

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

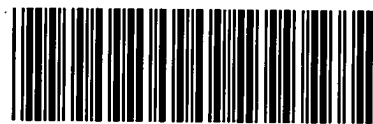
Report and Financial Statements

Year Ended

31 March 2024

Company Number 01298456

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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's 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.

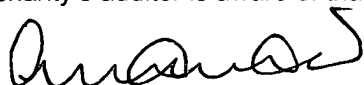
None of what has been set out could have been achieved without the continued hard work and dedication of LOROS' skilled staff and volunteers. The board, once again would like to thank all of the staff and volunteers for their commitment to the work of the Charity.

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>4,303,651</u> | <u>-</u> | <u>4,303,651</u> | <u>3,878,996</u> | <u>-</u> | <u>3,878,996</u> |
| Total income | | <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>12,983,591</u> | <u>199,977</u> | <u>13,183,568</u> | <u>11,895,577</u> | <u>224,539</u> | <u>12,120,116</u> |
| Total expenditure | 5 | <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) |
| | | <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> |
| 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 | <u>3,216,977</u> | <u>(3,216,977)</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> |
| 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

| Company number 01298456 | 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 | | | <u>3,152,879</u> | | <u>5,143,997</u> |
| Creditors: amounts falling due after more than one year | 11 | | (241,667) | | (341,667) |
| Net assets | | | <u>20,303,126</u> | | <u>23,224,734</u> |
| 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 | (1,343,070) | | (2,116,757) | |
| Net current assets | | | <u>3,234,818</u> | | <u>5,721,539</u> |
| 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 | | | <u>20,147,384</u> | | <u>23,568,857</u> |
| 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 |
| | | |
| 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 |
| | | |
| Cash and cash equivalents at the end of the year | 1,969,513 | 1,235,367 |

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 |
| 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 | - |
| Net cash Inflow from operating activities | (99,383) | (687,550) |

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 |
| | 833,529 | 67,193 |

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 |
| Total bank and cash holding | 1,235,367 | 734,146 | 1,969,513 |

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 | - |
| | 5,643,980 | 7,553,516 |

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) |
| Market value at 31 March 2024 | 4,852,821 | 5,357,741 |
| Historical cost at 31 March 2024 | 3,519,205 | 4,200,981 |
| Historical cost at 1 April 2023 | 4,200,981 | 4,423,160 |
| <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 |
| Total | 4,948,279 | 5,412,887 |
| Group | | |
| Quoted investments | 4,312,829 | 4,837,749 |
| Cash and settlements pending | 95,458 | 55,146 |
| Investment Property | 539,992 | 519,992 |
| | 4,948,279 | 5,412,887 |
| 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 |
| | 4,948,284 | 5,412,892 |

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 | - | - |

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 |
| | 2,948,150 | 6,346,567 | 3,487,907 | 6,737,423 |

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 |
| | 1,821,307 | 2,643,811 | 1,343,070 | 2,116,757 |

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 |
| | 241,667 | 341,667 | 241,667 | 341,667 |

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 £ |
|--|------------------------------------|--------------------|------------------------------------|--------------------|
| Group | | | | |
| 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 | - |
| Company | | | | |
| 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 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 |
| | <u>19,759,409</u> | <u>(108,029)</u> | <u>369,338</u> | <u>20,020,718</u> |
| 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> |
| Company | 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 |
| | <u>20,103,532</u> | <u>(3,429,694)</u> | <u>3,216,977</u> | <u>19,890,815</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> |

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) | - |
| | | | | |
| | Balance at 31 March 2022 £ | Utilised £ | Transfers £ | Balance at 31 March 2023 £ |
| Capital building fund | 3,082,476 | (430,712) | - | 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 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

| | Restricted Funds | | | Total Funds £ |
|---|----------------------------|-------------------------------|--------------|---------------------|
| | Unrestricted funds £ | Capital building fund £ | Hospice £ | |
| 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) |
| Total net assets | 20,020,718 | - | 282,408 | 20,303,126 |

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) |
| Total net assets | 19,759,409 | 3,131,668 | 333,657 | 23,224,734 |

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 or 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 |
| Financial liabilities | | | | |
| Financial liabilities measured at amortised cost | 1,722,185 | 1,903,795 | 1,292,933 | 1,597,563 |

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) | - |
| | 12,102,358 | 11,153,814 |
| Depreciation | 702,661 | 606,018 |
| | 12,805,019 | 11,759,832 |

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 |
| | 847,146 | 514,293 |
| 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 |
| | 264,132 | 234,488 |
| 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 | - |
| | 115,058 | 125,796 |

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