds have been used to support service developments within the local community.

LOROS has a commitment to research and has research and clinical links with the University of Leicester, De Montfort University and with the University Hospitals of Leicester. LOROS is the Affiliated Teaching Hospice of the University of Leicester.

The Charity has working relationships with a number of NHS bodies in the East Midlands, for example the Local Education and Training Board. It also engages closely with other relevant partners, such as the Academic Health Science Network.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2023 (*continued*)

• Care Quality Commission (CQC)

The CQC did not carry out a formal inspection of LOROS and its services during 2022-23, however, engagement meetings have been held with the CQC Inspector for the Midlands Region, which has enabled the sharing of information and provision of assurance.

Due to the Coronavirus pandemic the CQC paused routine inspections and are using the Transitional Monitoring Approach (TMA) to monitor services. The TMA focuses on safety, how effectively a service is led and how easily people can access the service.

The TMA includes:

- a strengthened approach to monitoring, based on specific existing key lines of enquiry (KLOEs), so the CQC can continually monitor risk in a service
- using technology and local relationships to have better direct contact with people who are using services, their families and staff in services
- targeting inspection activity where they have concerns

The TMA is not an inspection; therefore services are not rated. LOROS had a TMA online conversation with our inspector in February 2021.

• Department of Health

Quality Accounts were introduced as a result of the NHS (Quality Accounts) Regulations 2010, having been set out in the Health Act 2009. They are a new form of annual report to the public about the quality of services provided and quality initiatives planned. LOROS' Quality Account for 2022-23 can be viewed on the website www.loros.co.uk.

FINANCIAL REVIEW

The charity is in a sound financial position despite the difficult situation in the general economy and the effects of the pandemic.

The directors are careful about taking on commitments that may not be sustainable in the medium term. The directors seek to balance carefully the demonstration of financial prudence with a need to maximise patient benefits in the short-term by spending the monies donated for patient care. They are also of the view that the cash resources held by the charity enable it to respond effectively and flexibly to external change and to opportunities.

Budgets are set at the beginning of each financial year. Expenditure is prioritised and monitored in order to optimise the overall benefits for patients.

A deficit of £882,884 (2022: surplus of £44,669) was recorded in the financial year.

WORKFORCE ENGAGEMENT

The staff satisfaction survey undertaken in the Summer of 2021 provided the impetus and input for a number of actions and activities, as well as for the commencement of larger scale projects in response to the areas of interest raised by the results. Of these, many quick impact projects have been completed, and some larger strategic projects remain ongoing. To identify and measure the impact of these actions on staff satisfaction, the decision has been taken to conduct a further staff satisfaction survey after some time for embedding and realisation of change and benefit has elapsed.

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Director's report for the year ended 31 March 2023 (*continued*)

WORKFORCE ENGAGEMENT (continued)

Additionally, LOROS has undertaken a Volunteer satisfaction survey, offering all volunteers the opportunity to participate in an anonymous 40 question survey. The survey was promoted via the Volunteer newsletter, through a specific email out and through Heads of Department engaging their volunteers directly. Topics covered in the survey included satisfaction with communication, support and training, quality of volunteering, engagement, social events and recognition. Further, feedback was sought on motivations for volunteering, opportunity for skill development, suggestions for improvement and any other comments.

The survey was open from June until September 2022 to provide as wide a window as possible for participation. Responses were received from 137 volunteers from a variety of departments and lengths of volunteering.

The results have been shared widely within LOROS and have prompted both specific actions to address the insights provided and provided the context for other ongoing work; as an example, based on the survey feedback enhancements have been made to the manner in which long service is recognised. Also based on the survey, financial information about the creation and expenditure of voluntary contributions to the Charity is now a regular feature of the Volunteer newsletters. Further innovations will continue to be rolled out in Volunteering and following a period of embedding and change, the survey will be repeated to measure movement in Volunteer satisfaction.

COST OF PROVISION OF CARE (Activities in furtherance of the objects of the charity.)

- **Charitable Activities**

The cost of charitable activities at £12.12 million (2022: £10.999 million) was up 10% on the previous year.

INCOMING RESOURCES

Section 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities. Although LOROS does not undertake widespread fundraising from the general public, certainly outside of Leicester, Leicestershire and Rutland, the legislation defines fund raising as 'soliciting or otherwise procuring money or other property for charitable purposes.' Such amounts receivable are presented in our accounts as 'voluntary income' and include legacies and grants.

In relation to the above, we confirm that all solicitations are managed internally. The day to day management of all income generation is delegated to the executive team, who are accountable to the trustees.

The Charity is not bound by an undertaking to be bound by any regulatory scheme but is mindful of and adheres to the Fundraising Regulators Code of Practice, Charity Commission Guidelines and Regulations and Data Management enforced by the Information Commissioners' Office.

The charity has a Safeguarding Policy which serves to protect not only our own staff but also those people deemed to be vulnerable with whom LOROS may come in to contact through fundraising activities including Lottery doorstep collections, service in our shops and contact at or through fundraising events. Unreasonable intrusion, persistent approaches and undue pressure are not acceptable.

- **National Health Service (NHS)**

28% of current unrestricted charitable expenditure was covered by grants from the NHS from various sources of funds, 2% less than the previous year and reflects the inflationary pressures suffered by the Hospice as a result of the high energy costs. The overall amount received from the NHS of £3.29 million (2022: £3.072m) was 7% more than last year.

In addition, NHS England 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, Omicron outbreak. The income and associated spend are disclosed as restricted.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2023 (continued)

- **Donations, legacies and similar incoming resources**

Apart from the NHS monies, the Charity relied upon the continued generosity of the people and organisations of Leicester, Leicestershire and Rutland. The income received in the year was £7.553m (2022: £6.914m), 9% more than last year.

Due to the increasingly challenging economic landscape and requirement for increased income, the Trustees have approved a programme of planned strategic investment into income generation activities over the next five years.

- **Fundraising**

LOROS has an extensive portfolio of fundraising activities to generate voluntary donations towards our core work. The board values highly the substantial amount that is raised each year from the local community by way of voluntary income. Our fundraising is employee and volunteer led. We do not employ the services of external agencies for general fundraising. We do use the services of Engage and Connect to promote our Lottery.

We are committed to building trust with our supporters, which is why we are members of the Fundraising Regulator, Hospice Lottery Association, Charity Retail Association and have individual memberships with the Institute of Fundraising and Third Sector.

Our Income Generation and Marketing Standards Committee meet twice a year to promote public, donor, board, staff and volunteer confidence in the income generation and marketing practices at LOROS, ensuring ethical practices by all teams responsible for income generation & marketing.

During the financial year 2022-2023 we received no complaints relating to our fundraising activity. Eleven complaints were received in relation to our subsidiaries.

Trading Company – (LOROS Enterprises Limited - a wholly-owned subsidiary of the charity.)

The largest part of the trading company's turnover relates to the shops of which there are twenty-nine.

The overall reported profit contribution of £1.016m was 3% up on the previous year.

In October 2010, a scheme to enable gift aid to be claimed on some donations through the charity was launched. This has proved to be successful and generated an additional amount through the charity which to some extent compensated for the loss of profit through LOROS Enterprises Ltd. In 2022/23, this retail gift aid related income amounted to £1,072,353, which was £437,654 more than the £634,699 achieved in 2021/22, showing the recovery from the effects of the pandemic is on track.

The shops depend upon local support both for the supplies of good quality donated items, from which the shops derive nearly all of their profits, and for sufficient numbers of volunteer helpers.

LOROS Lottery (through LOROS Lotteries Limited – a wholly-owned subsidiary of the charity).

Despite challenges in the economy, the LOROS Lottery generated a healthy profit of £593,602 (2022: £688,915), although this is 14% down on the previous year.

LOROS Commercial Innovations Limited (a wholly owned subsidiary of the charity.)

The company operates a commercial catering business for the charity. Trading continues to be difficult and a loss was recorded of £218,086 (2022: £125,236). The board is closely monitoring the performance

- **Legacies**

Apart from statutory funding, legacies are the charity's largest single source of income but the level each year can fluctuate significantly. This year legacy income of £4.756m represented 63% of LOROS' total voluntary income (compared with 48% in 2021/22, 16% in 2020/21, 44% in 2019/20 and 46% in 2018/19).

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2023 (continued)

- **Legacies (continued)**

The amount of legacy income accounted for can make a very great difference to the overall results. Legacy income is unpredictable but it has been the surpluses provided by legacies that has enabled the charity to build up and to maintain the reserves at the required levels and to undertake capital projects. Because of the potential for significant fluctuations the board is circumspect in the degree to which, in any one year, it relies upon legacy income in order to fund the on-going revenue expenditure.

- **Volunteers**

In addition to the income evaluated in the statement of financial activities, the charity is dependent upon the support of approximately 1,300 regular volunteers. Volunteer activities span the whole range of functions from fundraising to service provision. The directors are of the opinion that it would be impractical to attempt to quantify the value of work done by volunteers.

- **Investments**

Investment performance was hampered by the global market conditions during the year with an unrealised valuation deficit of £535,614 (2022: Surplus of £210,574).

RESERVES POLICY

The directors' current policy is to hold the equivalent of six months' current expenditure as free reserves in readily realisable form. This policy requires that free and unrestricted reserves are maintained at a level that would ensure that LOROS' core activities could be maintained in the short to medium term during periods of adverse financial conditions.

This cover is required in order to provide for:

- adequate working capital
- unforeseen expenditure
- streams of income or expenditure being different from that budgeted
- growth in demand for care services
- replacement of tangible assets

This policy is reviewed not less than annually in order to ensure that the reserve target is appropriate.

The board considers carefully the Charity's commitments, considering the inherent risks and in its activities generally. It monitors, on an on-going basis, the fund balances available relative to its financial plans and to the meeting of its objectives in both the medium and longer term. The current level of reserves is in excess of the policy but is deemed to be appropriate in view of the exceptionally high current level of uncertainty with regard to future NHS funding combined with the general economic outlook affecting voluntary income.

- **Reserves Cover**

Based upon the expenditure for 2022/23 the minimum free reserve requirement was £6.0 million. At the end of the year free reserves, equivalent in this case to the net current assets of the Charity, stood at £5.1 million.

The reserves had been built up to cover the hospice site development from 2016 to 2018, which resulted in £4million of reserves being designated for this purpose in 2015/16.

As at 31st March 2023, the level of reserves was as follows: -

Unrestricted Funds	£17,107,645 (2022: £17,574,355)
Restricted Funds	£3,465,325 (2022: £3,450,787)
Designated Funds	£2,651,764 (2022: £3,082,476)

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2023 (continued)

• Investment Policy

As part of its on-going risk and reserves assessment the Charity has appointed Evelyn Partners of Birmingham to provide "discretionary investment management". At the end of the year the funds invested were valued at £4.9 million (2022: £6.3m), down 22% on last year, reflecting the market conditions since the Russia invasion of Ukraine. In addition to this, through gifts in wills during the 2019/20 and 2021/22 year, the Charity owns property with a book value of £520,000, from which it is earning rental income.

The board has an agreed statement of investment principles. The aim is to produce a net return, year-on-year, better than the holding of cash. There is also:

- a Treasurer's Committee which regularly reviews performance
- an ethical investment policy (which is to avoid the tobacco industry)

The directors keep under review the diversification of the funds held by way of reserves.

SUMMARY

Despite the significant issues in the UK economy over the last year, LOROS has largely been able to sustain its range and level of clinical activities which provide such excellent and valued care and support for patients and family members across Leicester, Leicestershire and Rutland. The overall financial position is being monitored very carefully and will remain a key focus in all that can be achieved going forwards in such a volatile time.

Thanks must be expressed to the people and organisations of Leicester, Leicestershire and Rutland who have enabled LOROS to achieve so much and who have contributed to the raising of a huge amount of voluntary income in the year. It is the partnership between LOROS, the NHS and the wider community that has over the years enabled the aims of LOROS to be realised.

Year by year the Charity has relied upon increases in voluntary support well above inflation as the annual percentage increases in the NHS grant have failed to keep pace with inflation. In most cases the cost of service developments has had to be met from new voluntary income.

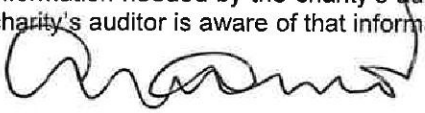
None of what has been set out could have been achieved without the hard work and dedication of LOROS' skilled staff and volunteers. The board thanks all of the staff and volunteers for their commitment to the work of the Charity.

The directors are confident that LOROS has an important and continuing place as a provider of high quality care, as an upholder of the ethos and values to which it has always held and as an advocate for patients and their families.

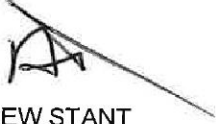
Provision of information to auditor

Each of the persons who are directors at the time when this Directors' Report is approved has confirmed that:

- so far as that director is aware, there is no relevant audit information of which the Charity's auditor is unaware; and
- that director has taken all the steps that ought to have been taken as a director in order to be aware of any information needed by the charity's auditor in connection with preparing their report and to establish that the charity's auditor is aware of that information.


ROBIN GRAHAM-BROWN
Chairman,
Board of Trustees, LOROS

4th September 2023


ANDREW STANT
Vice-Chairman (& Honorary Treasurer)
Board of Trustees, LOROS

4th September 2023

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Statement of trustees' responsibilities

The Trustees (Who are Directors of LOROS for the purposes of company law) are responsible for preparing the Director's annual report and the financial statements in accordance with applicable law and United Kingdom Accounting standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Director's to prepare financial statements for each financial year. Under company law the Directors' must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and parent charity and of the incoming resources and application of resources, including its income and expenditure of the group for that period. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

In so far as the Directors are aware

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and establish that the auditor is aware of that information

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report

Opinion

We have audited the financial statements of The Leicestershire & Rutland Organisation for the Relief of Suffering Limited (“the Parent Charitable Company”) and its subsidiaries (“the Group”) for the year ended 31st March 2023 which comprise the consolidated statement of financial activities, the consolidated and parent charity balance sheets, the consolidated cash flow statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Group’s and of the Parent Charitable Company’s affairs as at 31st March 2023 and of the Group’s incoming resources and application of resources, including its incoming resources 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 and the Parent Charitable Company in accordance with the ethical requirements 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 related to going concern

In auditing the financial statements, we have concluded that the Directors’ use 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 and parent charitable company’s ability to continue as a going concern for the period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the Director’s Report, other than the financial statements and our auditor’s report thereon. The other information comprises the Director’s Report. The Directors are responsible for the other information.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report (*continued*)

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 Directors' Report and the Strategic report prepared for the purposes of Company Law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic report and the Directors' Report, which are included in 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 misstatement in the Strategic report or the Trustee's 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 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 Directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement, 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 determines 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

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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:

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report (continued)

Auditor's responsibilities for the audit of the financial statements (Cont.)

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial report frameworks (UK Generally Accepted Accounting Practice, the Companies Act 2006) and the relevant tax compliance regulations in the jurisdiction in which the company operates;
- We enquired of management whether they were aware of any instances of non-compliance with laws and regulations, or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias;
- We tested significant transactions, in particular the evaluation of the business rationale for any which appear unusual or outside the company's normal course of business;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity;
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We have assessed these areas at group level and at component level where appropriate, we performed the component audit work ourselves as part of our audit of those entities;
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these.

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

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at:

<https://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.



LG Parkes FCA FCCA (Senior Statutory Auditor)
For and on behalf of The Rowleys Partnership Ltd
(Eligible to act as an auditor in terms of section 1212 of the Companies act 2006)
Statutory Auditors
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Date 4th September 2023

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

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

	Notes	Unrestricted Funds £	Restricted Funds £	2023 Funds £	Unrestricted funds £	Restricted funds £	2022 funds £
Income from:							
Donations and legacies	3	7,314,439	239,077	7,553,516	6,303,196	610,549	6,913,745
Investments	4	154,780	-	154,780	128,477	-	128,477
Other trading activities:							
- Shop income		3,649,457	-	3,649,457	3,049,710	-	3,049,710
- Lottery income		1,119,421	-	1,119,421	1,214,874	-	1,214,874
		<u>12,238,097</u>	<u>239,077</u>	<u>12,477,174</u>	<u>10,696,257</u>	<u>610,549</u>	<u>11,306,806</u>
Charitable activities							
Contribution by the National Health Service		3,294,566	-	3,294,566	3,072,109	-	3,072,109
Educational activities		584,430	-	584,430	424,859	-	424,859
		<u>16,117,093</u>	<u>239,077</u>	<u>16,356,170</u>	<u>14,193,225</u>	<u>610,549</u>	<u>14,803,774</u>
Expenditure on:							
Raising funds							
Shop expenditure		3,505,709	-	3,505,709	2,665,584	-	2,665,584
Lottery expenditure		525,819	-	525,819	525,959	-	525,959
Fundraising costs		514,293	-	514,293	742,733	-	742,733
Depreciation of leasehold shop properties		9,265	-	9,265	4,202	-	4,202
Investment management fees		28,238	-	28,238	32,091	-	32,091
		<u>4,583,324</u>	<u>-</u>	<u>4,583,324</u>	<u>3,970,569</u>	<u>-</u>	<u>3,970,569</u>
Charitable activities							
The Leicestershire and Rutland Hospice		11,895,577	224,539	12,120,116	9,982,057	1,017,053	10,999,110
		<u>16,478,901</u>	<u>224,539</u>	<u>16,703,440</u>	<u>13,952,626</u>	<u>1,017,053</u>	<u>14,969,679</u>
Total expenditure	5	<u>16,478,901</u>	<u>224,539</u>	<u>16,703,440</u>	<u>13,952,626</u>	<u>1,017,053</u>	<u>14,969,679</u>
(Loss)/Profit on investment assets	7	(535,614)	-	(535,614)	210,574	-	210,574
Net income		<u>(897,422)</u>	<u>14,538</u>	<u>(882,884)</u>	<u>451,173</u>	<u>(406,504)</u>	<u>44,669</u>
Total funds brought forward		<u>20,656,831</u>	<u>3,450,787</u>	<u>24,107,618</u>	<u>20,205,658</u>	<u>3,857,291</u>	<u>24,062,949</u>
Total funds carried forward		<u>19,790,299</u>	<u>3,465,325</u>	<u>23,224,734</u>	<u>20,656,831</u>	<u>3,450,787</u>	<u>24,017,618</u>

The statement of financial activities includes all gains and losses recognised in the year. All incoming resources and resources expended derive from continuing activities

The notes on pages 25 to 45 form part of these financial statements.

Consolidated summary Income and expenditure account

	2023 £	2022 £
Gross income of continuing operations	16,356,170	14,803,774
Total expenditure of continuing operations	(16,703,440)	(14,969,679)
Realised gains/(losses) on disposal of investment assets	(194,111)	(456,899)
Net income for the year	<u>(541,381)</u>	<u>(622,804)</u>

A detailed analysis of income by source is provided in the statement of financial activities. Detailed analysis of expenditure is provided in the statement of financial activities and in note 5.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

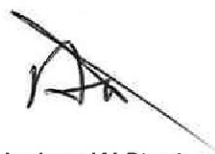
Consolidated balance sheet at 31 March 2023

<i>Company number 01298456</i>	Note	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Tangible assets	6		13,009,517		13,305,896
Investments	7		5,412,887		6,755,768
			<u>18,422,404</u>		<u>20,061,664</u>
Current assets					
Stocks	8	261,020		129,208	
Debtors	9	6,346,567		4,681,076	
Cash at bank and in hand		1,180,221		1,407,177	
		<u>7,787,808</u>		<u>6,217,461</u>	
Creditors: amounts falling due within one year	10	<u>(2,643,811)</u>		<u>(1,729,840)</u>	
Net current assets			5,143,997		4,487,621
Creditors: amounts falling due after more than one year	11		<u>(341,667)</u>		<u>(441,667)</u>
Net assets			<u>23,224,734</u>		<u>24,107,618</u>
Funds					
Restricted funds	14		3,465,325		3,450,787
Unrestricted funds:					
- Designated funds	15/16		2,651,764		3,082,476
- Other charitable funds	15		16,426,897		16,163,882
- Revaluation reserve	15		680,748		1,410,473
			<u>23,224,734</u>		<u>24,107,618</u>

The financial statements were approved by the members of the Board of Trustees on 4th September 2023 and signed on its behalf



Robin Graham-Brown
Chairman



Andrew W Stant
Honorary Treasurer

The notes on pages 25 to 45 form part of these financial statements.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Charity balance sheet at 31 March 2023

<i>Company number 01298456</i>	Note	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Tangible assets	6		12,776,093		13,070,220
Investments	7		5,412,892		6,755,773
			<u>18,188,985</u>		<u>19,825,993</u>
Current assets					
Debtors	9	6,737,423		5,004,336	
Cash at bank and in hand		1,100,873		1,103,597	
		<u>7,838,296</u>		<u>6,107,933</u>	
Creditors: amounts falling due within one year	10	(2,116,757)		(1,257,709)	
Net current assets			<u>5,721,539</u>		<u>4,850,224</u>
Creditors: amounts falling due after more than one year	11		(341,667)		(441,667)
			<u>23,568,857</u>		<u>24,234,550</u>
Net assets					
Funds					
Restricted funds	14		3,465,325		3,450,787
Unrestricted funds:					
- Designated funds	15/16		2,651,764		3,082,476
- Other charitable funds	15		16,771,020		16,290,814
- Revaluation reserve	15		680,748		1,410,473
			<u>23,568,857</u>		<u>24,234,550</u>

The financial statements were approved by the members of the Board of Trustees on ^{4th September} 2023 and signed on its behalf



Robin Graham-Brown
Chairman



Andrew W Stant
Honorary Treasurer

The notes on pages 25 to 45 form part of these financial statements.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Consolidated cash flow statement for the year ended 31 March 2023

	2023 £	2022 £
Net cash flow from operating activities	(687,550)	388,262
Net cash inflow from investing activities	67,193	(633,752)
	<hr/>	<hr/>
Change in cash and cash equivalents in the year	(620,357)	(245,490)
Cash and cash equivalents at the beginning of the year	1,855,724	2,101,214
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	1,235,367	1,855,724

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes to the cash flow statement for the year ended 31 March 2023

1 Cash flows from operating activities

	2023 £	2022 £
Net income per SOFA	(882,884)	44,669
loss/(gain) on investment	535,614	(210,574)
	<hr/>	<hr/>
Net incoming resources	(347,270)	(165,905)
Investment income	(154,780)	(128,477)
Depreciation	789,757	765,482
(Increase)/Decrease in stocks	(131,812)	(86,771)
(Increase)/Decrease in debtors	(1,665,491)	(778,824)
Loss/(Profit) on sale of assets	8,075	(632)
Increase/(Decrease) in creditors	813,971	783,389
	<hr/>	<hr/>
Net cash Inflow from operating activities	(687,550)	388,262
	<hr/>	<hr/>

2 Cash flow from investing activities

	2023 £	2022 £
Purchase of tangible fixed assets	(501,198)	(735,472)
Proceeds from sale of tangible fixed assets	(255)	5,332
Acquisition of listed investments	(961,938)	(1,073,418)
Proceeds of sale of listed investments	1,375,804	1,041,329
Interest received	154,780	128,477
	<hr/>	<hr/>
	67,193	(633,752)
	<hr/>	<hr/>

3 Analysis of changes in cash and cash equivalents

	At 1 April 2022 £	Cash flow £	At 31 March 2023 £
Cash at banks, building societies and in hand	1,407,177	(226,956)	1,180,221
Cash held as part of investment portfolio	448,547	(393,401)	55,146
	<hr/>	<hr/>	<hr/>
Total bank and cash holding	1,855,724	(620,357)	1,235,367
	<hr/>	<hr/>	<hr/>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2023

1 Legal status

The Organisation is a registered charity. The legal status is a company limited by guarantee.

2 Accounting policies

The following accounting policies have been used consistently in dealing with items considered material to the charitable group's affairs.

Basis of preparation

The financial statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value. The financial statements have been prepared in accordance with the Statement of Recommended Practice 2019. Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

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

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

In preparing these financial statements, the Directors have made the following judgements:

Tangible fixed assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

Trade debtors

At each reporting date, trade debtors are assessed by recoverability. If there is any evidence of impairment, the carrying amount of the debtor is reduced to its recoverable amount. The impairment loss is recognised immediately in the income statement.

Leases

Determine whether leases entered into by the group after as a lessor or a lessee are an operating lease or finance lease. These decisions depend on assessment of whether the risks and rewards of ownership have been transferred from the lessor to the lessee on a lease by lease basis.

Investments

The most critical estimates, assumptions and judgements relate to the determination of carrying value of investments at fair value through the Statement Of Financial Activities, the Group follows the International Private Equity and Venture Capital Valuation Guidelines applying the overriding concept that fair value is the amount for which an asset can be exchanged between knowledgeable willing parties in an arm's length transaction. The nature, facts and circumstances of the investment drives the valuation methodology.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2023 (*continued*)

2 Accounting policies (*continued*)

Basis of consolidation

The group financial statements consolidate the financial statements of Leicestershire and Rutland Organisation for the Relief of Suffering Limited and its subsidiaries up to 31 March 2023 on a line by line basis. A separate Statement of Financial Activities (SOFA) for the institution alone is not presented because the charity has taken advantage of the provisions of section 408 of the Companies Act 2006.

Fund accounting

Funds held by the charity are either:

Unrestricted general funds – these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds – these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

Restricted funds – these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Incoming resources

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

Voluntary income is accounted for when received. Incoming resources represents the amount receivable during the year in respect of donations and legacies.

Legacies are recognised when there is sufficient evidence to provide the necessary certainty that the legacy will be received and the legacy can be measured with sufficient reliability.

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally upon notification by our investment advisor of the dividend yield of the investment portfolio.

Shop income represents the amounts receivable for goods sold to customers and commission receivable on sale of donated goods. It is recognised at the point of sale for retail goods and on dispatch otherwise.

Lottery income represents the amount receivable in respect of lotteries and raffles held during the year and scratch cards sold. Lottery and raffle income is recognised at the point of draw and scratch card income is recognised on a cash basis. Amounts received for future lottery and raffle draws are reserved as income in advance.

Activities furthering charitable objects. Income under health authority and NHS contracts is recognised in the Statement of Financial Activities on a receivable basis.

Where income is received in advance of performance, its recognition is deferred and included in creditors until the contract is performed.

Cafe income represents the amounts receivable for food and beverages sold to customers. It is recognised at the point of sale.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2023 (*continued*)

2 Accounting policies (*continued*)

Resources expenses

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. It is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is allocated directly to charitable expenditure and costs of raising funds. Expenditure is classified under the following activity headings.

- Costs of raising funds include those costs incurred in raising voluntary income, and include the salaries, direct expenditure and overhead costs of the staff who promote fundraising, including events.
- Charitable activities expenditure relates to expenditure on objects of the charity and include direct costs and support costs associated to these activities.

Governance costs represent costs which relate to the general running of the charity including the strategy planning process that contribute to future development, and are included with charitable activities. Support costs have been allocated between fundraising and charitable activities, in proportion to the direct costs of each activity. Where direct allocation is not possible, costs are apportioned over the above headings based on the allocation of staff.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Pensions

The Trust makes payments to two defined contribution pension schemes on behalf of qualifying employees. One administered by the NHS Pensions Agency and a stakeholder scheme providing benefits for the employees additional to those from the state. Such contributions are charged in the Statement of Financial Activities when made. The contributions are invested separately from the Trust's assets.

Financial Agreement with the National Health Service

The agreement with the Clinical Commissioning Groups provides for, inter alia, a contribution by them towards the revenue expenditure arising from operating the Hospice, agreed annually prior to the commencement of each financial year.

In addition to the defined contribution pension scheme noted above, the charity contributes to the NHS Superannuation Scheme as a Direction Body. Under the rules of the NHS Superannuation Scheme, Direction Bodies pay employer's contributions to the Scheme, but are not employing authorities for the purposes of the scheme. The NHS Superannuation Scheme is a multi-employer defined benefit scheme, and the charity is unable to identify its share of the underlying assets and liabilities of the scheme, and accordingly sufficient information is not available to enable the charity to account for the scheme as a defined benefit scheme. The charity's contribution to the NHS Superannuation Scheme is therefore treated as defined contribution pension scheme payments. Details of the NHS Superannuation Scheme deficit can be obtained from the official documents website www.official-documents.gov.uk.

Government Grants

Government grants receivable in relation to job retention scheme and retail scheme are recognised as income over the periods necessary to match them with the related costs which they are intended to compensate, on a systematic basis. Government grants are shown separately as other income.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (*continued*)

2 Accounting policies (*continued*)

Tangible fixed assets

Tangible fixed assets are included at cost, and other than freehold land, are depreciated on a straight line basis at annual rates calculated to write off their cost over the terms of their useful lives as follows:

Freehold building	-	30 years
Short leasehold property	-	The unexpired period of each lease or such shorter period as is considered appropriate
Computers	-	5 years
Fixtures, furniture and equipment	-	5-10 years
Mini buses	-	5 years
Other motor vehicles	-	4 years

Additions costing less than £500 are written off in the year of purchase.

Freehold land is not depreciated.

Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase and other costs incurred in bringing stock to its present location and condition. Cost is calculated on a first-in first-out formula. Provision is made for damaged, obsolete and slow-moving stock where appropriate.

Debtors

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

Creditors

Short term creditors are measured at the transaction price. Other financial liabilities are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the net gains and losses arising on revaluation and disposals throughout the year. The charity does not acquire put options, derivatives or other complex financial instruments.

The main form of financial risk faced by the charity is that of volatility in equal markets and investment markets due to wider economic conditions, the attitude of investors to investment risk, and changes in sentiment concerning equities and within particular sectors or sub sectors.

Short term deposits represent investments in bank term deposits maturing within one year. Investments in subsidiary companies are stated at cost.

Realised gains and losses

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

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (continued)

2 Accounting policies (continued)

Cash and cash equivalents

Cash and cash equivalents include cash at bank and cash in hand as well as short term highly liquid investments with a short maturity (recognised within short term investments).

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.

Operating leases

Operating lease rentals are charged on a straight line basis over the lease term.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period until the date the rent is expected to be adjusted to the prevailing market rate.

Corporate tax

The charity is exempt from tax on income and gains falling within sections 466 to 493 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Volunteer contribution

Trustees and volunteers provide support to Leicestershire and Rutland Organisation for the Relief of Suffering Limited. It is not practical nor feasible to place a value on the time volunteered by these persons.

3 Donations and legacies

	2023 £	2022 £
Legacies	4,756,452	3,326,640
Covenanted donations and gift aid	131,421	136,003
Donations and gift under the Retail Gift Aid Scheme	1,072,353	790,719
Other donations, appeals and fund raising events	1,593,290	2,660,383
	<u>7,553,516</u>	<u>6,913,745</u>

In 2023, donations and legacies included £239,077 (2022 - £610,549) of restricted income. Included in restricted income is £NIL (2022 - £450,358) of COVID-19 grants distributed by Hospice UK on behalf of NHS England to support hospices during the pandemic.

In October 2010 LOROS Enterprises Ltd started acting as an agent selling goods on behalf of customers in return for a commission where the customer has registered for Gift Aid. This has the effect of reducing the turnover of LOROS Enterprise Limited but the income associated with such sales is recorded as a donation by The Leicestershire and Rutland Organisation for the Relief of Suffering Limited.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (*continued*)

4 Investments

	2023 £	2022 £
Bank and building society interest	7,979	5,257
Dividends and interest on investments	146,801	123,220
	<u>154,780</u>	<u>128,477</u>

In 2023, all income (2022 – all income) relating to investments was unrestricted.

5 Analysis of total group resources expended

	Depreciation 2023 £	Staff costs 2023 £	Other 2023 £	Total 2023 £	Total 2022 £
Cost of generating funds:					
Shop expenditure	62,439	1,756,833	1,686,437	3,505,709	2,665,582
Depreciation of shop leases	9,265	-	-	9,265	4,202
Lottery expenditure	1,391	228,926	295,502	525,819	525,959
Fundraising and publicity	64,174	230,872	219,247	514,293	742,733
Investment management fees	-	-	28,238	28,238	32,091
Charitable activities:					
Direct charitable expenditure					
Hospice	652,488	8,314,686	3,027,146	11,994,320	10,884,515
Governance costs	-	107,475	18,321	125,796	114,597
	<u>789,757</u>	<u>10,638,792</u>	<u>5,274,891</u>	<u>16,703,440</u>	<u>14,969,679</u>

Support costs of £234,721 (2022 - £183,678) have all been allocated to the Hospice.

Shop expenditure includes £ 580,648 (2022 - £524,830) in respect of operating leases for land and buildings. In 2023, other charitable activities included £224,539 (2022 - £888,837) of restricted expenditure.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (continued)

5 Analysis of total resources expended (continued)

Employees

The average number of full time equivalent employees

	2023	2022
Fundraising and administrative	37	33
Provision of care	203	198
Shops	65	58
Lottery company	7	9
	<u>312</u>	<u>298</u>

The number of employees

Fundraising and administrative	43	36
Provision of care	248	239
Shops	99	85
Lottery company	10	12
	<u>400</u>	<u>372</u>

Staff costs

	£	£
Wages and salaries	9,170,881	8,471,754
Social security costs	802,682	703,973
Pension costs	665,229	569,951
	<u>10,638,792</u>	<u>9,745,678</u>

Included within pension costs are payments to the NHS Superannuation Scheme, a defined benefit scheme. The employer's contribution to this scheme are treated as a defined contribution scheme as disclosed within the accounting policies. Employer's contributions to the scheme in the year amounted to £395,967 (2022 - £368,515), of this amount £NIL (2022 - £NIL) was outstanding at the year-end.

	2023	2022
The number of employees whose emoluments fell within the following bands was:		
In the banding £60,000 - £70,000	2	3
In the banding £70,000 - £80,000	1	1
In the banding £90,000 - £100,000	1	-
In the banding £100,000 - £110,000	-	1
	<u></u>	<u></u>

Auditor's remuneration

	£	£
The amount charged in the year to the group was:		
Statutory audit	30,190	23,613
Other	-	-
	<u></u>	<u></u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (continued)

6 Tangible fixed assets (continued)

Company	At 31 March 2022 £	Additions during the year £	Disposals during the year £	At 31 March 2023 £
<i>Cost</i>				
Leicestershire and Rutland Hospice:				
Freehold land	3,000,000	-	-	3,000,000
Freehold buildings	16,919,211	196,484	-	17,115,695
Motor vehicles	192,396	2,500	-	194,896
Fixtures, fittings and equipment	1,259,105	223,551	-	1,482,656
	<u>21,370,712</u>	<u>422,535</u>	<u>-</u>	<u>21,793,247</u>
Leasehold shop properties	42,202	9,265	-	51,467
Total cost	<u>21,412,914</u>	<u>431,800</u>	<u>-</u>	<u>21,844,714</u>
	At 31 March 2022 £	Provision in the Year £	Eliminated on disposals £	At 31 March 2023 £
<i>Depreciation</i>				
Leicestershire and Rutland Hospice:				
Freehold buildings	7,322,403	607,960	-	7,930,363
Motor vehicles	179,903	7,578	-	187,481
Fixtures, fittings and equipment	798,186	101,124	-	899,310
	<u>8,300,492</u>	<u>716,662</u>	<u>-</u>	<u>9,017,154</u>
Leasehold shop properties	42,202	9,265	-	51,467
Total depreciation	<u>8,342,694</u>	<u>725,927</u>	<u>-</u>	<u>9,068,621</u>
Net book value	<u>13,070,220</u>	<u>(294,127)</u>	<u>-</u>	<u>12,776,093</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (*continued*)

7 Fixed asset investment	2023	2022
Group and company	£	£
Investments		
Market value at 1 April 2022	6,307,221	6,064,558
Additions at cost	961,938	1,073,418
Disposals at proceeds	(1,375,804)	(1,041,330)
(Loss)/Profit on revaluation	(535,614)	210,575
	<hr/>	<hr/>
Market value at 31 March 2023	5,357,741	6,307,221
	<hr/>	<hr/>
Historical cost at 31 March 2023	4,200,981	4,423,160
	<hr/>	<hr/>
Historical cost at 1 April 2022	4,423,160	4,140,154
	<hr/>	<hr/>
<i>Investments comprise:</i>		
Listed investments in the UK	3,657,646	3,392,498
Listed investments outside the UK	1,180,103	2,409,731
Land and property held as investment	519,992	504,992
Cash and Settlements pending	55,146	448,547
	<hr/>	<hr/>
Total	5,412,887	6,755,768
	<hr/>	<hr/>
Group		
Quoted investments	4,837,749	5,802,229
Cash and settlements pending	55,146	448,547
Investment Property	519,992	504,992
	<hr/>	<hr/>
	5,412,887	6,755,768
	<hr/>	<hr/>
Company		
Quoted investments	4,837,749	5,802,229
Cash and settlements pending	55,146	448,547
Investment Property	519,992	504,992
Investments in subsidiary companies	5	5
	<hr/>	<hr/>
	5,412,892	6,755,773
	<hr/>	<hr/>

All investments are carried at their fair value.

Investment in equities and fixed interest securities are all traded in quoted public markets. Holdings in common investment funds, unit trusts and open ended investment companies are at the bid price. The basis at fair value for quoted investments is equivalent to the market value, using the bid price. Asset sales and purchases are recognised at the date of trade at cost (that is their transaction value).

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2023 *(continued)*

7 Fixed asset investment *(continued)*

The fair value of the properties within investments, has been determined by independent advisors and the Trustees have applied this valuation at 31st March 2023.

The significance of financial instruments to the ongoing financial sustainability of the Hospice is considered in the financial review and investment policy and performance sections of the Trustees' Annual Report, The main risk to the Hospice from financial instruments lies in the combination of uncertain investment markets and volatility in yield.

Liquidity risk is anticipated to be low as all assets are traded and the commitment to intervention by central banks and market regulators has continued to provide for orderly trading in the markets and so there ability to buy and sell quoted equities and stock is anticipated to continue. The Hospice's investments are mainly traded in markets with good liquidity and high trading volumes.

The Hospice has no material investment holdings in markets subject to exchange controls or trading restrictions. The Hospice does not make use of derivatives and similar complex financial instruments as it takes the View that investments are held for their longer term yield total return and historic studies of quoted financial instruments have shown that volatility in any particular 5 year period will normally be corroded.

No investments held represents more than 5% of the total portfolio valuation at the year end.

Investments in subsidiary companies

The charity owns the whole of the ordinary share capital of LOROS Enterprises Limited (2 ordinary shares of £1 each), LOROS Lotteries Limited (2 ordinary shares of £1 each) and LOROS Commercial Innovations Limited (1 ordinary share of £1). All are incorporated in Great Britain and registered in England and Wales and have been established to carry on trading activities on its behalf.

LOROS Enterprises Limited operates a chain of shops selling items donated from the public, giftware and cards.

LOROS Lotteries Limited operates a lottery for members of the public.

LOROS Commercial Innovations Limited operates external catering operations for members of the public.

All companies covenant any taxable profits to LOROS and also pay interest on any loans from LOROS.

LOROS Commercial Innovations Limited was incorporated on 16th December 2020 as the vehicle to acquire the business of Peppercorns Catering Limited, who ran Café's in Leicestershire.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (continued)

7 Fixed asset investment (continued)

A summary of their trading results is shown below

	LOROS Enterprises Limited £	LOROS Lotteries Limited £	LOROS Commercial Innovations Limited £	Total £
Company registered number	01944436	03179552	13084976	
Profit and loss account				
Turnover	3,272,867	1,119,421	356,112	4,748,400
Cost of sales	(225,561)	(226,303)	(166,851)	(618,715)
Gross profit	3,047,306	893,118	189,261	4,129,685
Administration expenses	(2,687,062)	(301,385)	(422,882)	(3,411,329)
Other Operating Income			20,338	20,338
Operating Profit/(Loss)	360,244	591,733	(213,283)	738,694
Interest received	1,551	1,867	-	3,418
Interest Payable			(4,804)	(4,804)
Profit before tax	361,795	593,600	(218,087)	737,308
Covenant to LOROS	(361,800)	(593,500)	-	(955,300)
Profit for the year	(5)	100	(218,087)	(217,992)

Upon consolidation an inter-company recharge of £653,892 (2022 - £478,092) relating to retail gift and management fee, charged by LOROS Enterprises Limited has been eliminated.

The aggregate amounts of the companies' assets, liabilities, share capital and reserves were:

	LOROS Enterprises Limited £	LOROS Lotteries Limited £	LOROS Commercial Innovations Limited £	Total £
Assets	656,679	261,610	152,978	1,071,277
Creditors: amounts fall due within one year	(656,627)	(261,489)	(496,301)	(1,414,427)
	52	121	(343,323)	(343,150)
Represented by share capital and reserves	52	121	(343,323)	(343,150)

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (continued)

8 Stocks	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Goods for resale	261,020	129,208	-	-
	<u>261,020</u>	<u>129,208</u>	<u>-</u>	<u>-</u>
9 Debtors	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Amounts due from subsidiary undertakings	-	-	629,943	540,014
Other debtors	6,231,824	4,504,771	5,992,793	4,288,017
Trade debtors	114,743	176,305	114,687	176,305
	<u>6,346,567</u>	<u>4,681,076</u>	<u>6,737,423</u>	<u>5,004,336</u>
	<u>8,346,567</u>	<u>4,681,076</u>	<u>6,737,423</u>	<u>5,004,336</u>
10 Creditors: amounts falling due within one year	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Bank loan (see note 12)	100,000	58,333	100,000	58,333
Payments in advance	355,988	441,990	169,965	266,403
Trade creditors	1,293,916	615,087	1,160,584	474,197
Taxation and social security	284,028	281,417	249,229	252,017
Other creditors and accruals	609,879	333,013	436,979	206,759
	<u>2,643,811</u>	<u>1,729,840</u>	<u>2,116,757</u>	<u>1,257,709</u>
	<u>2,643,811</u>	<u>1,729,840</u>	<u>2,116,757</u>	<u>1,257,709</u>
11 Creditors: amounts falling due after more than one year	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Bank loan (See note 12)	341,667	441,667	341,667	441,667
	<u>341,667</u>	<u>441,667</u>	<u>341,667</u>	<u>441,667</u>
	<u>341,667</u>	<u>441,667</u>	<u>341,667</u>	<u>441,667</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (continued)

12 Bank loan

An analysis of the maturity of the bank loan is given below:

	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Amounts falling due within one year or on demand	100,000	58,333	100,000	58,333
Amounts falling due between one and two years	100,000	100,000	100,000	100,000
Amounts falling due between two and five years	241,667	300,000	241,667	300,000
Amounts falling due in more than five years	-	41,667	-	41,667

13 Commitments

	Land and buildings 2023 £	Other 2023 £	Land and Buildings 2022 £	Other 2022 £
Group				
Operating leases which expire:				
Within one year	301,686	-	140,100	-
In the second to fifth years inclusive	379,435	-	521,825	-
Over five years	-	-	-	-
	681,121	-	661,925	-
Company				
Operating leases which expire:				
Within one year	301,686	-	140,100	-
In the second to fifth years inclusive	379,435	-	521,825	-
Over five years	-	-	-	-
	681,121	-	661,925	-

At the year end, the group had capital commitments in relation to the construction of land and buildings of £NIL (2022 - £NIL).

During the year total lease payments of £614,248 (2022 - £567,643) are recognised as an expense.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (continued)

14 Restricted funds				
	Balance at 31 March 2022 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2023 £
Group and company				
Capital building fund	3,215,786	-	(84,118)	3,131,668
Hospice	235,001	239,077	(140,421)	333,657
	<u>3,450,787</u>	<u>239,077</u>	<u>(224,539)</u>	<u>3,465,325</u>
	Balance at 31 March 2021 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2022 £
Group and company				
Capital building fund	3,299,904	-	(84,118)	3,215,786
Hospice	557,387	610,549	(932,935)	235,001
	<u>3,882,504</u>	<u>610,549</u>	<u>(1,017,053)</u>	<u>3,450,787</u>

The Capital building fund comprises capital raised in order to fund extensions to the hospice. The fund is represented by tangible fixed assets and the movement on the fund represents the depreciation charge.

The hospice fund was established in 1997 from donations in order to fund hospice equipment. Resources expended represent items purchased and depreciation charged on the fixed assets.

The trustees consider that the capital funds should continue to be treated as restricted, even after the completion of the buildings to which they relate.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (*continued*)

15 Unrestricted funds

Group	Balance at 31 March 2022 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2023 £
Other charitable funds	16,163,882	68,904	194,111	16,426,897
Designated funds (see note 16)	3,082,476	(430,712)	-	2,651,764
Revaluation reserve	1,410,473	(535,614)	(194,111)	680,748
	<u>20,656,831</u>	<u>(897,422)</u>	<u>-</u>	<u>19,759,409</u>
Group	Balance at 31 March 2021 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2022 £
Other charitable funds	15,035,790	671,193	456,899	16,163,882
Designated funds (see note 16)	3,513,071	(430,595)	-	3,082,476
Revaluation reserve	1,656,797	210,575	(456,899)	1,410,473
	<u>20,205,658</u>	<u>451,173</u>	<u>-</u>	<u>20,656,831</u>
Company	Balance at 31 March 2022 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2023 £
Other charitable funds	16,290,814	286,095	194,111	16,771,020
Designated funds (see note 16)	3,082,476	(430,712)	-	2,651,764
Revaluation reserve	1,410,473	(535,614)	(194,111)	680,748
	<u>20,783,763</u>	<u>(680,231)</u>	<u>-</u>	<u>20,103,532</u>
Company	Balance at 31 March 2021 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2022 £
Other charitable funds	14,910,557	923,358	456,899	16,290,814
Designated funds (see note 16)	3,513,071	(430,595)	-	3,082,476
Revaluation reserve	1,656,797	210,575	(456,899)	1,410,473
	<u>20,080,425</u>	<u>703,338</u>	<u>-</u>	<u>20,783,763</u>

Other charitable funds represent the free funds of the Charity which are not designated for particular purposes.

Revaluation reserve represents the cumulative unrealised gains on the increase in the market value of fixed asset investments. Upon disposal previously unrealised (gains)/losses are transferred to other charitable funds.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (continued)

16 Designated funds

Group and company

The funds of the charity include the following designated funds which has been set aside out of unrestricted funds by the trustees for a specific purpose.

	Balance at 31 March 2022 £	Utilised £	Transfers £	Balance at 31 March 2023 £
Capital building fund	3,082,476	(430,712)	-	2,651,764
	<hr/>	<hr/>	<hr/>	<hr/>
	Balance at 31 March 2021 £	Utilised £	Transfers £	Balance at 31 March 2022 £
Capital building fund	3,513,071	(430,595)	-	3,082,476
	<hr/>	<hr/>	<hr/>	<hr/>

The capital building funds relates to the construction of the new LOROS Professional Development Centre and the extension to the Day Therapy and Outpatients Centre.

17 Analysis of group net assets between funds

	Unrestricted funds £	Restricted Funds		Total Funds £
		Capital building fund £	Hospice £	
Fund balance as at 31 March 2023 are represented by:				
Tangible fixed assets	14,957,079	3,131,668	333,657	18,422,404
Current assets	7,787,808	-	-	7,787,808
Current liabilities	(2,985,478)	-	-	(2,985,478)
	<hr/>	<hr/>	<hr/>	<hr/>
Total net assets	19,759,409	3,131,668	333,657	23,224,734
	<hr/>	<hr/>	<hr/>	<hr/>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (continued)

17 Analysis of group net assets between funds (continued)

	Unrestricted funds £	Restricted funds Capital building fund £	Hospice £	Total Funds £
Fund balance as at 31 March 2022 are represented by:				
Tangible fixed assets	16,610,877	3,215,786	235,001	20,061,664
Current assets	6,217,461	-	-	6,217,461
Current liabilities	(2,171,507)	-	-	(2,171,507)
	<hr/>	<hr/>	<hr/>	<hr/>
Total net assets	20,656,831	3,215,786	235,001	24,107,618
	<hr/>	<hr/>	<hr/>	<hr/>

18 Related party transactions and trustees' expenses and remuneration

The Leicestershire & Rutland Organisation for the Relief of Suffering Limited wholly owns its subsidiary companies LOROS Lotteries Limited, LOROS Enterprises Limited and LOROS Commercial Innovations Limited. During the year LOROS Lotteries Ltd covenanted to the charity £ 593,500 (2022 - £761,825). During the year LOROS Enterprises Ltd covenanted to the charity £361,800 (2022 - £561,650). At the year end the amount due by LOROS Lotteries Ltd was £61,277 (2022 - £64,043), due from LOROS Enterprises Ltd was £366,698 (2022 - £293,307) and due from LOROS Commercial Innovations Ltd was £201,968 (2022 - £182,664).

During the year the charity made purchases of £62,177 (2022 - £43,286) from Berkeley Insurance Group. T Macted, a Trustee of the charity, is a director of the company. £Nil (2022 - £Nil) was due to them at the year end.

During the year the charity made purchases of £1,262 (2022 - £2,490) from Claire Henry Associates. C Henry, a Trustee of the charity, is a director of the company. £Nil (2022 - £Nil) was due to them at the year end.

The charity considers the key management personnel to comprise of the Trustees, The Chief Executive Officer, the Consultant in Palliative Medicine, the Director of Care Services, the Director of Strategy, the Director of Education and Workforce, the Director of Income Generation & Business Development, The Director of People and the Director of Finance. The total employee benefits of the key management personnel of the charity were £487,253 (2022 - £451,070).

The Trustees all give freely their time and expertise without any form of remuneration of other benefit in cash or kind (2022 - £Nil). Expenses paid to the Trustees in the year totalled £182 (2022 - £Nil).

Trustees indemnity insurance of £3,278 (2022 - £4,202) has been paid during the year.

19 Controlling entity

In the opinion of the trustees the entity has no controlling entity.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2023 (continued)

20 Financial instruments

The Group's financial instruments may be analysed as follows:

	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Financial Assets				
Financial assets that are measured at fair value through the SOFA	5,412,887	6,755,768	5,412,887	6,755,768
Financial assets that are debt instruments measured at amortised cost	6,064,566	4,189,366	5,829,458	4,394,938
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Financial liabilities				
Financial liabilities measured at amortised cost	1,903,795	948,100	1,597,563	680,956
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

Financial assets measured at fair value through the statement of financial activities comprise fixed asset investments in a trading portfolio of listed company shares.

Financial assets that are debt instruments are measured at amortised cost comprise trade debtors, other debtors, accrued income and amounts due from subsidiary undertakings.

Financial liabilities measured at amortised cost comprise trade creditors, other creditors and accruals.

On 29th October 2020, the company sold land it had been bequeathed near the village of Harby, Melton Mowbray, Leicestershire. The sale included an overage provision, whereby, for 30 years from and including the date of sale, the company is entitled to 30% of any proceeds in excess of the sale price of £215,000. Therefore, the company maintains a contingent asset in the land.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Detailed expenditure analysis for the year ended 31 March 2023

	2023 £	2022 £
Provision of Care		
The Leicestershire and Rutland Hospice:		
Salaries and related costs	9,106,418	8,307,744
Recruitment and training	88,325	46,250
Medical supplies	506,326	466,004
Insurance	54,589	56,927
Heat, light and water	174,408	109,023
Telephone and postage	60,213	61,724
Stationery and other office expenses	95,304	90,507
Travelling expenses	42,767	28,748
Food costs (net of non-patent takings)	123,708	97,649
Laundry	34,730	29,654
Maintenance	448,774	406,658
Chaplaincy	109,971	105,144
Counselling service	173,769	178,316
Sundries	30,674	20,222
Research expenditure	20,069	31,794
Seminars	66,602	44,606
RGA commission	17,167	12,693
Loss on disposal of fixed assets	-	1,131
	<u>11,153,814</u>	<u>10,094,794</u>
Depreciation	606,018	606,811
	<u>11,759,832</u>	<u>10,701,605</u>

The above information does not form part of the audited statutory accounts and is included solely for the information of the management.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Detailed expenditure analysis for the year ended 31 March 2023 (continued)

	2023 £	2022 £
Provision of Care (continued)		
Fundraising and Publicity		
Recruitment and training	5,668	2,476
Salaries and related costs	230,872	206,010
Telephone and postage	445	690
Stationery	-	418
Travelling expenses	4,480	2,748
Sundry expenses	3,127	4,111
General appeal and promotional expenses	205,527	474,431
Depreciation	64,174	51,850
	<u>514,293</u>	<u>742,734</u>
Support costs		
Recruitment and training	7,406	7,487
Salaries and related costs	59,708	53,278
Telephone and postage	323	499
Stationery	-	303
Other office expenses	2,264	2,977
Legal consultancy fee	62,678	42,014
Depreciation	46,470	37,547
Bad debts	-	200
Bank charges	55,639	38,605
	<u>234,488</u>	<u>182,910</u>
Governance costs		
Audit, accountancy and professional fees	15,043	14,005
Salaries and related costs	107,475	95,901
Trustees indemnity insurance	3,278	4,691
	<u>125,796</u>	<u>114,597</u>

The above information does not form part of the audited statutory accounts and is included solely for the information of the management.

LEICESTERSHIRE & RUTLAND ORGANISATION FOR THE RELIEF OF SUFFERING LIMITED

England & Wales - Charity number 506120

Accounts

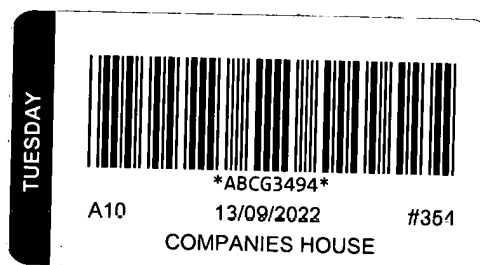
**Leicestershire & Rutland
Organisation for the Relief of
Suffering Limited - 31.03.22**

Report and Financial Statements

Year Ended

31 March 2022

Company Number 01298456



Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Report and financial statements for the year ended 31 March 2022

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Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report For the year ended 31 March 2022

The forty second Annual Report records a further year of the achievement of the aims of the charity.

The focus of all of the charity's activities is the patients, their families and carers. The continuance of the work is dependent upon the on-going voluntary support, year by year, from the local community. Without this, the present level and standard of care could not be maintained. This support is itself built upon the charity's reputation for providing high quality care.

REFERENCE AND ADMINISTRATIVE DETAILS

LOROS: The Leicestershire & Rutland Organisation for the Relief of Suffering Limited is a company limited by guarantee and registered as a charity under the Charities Act 1960.

Registered Charity Number:	506120
Registered Company:	Registered in England and Wales 01298456
Registered and Principal Office:	The Leicestershire & Rutland Hospice Groby Road Leicester LE3 9QE
Auditor:	The Rowleys Partnership Ltd Chartered Accountants Charnwood House Harcourt Way Leicester LE19 1WP
Bankers:	The Royal Bank of Scotland plc 5 Market Street Leicester LE1 6DN
Discretionary Investment Management:	Smith and Williamson 9 Colmore Row Birmingham B3 2BJ
Solicitors:	Knights plc 34 Pocklington Walk Leicester, LE1 6BU

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

Directors and Trustees

The members of the board who are trustees of the registered charity are also directors of the company under the terms of the Companies Act. (*Their details are set out below.*) They have no beneficial interest in the group or in the Charity. Throughout this report, they are collectively referred to as the directors.

Chairman:	Dr Robin Graham-Brown	Consultant Dermatologist
Vice-Chairman (& Honorary Treasurer):	Mr Andrew Stant	Chartered Accountant
Members:	Dr Nik Kotecha (Resigned 22 nd November 2021)	Company Director
	Mr Richard Brucciani	Company Chairman
	Mr Chris Greenwell	Lawyer
	Mrs Kate Bradley	HR Professional
	Mr Tim Maxted	Company Chairman
	Ms Louisa Poole	Chartered Accountant
	Mrs Becky O'Brien	NHS Director
	Mr Graham Smith	Retired Company Director
	Mr Chris Murray	Retired Businessman
	Mr Andrew Measom	Businessman
	Dr Richard Hurwood	Retired GP
	Dr Nakul Patel	Consultant Plastic Surgeon
	Mrs Claire Henry (appointed 22 nd November 2021)	Business Consultant
Chief Executive/ Company Secretary:	Mr John Knight (Resigned 11 th March 2022) Mr Robert Parkinson (Appointed 4 th April 2022)	
President:	Jennifer, Lady Gretton	Estate Owner

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 (continued)

OVERALL PURPOSE

The overall purpose, ethos and strategy for LOROS is articulated through its Vision, Mission and Values & Behaviours statements as follows:

VISION

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for them and their loved ones.

MISSION

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.



Our values and behaviours

- Professional**
Showing respect to patients and families, as well as members of our community, staff and volunteers.
- Focused**
On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.
- Collaborative**
Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.
- Compassionate**
Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.
- Trustworthy**
Be honest, reliable and consistent, showing respect and dignity in everything that we do.
- Accountable**
To our patients, their families, our community, staff, volunteers and external organisations/bodies.

loros.co.uk
Registered Charity No. 426129

LOROS
Hospice Care for Leicestershire, Leicestershire & Rutland

Being there for you
and your family

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

STRUCTURE, GOVERNANCE AND MANAGEMENT

- **Trustee Board Members**

The board is responsible for the overall governance of the Charity. *(The Chief Executive is responsible for the day-to-day management and for implementing policy.)*

The board numbers up to fifteen members. Members of the board are elected at the Annual General Meeting. A third of the membership has to retire each year. Retiring members may stand for re-election and may serve up to nine consecutive years. The board is able to identify the individual skills and experience that it needs to have represented in its membership in order to enable it properly to discharge its responsibilities. Candidates from the local community for election to the board may be proposed either by the board itself, by members of the LOROS Association or through open advert set against the skill set being sought. The directors are also able to appoint a person to the board in order to fill a vacancy.

Prior to election or appointment, a prospective board member meets with the Chairman, Chief Executive and with one or more senior trustees in order to be able to appreciate the nature of the role of being a trustee of LOROS, of being a director of the company and of the scope of the Charity's services and of its work together with information on the financial status of the company. There is an induction handbook and an induction programme for new trustees in order to enable them to contribute effectively as members of the board.

- **Liability of Members**

The Charity is a company limited by guarantee and is governed by its Memorandum and Articles of Association dated 14th February 1977. It has no share capital. The Memorandum of Association provides that every member whilst he/she is a member or within one year after he/she ceases to be a member is liable to contribute a sum not exceeding £1.05 in the event of the company being wound up.

- **Governance**

The board meets five times a year. Relevant matters (particularly the annual financial budget) are agreed by the board itself. The only formally delegated powers are to the Treasurer's Committee, which is authorised to instruct the "Discretionary Investment Managers", also open, and close bank accounts on behalf of the board.

A Retail Committee (which includes the Chief Executive, Director of Income Generation & Business Development and the Director of Finance) advises the board on retail matters and a Business Development Group advises on potential business opportunities although neither group has delegated authority.

There are also Education & Research, Clinical Governance (which embraces clinical audit) and Equality, Diversity and Inclusivity Committees. They report to the board via the Senior Leadership Team and the Chief Executive. Designated board members attend and Chair these meetings.

In 2017, the Board of Trustees formed the Income Generation and Marketing Standards Committee in response to the publication of the Etherington Report and Charity Commission guidance on fundraising practices across the charity sector. The sub-committee, chaired by a Trustee ensures the public's confidence that LOROS adheres to new guidance on income generation and that the hospice's fundraising activities are legal, ethical, transparent and do not place the charity's reputation at risk.

The board has also decided to approve one Trustee in particular to take an oversight on governance matters. This Trustee will work with the CEO to ensure any necessary responses are achieved against emerging legislation and to ensure all board members are aware of and act in alignment to their governance responsibilities.

The Trustees have regard to the matters set out in Section 172(1)(a) to (f) when performing their duty under S172 of the Companies Act.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

RISK MANAGEMENT

In the past year LOROS has significantly reviewed its approach to risk management. Whilst the overall risk register remains in place the responsibility for each individual risk has been devolved to a number of sub-committees where professional expertise exists to consider those risks. Each of these committees is chaired by a Trustee, this ensures they have a full and active awareness of risk within the organisation and that their programme of activity includes the maintenance and regular review of allocated risks. A new overall Risk Committee has been formed to ensure that the focussed work undertaken within each sub-committee is gathered together corporately and includes an assessment of LOROS' attitude towards risk more generally. Risk reviews include the identification of existing controls and of any additional ones considered to be necessary. The main financial risks relate to the on-going security of funding from the NHS, together with the ability to raise sufficient voluntary income and an adequate supply of donated items for sale through the shops. The main clinical risks relate to the safe and effective care of our patients (including vulnerable adults).

Detailed policies and procedures are in place to manage and to mitigate these risks. Insurance cover is maintained where it is considered appropriate.

In respect of financial risk the directors consider that the maintaining of LOROS' free and unrestricted reserves at the level set down, together with the regular review process, will provide sufficient resources to meet adverse conditions.

IMPACT

LOROS' aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Most of the patients referred have cancer but LOROS does also support patients with other terminal conditions. All patients are admitted aged eighteen years and upwards. LOROS is committed to providing a breadth of care which responds to the patients' physical, psychological, social and spiritual needs. *(This aim is consistent with the charity's Memorandum of Association.)*

It is accepted that the outcomes of palliative care can be difficult to quantify. It is abundantly clear, however, from the feedback received from patients and relatives and from the high reputation that LOROS enjoys for the quality of care provided, that the charity does make a significant impact.

LOROS makes a difference in:

- Providing highly effective specialist pain relief and symptom control, providing patients with a better quality of life. Care is provided within a holistic framework which embraces physical, emotional, spiritual and social care.
- Optimising the condition of patients. For many patients this will mean that they are able to return to home.
- Supporting patients to stay at home with high quality care and advice through the LOROS Community Nurse Specialists, the LOROS Day Therapy Service, medical clinics, doctor home visits and the LOROS Home Visiting Service.
- Enabling patients to have choices in their care through offering advance care planning, including where they are looked after when they die.
- Avoiding unwanted admissions to an NHS Acute hospital trust. This may be by supporting the patients at home or in the hospice, or a combination of both.
- Providing high quality professional support for patients, their families and carers when the patient is dying (and after the death of the patient).
- Improving the understanding and practice of palliative care through contributing to research and to the education and training of its own and other health and social care professionals.
- The provision of an increasing number of community-based services, such as bereavement hubs and wellbeing spaces.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 (continued)

The Charity's aims are achieved through several different, yet closely integrated, elements of specialist care.

Achievements in Provision of Care

These achievements may be quantified and the levels of activity this year are similar to last year in most areas.

- **Clinical Activity (which represents a key performance indicator).**

	2021/22	2020/21	2019/20
Referrals	2,080	1,878	2,959
Ward Admissions	548	521	713
Ward Length of Stay (Average)	15 Days	14 Days	13 days
Ward Occupancy (Average)	76%	63%	89%
Out-patient Attendances	2,829	3,217	3,843
Day Therapy Attendances	1,622	2,161	2,299
Counselling Assessments and Sessions	2,814	3,312	2,929
Lymphoedema Clinic Attendances	2,584	2,030	1,824
Community Nurse Specialist Contacts	See page 7	See Page 7	2,481
Complementary Therapy Contacts	927	510	2,595
Home Visiting visits	3,372	1,918	2,018

The Charity responds to requests from General Practitioners, specialist nurses and hospital Consultants for the admission of patients to LOROS' services. The board monitors the activity regularly in order to ensure both that the Charity's resources are being used effectively and that it is obtaining 'value for money' from the funds being spent on service provision.

With regard to the in-patient facility, apart from the number of in-patient episodes, the board monitors the occupancy and the average length of stay.

The following summaries set out the different service elements.

- **The Hospice In-patient Ward**

The in-patient facility is the cornerstone of the work and utilises the largest part of the financial resources. It has thirty-one beds (nineteen of which are in single patient rooms). The hospice team provides short-term specialist care for patients with complex problems (pain and symptom control) and care in the last days of life.

The number of in-patient admissions to the hospice at 548 was 5% up on the previous year and reflects the ongoing restrictions caused by the pandemic. The ward staff responds quickly to requests for the admission of a patient. Many will be admissions in response to a crisis. This reflects the increasing number of admissions that take place out of 'office' hours and at weekends (14% of all admissions in 2021/22). 23% of patients had a diagnosis other than cancer, including 4% with Motor Neurone Disease.

The dependency of patients admitted remains high. Patients are often very unwell and have complex needs. This results in high costs of care and high ratios of staff to patients. This can at times have an impact on admission figures.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

Achievements in Provision of Care (continued)

Impact of COVID-19

There is some ongoing impact from COVID-19 on care delivery at LOROS but in general services have returned to 'business as usual'.

- **Day Therapy**

Skilled nursing and a multi-professional team offer support for patients. This also enables a break for carers at home. Patients are offered various programmes including managing fatigue or breathlessness. The service runs on Tuesday to Friday.

Patients also have other services available to them during their visit such as medical consultations and input from the enablement team (physiotherapy and occupational therapy).

- **Care for those at home**

Significant resources are applied by the Charity to the supporting of patients and their carers' in the home. LOROS staff do all that they can to facilitate the return home of those patients who are able so to do. Key to this work are the:

- LOROS' Clinical Nurse Specialist (CNS) Team in the Community. (The team collaborates and coordinates with the NHS Community Nurse Specialist teams as part of the Integrated Specialist Palliative Care Team). Activity data for this service is now captured for the entire service and reported separately.
- LOROS' Enablement Team (of occupational therapists, physiotherapists and social workers) together with the LOROS discharge liaison nurses, facilitates the prompt discharge of patients. It is very important for patients, and for their carers, that if patients are able to return home they can do so without delay.
- LOROS' Compassionate Neighbours. LOROS provides a service of home visits by volunteers to patients so giving the carers important time to themselves. With this service patients have an alternative to attending LOROS Day Therapy.
- Out-patient Clinics/ doctor home visits. There are daily clinics for patients to see the medical team, either face to face or by telephone or video call as preferred. Those who need to be seen in person by a LOROS doctor, but are too unwell to attend clinic can be seen at home.
- Community advice line daily to support community nurse specialists and other community staff to help and advise on patient care at home.

- **Lymphoedema Treatment**

This service provides support for patients with Lymphoedema across Leicester, Leicestershire and Rutland. LOROS provides care for patients when the condition is related to a cancer diagnosis. Major improvements in the lives of patients are achieved.

At 2,584 contacts in 2021/22, activity was up 27% on the previous year.

- **Complementary Therapy**

Therapies are provided to patients whether attending as in-patients or as out-patients in Day Therapy. Activity in 2021/22 was up 81% on the year before, but not yet back to pre-pandemic levels.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

Achievements in Provision of Care (continued)

- **Counselling**

LOROS provides a number of different therapeutic interventions for both patients and carers, including bereavement counselling. It does not seek to provide long-term therapeutic support. The work is focussed on short term interventions, generally of no more than six sessions (or, by agreement, of up to twelve). The service also includes a children and young people's counsellor, who provides counselling for the children of patients accessing LOROS services.

The total number of sessions and assessments in 2021/22 at 2,814 was 15% down on the previous year.

- **Non-Cancer Care**

The board is mindful of the implications for LOROS of the wish to see palliative care extended to support other patient diagnostic groups. The amount of work which is not cancer-related is growing slowly with a desire to support those with the greatest need.

Non cancer patients most commonly seen are those with neurological conditions such as Motor Neurone Disease and patients with end stage organ failure.

The Lymphoedema Clinic contacts are currently split about 50/50, cancer and non-malignancy related, though the focus has now moved to cancer related lymphoedema in agreement with commissioners.

LOROS has developed a number of outpatient clinics specifically for non-cancer patients.

Work with non-cancer patients is often carried out in consultation with other specialist healthcare professionals.

LOROS secured external funding from the National Lottery to support a Young Person & Transition Key Worker for 3 years. The post holder commenced in August 2021. Their remit is to support young people transitioning to adult services from Rainbows Children's Hospice, to support patients accessing LOROS services between the ages of 18-30 and to support patients' relatives who fall in to this age group.

- **The Future**

There remain substantial financial pressures on the health and social care system locally in Leicester, Leicestershire and Rutland (LLR) and as a consequence on End of Life services. There can be no doubt that the COVID-19 pandemic will have long lasting consequences for society worldwide.

LOROS remains an integral member of a number of LLR system-wide groups whose aim is to improve End of Life & Palliative Care services for patients, carers and their families – LLR EOL&PC Task Force, Home First Collaborative Board.

LOROS has, by necessity redesigned its care services and also has responded creatively to the new challenges for income generation following the relaxation of post-Covid regulations. The Senior Leadership Team and Board of Trustees continue to meet regularly to ensure that we have a robust plan in place to develop and deliver services that are fit for the future and ensure decisions are taken in a timely and effective manner. The board have no plans to increase the number of inpatient beds, however 2018-19 saw the continued expansion of LOROS into the community. Whilst our community clinics were curtailed during COVID-19 restrictions, we remain passionate in our vision to further develop and expand our community services to meet the needs of patients and their carers.

LOROS continues to design and develop a 'well-being centre' which will bring information, advice, support and other non-clinical hospice services to a setting within a town outside of Leicester thus significantly increasing accessibility. We are planning to develop this alongside our expanding compassionate community's initiative and in partnership with another local charity within Leicester, Leicestershire and Rutland. If proven successful, our aim is to expand this offer to other areas.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

Achievements in Provision of Care (continued)

We are currently exploring the potential to provide a LOROS Overnight Roaming Responsive Service. We know from local patient and carer feedback that timely responsive support, particularly out of hours and overnight can make a real difference and can increase the likelihood of someone being cared for and dying in their preferred place, reduce the need to access emergency services and prevent inappropriate hospital admissions.

The 2020 Plan on a Page Impact Report and 2020-23 Strategy Progress Report captures the significant achievements we continued to make during the global pandemic.

Planning has now commenced to develop a new 3yr 2023-26 Strategy. It is our intention to work with all of our stakeholders and gain research-based feedback to develop the strategy and supporting workforce design/plan with the draft strategic outline to be shared with Trustees in February 2023.

The coming year continues to have a number of significant financial challenges; however, the Senior Leadership Team remain committed to work with, the wider staff and all volunteers to ensure that the future strategic vision is rigorously pursued and to make every effort to ensure that LOROS in responding to the changing needs of the communities of Leicester, Leicestershire and Rutland.

PUBLIC BENEFIT

- LOROS Care Services are available to the community as a whole in Leicester, Leicestershire and Rutland on the basis of "Clinical Need".
- LOROS does not provide Children's Services (apart from counselling support) which are available in other settings and LOROS' patients are aged eighteen years and upwards.
- LOROS services are provided without charge to the patients and families receiving the care.
- In-patients at the hospice would, if not with LOROS, have to be in another healthcare setting and most likely an NHS Acute Hospital Trust.
- Patients at home would in many cases, if not supported by LOROS, be in an NHS Acute Hospital or be drawing upon NHS resources in other ways.
- The directors consider that they have complied with their duties under section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charities Commission.

PATIENTS' ADVOCATE

LOROS makes a very significant contribution to the provision locally of palliative care. In the face of the local need the financial resources of the board are clearly limited. However, the Board (and the wider health community) recognises the very important role that LOROS plays in establishing and demonstrating quality and standards of care. In this way the impact and influence of the hospice extends well beyond those services provided directly by the charity.

LOROS has an active Patient and Carer participation group who support the organisation with quality assurance and ongoing service development.

EDUCATION & RESEARCH

LOROS is recognised by the Royal College of Physicians as a training centre for doctors undertaking Palliative Medicine and Internal Medicine and also by the Royal College of General Practitioners for GP training.

Hospital doctors and general practitioners wanting to improve their palliative skills can attend teaching sessions and spend time with staff at the hospice. All Leicester medical students attend LOROS during their training.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 (*continued*)

This experience raises standards of symptom control and enables hospice care to be adopted into other settings. Nurses and allied health professionals access our training which helps to extend the knowledge of palliative care across Leicester, Leicestershire and Rutland. Student nurses, paramedics and therapists complete placements on the in-patient unit, day-therapy unit and have opportunities to work with the Clinical Nurse Specialists. Courses are also provided for Social Services care workers thereby extending knowledge to residential homes and to care in the community.

Offering clinical placements continued to be a challenge during 2021/22 due to the pandemic and the measures put in place to ensure staff and patient safety, however our face to face teaching of medical students was able to continue and we supported 248 Medical Students and 164 FY1 junior doctors with training and placements.

The LOROS Education department (with the assistance of funding from the NHS) has developed a broad programme of education for the wider health and social care community, including study days, workshops, seminars, accredited programmes and lectures. Throughout the pandemic, most education was delivered virtually giving much greater reach. Delegate numbers, specifically those attending from Primary Care settings, and those working in care homes were significantly higher than in previous years. The total number of individuals we delivered sessions to was 1220. We supported the wider health and social care workforce through delivering extra sessions for specialist palliative care teams on verification of expected death and syringe drivers.

The education provided by LOROS has a significant impact upon the knowledge and skills of health and social care professionals and consequently therefore upon the care of patients. This is enhanced by collaboration with De Montfort University and the University of Leicester, for which we are the affiliated teaching hospice and working with other Universities in the Midlands to offer placements for pre-registration health students.

We are an accredited City & Guilds centre, with direct claims status for our palliative care programmes. We have achieved the Skills for Health Quality Mark which demonstrates to employers and students that we meet quality standards with our education delivery. We are also the accredited centre to deliver Sage & Thyme foundation level communication skills for Leicester, Leicestershire & Rutland.

The research team at LOROS paused work on a number of its studies due to difficulties with recruitment and in agreement with the NIHR. These mirrored decisions made by other research active hospices nationally. Work continued however on the flagship 'Thinking Ahead' study which explored experiences and decisions concerning the future and planning for deterioration and dying for patients and families from diverse ethnic backgrounds their experiences and decisions concerning.

Other research around three key themes also continued including research around Older People, Symptom Management and Personalised Care and Decision Making.

RELATIONSHIPS WITH OTHER BODIES

In co-ordinating patient services LOROS, as an "independent provider", works closely with other local health providers both within the statutory and voluntary sectors.

LOROS' NHS Grant Funding has been provided through three local Clinical Commissioning Groups. From 1st July 2022 this became the Leicester, Leicestershire and Rutland Integrated Care Board.

Whilst the NHS provides less than one third of the charity's annual revenue, LOROS does rely heavily upon the continuity of provision of the NHS income (whether by grant or through some other form of agreement) and any reduction in this funding would have a direct impact upon the level of service provision.

The Charity continues to be closely involved with the local NHS Trusts in the provision and development of palliative care.

LOROS as a voluntary hospice is able to access grants which otherwise would not be available within Leicestershire and Rutland. These funds have been used to support service developments within the local community.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 (*continued*)

LOROS has a commitment to research and has research and clinical links with the University of Leicester, De Montfort University and with the University Hospitals of Leicester NHS Trust (UHL). LOROS is the Affiliated Teaching Hospice of Leicester University.

The charity has working relationships with a number of NHS bodies in the East Midlands, for example the Local Education and Training Board. Through its ambition to become a Centre of Excellence, it has also begun to engage more closely with other relevant partners, such as the Academic Health Science Network.

• **Care Quality Commission (CQC)**

The CQC did not carry out a formal inspection of LOROS and its services during 2021-22, however, engagement meetings have been held with the CQC Inspector for the Midlands Region, which has enabled the sharing of information and provision of assurance.

Due to the Coronavirus pandemic the CQC paused routine inspections and are using the Transitional Monitoring Approach (TMA) to monitor services. The TMA focuses on safety, how effectively a service is led and how easily people can access the service.

The TMA includes:

- a strengthened approach to monitoring, based on specific existing key lines of enquiry (KLOEs), so the CQC can continually monitor risk in a service
- using technology and local relationships to have better direct contact with people who are using services, their families and staff in services
- targeting inspection activity where they have concerns

The TMA is not an inspection, therefore services are not rated. LOROS had a TMA online conversation with our inspector in February 2021.

• **Department of Health**

Quality Accounts were introduced as a result of the NHS (Quality Accounts) Regulations 2010, having been set out in the Health Act 2009. They are a new form of annual report to the public about the quality of services provided and quality initiatives planned. LOROS' Quality Account for 2019/20 can be viewed on the website www.loros.co.uk.

FINANCIAL REVIEW

The charity is in a sound financial position despite the difficult situation in the general economy and the effects of the pandemic.

The directors are careful about taking on commitments that may not be sustainable in the medium term. The directors seek to balance carefully the demonstration of financial prudence with a need to maximise patient benefits in the short-term by spending the monies donated for patient care. They are also of the view that the cash resources held by the charity enable it to respond effectively and flexibly to external change and to opportunities.

Budgets are set at the beginning of each financial year. Expenditure is prioritised and monitored in order to optimise the overall benefits for patients.

A surplus of £44,669 (2021: £798,724) was recorded in the financial year.

It is important to note that the COVID pandemic has caused the senior team and Trustees to make some significant decisions that have helped to safeguard the future of the charity and ensure it remains a strong going concern. A financial review took place in 2020 which resulted in a round of redundancies to reduce overheads, a successful cost efficiencies programme was undertaken.

EMPLOYEE AND VOLUNTEER ENGAGEMENT

LOROS has extensive processes and systems in place to engage with our staff. We have staff internet pages which are regularly updated with the latest information and communications, through the monthly Pin Board, where communications of the previous 12 months are also available. The staff engagement initiatives called CREATE

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

2020 led to the implementation of a series of actions to ensure staff and volunteers continue to be valued and at the heart of everything we do. The impact of the CREATE 2020 work was followed up in a staff survey in 2021, gathering engagement and feedback from staff on a wide variety of topics including engagement. This latest staff survey led to a series of follow ups at a team and department level to both ensure initiatives were embedded at a local level and also that feedback themes were well understood and escalated to an appropriate level for action.

Following suspension of most volunteering during COVID, as of May 2022, all volunteering opportunities are reopened and thus a Volunteer survey was launched on 01 July 2022 to engage with and gather feedback from Volunteers. The results will be reviewed in August, shared to all volunteers and taken to both Volunteer Steering Group and Volunteer Voices for the creation of strategies to act on the results.

In addition, LOROS has a Volunteer's Voice programme which meets quarterly to engage on a formal basis between senior management and volunteers representing many areas of volunteering at the Hospice. Informal engagement also takes place monthly via a Zoom call led by the Chief Executive, which garners a representative audience from many corners of volunteering at LOROS. We also have a Patients and Carers Participation Group that regularly seeks the views of those who access our services. We ensure that actions following recommendations are fed back to the groups.

During the COVID-19 pandemic outbreak, we strengthened our staff and volunteer engagement by having regular online forums and these continue to date.

COST OF PROVISION OF CARE (Activities in furtherance of the objects of the charity.)

- **Charitable Activities**

The cost of charitable activities at £10.999 million (2021: £10.959 million) was up 0.04% on the previous year.

INCOMING RESOURCES

Section 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities. Although LOROS does not undertake widespread fundraising from the general public, certainly outside of Leicester, Leicestershire and Rutland, the legislation defines fund raising as 'soliciting or otherwise procuring money or other property for charitable purposes.' Such amounts receivable are presented in our accounts as 'voluntary income' and include legacies and grants.

In relation to the above, we confirm that all solicitations are managed internally. The day to day management of all income generation is delegated to the executive team, who are accountable to the trustees.

The charity is not bound by any undertaking to be bound by any regulatory scheme but is mindful of and adheres to the Fundraising Regulators Code of Practice, Charity Commission Guidelines and Regulations and Data Management enforced by the Information Commissioners' Office.

The charity has a 'Safeguarding Policy' which serves to protect not only our own staff but also those people deemed to be vulnerable with whom LOROS may come in to contact through fundraising activities including Lottery doorstep collections, service in our shops and contact at or through fundraising events. Unreasonable intrusion, persistent approaches and undue pressure are not acceptable.

- **National Health Service (NHS)**

30% of current unrestricted charitable expenditure was covered by grants from the NHS from various sources of funds, 5% less than the previous year and reflects the requirement to restrict expenditure relating to the NHS England funding noted below. The overall amount received from the NHS of £3.072 million (2021: £2.84m) was 8% more than last year.

In addition, NHS England 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, Omicron outbreak. The income and associated spend are disclosed as restricted.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 (*continued*)

- **Donations, legacies and similar incoming resources**

Apart from the NHS monies the Charity relied upon the continued generosity of the people and organisations of Leicester, Leicestershire and Rutland. The income received in the year was £6.914m (2021: £6.602m), 5% more than last year.

- **Fundraising**

There is a sustainable programme of fundraising in a very competitive environment. The board values highly the substantial amount that is raised each year from the local community by way of voluntary income.

LOROS has a wide portfolio of fundraising activities to generate voluntary donations towards our core work. Our fundraising is employee and volunteer led, we do not employ the services of external agencies.

We are committed to building trust with our supporters, which is why we are members of the Fundraising Regulator, Hospice Lottery Association, Charity Retail Safeguarding Scheme and have individual memberships with the Institute of Fundraising and Third Sector.

Our Income Generation and Marketing Standards Committee meet twice a year to promote public, donor, board, staff and volunteer's confidence in the income generation and marketing practices at LOROS, ensuring ethical practices by all teams responsible for Income Generation & Marketing.

During the financial year 2021-2022 we received no complaints relating to our fundraising activity. Three complaints were received in relation to our subsidiaries.

Trading Company – (LOROS Enterprises Limited - a wholly-owned subsidiary of the charity.)

The largest part of the trading company's turnover relates to the shops of which there are twenty-nine.

The overall reported profit contribution of £987,454 was 385% up on the previous year as our shops were legally allowed to re-open on 12th April 2021 following closure due to the pandemic.

In October 2010, a scheme to enable gift aid to be claimed on some donations through the charity was launched. This has proved to be successful and generated an additional amount through the charity which to some extent compensated for the loss of profit through LOROS Enterprises Ltd. In 2021/22, this retail gift aid related income amounted to £634,699, which was £490,458 more than the £144,241 achieved in 2020/21, showing the recovery from the effects of the pandemic is on track.

The shops depend upon local support both for the supplies of good quality donated items, from which the shops derive nearly all of their profits, and for sufficient numbers of volunteer helpers.

LOROS Lottery (through LOROS Lotteries Limited – a wholly-owned subsidiary of the charity).

The LOROS Lottery had another successful year and, despite the challenges in the economy, generated a profit of £688,915 (2021: £791,196), 13% down on the previous year.

LOROS Commercial Innovations Limited – a wholly owned subsidiary of the charity

The company was incorporated on 16th December 2020 as a vehicle for the charity's purchase of the business and assets of Peppercorns Catering Limited. The company operates the commercial catering business for the charity. The first 15 months trading are consolidated in these accounts for the first time. Trading was difficult as the economy emerged from the pandemic and a loss was recorded of £125,236.

- **Legacies**

Apart from the statutory funding, legacies are usually the charity's largest single source of income but the level each year can fluctuate significantly. This year legacy income of £3,326,640 represented 48% of LOROS' total voluntary income (compared with 16% in 2020/21, 44% in 2019/20, 46% in 2018/19 and 52% in 2017/18).

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 (continued)

The amount of legacy income accounted for can make a very great difference to the overall results. Legacy income is not predictable but it has been the surpluses provided by legacies that has enabled the charity to build up and to maintain the reserves at the required levels and to undertake capital projects. Because of the potential for significant fluctuations the board is circumspect in the degree to which, in any one year, it relies upon legacy income in order to fund the on-going revenue expenditure.

• **Volunteers**

In addition to the income evaluated in the statement of financial activities, the charity is dependent upon the support of approximately 1,300 regular volunteers. Volunteer activities span the whole range of functions from fundraising to service provision. The directors are of the opinion that it would be impractical to attempt to quantify the value of work done by volunteers.

• **Investments**

Investment performance was excellent during the year with an unrealised valuation surplus of £210,574 (2021: £1,284,363).

RESERVES POLICY

The directors' current policy is to hold the equivalent of six months' current expenditure as free reserves in readily realisable form. This policy requires that free and unrestricted reserves are maintained at a level that would ensure that LOROS' core activities could be maintained in the short to medium term during periods of adverse financial conditions.

This cover is required in order to provide for:

- adequate working capital
- unforeseen expenditure
- streams of income or expenditure being different from that budgeted
- growth in demand for care services
- replacement of tangible assets

This policy is reviewed not less than annually in order to ensure that the reserve target is appropriate.

The board considers carefully the Charity's commitments, taking into account the risks inherent in these commitments and in its activities generally. It monitors, on an on-going basis, the fund balances available relative to its financial plans and to the meeting of its objectives in both the medium and longer term. The current level of reserves is in excess of the policy but is deemed to be appropriate in view of the exceptionally high current level of uncertainty with regard to future NHS funding combined with the general economic outlook affecting voluntary income.

• **Reserves Cover**

Based upon the expenditure for 2021/22 the minimum free reserve requirement was £5.5 million. At the end of the year free reserves, equivalent in this case to the net current assets of the Charity, stood at £4.5 million. The reserves had been built up to cover the hospice site development from 2016 to 2018, which has resulted in £4million of reserves being designated for this purpose in 2015/16.

As at 31st March 2022, the level of reserves was as follows: -

Unrestricted Funds	£17,574,355 (2021: £16,692,587)
Restricted Funds	£3,450,787 (2021: £3,857,291)
Designated Funds	£3,082,476 (2021: £3,513,071)

• **Investment Policy**

As part of its on-going risk and reserves assessment the Charity has appointed Smith and Williamson of Birmingham to provide "discretionary investment management". At the end of the year the funds invested were

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 (continued)

valued at £6.3 million (2021: £6.1m), up 3% on last year, reflecting the recovery in global stock prices since the start of the pandemic. In addition to this, through gifts in wills during the 2019/20 and 2021/22 year, the charity owns property with a book value of £505,000, from which it is earning rental income.

The board has an agreed statement of investment principles. The aim is to produce a net return, year-on-year, better than the holding of cash. There is also:

- a Treasurer's Committee which regularly reviews performance
- an ethical investment policy (which is to avoid the tobacco industry)

The directors keep under review the diversification of the funds held by way of reserves.

SUMMARY

Despite the significant issues in the UK economy over the last year and the unanticipated impact of the COVID 19 Pandemic LOROS has largely been able to sustain its range and level of clinical activities which provide such excellent and valued care and support for patients and family members across Leicester, Leicestershire and Rutland. The overall financial position is being monitored very carefully and will remain a key focus in all that can be achieved going forwards in such a volatile time.

Thanks must be expressed to the people and organisations of Leicester, Leicestershire and Rutland who have enabled LOROS to achieve so much and who have contributed to the raising of a huge amount of voluntary income in the year. It is the partnership between LOROS, the NHS and the wider community that has over the years enabled the aims of LOROS to be realised.

Year by year the Charity has relied upon increases in voluntary support well above inflation as the annual percentage increases in the NHS grant have failed to keep pace with inflation. In most cases the cost of service developments has had to be met from new voluntary income.


None of what has been set out could have been achieved without the hard work and dedication of LOROS' skilled staff and volunteers. The board thanks all of the staff and volunteers for their commitment to the work of the Charity.


The directors are confident that LOROS has an important and continuing place as a provider of high quality care, as an upholder of the ethos and values to which it has always held and as an advocate for patients and their families.

Provision of information to auditor

Each of the persons who are directors at the time when this Directors' Report is approved has confirmed that:

- so far as that director is aware, there is no relevant audit information of which the charity's auditor is unaware; and
- that director has taken all the steps that ought to have been taken as a director in order to be aware of any information needed by the charity's auditor in connection with preparing their report and to establish that the charity's auditor is aware of that information.


signed on 25/08/2022, 11:20:01 BST
ROBIN GRAHAM-BROWN
Chairman,
Board of Trustees, LOROS


signed on 25/08/2022, 11:39:07 BST
ANDREW STANT
Vice-Chairman (& Honorary Treasurer)
Board of Trustees, LOROS

25/08/2022

2022

25/08/2022

2022

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Statement of trustees' responsibilities

The Trustees (Who are Directors of LOROS for the purposes of company law) are responsible for preparing the Director's annual report and the financial statements in accordance with applicable law and United Kingdom Accounting standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Director's to prepare financial statements for each financial year. Under company law the Directors' must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and parent charity and of the incoming resources and application of resources, including its income and expenditure of the group for that period. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

In so far as the Directors are aware

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and establish that the auditor is aware of that information

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report

Opinion

We have audited the financial statements of The Leicestershire & Rutland Organisation for the Relief of Suffering Limited ("the Parent Charitable Company") and its subsidiaries ("the Group") for the year ended 31st March 2022 which comprise the consolidated statement of financial activities, the consolidated and parent charity balance sheets, the consolidated cash flow statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Group's and of the Parent Charitable Company's affairs as at 31st March 2022 and of the Group's incoming resources and application of resources, including its incoming resources 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 and the Parent Charitable Company in accordance with the ethical requirements 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 related to going concern

In auditing the financial statements, we have concluded that the Directors' use 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 and parent charitable company's ability to continue as a going concern for the period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the Director's Report, other than the financial statements and our auditor's report thereon. The other information comprises the Director's Report. The Directors are responsible for the other information.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report (continued)

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 Directors' Report and the Strategic report prepared for the purposes of Company Law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic report and the Directors' Report, which are included in 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 misstatement in the Strategic report or the Trustee's 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 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 Directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement, 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 determines 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

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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:

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report (*continued*)

Auditor's responsibilities for the audit of the financial statements (Cont.)

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial report frameworks (UK Generally Accepted Accounting Practice, the Companies Act 2006) and the relevant tax compliance regulations in the jurisdiction in which the company operates;
- We enquired of management whether they were aware of any instances of non-compliance with laws and regulations, or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias;
- We tested significant transactions, in particular the evaluation of the business rationale for any which appear unusual or outside the company's normal course of business;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity;
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We have assessed these areas at group level and at component level where appropriate, we performed the component audit work ourselves as part of our audit of those entities;
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these.

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

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at:
<https://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.

Lisa G Parkes

signed on 25/08/2022, 15:14:34 BST

LG Parkes ACA FCCA (Senior Statutory Auditor)
For and on behalf of The Rowleys Partnership Ltd
(Eligible to act as an auditor in terms of section 1212 of the Companies act 2006)
Statutory Auditors
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Date 25/08/2022

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Consolidated statement of financial activities for the year ended 31 March 2022

	Notes	Unrestricted Funds £	Restricted Funds £	2022 Funds £	Unrestricted funds £	Restricted funds £	2021 funds £
Income from:							
Donations and legacies	3	6,303,196	610,549	6,913,745	3,766,460	2,835,136	6,601,596
Investments	4	128,477	-	128,477	111,956	-	111,956
Other trading activities:							
- Shop income		3,049,710	-	3,049,710	2,059,871	-	2,059,871
- Lottery income		1,214,874	-	1,214,874	1,356,713	-	1,356,713
		10,696,257	610,549	11,306,806	7,295,000	2,835,136	10,130,136
Charitable activities							
Contribution by the National Health Service		3,072,109	-	3,072,109	2,838,729	-	2,838,729
Educational activities		424,859	-	424,859	560,271	-	560,271
Total income		14,193,225	610,549	14,803,774	10,694,000	2,835,136	13,529,136
Expenditure on:							
Raising funds		2,665,584	-	2,665,584	2,042,236	-	2,042,236
Shop expenditure		525,959	-	525,959	565,517	-	565,517
Lottery expenditure		742,733	-	742,733	417,032	-	417,032
Fundraising costs		4,202	-	4,202	8,721	-	8,721
Depreciation of leasehold shop properties		32,091	-	32,091	22,528	-	22,528
Investment management fees							
Charitable activities		3,970,569	-	3,970,569	3,056,034	-	3,056,034
The Leicestershire and Rutland Hospice		9,982,057	1,017,053	10,999,110	8,098,392	2,860,349	10,958,741
Total expenditure	5	13,952,626	1,017,053	14,969,679	11,154,426	2,860,349	14,014,775
Profit on investment assets	7	210,574	-	210,574	1,284,363	-	1,284,363
Net income		451,173	(406,504)	44,669	823,397	(25,213)	798,724
Total funds brought forward		20,205,658	3,857,291	24,062,949	19,381,721	3,882,504	23,264,225
Total funds carried forward		20,656,831	3,450,787	24,107,618	20,205,658	3,857,291	24,062,949

The statement of financial activities includes all gains and losses recognised in the year.
All incoming resources and resources expended derive from continuing activities

The notes on pages 25 to 45 form part of these financial statements.

Consolidated summary Income and expenditure account

	2022 £	2021 £
Gross income of continuing operations	14,803,774	13,529,136
Total expenditure of continuing operations	(14,969,679)	(14,014,775)
Realised gains/(losses) on disposal of investment assets	(456,899)	(247,266)
Net income for the year	(622,804)	(732,905)

A detailed analysis of income by source is provided in the statement of financial activities. Detailed analysis of expenditure is provided in the statement of financial activities and in note 5.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Consolidated balance sheet at 31 March 2022

Company number 01298456	Note	2022	2022	2021	2021
		£	£	£	£
Fixed assets					
Tangible assets	6		13,305,896		13,340,606
Investments	7		6,755,768		6,247,678
			<hr/>		<hr/>
			20,061,664		19,588,284
Current assets					
Stocks	8	129,208		42,437	
Debtors	9	4,681,076		3,902,252	
Cash at bank and in hand		1,407,177		1,918,094	
			<hr/>	<hr/>	
		6,217,461		5,862,783	
Creditors: amounts falling due within one year	10	(1,729,840)		(1,388,118)	
			<hr/>	<hr/>	
Net current assets			4,487,621		4,474,665
Creditors: amounts falling due after more than one year	11		(441,667)		-
			<hr/>	<hr/>	
Net assets			24,107,618		24,062,949
			<hr/>	<hr/>	
Funds					
Restricted funds	14		3,450,787		3,857,291
Unrestricted funds:					
- Designated funds	15/16		3,082,476		3,513,071
- Other charitable funds	15		16,163,882		15,035,790
- Revaluation reserve	15		1,410,473		1,656,797
			<hr/>	<hr/>	
			24,107,618		24,062,949
			<hr/>	<hr/>	

25/08/2022

The financial statements were approved by the members of the Board of Trustees on
on its behalf

and signed



signed on 25/08/2022, 11:20:01 BST

Robin Graham-Brown
Chairman

A W Stant

signed on 25/08/2022, 11:39:07 BST

Andrew W Stant
Honorary Treasurer

The notes on pages 25 to 45 form part of these financial statements.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Charity balance sheet at 31 March 2022

Company number 01298456	Note	2022	2022	2021	2021
		£	£	£	£
Fixed assets					
Tangible assets	6		13,070,220		13,248,050
Investments	7		6,755,773		6,247,682
			19,825,993		19,945,732
Current assets					
Debtors	9	5,004,336		3,976,971	
Cash at bank and in hand		1,103,597		1,479,324	
			6,107,933	5,456,295	
Creditors: amounts falling due within one year	10	(1,257,709)		(1,014,311)	
Net current assets			4,850,224		4,441,984
Creditors: amounts falling due after more than one year	11		(441,667)		-
Net assets			24,234,550		23,937,716
Funds					
Restricted funds	14		3,450,787		3,857,291
Unrestricted funds:					
- Designated funds	15/16		3,082,476		3,513,071
- Other charitable funds	15		16,290,814		14,910,557
- Revaluation reserve	15		1,410,473		1,656,797
			24,234,550		23,937,716

25/08/2022

The financial statements were approved by the members of the Board of Trustees on
on its behalf

and signed



signed on 25/08/2022, 11:20:01 BST
Robin Graham-Brown
Chairman



signed on 25/08/2022, 11:39:07 BST
Andrew W Stant
Honorary Treasurer

The notes on pages 25 to 45 form part of these financial statements.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Consolidated cash flow statement for the year ended 31 March 2022

	2022 £	2021 £
Net cash flow from operating activities	388,262	463,994
Net cash inflow from investing activities	(633,752)	213,695
	<hr/>	<hr/>
Change in cash and cash equivalents in the year	(245,490)	677,689
Cash and cash equivalents at the beginning of the year	2,101,214	1,423,525
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	1,855,724	2,101,214

The notes on page 25 to 45 form part of these financial statements.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes to the cash flow statement for the year ended 31 March 2022

1 Cash flows from operating activities

	2022 £	2021 £
Net income per SOFA	44,669	798,724
(Gain)/LOSS on investment	(210,574)	(1,284,363)
Net incoming resources	(165,905)	(485,639)
Investment income	(128,477)	(111,956)
Depreciation	765,482	756,901
(Increase)/Decrease in stocks	(86,771)	41,914
(Increase)/Decrease in debtors	(778,824)	1,100,510
(Profit) on sale of assets	(632)	-
Increase/(Decrease) in creditors	783,389	(837,736)
Net cash Inflow from operating activities	388,262	463,994

2 Cash flow from investing activities

	2022 £	2021 £
Purchase of tangible fixed assets	(735,472)	(94,207)
Proceeds from sale of tangible fixed assets	5,332	1,250
Acquisition of listed investments	(1,073,418)	(965,144)
Proceeds of sale of listed investments	1,041,329	1,159,840
Interest received	128,477	111,956
	(633,752)	213,695

3 Analysis of changes in cash and cash equivalents

	At 1 April 2021 £	Cash flow £	At 31 March 2022 £
Cash at banks, building societies and in hand	1,918,094	(510,917)	1,407,177
Cash held as part of investment portfolio	183,120	265,427	448,547
Total bank and cash holding	2,101,214	(245,490)	1,855,724

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022

1 Legal status

The Organisation is a registered charity. The legal status is a company limited by guarantee.

2 Accounting policies

The following accounting policies have been used consistently in dealing with items considered material to the charitable group's affairs.

Basis of preparation

The financial statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value. The financial statements have been prepared in accordance with the Statement of Recommended Practice 2019. Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

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

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

In preparing these financial statements, the Directors have made the following judgements:

Tangible fixed assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

Trade debtors

At each reporting date, trade debtors are assessed by recoverability. If there is any evidence of impairment, the carrying amount of the debtor is reduced to its recoverable amount. The impairment loss is recognised immediately in the income statement.

Leases

Determine whether leases entered into by the group after as a lessor or a lessee are an operating lease or finance lease. These decisions depend on assessment of whether the risks and rewards of ownership have been transferred from the lessor to the lessee on a lease by lease basis.

Investments

The most critical estimates, assumptions and judgements relate to the determination of carrying value of investments at fair value through the Statement Of Financial Activities, the Group follows the International Private Equity and Venture Capital Valuation Guidelines applying the overriding concept that fair value is the amount for which an asset can be exchanged between knowledgeable willing parties in an arm's length transaction. The nature, facts and circumstances of the investment drives the valuation methodology.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 *(continued)*

2 Accounting policies *(continued)*

Basis of consolidation

The group financial statements consolidate the financial statements of Leicestershire and Rutland Organisation for the Relief of Suffering Limited and its subsidiaries up to 31 March 2022 on a line by line basis. A separate Statement of Financial Activities (SOFA) for the institution alone is not presented because the charity has taken advantage of the provisions of section 408 of the Companies Act 2006.

Fund accounting

Funds held by the charity are either:

Unrestricted general funds – these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds – these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

Restricted funds – these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Incoming resources

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

Voluntary income is accounted for when received. Incoming resources represents the amount receivable during the year in respect of donations and legacies.

Legacies are recognised when there is sufficient evidence to provide the necessary certainty that the legacy will be received and the legacy can be measured with sufficient reliability.

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally upon notification by our investment advisor of the dividend yield of the investment portfolio.

Shop income represents the amounts receivable for goods sold to customers and commission receivable on sale of donated goods. It is recognised at the point of sale for retail goods and on dispatch otherwise.

Lottery income represents the amount receivable in respect of lotteries and raffles held during the year and scratch cards sold. Lottery and raffle income is recognised at the point of draw and scratch card income is recognised on a cash basis. Amounts received for future lottery and raffle draws are reserved as income in advance.

Activities furthering charitable objects. Income under health authority and NHS contracts is recognised in the Statement of Financial Activities on a receivable basis.

Where income is received in advance of performance, its recognition is deferred and included in creditors until the contract is performed.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 *(continued)*

2 Accounting policies *(continued)*

Resources expenses

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. It is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is allocated directly to charitable expenditure and costs of raising funds. Expenditure is classified under the following activity headings.

- Costs of raising funds include those costs incurred in raising voluntary income, and include the salaries, direct expenditure and overhead costs of the staff who promote fundraising, including events.
- Charitable activities expenditure relates to expenditure on objects of the charity and include direct costs and support costs associated to these activities.

Governance costs represent costs which relate to the general running of the charity including the strategy planning process that contribute to future development, and are included with charitable activities. Support costs have been allocated between fundraising and charitable activities, in proportion to the direct costs of each activity. Where direct allocation is not possible, costs are apportioned over the above headings based on the allocation of staff.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Pensions

The Trust makes payments to two defined contribution pension schemes on behalf of qualifying employees. One administered by the NHS Pensions Agency and a stakeholder scheme providing benefits for the employees additional to those from the state. Such contributions are charged in the Statement of Financial Activities when made. The contributions are invested separately from the Trust's assets.

Financial Agreement with the National Health Service

The agreement with the Clinical Commissioning Groups provides for, inter alia, a contribution by them towards the revenue expenditure arising from operating the Hospice, agreed annually prior to the commencement of each financial year.

In addition to the defined contribution pension scheme noted above, the charity contributes to the NHS Superannuation Scheme as a Direction Body. Under the rules of the NHS Superannuation Scheme, Direction Bodies pay employer's contributions to the Scheme, but are not employing authorities for the purposes of the scheme. The NHS Superannuation Scheme is a multi-employer defined benefit scheme, and the charity is unable to identify its share of the underlying assets and liabilities of the scheme, and accordingly sufficient information is not available to enable the charity to account for the scheme as a defined benefit scheme. The charity's contribution to the NHS Superannuation Scheme is therefore treated as defined contribution pension scheme payments. Details of the NHS Superannuation Scheme deficit can be obtained from the official documents website www.official-documents.gov.uk.

Government Grants

Government grants receivable in relation to job retention scheme and retail scheme are recognised as income over the periods necessary to match them with the related costs which they are intended to compensate, on a systematic basis. Government grants are shown separately as other income.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

2 Accounting policies (continued)

Tangible fixed assets

Tangible fixed assets are included at cost, and other than freehold land, are depreciated on a straight line basis at annual rates calculated to write off their cost over the terms of their useful lives as follows:

Freehold building	-	30 years
Short leasehold property	-	The unexpired period of each lease or such shorter period as is considered appropriate
Computers	-	5 years
Fixtures, furniture and equipment	-	5-10 years
Mini buses	-	5 years
Other motor vehicles	-	4 years

Additions costing less than £500 are written off in the year of purchase.

Freehold land is not depreciated.

Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase and other costs incurred in bringing stock to its present location and condition. Cost is calculated on a first-in first-out formula. Provision is made for damaged, obsolete and slow-moving stock where appropriate.

Debtors

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

Creditors

Short term creditors are measured at the transaction price. Other financial liabilities are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the net gains and losses arising on revaluation and disposals throughout the year. The charity does not acquire put options, derivatives or other complex financial instruments.

The main form of financial risk faced by the charity is that of volatility in equal markets and investment markets due to wider economic conditions, the attitude of investors to investment risk, and changes in sentiment concerning equities and within particular sectors or sub sectors.

Short term deposits represent investments in bank term deposits maturing within one year. Investments in subsidiary companies are stated at cost.

Realised gains and losses

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

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

2 Accounting policies (continued)

Cash and cash equivalents

Cash and cash equivalents include cash at bank and cash in hand as well as short term highly liquid investments with a short maturity (recognised within short term investments).

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.

Operating leases

Operating lease rentals are charged on a straight line basis over the lease term.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period until the date the rent is expected to be adjusted to the prevailing market rate.

Corporate tax

The charity is exempt from tax on income and gains falling within sections 466 to 493 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Volunteer contribution

Trustees and volunteers provide support to Leicestershire and Rutland Organisation for the Relief of Suffering Limited. It is not practical nor feasible to place a value on the time volunteered by these persons.

3 Donations and legacies

	2022 £	2021 £
Legacies	3,326,640	1,133,113
Covenanted donations and gift aid	136,003	154,310
Donations and gift under the Retail Gift Aid Scheme	790,719	144,211
Other donations, appeals and fund raising events	2,660,383	5,169,962
	<u>6,913,745</u>	<u>6,601,596</u>

In 2022, donations and legacies included £610,549 (2021 - £2,835,136) of restricted income. Included in restricted income is £450,358 (2021 - £2,678,292) of COVID-19 grants distributed by Hospice UK on behalf of NHS England to support hospices during the pandemic.

In October 2010 LOROS Enterprises Ltd started acting as an agent selling goods on behalf of customers in return for a commission where the customer has registered for Gift Aid. This has the effect of reducing the turnover of LOROS Enterprise Limited but the income associated with such sales is recorded as a donation by The Leicestershire and Rutland Organisation for the Relief of Suffering Limited.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

4 Investments	2022 £	2021 £
Bank and building society interest	5,257	9,352
Dividends and interest on investments	123,220	102,604
	<u>128,477</u>	<u>111,956</u>

In 2022, all income (2021 – all income) relating to investments was unrestricted.

5 Analysis of total group resources expended

	Depreciation 2022 £	Staff costs 2022 £	Other 2022 £	Total 2022 £	Total 2021 £
Cost of generating funds:					
Shop expenditure	63,680	1,397,478	1,204,424	2,665,582	2,042,236
Depreciation of shop leases	4,202	-	-	4,202	8,721
Lottery expenditure	1,392	235,902	288,665	525,959	565,517
Fundraising and publicity	51,850	206,010	484,873	742,733	417,032
Investment management fees	-	-	32,091	32,091	22,528
Charitable activities:					
Direct charitable expenditure					
Hospice	644,358	7,810,387	2,429,770	10,884,515	10,838,692
Governance costs	-	95,901	18,696	114,597	120,049
	<u>765,482</u>	<u>9,745,678</u>	<u>4,458,519</u>	<u>14,969,679</u>	<u>14,014,775</u>

Support costs of £183,678 (2021 - £86,313) have all been allocated to the Hospice.

Shop expenditure includes £ 524,830 (2021 - £566,009) in respect of operating leases for land and buildings. In 2022, other charitable activities included £888,837 (2021 - £2,860,349) of restricted expenditure.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

5 Analysis of total resources expended (continued)

Employees

The average number of full time equivalent employees

	2022	2021
Fund raising and administrative	33	33
Provision of care	198	208
Shops	58	54
Lottery company	9	11
	<u>298</u>	<u>306</u>

The number of employees

Fund raising and administrative	36	37
Provision of care	239	253
Shops	85	74
Lottery company	12	16
	<u>372</u>	<u>380</u>

Staff costs

	£	£
Wages and salaries	8,471,754	8,569,311
Social security costs	703,973	691,455
Pension costs	569,951	594,526
	<u>9,745,678</u>	<u>9,855,292</u>

Included within pension costs are payments to the NHS Superannuation Scheme, a defined benefit scheme. The employer's contribution to this scheme are treated as a defined contribution scheme as disclosed within the accounting policies. Employer's contributions to the scheme in the year amounted to £368,515 (2021 - £391,123), of this amount £NIL (2020 - £NIL) was outstanding at the year-end.

	2022	2021
The number of employees whose emoluments fell within the following bands was:		
In the banding £60,000 - £70,000	3	-
In the banding £70,000 - £80,000	1	1
In the banding £90,000 - £100,000	-	1
In the banding £100,000 - £110,000	1	-
	<u>5</u>	<u>2</u>

Auditor's remuneration

	£	£
The amount charged in the year to the group was:		
Statutory audit	23,613	25,985
Other	-	2,350
	<u>23,613</u>	<u>28,335</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

6 Tangible fixed assets

Group	At 31 March 2021 £	Additions during the year £	Disposals during the year £	At 31 March 2022 £
<i>Cost</i>				
Leicestershire and Rutland Hospice:				
Freehold land	3,000,000	-	-	3,000,000
Freehold buildings	16,466,921	452,290	-	16,919,211
Motor vehicles	192,396	-	-	192,396
Fixtures, fittings and equipment	1,218,754	76,744	(29,612)	1,265,886
	20,878,071	529,034	(29,612)	21,377,493
Goodwill	-	127,893	-	127,893
Leasehold shop properties	38,000	4,202	-	42,202
Shops – fixtures and fittings	554,424	70,817	-	625,241
Motor vehicles	92,548	3,526	(32,485)	63,589
Lottery company – fixtures and fittings	11,697	-	-	11,697
Total cost	696,669	206,438	(32,485)	870,622
Total cost	21,574,740	735,472	(62,097)	22,248,115
	At 31 March 2021 £	Provision in the Year £	Eliminated On disposals £	At 31 March 2022 £
<i>Depreciation</i>				
Leicestershire and Rutland Hospice:				
Freehold buildings	6,719,276	603,127	-	7,322,403
Motor vehicles	172,783	7,120	-	179,903
Fixtures, fittings and equipment	737,962	85,961	(24,912)	799,011
	7,630,021	696,208	(24,912)	8,301,317
Goodwill	-	15,987	-	15,987
Leasehold shop properties	38,000	4,202	-	42,202
Shops – fixtures and fittings	493,599	38,087	-	531,686
Motor vehicles	65,355	9,606	(32,485)	42,476
Lottery company – fixtures and fittings	7,159	1,392	-	8,551
	604,113	69,274	(32,485)	640,902
Total depreciation	8,234,134	765,482	(57,397)	8,942,219
Net book value	13,340,606	(30,010)	(4,700)	13,305,896

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

6 Tangible fixed assets (continued)

Company	At 31 March 2021 £	Additions during the year £	Disposals during the year £	At 31 March 2022 £
<i>Cost</i>				
Leicestershire and Rutland Hospice:				
Freehold land	3,000,000	-	-	3,000,000
Freehold buildings	16,466,921	452,290	-	16,919,211
Motor vehicles	192,396	-	-	192,396
Fixtures, fittings and equipment	1,218,754	76,744	(36,393)	1,259,105
	<u>20,878,071</u>	<u>529,034</u>	<u>(36,393)</u>	<u>21,370,712</u>
Leasehold shop properties	38,000	4,202	-	42,202
Total cost	<u>20,916,071</u>	<u>533,236</u>	<u>(36,393)</u>	<u>21,412,914</u>
	At 31 March 2021 £	Provision in the Year £	Eliminated on disposals £	At 31 March 2022 £
<i>Depreciation</i>				
Leicestershire and Rutland Hospice:				
Freehold buildings	6,719,276	603,127	-	7,322,403
Motor vehicles	172,783	7,120	-	179,903
Fixtures, fittings and equipment	737,962	85,961	(25,737)	798,186
	<u>7,630,021</u>	<u>696,208</u>	<u>(25,737)</u>	<u>8,300,492</u>
Leasehold shop properties	38,000	4,202	-	42,202
Total depreciation	<u>7,668,021</u>	<u>700,410</u>	<u>(25,737)</u>	<u>8,342,694</u>
Net book value	<u>13,248,050</u>	<u>(167,174)</u>	<u>(10,656)</u>	<u>13,070,220</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2022 (*continued*)

7 Fixed asset investment	2022	2021
Group and company	£	£
Investments		
Market value at 1 April 2021	6,064,558	4,974,891
Additions at cost	1,073,418	965,143
Disposals at proceeds	(1,041,330)	(1,159,840)
Net gain/(Loss) on revaluation	210,575	1,284,363
Acquisition of share in subsidiary company	-	1
	<hr/>	<hr/>
Market value at 31 March 2022	6,307,221	6,064,558
	<hr/>	<hr/>
Historical cost at 31 March 2022	4,423,160	4,140,154
	<hr/>	<hr/>
Historical cost at 1 April 2021	4,140,154	4,267,861
	<hr/>	<hr/>
<i>Investments comprise:</i>		
Listed investments in the UK	3,392,498	3,606,556
Listed investments outside the UK	2,409,731	2,208,009
Land and property held as investment	504,992	249,992
Cash and settlements pending	448,547	183,120
Acquisition of share in subsidiary company	-	1
	<hr/>	<hr/>
Total	6,755,768	6,247,678
	<hr/>	<hr/>
Group		
Quoted investments	5,802,229	5,814,565
Cash and settlements pending	448,547	183,120
Investment Property	504,992	249,992
	<hr/>	<hr/>
	6,755,768	6,247,678
	<hr/>	<hr/>
Company		
Quoted investments	5,802,229	5,814,565
Cash and settlements pending	448,547	183,120
Investment Property	504,992	249,992
Investments in subsidiary companies	5	5
	<hr/>	<hr/>
	6,755,773	6,247,682
	<hr/>	<hr/>

All investments are carried at their fair value.

Investment in equities and fixed interest securities are all traded in quoted public markets. Holdings in common investment funds, unit trusts and open ended investment companies are at the bid price. The basis at fair value for quoted investments is equivalent to the market value. using the bid price. Asset sales and purchases are recognised at the date of trade at cost (that is their transaction value).

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 *(continued)*

7 Fixed asset investment *(continued)*

The fair value of the properties within investments, has been determined by independent advisors and the Trustees have applied this valuation at 31st March 2022.

The significance of financial instruments to the ongoing financial sustainability of the Hospice is considered in the financial review and investment policy and performance sections of the Trustees' Annual Report. The main risk to the Hospice from financial instruments lies in the combination of uncertain investment markets and volatility in yield.

Liquidity risk is anticipated to be low as all assets are traded and the commitment to intervention by central banks and market regulators has continued to provide for orderly trading in the markets and so there ability to buy and sell quoted equities and stock is anticipated to continue. The Hospice's investments are mainly traded in markets with good liquidity and high trading volumes.

The Hospice has no material investment holdings in markets subject to exchange controls or trading restrictions. The Hospice does not make use of derivatives and similar complex financial instruments as it takes the View that investments are held for their longer term yield total return and historic studies of quoted financial instruments have shown that volatility in any particular 5 year period will normally be corroded.

No investments held represents more than 5% of the total portfolio valuation at the year end.

Investments in subsidiary companies

The charity owns the whole of the ordinary share capital of LOROS Enterprises Limited (2 ordinary shares of £1 each), LOROS Lotteries Limited (2 ordinary shares of £1 each) and LOROS Commercial Innovations Limited (1 ordinary share of £1). All are incorporated in Great Britain and registered in England and Wales and have been established to carry on trading activities on its behalf.

LOROS Enterprises Limited operates a chain of shops selling items donated from the public, giftware and cards.

LOROS Lotteries Limited operates a lottery for members of the public.

LOROS Commercial Innovations Limited operates external catering operations for members of the public.

All companies covenant any taxable profits to LOROS and also pay interest on any loans from LOROS.

LOROS Commercial Innovations Limited was incorporated on 16th December 2020 as the vehicle to acquire the business of Peppercorns Catering Limited, who ran Café's in Leicestershire.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

7 Fixed asset investment (continued)

A summary of their trading results is shown below

	LOROS Enterprises	LOROS Lotteries	LOROS Commercial Innovations	Total
	Limited	Limited	Limited	
	01944436	03179552	13084976	
	£	£	£	£
Company registered number				
Profit and loss account				
Turnover	3,115,778	1,214,874	412,024	4,742,676
Cost of sales	(91,674)	(185,053)	(166,882)	(443,609)
Gross profit	3,024,104	1,029,821	245,142	4,299,067
Administration expenses	(2,151,323)	(341,436)	(370,378)	(2,863,137)
Other Operating Income	114,640	-	-	114,640
Rental Income	-	-	-	-
Interest received	987,421 33	688,385 530	(125,236) -	1,550,570 563
Profit before tax	987,454	688,915	(125,236)	1,551,133
Covenant to LOROS	(561,650)	(761,825)	-	(1,323,475)
Profit for the year	425,804	(72,910)	(125,236)	227,658

Upon consolidation an inter-company recharge of £478,092 (2021 - £185,634) relating to retail gift and management fee, charged by LOROS Enterprises Limited has been eliminated.

The aggregate amounts of the companies' assets, liabilities, share capital and reserves were:

	LOROS Enterprises	LOROS Lotteries	LOROS Commercial Innovations	Total
	Limited	Limited	Limited	
	£	£	£	£
Assets	501,698	183,253	201,914	886,865
Creditors: amounts fall due within one year	(501,680)	(183,231)	(327,149)	(1,012,060)
	18	22	(125,235)	(125,195)
Represented by share capital and reserves	18	22	(125,235)	(125,195)

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2022 (continued)

8 Stocks	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Goods for resale	129,208	42,437	-	-
9 Debtors	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Amounts due from subsidiary undertakings	-	165,006	540,014	405,906
Other debtors	4,504,771	3,624,724	4,288,017	3,458,835
Trade debtors	176,305	112,522	176,305	112,230
	<u>4,681,076</u>	<u>3,902,252</u>	<u>5,004,336</u>	<u>3,976,971</u>
10 Creditors: amounts falling due within one year	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Bank loan (see note 12)	58,333	-	58,333	-
Payments in advance	441,990	531,513	266,403	349,203
Trade creditors	615,087	398,735	474,197	276,626
Taxation and social security	281,417	188,907	252,017	218,902
Other creditors and accruals	333,013	268,963	206,759	169,580
	<u>1,729,840</u>	<u>1,388,118</u>	<u>1,257,709</u>	<u>1,014,311</u>
11 Creditors: amounts falling due after more than one year	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Bank loan (See note 12)	441,667	-	441,667	-
	<u>441,667</u>	<u>-</u>	<u>441,667</u>	<u>-</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2022 (continued)

12 Bank loan

An analysis of the maturity of the bank loan is given below:

	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Amounts falling due within one year or on demand	58,333	-	58,333	-
Amounts falling due between one and two years	100,000	-	100,000	-
Amounts falling due between two and five years	300,000	-	300,000	-
Amounts falling due in more than five years	41,667	-	41,667	-

13 Commitments

Group	Land and buildings 2022 £	Other 2022 £	Land and Buildings 2021 £	Other 2021 £
Operating leases which expire:				
Within one year	140,100	-	222,919	-
In the second to fifth years inclusive	521,825	-	243,223	-
Over five years	-	-	-	-
	661,925	-	466,142	-
Company	Land and Buildings 2022 £	Other 2022 £	Land and Buildings 2021 £	Other 2021 £
Operating leases which expire:				
Within one year	140,100	-	222,919	-
In the second to fifth years inclusive	521,825	-	243,223	-
Over five years	-	-	-	-
	661,925	-	466,142	-

At the year end, the group had capital commitments in relation to the construction of land and buildings of £NIL (2021 - £268,743).

During the year total lease payments of £567,643 (2021 - £566,009) are recognised as an expense.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2022 (continued)

14 Restricted funds

Group and company	Balance at 31 March 2021 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2022 £
Capital building fund	3,299,904	-	(84,118)	3,215,786
Hospice	557,387	610,549	(932,935)	235,001
	3,857,291	610,549	(1,017,053)	3,450,787
	Balance at 31 March 2020 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2021 £
Capital building fund	3,384,022	-	(84,118)	3,299,904
Hospice	498,482	2,835,136	(2,776,231)	557,387
	3,882,504	2,835,136	(2,860,349)	3,857,291

The Capital building fund comprises capital raised in order to fund extensions to the hospice. The fund is represented by tangible fixed assets and the movement on the fund represents the depreciation charge.

The hospice fund was established in 1997 from donations in order to fund hospice equipment. Resources expended represent items purchased and depreciation charged on the fixed assets.

The trustees consider that the capital funds should continue to be treated as restricted, even after the completion of the buildings to which they relate.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2022 (continued)

15 Unrestricted funds

Group	Balance at 31 March 2021 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2022 £
Other charitable funds	15,035,790	671,193	456,899	16,163,882
Designated funds (see note 14)	3,513,071	(430,595)	-	3,082,476
Revaluation reserve	1,656,797	210,575	(456,899)	1,410,473
	20,205,658	451,173	-	20,656,831
	Balance at 31 March 2020 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2021 £
Other charitable funds	14,818,355	(29,831)	247,266	15,035,790
Designated funds (see note 14)	3,943,666	(430,595)	-	3,513,071
Revaluation reserve	619,700	1,284,363	(247,266)	1,656,797
	19,381,721	823,937	-	20,205,658
	Balance at 31 March 2021 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2022 £
Other charitable funds	14,910,557	923,358	456,899	16,290,814
Designated funds (see note 14)	3,513,071	(430,595)	-	3,082,476
Revaluation reserve	1,656,797	210,575	(456,899)	1,410,473
	20,080,425	703,338	-	20,783,763
	Balance at 31 March 2020 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2021 £
Other charitable funds	14,762,588	(99,297)	247,266	14,910,557
Designated funds (see note 14)	3,943,666	(430,595)	-	3,513,071
Revaluation reserve	619,700	1,284,363	(247,266)	1,656,797
	19,325,954	754,471	-	20,080,425

Other charitable funds represent the free funds of the Charity which are not designated for particular purposes.

Revaluation reserve represents the cumulative unrealised gains on the increase in the market value of fixed asset investments. Upon disposal previously unrealised (gains)/losses are transferred to other charitable funds.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2022 (continued)

16 Designated funds

Group and company

The funds of the charity include the following designated funds which has been set aside out of unrestricted funds by the trustees for a specific purpose.

	Balance at 31 March 2021 £	Utilised £	Transfers £	Balance at 31 March 2022 £
Capital building fund	3,513,071	(430,595)	-	3,082,476
	<u>3,513,071</u>	<u>(430,595)</u>	<u>-</u>	<u>3,082,476</u>
	Balance at 31 March 2020 £	Utilised £	Transfers £	Balance at 31 March 2021 £
Capital building fund	3,943,666	(430,595)	-	3,513,071
	<u>3,943,666</u>	<u>(430,595)</u>	<u>-</u>	<u>3,513,071</u>

The capital building funds relates to the construction of the new LOROS Professional Development Centre and the extension to the Day Therapy and Outpatients Centre.

17 Analysis of group net assets between funds

	Restricted Funds			
	Unrestricted funds £	Capital building fund £	Hospice £	Total Funds £
Fund balance as at 31 March 2022 are represented by:				
Tangible fixed assets	16,610,877	3,215,786	235,001	20,061,664
Current assets	6,217,461	-	-	6,217,461
Current liabilities	(2,171,507)	-	-	(2,171,507)
	<u>16,610,877</u>	<u>3,215,786</u>	<u>235,001</u>	<u>20,061,664</u>
Total net assets	20,656,831	3,215,786	235,001	24,107,618
	<u>20,656,831</u>	<u>3,215,786</u>	<u>235,001</u>	<u>24,107,618</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

17 Analysis of group net assets between funds (continued)

	Unrestricted funds £	Restricted funds Capital building fund £	Hospice £	Total Funds £
Fund balance as at 31 March 2021 are represented by:				
Tangible fixed assets	15,730,993	3,299,904	557,387	19,588,284
Current assets	5,862,783	-	-	5,862,783
Current liabilities	(1,388,118)	-	-	(1,388,118)
	<hr/>	<hr/>	<hr/>	<hr/>
Total net assets	20,205,658	3,299,904	557,387	24,062,949
	<hr/>	<hr/>	<hr/>	<hr/>

18 Related party transactions and trustees' expenses and remuneration

The Leicestershire & Rutland Organisation for the Relief of Suffering Limited wholly owns its subsidiary companies LOROS Lotteries Limited, LOROS Enterprises Limited and LOROS Commercial Innovations Limited. During the year LOROS Lotteries Ltd covenanted to the charity £761,825 (2021 - £725,000). During the year LOROS Enterprises Ltd covenanted to the charity £561,650 (2021 - £200,000). At the year end the amount due by LOROS Lotteries Ltd was £64,043 (2021 - £77,379), due from LOROS Enterprises Ltd was £293,307 (2021 - £157,091) and due from LOROS Commercial Innovations Ltd was £182,664 (2021 - £165,006).

During the year the charity made purchases of £43,286 (2021 - £35,920) from Berkeley Insurance Group. T Maxted, a Trustee of the charity, is a director of the company. £Nil (2021 - £Nil) was due to them at the year end.

During the year the charity made purchases of £2,490 (2021 - £NIL) from Claire Henry Associates. C Henry, a Trustee of the charity, is a director of the company. £Nil (2021 - £Nil) was due to them at the year end.

The charity considers the key management personnel to comprise of the Trustees, The Chief Executive Officer, the Consultant in Palliative Medicine, the Director of Care Services, the Director of Strategy, the Director of Education and Workforce, the Director of Income Generation & Business Development, The Director of People and the Director of Finance. The total employee benefits of the key management personnel of the charity were £451,070 (2021 - £407,936).

The Trustees all give freely their time and expertise without any form of remuneration of other benefit in cash or kind (2021 - £Nil). Expenses paid to the Trustees in the year totalled £Nil (2021 - £Nil).

Trustees indemnity insurance of £4,202 (2021 - £2,829) has been paid during the year.

19 Controlling entity

In the opinion of the trustees the entity has no controlling entity.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2022 (continued)

20 Financial instruments

The Group's financial instruments may be analysed as follows:

	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Financial Assets				
Financial assets that are measured at fair value through the SOFA	6,755,768	6,247,678	6,755,768	6,247,678
Financial assets that are debt instruments measured at amortised cost	4,189,366	3,452,939	4,394,938	3,692,609
Financial liabilities				
Financial liabilities measured at amortised cost	775,003	667,698	473,162	446,206

Financial assets measured at fair value through the statement of financial activities comprise fixed asset investments in a trading portfolio of listed company shares.

Financial assets that are debt instruments are measured at amortised cost comprise trade debtors, other debtors, accrued income and amounts due from subsidiary undertakings.

Financial liabilities measured at amortised cost comprise trade creditors, other creditors and accruals.

On 29th October 2020, the company sold land it had been bequeathed near the village of Harby, Melton Mowbray, Leicestershire. The sale included an overage provision, whereby, for 30 years from and including the date of sale, the company is entitled to 30% of any proceeds in excess of the sale price of £215,000. Therefore, the company maintains a contingent asset in the land.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Detailed expenditure analysis for the year ended 31 March 2022

	2022 £	2021 £
Provision of Care		
The Leicestershire and Rutland Hospice:		
Salaries and related costs	8,307,744	8,373,968
Recruitment and training	46,250	85,979
Medical supplies	466,004	426,924
Insurance	56,927	52,403
Heat, light and water	109,023	109,156
Telephone and postage	61,724	55,281
Stationery and other office expenses	90,507	101,545
Travelling expenses	28,748	17,587
Food costs (net of non-patent takings)	97,649	80,336
Laundry	29,654	31,224
Maintenance	406,658	359,546
Chaplaincy	105,144	66,541
Counselling service	178,316	226,358
Sundries	20,222	15,157
Research expenditure	31,794	34,691
Seminars	44,606	32,536
RGA commission	12,693	2,340
Loss on disposal of fixed assets	1,131	-
	10,094,794	10,071,572
Depreciation	606,811	605,795
	10,701,605	10,677,367

The above information does not form part of the audited statutory accounts and is included solely for the information of the management.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Detailed expenditure analysis for the year ended 31 March 2022 *(continued)*

	2022 £	2021 £
Provision of Care (continued)		
Fundraising and Publicity		
Recruitment and training	2,476	1,550
Salaries and related costs	206,010	211,206
Telephone and postage	690	271
Stationery	418	-
Travelling expenses	2,748	338
Sundry expenses	4,111	1,793
General appeal and promotional expenses	474,431	143,133
Depreciation	51,850	58,741
	742,734	417,032
Support costs		
Recruitment and training	7,487	5,276
Salaries and related costs	53,278	54,622
Telephone and postage	499	196
Stationery	303	-
Other office expenses	2,977	1,298
Legal consultancy fee	42,014	27,157
Depreciation	37,547	42,536
Bad debts	200	730
Bank charges	38,605	29,510
	182,910	161,325
Governance costs		
Audit, accountancy and professional fees	14,005	18,900
Salaries and related costs	95,901	98,320
Trustees indemnity insurance	4,691	2,829
	114,597	120,049

The above information does not form part of the audited statutory accounts and is included solely for the information of the management.

LEICESTERSHIRE & RUTLAND ORGANISATION FOR THE RELIEF OF SUFFERING LIMITED

England & Wales - Charity number 506120

Accounts

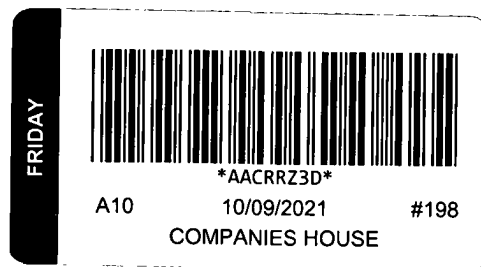
**Leicestershire & Rutland
Organisation for the Relief of
Suffering Limited - 31.03.21**

Report and Financial Statements

Year Ended

31 March 2021

Company Number 01298456



Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Report and financial statements
for the year ended 31 March 2021

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Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report For the year ended 31 March 2021

The forty first Annual Report records a further year of the achievement of the aims of the charity.

The focus of all of the charity's activities is the patients, their families and carers. The continuance of the work is dependent upon the on-going voluntary support, year by year, from the local community. Without this, the present level and standard of care could not be maintained. This support is itself built upon the charity's reputation for providing high quality care.

REFERENCE AND ADMINISTRATIVE DETAILS

LOROS: The Leicestershire & Rutland Organisation for the Relief of Suffering Limited is a company limited by guarantee and registered as a charity under the Charities Act 1960.

Registered Charity Number:	506120
Registered Company:	Registered in England and Wales 01298456
Registered and Principal Office:	The Leicestershire & Rutland Hospice Groby Road Leicester LE3 9QE
Auditor:	The Rowleys Partnership Ltd Chartered Accountants Charnwood House Harcourt Way Leicester LE19 1WP
Bankers:	The Royal Bank of Scotland plc 5 Market Street Leicester LE1 6DN
Discretionary Investment Management:	Smith and Williamson 9 Colmore Row Birmingham B3 2BJ
Solicitors:	Knights plc 34 Pocklington Walk Leicester, LE1 6BU

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2021 (*continued*)

Directors and Trustees

The members of the board who are trustees of the registered charity are also directors of the company under the terms of the Companies Act. (*Their details are set out below.*) They have no beneficial interest in the group or in the Charity. Throughout this report, they are collectively referred to as the directors.

Chairman:	Dr Robin Graham-Brown	Consultant Dermatologist
Vice-Chairman (& Honorary Treasurer):	Mr Andrew Stant	Chartered Accountant
Members:	Dr Nik Kotecha	Company Director
	Mr Richard Brucciani	Company Chairman
	Mr Chris Greenwell	Lawyer
	Mr David Lindley (Appointed 23rd November 2020, resigned 29th March 2021)	Retired Deputy Chief Constable
	Mrs Kate Bradley (Appointed 23rd November 2020)	HR Professional
	Tim Maxted	Company Chairman
	Ms Louisa Poole (Appointed 23rd November 2020)	Chartered Accountant
	Mrs Becky O'Brien (Appointed 23rd November 2020)	NHS Director
	Mr Graham Smith (Appointed 23rd November 2020)	Retired Company Director
	Mr Chris Murray	Retired Businessman
	Mr Andrew Measom	Businessman
	Dr Richard Hurwood	Retired GP
	Dr Nakul Patel	Consultant Plastic Surgeon
Chief Executive/ Company Secretary:	Mr John Knight	
President:	Jennifer, Lady Gretton	Estate Owner

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report
for the year ended 31 March 2021 (*continued*)

OVERALL PURPOSE

The overall purpose, ethos and strategy for LOROS is articulated through its Vision, Mission and Values & Behaviours statements as follows:

VISION

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for them and their loved ones.

MISSION

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.



Our values and behaviours

- Professional**
Showing respect to patients and families, as well as members of our community, staff and volunteers.
- Focused**
On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.
- Collaborative**
Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.
- Compassionate**
Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.
- Trustworthy**
Be honest, reliable and consistent, showing respect and dignity in everything that we do.
- Accountable**
To our patients, their families, our community, staff, volunteers and external organisations/bodies.

loros.co.uk
Registered Charity No: 506170

LOROS
Hospice Care for Leicestershire, Leicestershire & Rutland
Being there for you
and your family

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2021 (*continued*)

STRUCTURE, GOVERNANCE AND MANAGEMENT

- **Trustee Board Members**

The board is responsible for the overall governance of the Charity. (*The Chief Executive is responsible for the day-to-day management and for implementing policy.*)

The board numbers up to fifteen members. Members of the board are elected at the Annual General Meeting. A third of the membership has to retire each year. Retiring members may stand for re-election and may serve up to nine consecutive years. The board is able to identify the individual skills and experience that it needs to have represented in its membership in order to enable it properly to discharge its responsibilities. Candidates from the local community for election to the board may be proposed either by the board itself, by members of the LOROS Association or through open advert set against the skill set being sought. The directors are also able to appoint a person to the board in order to fill a vacancy.

Prior to election or appointment a prospective board member meets with the Chairman, Chief Executive and with one or more senior trustees in order to be able to appreciate the nature of the role of being a trustee of LOROS, of being a director of the company and of the scope of the Charity's services and of its work together with information on the financial status of the company. There is an induction handbook and an induction programme for new trustees in order to enable them to contribute effectively as members of the board.

- **Liability of Members**

The Charity is a company limited by guarantee and is governed by its Memorandum and Articles of Association dated 14th February 1977. It has no share capital. The Memorandum of Association provides that every member whilst he/she is a member or within one year after he/she ceases to be a member is liable to contribute a sum not exceeding £1.05 in the event of the company being wound up.

- **Governance**

The board meets five times a year. Relevant matters (particularly the annual financial budget) are agreed by the board itself. The only formally delegated powers are to the Treasurer's Committee, which is authorised to instruct the "Discretionary Investment Managers", also open, and close bank accounts on behalf of the board.

A Retail Committee (which includes the Chief Executive, Director of Income Generation & Business Development and the Director of Finance) advises the board on retail matters and a Business Development Group advises on potential business opportunities although neither group has delegated authority.

There are also Education & Research, Clinical Governance (which embraces clinical audit) and Equality, Diversity and Inclusivity Committees. They report to the board via the Senior Management Team and the Chief Executive. Designated board members attend and Chair these meetings.

In 2017, the Board of Trustees formed the Income Generation and Marketing Standards Committee in response to the publication of the Etherington Report and Charity Commission guidance on fundraising practices across the charity sector. The sub-committee, chaired by a Trustee ensures the public's confidence that LOROS adheres to new guidance on income generation and that the hospice's fundraising activities are legal, ethical, transparent and do not place the charity's reputation at risk.

The board has also decided to approve one Trustee in particular to take an oversight on governance matters. This Trustee will work with the CEO to ensure any necessary responses are achieved against emerging legislation and to ensure all board members are aware of and act in alignment to their governance responsibilities.

The Trustees have regard to the matters set out in Section 172(1)(a) to (f) when performing their duty under S172 of the Companies Act.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2021 (*continued*)

RISK MANAGEMENT

In the past year LOROS has significantly reviewed its approach to risk management. Whilst the overall risk register remains in place the responsibility for each individual risk has been devolved to a number of sub-committees where professional expertise exists to consider those risks. Each of these committees is chaired by a Trustee, this ensures they have a full and active awareness of risk within the organisation and that their programme of activity includes the maintenance and regular review of allocated risks. A new overall Risk Committee has been formed to ensure that the focussed work undertaken within each sub-committee is gathered together corporately and includes an assessment of LOROS' attitude towards risk more generally. Risk reviews include the identification of existing controls and of any additional ones considered to be necessary. The main financial risks relate to the on-going security of funding from the NHS, together with the ability to raise sufficient voluntary income and an adequate supply of donated items for sale through the shops. The main clinical risks relate to the safe and effective care of our patients (including vulnerable adults).

Detailed policies and procedures are in place to manage and to mitigate these risks. Insurance cover is maintained where it is considered appropriate.

In respect of financial risk the directors consider that the maintaining of LOROS' free and unrestricted reserves at the level set down, together with the regular review process, will provide sufficient resources to meet adverse conditions.

IMPACT

LOROS' aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Most of the patients referred have cancer but LOROS does also support patients with other terminal conditions. All patients are admitted aged eighteen years and upwards. LOROS is committed to providing a breadth of care which responds to the patients' physical, psychological, social and spiritual needs. (*This aim is consistent with the charity's Memorandum of Association.*)

It is accepted that the outcomes of palliative care can be difficult to quantify. It is abundantly clear, however, from the feedback received from patients and relatives and from the high reputation that LOROS enjoys for the quality of care provided, that the charity does make a significant impact.

LOROS makes a difference in:

- Providing highly effective specialist pain relief and symptom control, providing patients with a better quality of life. Care is provided within a holistic framework which embraces physical, emotional, spiritual and social care.
- Optimising the condition of patients. For many patients this will mean that they are able to return to home
- Supporting patients to stay at home with high quality care and advice through the LOROS Community Nurse Specialists, the LOROS Day Therapy Service, medical clinics, doctor home visits and the LOROS Home Visiting Service.
- Enabling patients to have choices in their care through offering advance care planning, including where they are looked after when they die.
- Avoiding unwanted admissions to an NHS Acute hospital trust. This may be by supporting the patients at home or in the hospice, or a combination of both.
- Providing high quality professional support for patients, their families and carers when the patient is dying (and after the death of the patient).
- Improving the understanding and practice of palliative care through contributing to research and to the education and training of its own and other health and social care professionals.
- The provision of an increasing number of community based services, such as five community consultant clinics held in outlying towns and two Lymphoedema clinics.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2021 (continued)

The Charity's aims are achieved through several different, yet closely integrated, elements of specialist care.

Achievements in Provision of Care

These achievements may be quantified and the levels of activity this year are similar to last year in most areas.

- **Clinical Activity (which represents a key performance indicator).**

	2020/21	2019/20	2018/19
Referrals	1,878	2,959	2,716
Ward Admissions	521	713	693
Ward Length of Stay (Average)	14 Days	13 Days	13 days
Ward Occupancy (Average)	63%	89%	91%
Out-patient Attendances	3,217	3,843	1,321
Day Therapy Attendances	2,161	2,299	2,688
Counselling Assessments and Sessions	3,312	2,929	2,667
Lymphoedema Clinic Attendances	2,030	1,824	1,848
Community Nurse Specialist Contacts	See page 7	2,481	2,749
Complementary Therapy Contacts	510	2,595	2,011
Home Visiting visits	1,918	2,018	1,966

The Charity responds to requests from General Practitioners, specialist nurses and hospital Consultants for the admission of patients to LOROS' services. The board monitors the activity regularly in order to ensure both that the Charity's resources are being used effectively and that it is obtaining 'value for money' from the funds being spent on service provision.

With regard to the in-patient facility, apart from the number of in-patient episodes, the board monitors the occupancy and the average length of stay.

The following summaries set out the different service elements.

- **The Hospice In-patient Ward**

The in-patient facility is the cornerstone of the work and utilises the largest part of the financial resources. It has thirty-one beds (nineteen of which are in single patient rooms). The hospice team provides short-term specialist care for patients with complex problems (pain and symptom control) and care in the last days of life.

The number of in-patient admissions to the hospice at 521 was 27% down on the previous year and reflects the restrictions caused by the pandemic. The ward staff responds quickly to requests for the admission of a patient. Many will be admissions in response to a crisis. This reflects the increasing number of admissions that take place out of 'office' hours and at weekends (16% of all admissions in 2020/21). 18% of patients had a diagnosis other than cancer, including 4% with Motor Neurone Disease.

The dependency of patients admitted remains high. Patients are often very unwell and have complex needs. This results in high costs of care and high ratios of staff to patients. This can at times have an impact on admission figures.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2021 (*continued*)

Achievements in Provision of Care (continued)

Impact of COVID-19

All LOROS care services continued to be delivered during the pandemic, however many were undertaken virtually via video consultations or over the phone. The principles of care delivery remain as outlined below.

- **Day Therapy**

Skilled nursing and a multi-professional team offer support for patients. This also enables a break for carers at home. Patients are offered various programmes including managing fatigue or breathlessness. The service runs on Tuesday to Friday.

Patients also have other services available to them during their visit such as medical consultations and input from the enablement team (physiotherapy and occupational therapy)

- **Care for those at home**

Significant resources are applied by the Charity to the supporting of patients and their carers' in the home. LOROS staff do all that they can to facilitate the return home of those patients who are able so to do. Key to this work are the:

- LOROS' Clinical Nurse Specialist (CNS) Team in the Community. (The team collaborates and coordinates with the NHS Community Nurse Specialist teams as part of the Integrated Specialist Palliative Care Team). Activity data for this service is now captured for the entire service and reported separately.
- LOROS' Enablement Team (of occupational therapists, physiotherapists and social workers) together with the LOROS discharge liaison nurses, facilitates the prompt discharge of patients. It is very important for patients, and for their carers, that if patients are able to return home they can do so without delay.

LOROS' Home Visiting Team. LOROS provides a service of home visits (or support calls during the pandemic) to patients so giving the carers important time to themselves. With this service patients have an alternative to attending LOROS Day Therapy.

- Out-patient Clinics/ doctor home visits. There are daily clinics for patients to see the medical team, either face to face or by telephone or video call as preferred. Those who need to be seen in person by a LOROS doctor, but are too unwell to attend clinic can be seen at home.

- **Lymphoedema Treatment**

This service provides support for patients with Lymphoedema across Leicester, Leicestershire and Rutland. LOROS provides care for patients when the condition is related to cancer but also for some conditions where it is not cancer related. In the future, the clinic will be focusing on supporting those with Lymphoedema secondary to cancer. Major improvements in the lives of patients are achieved.

At 2,030 contacts in 2020/21, activity was up 11% on the previous year.

- **Complementary Therapy**

Therapies are provided to patients whether attending as in-patients or as out-patients and to carers. Activity in 2020/21 was down 80% on the year before, reflecting the restrictions the pandemic had on the service.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2021 (*continued*)

Achievements in Provision of Care (continued)

- **Counselling**

LOROS provides a number of different therapeutic interventions for both patients and carers, including bereavement counselling. It does not seek to provide long-term therapeutic support. The work is focussed on short term interventions, generally of no more than six sessions (or, by agreement, of up to twelve). The service now includes a children and young people's counsellor, who provides counselling for the children of patients accessing LOROS services. This post has been supported for 3 years by a specific donation to the hospice. The total number of sessions and assessments in 2020/21 at 3,312 was 13% up on the previous year.

- **Non-Cancer Care**

The board is mindful of the implications for LOROS of the wish to see palliative care extended to support other patient diagnostic groups. The amount of work which is not cancer-related is growing slowly though the main emphasis remains on caring for patients with malignancy.

Non cancer patients most commonly seen are those with neurological conditions such as Motor Neurone Disease and patients with end stage organ failure.

The Lymphoedema Clinic contacts are currently split about 50/50, cancer and non-malignancy related, though the focus is moving to cancer related lymphoedema in the future in agreement with commissioners.

LOROS has developed a number of outpatient clinics specifically for non-cancer patients.

Work with non-cancer patients is often carried out in consultation with other specialist healthcare professionals.

To provide additional support for patients who may have a secondary diagnosis of dementia, end stage dementia or have a close relative with dementia. LOROS appointed an Admiral Nurse in 2019, partly funded by Dementia UK until March 2021.

- **The Future**

There remains substantial financial pressures on the health and social care system locally in Leicester, Leicestershire and Rutland (LLR), and as a consequence on End of Life services.

This situation has been further significantly impacted upon since March 2020 by the COVID 19 pandemic. There can be no doubt that this will have long lasting consequences for society worldwide.

LOROS has, by necessity, needed to redesign its care services and also has responded creatively to the new challenges of income generation in an environment that demands social distancing. The Senior Team and Board of Trustees have met more regularly, directly alongside colleagues responsible for service delivery in order to plan for the future and to ensure decisions are taken in a timely and effective manner. This approach will continue throughout the coming year and as long as necessary until the new form of normal working is found.

LOROS remains an integral member of the End of Life Care Programme Board that is developing services across LLR.

The board have not identified plans to increase the number of inpatient beds, however 2018-19 saw the continued expansion of LOROS into the community. Building upon our mobile resource LOROS Local and outpatient clinics at Uppingham Surgery in Rutland, LOROS further extended its reach by developing four additional doctor's surgeries in outlying towns. Those were Hinckley, Ashby, Melton Mowbray and Market Harborough. These community clinics have been on hold during the pandemic and are being reviewed. LOROS remains eager to design and develop a 'well-being centre' which will bring information, advice, support and other non-clinical hospice services to a setting within a town outside of Leicester thus

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2021 (*continued*)

Achievements in Provision of Care (continued)

significantly increasing accessibility. We are planning to develop this alongside a compassionate community's initiative and in partnership with another local charity within Leicester, Leicestershire and Rutland.

A new 3 Year Strategic organisational plan was launched in January 2020 and this is being reviewed in response to the impact of COVID and the financial resources now available to the hospice. It is anticipated that there will be a series of service reviews and re-designs, none of which will impact upon the core mission of the charity to provide specialist end of life care.

It is pleasing to note that LOROS had taken the decision in 2019 to appoint a new Director of Income Generation and Business Development. This has proven to be a very positive and proactive decision as it has allowed the charity far more detailed planning of income generation including greater focus on new income streams. There is an ongoing focus to create sustainable income for the hospice and to act assertively when opportunities arise.

The coming year is one of less certainty than many before however the Director's remain committed to work with the Senior Management Committee, the wider staff and all volunteers to ensure that the future strategy is rigorously pursued and to make every effort to ensure that LOROS in responding to the changing needs of the communities of Leicester, Leicestershire and Rutland.

PUBLIC BENEFIT

- LOROS Care Services are available to the community as a whole in Leicester, Leicestershire and Rutland on the basis of "Clinical Need".
- LOROS does not provide Children's Services (apart from counselling support) which are available in other settings and LOROS' patients are aged eighteen years and upwards.
- LOROS services are provided without charge to the patients and families receiving the care.
- In-patients at the hospice would, if not with LOROS, have to be in another healthcare setting and most likely an NHS Acute Hospital Trust.
- Patients at home would in many cases, if not supported by LOROS, be in an NHS Acute Hospital or be drawing upon NHS resources in other ways.
- The directors consider that they have complied with their duties under section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charities Commission.

PATIENTS' ADVOCATE

LOROS makes a very significant contribution to the provision locally of palliative care. In the face of the local need the financial resources of the board are clearly limited. However, the Board (and the wider health community) recognises the very important role that LOROS plays in establishing and demonstrating quality and standards of care. In this way the impact and influence of the hospice extends well beyond those services provided directly by the charity.

LOROS has an active Patient and Carer participation group who support the organisation with quality assurance and ongoing service development.

EDUCATION & TRAINING

LOROS is recognised by the Royal College of Physicians as a training centre for doctors undertaking Palliative Medicine and Internal Medicine and also by the Royal College of General Practitioners for GP training.

Hospital doctors and general practitioners wanting to improve their palliative skills can attend teaching sessions and spend time with staff at the hospice. All Leicester medical students attend LOROS during their training. This

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2021 (*continued*)

experience raises standards of symptom control and enables hospice care to be adopted into other settings. Nurses and allied health professionals access our training which helps to extend the knowledge of palliative care across Leicester, Leicestershire and Rutland. Student nurses, paramedics and therapists complete placements on the in-patient unit, day-therapy unit and have opportunities to work with the Clinical Nurse Specialists. Courses are also provided for Social Services care workers thereby extending knowledge to residential homes and to care in the community.

Offering clinical placements was a challenge during 2020/21 due to the pandemic and the measures put in place to ensure staff and patient safety, however our face to face teaching of medical students was able to continue and we supported 374 Medical Students and 172 FY1 junior doctors with training and placements

The LOROS Education department (with the assistance of funding from the NHS) has developed a broad programme of education for the wider health and social care community, including study days, workshops, seminars, accredited programmes and lectures. During this financial year, the number of delegates was 3,228, an increase of 1,063 from the previous year.

The education provided by LOROS has a significant impact upon the knowledge and skills of health and social care professionals and consequently therefore upon the care of patients. This is enhanced by collaboration with De Montfort University and the University of Leicester, for which we are the affiliated teaching hospice and working with other Universities in the Midlands to offer placements for pre-registration health students.

We are an accredited City & Guilds centre, with direct claims status for our palliative care programmes. We have achieved the Skills for Health Quality Mark which demonstrated to employers and students that we meeting quality standards with our education delivery. We are the accredited centre to deliver Sage & Thyme foundation level communication skills for Leicester, Leicestershire & Rutland and have delivered this training to 153 learners, all of which work in health and social care settings.

RELATIONSHIPS WITH OTHER BODIES

In co-ordinating patient services LOROS, as an "independent provider", works closely with other local health providers both within the statutory and voluntary sectors.

LOROS' NHS Grant Funding has been provided through three local Clinical Commissioning Groups.

Whilst the NHS provides less than one third of the charity's annual revenue, LOROS does rely heavily upon the continuity of provision of the NHS income (whether by grant or through some other form of agreement) and any reduction in this funding would have a direct impact upon the level of service provision.

The Charity continues to be closely involved with the local NHS Trusts in the provision and development of palliative care.

LOROS as a voluntary hospice is able to access grants which otherwise would not be available within Leicestershire and Rutland. These funds have been used to support service developments within the local community.

LOROS has a commitment to research and has research and clinical links with the University of Leicester, De Montfort University and with the University Hospitals of Leicester NHS Trust (UHL).

The charity has working relationships with a number of NHS bodies in the East Midlands, for example the Local Education and Training Board. Through its ambition to become a Centre of Excellence, it has also begun to engage more closely with other relevant partners, such as the Academic Health Science Network.

- **Care Quality Commission (CQC)**

The CQC did not carry out an inspection of LOROS and its services during 2020-21, however, regular engagement meetings have been held with the CQC inspectors, which has enabled the sharing of information and provision of assurance.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2021 (*continued*)

Due to the Coronavirus pandemic the CQC paused routine inspections and are using the Transitional Monitoring Approach (TMA) to monitor services. The TMA focuses on safety, how effectively a service is led and how easily people can access the service.

The TMA includes:

- a strengthened approach to monitoring, based on specific existing key lines of enquiry (KLOEs), so the CQC can continually monitor risk in a service
- using technology and local relationships to have better direct contact with people who are using services, their families and staff in services
- targeting inspection activity where they have concerns

The TMA is not an inspection, therefore services are not rated. LOROS had a TMA online conversation with our inspector in February 2021.

• Department of Health

Quality Accounts were introduced as a result of the NHS (Quality Accounts) Regulations 2010, having been set out in the Health Act 2009. They are a new form of annual report to the public about the quality of services provided and quality initiatives planned. LOROS' Quality Account for 2019/20 can be viewed on the website www.loros.co.uk.

FINANCIAL REVIEW

The charity is in a sound financial position despite the difficult situation in the general economy and the effects of the pandemic.

The directors are careful about taking on commitments that may not be sustainable in the medium term. The directors seek to balance carefully the demonstration of financial prudence with a need to maximise patient benefits in the short-term by spending the monies donated for patient care. They are also of the view that the cash resources held by the charity enable it to respond effectively and flexibly to external change and to opportunities.

Budgets are set at the beginning of each financial year. Expenditure is prioritised and monitored in order to optimise the overall benefits for patients.

A surplus of £798,724 (2020: £2,166,308 deficit) was recorded in the financial year.

It is important to note that the COVID pandemic has caused the senior team and Trustees to make some significant decisions that have helped to safeguard the future of the charity and ensure it remains a strong going concern. A financial review has taken place and resulted in a round of redundancies to reduce overheads, a successful cost efficiencies programme has been undertaken and a review of clinical service structure v demand is also being managed as the medium term impacts of COVID become clear.

EMPLOYEE AND VOLUNTEER ENGAGEMENT

LOROS has extensive processes and systems in place to engage with our staff. We have a staff intranet which is regularly updated with the latest information and communications. We embarked on a series of staff engagement initiatives called CREATE 2020. The aim being that by the end of 2020, through staff and volunteer engagement, a series of initiatives will be implemented and embedded to ensure staff and volunteers continue to be valued and at the heart of everything we do.

In addition LOROS has a volunteer's voice programme. We also have a Patients and Carers Participation Group that regularly seeks the views of those who access our services. We ensure that actions following recommendations are fed back to the groups.

Since the COVID-19 pandemic outbreak, we have further strengthened our staff and volunteer engagement by having regular online forums.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2021 (*continued*)

LOROS is committed to creating a positive culture of dignity and respect for all individuals. Our intention is to identify and minimise any form of discrimination, harassment and victimisation that disadvantages people who identify against the protected characteristics listed under the Equality Act 2010

COST OF PROVISION OF CARE (Activities in furtherance of the objects of the charity.)

- **Charitable Activities**

The cost of charitable activities at £10.959 million (2020: £11.829 million) was down 7% on the previous year.

INCOMING RESOURCES

Section 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities. Although LOROS does not undertake widespread fundraising from the general public, certainly outside of Leicester, Leicestershire and Rutland, the legislation defines fund raising as 'soliciting or otherwise procuring money or other property for charitable purposes.' Such amounts receivable are presented in our accounts as 'voluntary income' and include legacies and grants.

In relation to the above, we confirm that all solicitations are managed internally. The day to day management of all income generation is delegated to the executive team, who are accountable to the trustees.

The charity is not bound by any undertaking to be bound by any regulatory scheme but is mindful of and adheres to the Fundraising Regulators Code of Practice, Charity Commission Guidelines and Regulations and Data Management enforced by the Information Commissioners' Office.

The charity has a 'Safeguarding Policy' which serves to protect not only our own staff but also those people deemed to be vulnerable with whom LOROS may come in to contact through fundraising activities including Lottery doorstep collections, service in our shops and contact at or through fundraising events. Unreasonable intrusion, persistent approaches and undue pressure are not acceptable.

- **National Health Service (NHS)**

35% of current unrestricted charitable expenditure was covered by grants from the NHS from various sources of funds, 10% more than the previous year and reflects the requirement to restrict expenditure relating to the NHS England funding noted below. The overall amount received from the NHS of £2.84 million (2020: £2.96m) was 4% less than last year.

In addition, NHS England awarded funding to allow the hospice to make available bed capacity and community support from April 2020 to July 2020 to provide support to people with complex needs in the context of the COVID-19 situation and to provide bed capacity and community support from November 2020 to March 2021 for the same purpose. The income and associated spend are disclosed as restricted.

- **Donations, legacies and similar incoming resources**

Apart from the NHS monies the Charity relied upon the continued generosity of the people and organisations of Leicester, Leicestershire and Rutland. The income received in the year was £6.602m (2020: £6.762m), down 2% on last year, with the deficit attributable to a reduction in legacy income

- **Fundraising**

There is a sustainable programme of fundraising in a very competitive environment. The board values highly the substantial amount that is raised each year from the local community by way of voluntary income.

LOROS has a wide portfolio of fundraising activities to generate voluntary donations towards our core work.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2021 (*continued*)

LOROS has a wide portfolio of fundraising activities to generate voluntary donations towards our core work. Our fundraising is employee and volunteer led, we do not employ the services of external agencies.

We are committed to building trust with our supporters, which is why we are members of the Fundraising Regulator, Hospice Lottery Association, Charity Retail Safeguarding Scheme and have individual memberships with the Institute of Fundraising.

Our Income Generation and Marketing Standards Committee meet twice a year to promote public, donor, board, staff and volunteers confidence in the income generation practices at LOROS, ensuring ethical practices by all teams responsible for Income Generation & Marketing.

During the financial year 2020-2021 we received no complaints relating to our fundraising activity. Three complaints were received in relation to our subsidiaries.

Trading Company – (LOROS Enterprises Limited - a wholly-owned subsidiary of the charity.)

The largest part of the trading company's turnover relates to the shops of which there are twenty-nine.

The overall reported profit contribution of £203,269 was 30% down on the previous year due to the effects of the pandemic, our shops being shut for 7 months of the financial year

In October 2010, a scheme to enable gift aid to be claimed on some donations through the charity was launched. This has proved to be successful and generated an additional amount through the charity which to some extent compensated for the loss of profit through LOROS Enterprises Ltd. In 2020/21, this retail gift aid related income amounted to £144,211, which was £712,601 less than the £856,812 achieved in 2019/20, again attributable to the effects of the pandemic.

The shops depend upon local support both for the supplies of good quality donated items, from which the shops derive nearly all of their profits, and for sufficient numbers of volunteer helpers.

LOROS Lottery (through LOROS Lotteries Limited – a wholly-owned subsidiary of the charity).

The LOROS Lottery had another successful year and, despite the challenges in the economy, generated a substantial profit of £791,196 (2020: £716,617), 10% up on the previous year.

- **Legacies**

Apart from the statutory funding, legacies are usually the charity's largest single source of income but the level each year can fluctuate significantly. This year legacy income of £1,013,522 represented 16% of LOROS' total voluntary income (compared with 44% in 2019/20, 46% in 2018/19, 52% in 2017/18 and 42% in 2016/17).

The amount of legacy income accounted for can make a very great difference to the overall results. Legacy income is not predictable but it has been the surpluses provided by legacies that has enabled the charity to build up and to maintain the reserves at the required levels and to undertake capital projects. Because of the potential for significant fluctuations the board is circumspect in the degree to which, in any one year, it relies upon legacy income in order to fund the on-going revenue expenditure.

- **Volunteers**

In addition to the income evaluated in the statement of financial activities, the charity is dependent upon the support of approximately 1,300 regular volunteers. Volunteer activities span the whole range of functions from fundraising to service provision. The directors are of the opinion that it would be impractical to attempt to quantify the value of work done by volunteers.

- **Investments**

Investment performance was excellent during the year with an unrealised valuation surplus of £1,284,363 (2020: deficit of £367,638).

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2021 (continued)

RESERVES POLICY

The directors' current policy is to hold the equivalent of six months' current expenditure as free reserves in readily realisable form. This policy requires that free and unrestricted reserves are maintained at a level that would ensure that LOROS' core activities could be maintained in the short to medium term during periods of adverse financial conditions.

This cover is required in order to provide for:

- adequate working capital
- unforeseen expenditure
- streams of income or expenditure being different from that budgeted
- growth in demand for care services
- replacement of tangible assets

This policy is reviewed not less than annually in order to ensure that the reserve target is appropriate.

The board considers carefully the Charity's commitments, taking into account the risks inherent in these commitments and in its activities generally. It monitors, on an on-going basis, the fund balances available relative to its financial plans and to the meeting of its objectives in both the medium and longer term. The current level of reserves is in excess of the policy but is deemed to be appropriate in view of the exceptionally high current level of uncertainty with regard to future NHS funding combined with the general economic outlook affecting voluntary income.

• Reserves Cover

Based upon the expenditure for 2020/21 the minimum free reserve requirement was £5.5 million. At the end of the year free reserves, equivalent in this case to the net current assets of the Charity, stood at £4.5 million. The reserves had been built up to cover the hospice site development from 2016 to 2018, which has resulted in £4million of reserves being designated for this purpose in 2015/16.

As at 31st March 2021, the level of reserves were as follows:-

Unrestricted Funds	£16,692,587 (2020: £15,438,055)
Restricted Funds	£3,857,291 (2020: £3,882,504)
Designated Funds	£3,513,071 (2020: £3,943,666)

• Investment Policy

As part of its on-going risk and reserves assessment the Charity has appointed Smith and Williamson of Birmingham to provide "discretionary investment management". At the end of the year the funds invested were valued at £6.0 million (2020: £4.7m), up 28% on last year, reflecting the recovery in global stock prices since the start of the pandemic. In addition to this, through gifts in wills during the 2019/20 year, the charity owns property with a book value of £250,000, from which it is earning rental income.

The board has an agreed statement of investment principles. The aim is to produce a net return, year-on-year, better than the holding of cash. There is also:

- a Treasurer's Committee which regularly reviews performance
- an ethical investment policy (which is to avoid the tobacco industry)

Over half of the Charity's fund balances of £24.1 million relates to the tangible operational assets, which are held principally in its properties.

The directors keep under review the diversification of the funds held by way of reserves.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2021 (*continued*)

SUMMARY

Despite the significant issues in the UK economy over the last year and the unanticipated impact of the COVID 19 Pandemic LOROS has largely been able to sustain its range and level of clinical activities which provide such excellent and valued care and support for patients and family members across Leicester, Leicestershire and Rutland. The overall financial position is being monitored very carefully and will remain a key focus in all that can be achieved going forwards in such a volatile time.

Thanks must be expressed to the people and organisations of Leicester, Leicestershire and Rutland who have enabled LOROS to achieve so much and who have contributed to the raising of a huge amount of voluntary income in the year. It is the partnership between LOROS, the NHS and the wider community that has over the years enabled the aims of LOROS to be realised.

Year by year the Charity has relied upon increases in voluntary support well above inflation as the annual percentage increases in the NHS grant have failed to keep pace with inflation. In most cases the cost of service developments has had to be met from new voluntary income.

None of what has been set out could have been achieved without the hard work and dedication of LOROS' skilled staff and volunteers. The board thanks all of the staff for their commitment to the work of the Charity.

The directors are confident that LOROS has an important and continuing place as a provider of high quality care, as an upholder of the ethos and values to which it has always held and as an advocate for patients and their families.

Provision of information to auditor

Each of the persons who are directors at the time when this Directors' Report is approved has confirmed that:

- so far as that director is aware, there is no relevant audit information of which the charity's auditor is unaware; and
- that director has taken all the steps that ought to have been taken as a director in order to be aware of any information needed by the charity's auditor in connection with preparing their report and to establish that the charity's auditor is aware of that information.



ROBIN GRAHAM-BROWN
Chairman,
Board of Trustees, LOROS

6th September 2021



ANDREW STANT
Vice-Chairman (& Honorary Treasurer)
Board of Trustees, LOROS

6th September 2021

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Statement of trustees' responsibilities

The Directors are responsible for preparing the Director's annual report and the financial statements in accordance with applicable law and regulations. Company law requires the Director's to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (UK Accounting Standards and applicable law). Under company law the Directors' must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and parent charity and of the incoming resources and application of resources, including its income and expenditure of the group for that period. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Directors are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the group and parent charity and enable them to ensure that the financial statements comply with the requirements of the Companies Act 2006. They are also responsible for safeguarding the assets of the group and parent charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report

Opinion

We have audited the financial statements of The Leicestershire & Rutland Organisation for the Relief of Suffering Limited ("the Parent Charitable Company") and its subsidiaries ("the Group") for the year ended 31st March 2021 which comprise the consolidated statement of financial activities, the consolidated and parent charity balance sheets, the consolidated cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 31st March 2021 and of the Group's incoming resources and application of resources and the Parent Charitable Company's incoming resources and application of resources 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 and the Parent Charitable Company in accordance with the ethical requirements 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 related to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Director's use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Group or the Parent Charitable Company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the Director's Report, other than the financial statements and our auditor's report thereon. The other information comprises the Director's Report. The Directors are responsible for the other information.

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.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report (*continued*)

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 Directors' Report and the Strategic report prepared for the purposes of Company Law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic report and the Directors' Report, which are included in 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 misstatement in the Strategic report or the Trustee's 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 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 Directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement, 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 determines 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

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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:

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report (*continued*)

Auditor's responsibilities for the audit of the financial statements (Cont.)

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial report frameworks (UK Generally Accepted Accounting Practice, the Companies Act 2006) and the relevant tax compliance regulations in the jurisdiction in which the company operates.
- We enquired of management whether they were aware of any instances of non-compliance with laws and regulations, or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias;
- We tested significant transactions, in particular the evaluation of the business rationale for any which appear unusual or outside the company's normal course of business;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity.
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We have assessed these areas at group level and at component level where appropriate, we performed the component audit work ourselves as part of our audit of those entities;
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these.

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

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at:
<https://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.



R J Radford FCA (Senior Statutory Auditor)
For and on behalf of The Rowleys Partnership Ltd
(*Eligible to act as an auditor in terms of section 1212 of the Companies act 2006*)
Statutory Auditors
Charnwood House
Harcourt Way
Meridian Business Park
Leicester
LE19 1WP

Date 7/2/2021

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Consolidated statement of financial activities for the year ended 31 March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	2021 funds £	Unrestricted funds £	Restricted funds £	2020 funds £
Income from:							
Donations and legacies	3	3,766,460	2,835,136	6,601,596	6,350,498	411,467	6,761,965
Investments	4	111,956	-	111,956	157,364	-	157,364
Other trading activities:							
- Shop income		2,059,871	-	2,059,871	2,311,374	-	2,311,374
- Lottery income		1,356,713	-	1,356,713	1,370,266	-	1,370,266
		<u>7,295,000</u>	<u>2,835,136</u>	<u>10,130,136</u>	<u>10,189,502</u>	<u>411,467</u>	<u>10,600,969</u>
Charitable activities							
Contribution by the National Health Service		2,838,729	-	2,838,729	2,960,450	-	2,960,450
Educational activities		560,271	-	560,271	337,681	-	337,681
		<u>3,399,000</u>	<u>-</u>	<u>3,399,000</u>	<u>3,298,131</u>	<u>-</u>	<u>3,298,131</u>
Total income		<u>10,694,000</u>	<u>2,835,136</u>	<u>13,529,136</u>	<u>13,487,633</u>	<u>411,467</u>	<u>13,899,100</u>
Expenditure on:							
Raising funds							
Shop expenditure		2,042,236	-	2,042,236	2,548,305	-	2,548,305
Lottery expenditure		565,517	-	565,517	653,649	-	653,649
Fundraising costs		417,032	-	417,032	632,117	-	632,117
Depreciation of leasehold shop properties		8,721	-	8,721	3,474	-	3,474
Investment management fees		22,528	-	22,528	31,516	-	31,516
Corporation tax		-	-	-	-	-	-
		<u>3,056,034</u>	<u>-</u>	<u>3,056,034</u>	<u>3,869,061</u>	<u>-</u>	<u>3,869,061</u>
Charitable activities							
The Leicestershire and Rutland Hospice		8,098,392	2,860,349	10,958,741	11,519,418	309,291	11,828,709
		<u>8,098,392</u>	<u>2,860,349</u>	<u>10,958,741</u>	<u>11,519,418</u>	<u>309,291</u>	<u>11,828,709</u>
Total expenditure	5	<u>11,154,426</u>	<u>2,860,349</u>	<u>14,014,775</u>	<u>15,388,479</u>	<u>309,291</u>	<u>15,697,770</u>
Profit/(Loss) on investment assets	7	1,284,363	-	1,284,363	(367,638)	-	(367,638)
Net income		<u>823,397</u>	<u>(25,213)</u>	<u>798,724</u>	<u>(2,268,484)</u>	<u>102,176</u>	<u>(2,166,308)</u>
Total funds brought forward		<u>19,381,721</u>	<u>3,882,504</u>	<u>23,264,225</u>	<u>21,650,205</u>	<u>3,780,328</u>	<u>25,430,533</u>
Total funds carried forward		<u>20,205,658</u>	<u>3,857,291</u>	<u>24,062,949</u>	<u>19,381,721</u>	<u>3,882,504</u>	<u>23,264,225</u>

The statement of financial activities includes all gains and losses recognised in the year. All incoming resources and resources expended derive from continuing activities

The notes on pages 25 to 43 form part of these financial statements.

Consolidated summary Income and expenditure account

	2021 £	2020 £
Gross income of continuing operations	13,529,136	13,899,100
Total expenditure of continuing operations	(14,014,775)	(15,697,770)
Realised gains/(losses) on disposal of investment assets	(247,266)	(370,749)
Net income for the year	<u>(732,905)</u>	<u>(2,169,419)</u>

A detailed analysis of income by source is provided in the statement of financial activities. Detailed analysis of expenditure is provided in the statement of financial activities and in note 5.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

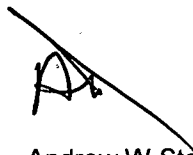
Consolidated balance sheet at 31 March 2021

<i>Company number 01298456</i>	Note	2021 £	2021 £	2020 £	2020 £
Fixed assets					
Tangible assets	6		13,340,606		14,004,550
Investments	7		6,247,678		5,094,529
			<u>19,588,284</u>		<u>19,099,079</u>
Current assets					
Stocks	8	42,437		84,351	
Debtors	9	3,902,252		5,002,762	
Cash at bank and in hand		1,918,094		1,303,887	
		<u>5,862,783</u>		<u>6,391,000</u>	
Creditors: amounts falling due within one year	10	(1,388,118)		(2,225,854)	
Net current assets			<u>4,474,665</u>		<u>4,165,146</u>
Net assets			<u>24,062,949</u>		<u>23,264,225</u>
Funds					
Restricted funds	12		3,857,291		3,882,504
Unrestricted funds:					
- Designated funds	13/14		3,513,071		3,943,666
- Other charitable funds	13		15,035,790		14,818,355
- Revaluation reserve	13		1,656,797		619,700
			<u>24,062,949</u>		<u>23,264,225</u>

The financial statements were approved by the members of the Board of Trustees on 6/9/2021 and signed on its behalf



Robin Graham-Brown
Chairman



Andrew W Stant
Honorary Treasurer

The notes on pages 25 to 43 form part of these financial statements.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

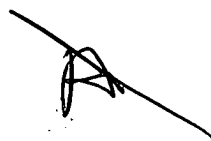
Charity balance sheet at 31 March 2021

Company number 01298456	Note	2021 £	2021 £	2020 £	2020 £
Fixed assets					
Tangible assets	6		13,248,050		13,888,912
Investments	7		6,247,682		5,094,533
			19,495,732		18,983,445
Current assets					
Debtors	9	3,976,971		4,868,971	
Cash at bank and in hand		1,479,324		1,224,595	
		5,456,295		6,093,566	
Creditors: amounts falling due within one year	10	(1,014,310)		(1,868,553)	
Net current assets			4,441,984		4,225,013
Net assets			23,937,716		23,208,458
Funds					
Restricted funds	12		3,857,291		3,882,504
Unrestricted funds:					
- Designated funds	13/14		3,513,071		3,943,666
- Other charitable funds	13		14,910,557		14,762,588
- Revaluation reserve	13		1,656,797		619,700
			23,937,716		23,208,458

The financial statements were approved by the members of the Board of Trustees on 6/9/2021 and signed on its behalf



Robin Graham-Brown
Chairman



Andrew W Stant
Honorary Treasurer

The notes on pages 25 to 43 form part of these financial statements.

Leicestershire and Rutland Organisation for the Relief of Suffering Limited

Consolidated cash flow statement for the year ended 31 March 2021

	2021 £	2020 £
Net cash flow from operating activities	463,994	(1,633,590)
Net cash inflow from investing activities	213,695	570,918
	<hr/>	<hr/>
Change in cash and cash equivalents in the year	677,689	(1,062,672)
Cash and cash equivalents at the beginning of the year	1,423,525	2,486,197
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	2,101,214	1,423,525
	<hr/> <hr/>	<hr/> <hr/>

The notes on page 25 to 43 form part of these financial statements.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes to the cash flow statement for the year ended 31 March 2021

1 Cash flows from operating activities

	2021 £	2020 £
Net income per SOFA	798,724	(2,166,308)
(Gain)/LOSS on investment	(1,284,363)	367,638
	<hr/>	<hr/>
Net incoming resources	(485,639)	(1,798,670)
Investment income	(111,956)	(157,364)
Depreciation	756,901	765,593
Decrease in stocks	41,914	27,972
Decrease/(Increase) in debtors	1,100,510	(1,192,606)
Loss/(Profit) on sale of assets	-	8,791
(Decrease)/Increase in creditors	(837,736)	712,694
	<hr/>	<hr/>
Net cash (outflow)/Inflow from operating activities	<u>463,994</u>	<u>(1,633,590)</u>

2 Cash flow from investing activities

	2021 £	2020 £
Purchase of tangible fixed assets	(94,207)	(277,098)
Proceeds from sale of tangible fixed assets	1,250	502
Acquisition of listed investments	(965,144)	(1,081,013)
Proceeds of sale of listed investments	1,159,840	736,693
Interest received	111,956	157,364
	<hr/>	<hr/>
	<u>213,695</u>	<u>570,918</u>

3 Analysis of changes in cash and cash equivalents

	At 1 April 2020 £	Cash flow £	At 31 March 2021 £
Cash at banks, building societies and in hand	1,303,887	614,207	1,918,094
Cash held as part of investment portfolio	119,638	63,482	183,120
	<hr/>	<hr/>	<hr/>
Total bank and cash holding	<u>1,423,525</u>	<u>677,689</u>	<u>2,101,214</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2021

1 Legal status

The Organisation is a registered charity. Its legal entity is a company limited by guarantee.

2 Accounting policies

The following accounting policies have been used consistently in dealing with items considered material to the charitable group's affairs.

Basis of preparation

The financial statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value. The financial statements have been prepared in accordance with the Statement of Recommended Practice 2019. Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

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

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

In preparing these financial statements, the Directors have made the following judgements:

Tangible fixed assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

Trade debtors

At each reporting date, trade debtors are assessed by recoverability. If there is any evidence of impairment, the carrying amount of the debtor is reduced to its recoverable amount. The impairment loss is recognised immediately in the income statement.

Leases

Determine whether leases entered into by the group after as a lessor or a lessee are an operating lease or finance lease. These decisions depend on assessment of whether the risks and rewards of ownership have been transferred from the lessor to the lessee on a lease by lease basis.

Investments

The most critical estimates, assumptions and judgements relate to the determination of carrying value of investments at fair value through the Statement Of Financial Activities, the Group follows the International Private Equity and Venture Capital Valuation Guidelines applying the overriding concept that fair value is the amount for which an asset can be exchanged between knowledgeable willing parties in an arm's length transaction. The nature, facts and circumstances of the investment drives the valuation methodology.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2021 (*continued*)

2 Accounting policies (*continued*)

Basis of consolidation

The group financial statements consolidate the financial statements of Leicestershire and Rutland Organisation for the Relief of Suffering Limited and its subsidiaries up to 31 March 2020 on a line by line basis. A separate Statement of Financial Activities (SOFA) for the institution alone is not presented because the charity has taken advantage of the provisions of section 408 of the Companies Act 2006.

Fund accounting

Funds held by the charity are either:

Unrestricted general funds – these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds – these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

Restricted funds – these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Incoming resources

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

Voluntary income is accounted for when received. Incoming resources represents the amount receivable during the year in respect of donations and legacies.

Legacies are recognised when there is sufficient evidence to provide the necessary certainty that the legacy will be received and the legacy can be measured with sufficient reliability.

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally upon notification by our investment advisor of the dividend yield of the investment portfolio.

Shop income represents the amounts receivable for goods sold to customers and commission receivable on sale of donated goods. It is recognised at the point of sale for retail goods and on dispatch otherwise.

Lottery income represents the amount receivable in respect of lotteries and raffles held during the year and scratch cards sold. Lottery and raffle income is recognised at the point of draw and scratch card income is recognised on a cash basis. Amounts received for future lottery and raffle draws are reserved as income in advance.

Activities furthering charitable objects. Income under health authority and NHS contracts is recognised in the Statement of Financial Activities on a receivable basis.

Where income is received in advance of performance, its recognition is deferred and included in creditors until the contract is performed.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2021 (*continued*)

2 Accounting policies (*continued*)

Resources expenses

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. It is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is allocated directly to charitable expenditure and costs of raising funds. Expenditure is classified under the following activity headings.

- Costs of raising funds include those costs incurred in raising voluntary income, and include the salaries, direct expenditure and overhead costs of the staff who promote fundraising, including events.
- Charitable activities expenditure relates to expenditure on objects of the charity and include direct costs and support costs associated to these activities.

Governance costs represent costs which relate to the general running of the charity including the strategy planning process that contribute to future development, and are included with charitable activities. Support costs have been allocated between fundraising and charitable activities, in proportion to the direct costs of each activity. Where direct allocation is not possible, costs are apportioned over the above headings based on the allocation of staff.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Pensions

The Trust makes payments to two defined contribution pension schemes on behalf of qualifying employees. One administered by the NHS Pensions Agency and a stakeholder scheme providing benefits for the employees additional to those from the state. Such contributions are charged in the Statement of Financial Activities when made. The contributions are invested separately from the Trust's assets.

Financial Agreement with the National Health Service

The agreement with the Clinical Commissioning Groups provides for, inter alia, a contribution by them towards the revenue expenditure arising from operating the Hospice, agreed annually prior to the commencement of each financial year.

In addition to the defined contribution pension scheme noted above, the charity contributes to the NHS Superannuation Scheme as a Direction Body. Under the rules of the NHS Superannuation Scheme, Direction Bodies pay employer's contributions to the Scheme, but are not employing authorities for the purposes of the scheme. The NHS Superannuation Scheme is a multi-employer defined benefit scheme, and the charity is unable to identify its share of the underlying assets and liabilities of the scheme, and accordingly sufficient information is not available to enable the charity to account for the scheme as a defined benefit scheme. The charity's contribution to the NHS Superannuation Scheme is therefore treated as defined contribution pension scheme payments. Details of the NHS Superannuation Scheme deficit can be obtained from the official documents website www.official-documents.gov.uk.

Government Grants

Government grants receivable in relation to job retention scheme and retail scheme are recognised as income over the periods necessary to match them with the related costs which they are intended to compensate, on a systematic basis. Government grants are shown separately as other income.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2021 (*continued*)

2 Accounting policies (*continued*)

Tangible fixed assets

Tangible fixed assets are included at cost, and other than freehold land, are depreciated on a straight line basis at annual rates calculated to write off their cost over the terms of their useful lives as follows:

Freehold building	-	30 years
Short leasehold property	-	The unexpired period of each lease or such shorter period as is considered appropriate
Computers	-	5 years
Fixtures, furniture and equipment	-	5-10 years
Mini buses	-	5 years
Other motor vehicles	-	4 years

Additions costing less than £500 are written off in the year of purchase.

Freehold land is not depreciated.

Stocks

Stocks are stated at the lower of cost and net realisable value. Cost is determined on a first-in first-out basis, and includes all direct costs incurred. Net realisable value is based on an estimated selling price allowing for all further costs of disposal.

Debtors

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

Creditors

Short term creditors are measured at the transaction price. Other financial liabilities are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the net gains and losses arising on revaluation and disposals throughout the year. The charity does not acquire put options, derivatives or other complex financial instruments.

The main form of financial risk faced by the charity is that of volatility in equal markets and investment markets due to wider economic conditions, the attitude of investors to investment risk, and changes in sentiment concerning equities and within particular sectors or sub sectors.

Short term deposits represent investments in bank term deposits maturing within one year. Investments in subsidiary companies are stated at cost.

Realised gains and losses

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

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2021 (continued)

2 Accounting policies (continued)

Cash and cash equivalents

Cash and cash equivalents include cash at bank and cash in hand as well as short term highly liquid investments with a short maturity (recognised within short term investments).

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.

Operating leases

Operating lease rentals are charged on a straight line basis over the lease term.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period until the date the rent is expected to be adjusted to the prevailing market rate.

Corporate tax

The charity is exempt from tax on income and gains falling within sections 466 to 493 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Volunteer contribution

Trustees and volunteers provide support to Leicestershire and Rutland Organisation for the Relief of Suffering Limited. It is not practical nor feasible to place a value on the time volunteered by these persons.

3 Donations and legacies

	2021 £	2020 £
Legacies	1,133,113	2,946,131
Covenanted donations and gift aid	154,310	145,081
Donations and gift under the Retail Gift Aid Scheme	144,211	856,812
Other donations, appeals and fund raising events	5,169,962	2,813,941
	<hr/> 6,601,596	<hr/> 6,761,965

In 2021, donations and legacies included £2,835,136 (2020 - £411,467) of restricted income. Included in restricted income is £2,678,292 of COVID-19 grants distributed by Hospice UK on behalf of NHS England to support hospices during the pandemic.

In October 2010 LOROS Enterprises Ltd started acting as an agent selling goods on behalf of customers in return for a commission where the customer has registered for Gift Aid. This has the effect of reducing the turnover of LOROS Enterprise Limited but the income associated with such sales is recorded as a donation by The Leicestershire and Rutland Organisation for the Relief of Suffering Limited.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2021 (*continued*)

4 Investments

	2021 £	2020 £
Bank and building society interest	9,352	14,567
Dividends and interest on investments	102,604	142,797
	<u>111,956</u>	<u>157,364</u>

In 2021, all income (2020 – all income) relating to investments was unrestricted.

5 Analysis of total group resources expended

	Depreciation 2021 £	Staff costs 2021 £	Other 2021 £	Total 2021 £	Total 2020 £
Cost of generating funds:					
Shop expenditure	38,549	1,063,423	940,264	2,042,236	2,548,305
Depreciation of shop leases	8,721	-	-	8,721	3,474
Lottery expenditure	2,339	265,224	297,954	565,517	653,649
Fundraising and publicity	58,741	211,206	147,085	417,032	632,117
Investment management fees	-	-	22,528	22,528	31,516
Charitable activities:					
Direct charitable expenditure					
Hospice	648,331	8,217,119	1,973,242	10,838,692	11,710,357
Governance costs	-	98,320	21,729	120,049	118,352
	<u>756,681</u>	<u>9,855,292</u>	<u>3,402,802</u>	<u>14,014,775</u>	<u>15,697,770</u>

Support costs of £86,313 (2020 - £174,181) have all been allocated to the Hospice.

Shop expenditure includes £ 566,009 (2020 - £547,674) in respect of operating leases for land and buildings.

In 2021, other charitable activities included £2,860,349 (2020 - £309,291) of restricted expenditure.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2021 (continued)

5 Analysis of total resources expended (continued)

Employees

The average number of full time equivalent employees

	2021	2020
Fund raising and administrative	33	32
Provision of care	208	227
Shops	54	57
Lottery company	11	12

306	328
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The number of employees

Fund raising and administrative	37	37
Provision of care	253	279
Shops	74	76
Lottery company	16	17

380	409
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Staff costs

	£	£
Wages and salaries	8,569,311	9,108,777
Social security costs	691,455	734,754
Pension costs	594,526	612,904

9,855,292	10,456,434
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Included within pension costs are payments to the NHS Superannuation Scheme, a defined benefit scheme. The employer's contribution to this scheme are treated as a defined contribution scheme as disclosed within the accounting policies. Employer's contributions to the scheme in the year amounted to £391,123 (2020 - £400,195), of this amount £NIL (2020 - £NIL) was outstanding at the year-end.

	2021	2020
The number of employees whose emoluments fell within the following bands was:		
In the banding £70,000 - £80,000	1	1
In the banding £90,000 - £95,000	1	-
In the banding £95,000 - £100,000	-	1

Auditor's remuneration

	£	£
The amount charged in the year to the group was:		
Statutory audit	25,985	22,766
Other	2,350	2,350

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2021 (continued)

6 Tangible fixed assets

Group	At 31 March 2020 £	Additions during the year £	Disposals during the year £	At 31 March 2021 £
<i>Cost</i>				
Leicestershire and Rutland Hospice:				
Freehold land	3,000,000	-	-	3,000,000
Freehold buildings	16,433,185	35,206	(1,470)	16,466,921
Motor vehicles	192,396	-	-	192,396
Fixtures, fittings and equipment	1,186,280	32,474	-	1,218,754
	<u>20,811,861</u>	<u>67,680</u>	<u>(1,470)</u>	<u>20,878,071</u>
Leasehold shop properties	29,279	8,721	-	38,000
Shops – fixtures and fittings	536,618	17,806	-	554,424
Motor vehicles	92,548	-	-	92,548
Lottery company – fixtures and fittings	11,697	-	-	11,697
	<u>670,142</u>	<u>26,527</u>	<u>-</u>	<u>696,669</u>
Total cost	<u>21,482,003</u>	<u>94,207</u>	<u>(1,470)</u>	<u>21,574,740</u>
<i>Depreciation</i>				
Leicestershire and Rutland Hospice:				
Freehold buildings	6,129,716	589,780	(220)	6,719,276
Motor vehicles	148,506	24,277	-	172,783
Fixtures, fittings and equipment	644,727	93,235	-	737,962
	<u>6,922,949</u>	<u>707,292</u>	<u>(220)</u>	<u>7,630,021</u>
Leasehold shop properties	29,279	8,721	-	38,000
Shops – fixtures and fittings	469,090	24,509	-	493,599
Motor vehicles	51,315	14,040	-	65,355
Lottery company – fixtures and fittings	4,820	2,339	-	7,159
	<u>554,504</u>	<u>49,609</u>	<u>-</u>	<u>604,113</u>
Total depreciation	<u>7,477,453</u>	<u>756,901</u>	<u>(220)</u>	<u>8,234,134</u>
Net book value	<u>14,004,550</u>	<u>(662,694)</u>	<u>(1,250)</u>	<u>13,340,606</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2021 (*continued*)

6 Tangible fixed assets (*continued*)

Company	At 31 March 2020 £	Additions during the year £	Disposals during the year £	At 31 March 2021 £
<i>Cost</i>				
Leicestershire and Rutland Hospice:				
Freehold land	3,000,000	-	-	3,000,000
Freehold buildings	16,433,185	35,206	(1,470)	16,466,921
Motor vehicles	192,396	-	-	192,396
Fixtures, fittings and equipment	1,186,280	32,474	-	1,218,754
	20,811,861	67,680	(1,470)	20,878,071
Leasehold shop properties	29,279	8,721	-	38,000
Total cost	20,841,140	76,401	(1,470)	20,916,071
	At 31 March 2020 £	Provision in the Year £	Eliminated on disposals £	At 31 March 2021 £
<i>Depreciation</i>				
Leicestershire and Rutland Hospice:				
Freehold buildings	6,129,716	589,780	(220)	6,719,276
Motor vehicles	148,506	24,277	-	172,783
Fixtures, fittings and equipment	644,727	93,235	-	737,962
	6,922,949	707,292	(220)	7,630,021
Leasehold shop properties	29,279	8,721	-	38,000
Total depreciation	6,952,228	716,013	(220)	7,668,021
Net book value	13,888,912	(639,612)	(1,250)	13,248,050

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2021 (*continued*)

7 Fixed asset investment	2021	2020
Group and company	£	£
Investments		
Market value at 1 April 2020	4,974,891	6,032,679
Additions at cost	965,143	659,852
Disposals at proceeds	(1,159,840)	(1,350,002)
Net gain/(Loss) on revaluation	1,284,363	(367,638)
Acquisition of share in subsidiary company	1	-
	<hr/>	<hr/>
Market value at 31 March 2021	6,064,558	4,974,891
	<hr/>	<hr/>
Historical cost at 31 March 2021	4,140,154	4,267,861
	<hr/>	<hr/>
Historical cost at 1 April 2020	4,267,861	4,212,284
	<hr/>	<hr/>
<i>Investments comprise:</i>		
Listed investments in the UK	3,606,556	2,875,643
Listed investments outside the UK	2,208,009	1,724,248
Land and property held as investment	249,992	375,000
Cash and settlements pending	183,120	119,638
Acquisition of share in subsidiary company	1	-
	<hr/>	<hr/>
Total	6,247,678	5,094,529
	<hr/>	<hr/>
Group		
Quoted investments	5,814,565	4,599,891
Cash and settlements pending	183,120	119,638
Investment Property	249,992	375,000
	<hr/>	<hr/>
	6,247,678	5,094,529
	<hr/>	<hr/>
Company		
Quoted investments	5,814,565	4,599,891
Cash and settlements pending	183,120	119,638
Investment Property	249,992	375,000
Investments in subsidiary companies	5	4
	<hr/>	<hr/>
	6,247,682	5,094,533
	<hr/>	<hr/>

All investments are carried at their fair value.

Investment in equities and fixed interest securities are all traded in quoted public markets. Holdings in common investment funds, unit trusts and open ended investment companies are at the bid price. The basis at fair value for quoted investments is equivalent to the market value, using the bid price. Asset sales and purchases are recognised at the date of trade at cost (that is their transaction value).

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2021 (*continued*)

7 Fixed asset investment (*continued*)

The fair value of the properties at has been determined by independent advisors and the Trustees have applied this valuation at 31st March 2021

The significance of financial instruments to the ongoing financial sustainability of the Hospice is considered in the financial review and investment policy and performance sections of the Trustees' Annual Report, The main risk to the Hospice from financial instruments lies in the combination of uncertain investment markets and volatility in yield.

Liquidity risk is anticipated to be low as all assets are traded and the commitment to intervention by central banks and market regulators has continued to provide for orderly trading in the markets and so there ability to buy and sell quoted equities and stock is anticipated to continue. The Hospice's investments are mainly traded in markets with good liquidity and high trading volumes.

The Hospice has no material investment holdings in markets subject to exchange controls or trading restrictions. The Hospice does not make use of derivatives and similar complex financial instruments as it takes the View that investments are held for their longer term yield total return and historic studies of quoted financial instruments have shown that volatility in any particular 5 year period will normally be corroded.

No investments held represents more than 5% of the total portfolio valuation at the year end.

Investments in subsidiary companies

The charity owns the whole of the ordinary share capital of LOROS Enterprises Limited (2 ordinary shares of £1 each), LOROS Lotteries Limited (2 ordinary shares of £1 each) and LOROS Commercial Innovations Limited (1 ordinary share of £1). All are incorporated in Great Britain and registered in England and Wales and have been established to carry on trading activities on its behalf.

LOROS Enterprises Limited operates a chain of shops selling items donated from the public, giftware and cards.

LOROS Lotteries Limited operates a lottery for members of the public.

LOROS Commercial Innovations Limited operates external catering operations for members of the public.

All companies covenant any taxable profits to LOROS and also pay interest on any loans from LOROS.

LOROS Commercial Innovations Limited was incorporated on 16th December 2020 as the vehicle to acquire the business of Peppercorns Catering Limited, who ran Café's in Leicestershire. The results of LOROS Commercial Innovations Limited from incorporation to 31st March 2021 are not consolidated in these accounts due to the short accounting period.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2021 (*continued*)

7 Fixed asset investment (*continued*)

A summary of their trading results is shown below

	LOROS Enterprises Limited 01944436 £	LOROS Lotteries Limited 03179552 £	Total £
Company registered number			
Profit and loss account			
Turnover	1,017,194	1,317,780	2,334,974
Cost of sales	(101,110)	(228,926)	(330,036)
Gross profit	916,084	1,088,854	2,004,938
Administration expenses	(1,944,155)	(336,703)	(2,280,858)
Other Operating Income	1,225,677	38,933	1,264,610
Rental Income	5,536	-	5,536
Interest received	203,142 127	791,084 114	994,226 241
Profit before tax	203,269	791,198	994,467
Covenant to LOROS	(200,000)	(725,000)	(925,000)
Profit for the year	3,269	66,198	69,467

Upon consolidation an inter-company recharge of £185,634 (2020 - £541,412) relating to retail gift and management fee, charged by LOROS Enterprises Limited has been eliminated.

The aggregate amounts of the companies' assets, liabilities, share capital and reserves were:

	LOROS Enterprises Limited £	LOROS Lotteries Limited £	Total £
Assets	426,177	346,539	772,716
Creditors: amounts fall due within one year	(373,872)	(273,607)	(647,479)
	52,305	72,932	125,237
Represented by share capital and reserves	52,305	72,932	125,237

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2021 (continued)

8 Stocks	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Goods for resale	42,437	84,351	-	-
9 Debtors	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Amounts due from subsidiary undertakings	165,006	-	405,906	59,228
Other debtors	3,624,724	4,472,441	3,458,835	4,284,245
Trade debtors	112,522	530,321	112,230	525,498
	<u>3,902,252</u>	<u>5,002,762</u>	<u>3,976,971</u>	<u>4,868,971</u>
10 Creditors: amounts falling due within one year	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Amounts due to subsidiary undertakings	-	-	-	174,426
Payments in advance	531,513	977,440	349,203	741,325
Trade creditors	398,735	619,101	276,626	501,249
Taxation and social security	188,907	287,167	218,902	265,272
Other creditors and accruals	268,963	342,146	169,580	186,281
	<u>1,388,118</u>	<u>2,225,854</u>	<u>1,014,311</u>	<u>1,868,553</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2021 (continued)

11 Commitments

Group	Land and buildings 2021 £	Other 2020 £	Land and Buildings 2020 £	Other 2019 £
Operating leases which expire:				
Within one year	222,919	-	249,658	-
In the second to fifth years inclusive	243,223	-	543,175	-
Over five years	-	-	-	-
	<u>466,142</u>	<u>-</u>	<u>792,833</u>	<u>-</u>
Company	Land and Buildings 2021 £	Other 2020 £	Land and Buildings 2020 £	Other 2019 £
Operating leases which expire:				
Within one year	222,919	-	249,658	-
In the second to fifth years inclusive	243,223	-	543,175	-
Over five years	-	-	-	-
	<u>466,142</u>	<u>-</u>	<u>792,833</u>	<u>-</u>

At the year end, the group had capital commitments in relation to the construction of land and buildings of £268,743 (2020 - £NIL).

During the year total lease payments of £566,009 (2020 - £547,654) are recognised as an expense.

12 Restricted funds

Group and company	Balance at 31 March 2020 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2021 £
Capital building fund	3,384,022	-	(84,118)	3,299,904
Hospice	498,482	2,835,136	(2,776,231)	557,387
	<u>3,882,504</u>	<u>2,835,136</u>	<u>(2,860,349)</u>	<u>3,857,291</u>
Group and company	Balance at 31 March 2019 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2020 £
Capital building fund	3,468,140	-	(84,118)	3,384,022
Hospice	312,188	411,467	(225,173)	498,482
	<u>3,780,328</u>	<u>411,467</u>	<u>(309,291)</u>	<u>3,882,504</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2021 (continued)

12 Restricted funds (continued)

The Capital building fund comprises capital raised in order to fund extensions to the hospice. The fund is represented by tangible fixed assets and the movement on the fund represents the depreciation charge.

The hospice fund was established in 1997 from donations in order to fund hospice equipment. Resources expended represent items purchased and depreciation charged on the fixed assets.

The trustees consider that the capital funds should continue to be treated as restricted, even after the completion of the buildings to which they relate.

13 Unrestricted funds

Group	Balance at 31 March 2020 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2021 £
Other charitable funds	14,818,355	(29,831)	247,266	15,035,790
Designated funds (see note 14)	3,943,666	(430,595)	-	3,513,071
Revaluation reserve	619,700	1,284,363	(247,266)	1,656,797
	<u>19,381,721</u>	<u>823,937</u>	<u>-</u>	<u>20,205,658</u>
	Balance at 31 March 2019 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2020 £
Other charitable funds	15,919,352	(1,471,746)	370,749	14,818,355
Designated funds (see note 14)	4,372,766	(429,100)	-	3,943,666
Revaluation reserve	1,358,087	(367,638)	(370,749)	619,700
	<u>21,650,205</u>	<u>(2,268,484)</u>	<u>-</u>	<u>19,381,721</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2021 (*continued*)

13 Unrestricted funds (*continued*)

Company	Balance at 31 March 2020 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2021 £
Other charitable funds	14,762,588	(99,297)	247,266	14,910,557
Designated funds (see note 14)	3,943,666	(430,595)	-	3,513,071
Revaluation reserve	619,700	1,284,363	(247,266)	1,656,797
	<u>19,325,954</u>	<u>754,471</u>	<u>-</u>	<u>20,080,425</u>
	Balance at 31 March 2019 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2020 £
Other charitable funds	15,881,851	(1,490,012)	370,749	14,762,588
Designated funds (see note 14)	4,372,766	(429,100)	-	9,943,666
Revaluation reserve	1,358,087	(367,638)	(370,749)	619,700
	<u>21,612,704</u>	<u>(2,286,750)</u>	<u>-</u>	<u>19,325,954</u>

Other charitable funds represent the free funds of the Charity which are not designated for particular purposes.

Revaluation reserve represents the cumulative unrealised gains on the increase in the market value of fixed asset investments. Upon disposal previously unrealised (gains)/losses are transferred to other charitable funds.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2021 (continued)

14 Designated funds

Group and company

The funds of the charity include the following designated funds which has been set aside out of unrestricted funds by the trustees for a specific purpose.

	Balance at 31 March 2020 £	Utilised £	Transfers £	Balance at 31 March 2021 £
Capital building fund	3,943,666	(430,595)	-	3,513,071
	<u>3,943,666</u>	<u>(430,595)</u>	<u>-</u>	<u>3,513,071</u>
	Balance at 31 March 2019 £	Utilised £	Transfers £	Balance at 31 March 2020 £
Capital building fund	4,372,766	(429,100)	-	3,943,666
	<u>4,372,766</u>	<u>(429,100)</u>	<u>-</u>	<u>3,943,666</u>

The capital building funds relates to the construction of the new LOROS Professional Development Centre and the extension to the Day Therapy and Outpatients Centre.

15 Analysis of group net assets between funds

	Restricted Funds			
	Unrestricted funds £	Capital building fund £	Hospice £	Total Funds £
Fund balance as at 31 March 2021 are represented by:				
Tangible fixed assets	15,730,993	3,299,904	557,387	19,588,284
Current assets	5,862,783	-	-	5,862,783
Current liabilities	(1,388,118)	-	-	(1,388,118)
	<u>15,730,993</u>	<u>3,299,904</u>	<u>557,387</u>	<u>19,588,284</u>
Total net assets	20,205,658	3,299,904	557,387	24,062,949
	<u>20,205,658</u>	<u>3,299,904</u>	<u>557,387</u>	<u>24,062,949</u>

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2021 (*continued*)

15 Analysis of group net assets between funds (*continued*)

	Unrestricted funds £	Restricted funds Capital building fund £	Hospice £	Total Funds £
Fund balance as at 31 March 2020 are represented by:				
Tangible fixed assets	16,960,096	2,966,214	814,114	20,740,424
Current assets	6,203,269	-	-	6,203,269
Current liabilities	(1,513,160)	-	-	(1,513,160)
	<hr/>	<hr/>	<hr/>	<hr/>
Total net assets	21,650,205	2,966,214	814,114	25,430,533
	<hr/>	<hr/>	<hr/>	<hr/>

16 Related party transactions and trustees' expenses and remuneration

The Leicestershire & Rutland Organisation for the Relief of Suffering Limited wholly owns its subsidiary companies LOROS Lotteries Limited and LOROS Enterprises Limited. During the year LOROS Lotteries Ltd covenanted to the charity £725,000 (2020 - £710,000). During the year LOROS Enterprises Ltd covenanted to the charity £200,000 (2020 - £280,000). At the year end the amount due by LOROS Lotteries Ltd was £77,379 (2020 due to - £174,426), due from LOROS Enterprises Ltd was £157,091 (2020 - £59,228) and due from LOROS Commercial Innovations Ltd was £165,006 (2020 - Nil)

During the year the charity made purchases of £35,920 (2020 - £35,996) from Berkeley Insurance Group. T Maxted, a Trustee of the charity, is a director of the company. £Nil (2020 - £Nil) was due to them at the year end.

The charity consider the key management personnel to comprise of the Trustees, The Chief Executive Officer, the Consultant in Palliative Medicine, the Director of Care Services, the Director of Strategy, the Director of Education and Workforce, the Director of Income Generation & Business Development and the Director of Finance. The total employee benefits of the key management personnel of the charity were £407,936 (2020 - £391,490).

The Trustees all give freely their time and expertise without any form of remuneration of other benefit in cash or kind (2020 - £Nil). Expenses paid to the Trustees in the year totalled £Nil (2020 - £Nil).

Trustees indemnity insurance of £2,829 (2020 - £3,739) has been paid during the year.

17 Controlling entity

In the opinion of the trustees the entity has no controlling entity.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2021 (*continued*)

18 Financial instruments

The Group's financial instruments may be analysed as follows:

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Financial Assets				
Financial assets that are measured at fair value through the SOFA	6,247,678	5,094,529	6,247,678	5,094,533
Financial assets that are debt instruments measured at amortised cost	3,452,939	4,592,829	3,692,609	4,646,338
Financial liabilities				
Financial liabilities measured at amortised cost	667,698	961,247	446,206	861,956

Financial assets measured at fair value through the statement of financial activities comprise fixed asset investments in a trading portfolio of listed company shares.

Financial assets that are debt instruments are measured at amortised cost comprise trade debtors, other debtors, accrued income and amounts due from subsidiary undertakings.

Financial liabilities measured at amortised cost comprise trade creditors, other creditors and accruals.

On 29th October 2020, the company sold land it had been bequeathed near the village of Harby, Melton Mowbray, Leicestershire. The sale included an overage provision, whereby, for 30 years from and including the date of sale, the company is entitled to 30% of any proceeds in excess of the sale price of £215,000. Therefore, the company maintains a contingent asset in the land.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Detailed expenditure analysis for the year ended 31 March 2021

	2021 £	2020 £
Provision of Care		
The Leicestershire and Rutland Hospice:		
Salaries and related costs	8,373,968	8,664,214
Recruitment and training	85,979	103,184
Medical supplies	426,924	558,022
Insurance	52,403	43,464
Heat, light and water	109,156	112,776
Telephone and postage	55,281	66,913
Stationery and other office expenses	101,545	119,812
Travelling expenses	17,587	59,752
Food costs (net of non-patent takings)	80,336	122,142
Laundry	31,224	30,256
Maintenance	359,546	531,228
Chaplaincy	66,541	125,758
Counselling service	226,358	212,636
Sundries	15,157	26,269
Research expenditure	34,691	42,818
Seminars	32,536	41,206
RGA commission	2,340	13,781
Loss on disposal of fixed assets	-	8,266
	<hr/>	<hr/>
	10,071,572	10,882,497
Depreciation	605,795	624,439
	<hr/>	<hr/>
	10,677,367	11,506,936
	<hr/> <hr/>	<hr/> <hr/>

The above information does not form part of the audited statutory accounts and is included solely for the information of the management.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Detailed expenditure analysis for the year ended 31 March 2021 (*continued*)

	2021 £	2020 £
Provision of Care (continued)		
Fundraising and Publicity		
Recruitment and training	1,550	3,993
Salaries and related costs	211,206	223,490
Maintenance	-	815
Telephone and postage	271	359
Stationery	-	5,029
Travelling expenses	338	5,832
Sundry expenses	1,793	4,084
General appeal and promotional expenses	143,133	333,805
Depreciation	58,741	54,710
	<u>417,032</u>	<u>632,117</u>
Support costs		
Recruitment and training	5,276	17,576
Salaries and related costs	54,622	57,799
Telephone and postage	196	260
Stationery	-	3,641
Other office expenses	1,298	2,957
Legal consultancy fee	27,157	41,057
Depreciation	42,536	39,617
Bad debts	730	(150)
Bank charges	29,510	40,664
	<u>161,325</u>	<u>203,421</u>
Governance costs		
Audit, accountancy and professional fees	18,900	10,575
Salaries and related costs	98,320	104,038
Trustees indemnity insurance	2,829	3,739
	<u>120,049</u>	<u>118,352</u>

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