

ST GILES HOSPICE
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

ST GILES HOSPICE
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2023**

Trustees	Robin Vickers, Chair Lindsey Williams, Deputy Chair (resigned 12 December 2022) Stephen Ridler Robert Andrew Donald (resigned 26 July 2022) Catherine Finn Simon James Paul Jennings Val Jones Sarbjit Basi (appointed 12 December 2022) Nighat Hussain (appointed 12 December 2022) Peter Ingham (appointed 12 December 2022) Nicholas Shanahan (appointed 12 December 2022)
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During the year the following were appointed as Directors on Companies House but also resigned.

Andrew Neil Harkness (appointed 13 October 2022, resigned 13 October 2022)
Deborah Talbot (appointed 8 August 2022, resigned 12 October 2022)

Company registered number	01430090
Charity registered number	509014
Registered office	Fisherwick Road Whittington Lichfield Staffs WS14 9LH
Company secretary	Joanne Marie Lowe (Appointed 13 October 2022) Andrew Neil Harkness (Resigned 13 October 2022)
Chief executive officer	Andrew Neil Harkness
Independent auditors	Crowe U.K. LLP Black Country House Rounds Green Road Oldbury West Midlands B69 2DG
Solicitors	Pickerings Solicitors LLP Etchell House Bonehill Road Tamworth Staffordshire B78 3HQ

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
(CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

	Keely's LLP 28 Dam Street Lichfield Staffordshire WS13 6AA
Investment Advisor	Cannacord Genuity Wealth Management 41 Lothbury London EC2R 7AE CCLA Investment Management Ltd Senator House 85 Queen Victoria Street London EC4V 4ET

ST GILES HOSPICE
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023

The Trustees present their annual report together with the audited financial statements of the Company for the year 1 April 2022 to 31 March 2023. The Annual report serves the purposes of both a Trustees' report and a Directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Introduction

The Trustees of the Charity St Giles Hospice, (sometimes referred to in this report as "the Company"), who are also Directors of the Company for the purposes of the Companies Act 2006 are pleased to publish their Annual Report, including the Strategic Report, and audited financial statements for the year ended 31 March 2023.

The financial statements comply with the Companies Act 2006, the Memorandum and Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015). The Trustees also have due regard to the requirements of the Charities Act 2011 and to the public benefit guidance published by the Charity Commission.

St Giles Hospice is a registered charity offering high-quality specialist care for people living with diseases which may not be curable, as well as providing support for their families and carers.

Services include a team of community-based St Giles clinical nurse specialists, a state of the art in-patient unit, Hospice at Home, Community based services, Family Support, and a Lymphoedema service. Patients come from across the hospice's catchment area, which ranges from Ashby-de-la-Zouch and Atherstone in the east, to Cannock and Walsall in the west – and from Burton and Uttoxeter in the north, to Sutton Coldfield and Coleshill in the south. Care is offered at the hospice's centres in Whittington and Sutton Coldfield and in patients' own homes across the region. St Giles spends close to 10 million pounds a year providing its specialist services and with little more than a third of this funded by the Government, the registered charity relies heavily on donations and income generation from the local community.

The Board of Trustees, the Executive Leadership Team (ELT) and all staff and volunteers at the Charity are committed to providing individualised care for patients and their families. The Charity aims to achieve this by providing consistent high quality, cost effective care underpinned by sound governance across all aspects of the organisation. Care is based on an active collaboration with patients, their families and carers to establish their wishes and needs, underpinned by expert holistic assessment by multi-professional teams.

Structure, governance and management

a. Structure

St Giles Hospice was incorporated on 15 June 1979 and received its first in-patient on 12 April 1983. It is governed by a Memorandum and Articles of Association, which were last subject to full review in 2015. The Charity's overriding objective, as defined in the Memorandum, continues to be the relief of sickness and the preservation of health. The Charity's aims fully reflect the legal objects and purposes the Charity was set up to further.

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b. The Governing Body

The Board of Trustees (the Board) is the governing body of St Giles Hospice. The purpose of the Board is to enable the Hospice to fulfil its charitable objectives by ensuring sound governance of the Charity.

All Trustees give their time voluntarily and receive no benefits from the Charity. When new Trustees are appointed, an induction programme is arranged, including a tour of the Hospice sites and visits to the subsidiary companies, a briefing from the CEO on current developments both at the Hospice and in palliative care more generally, meeting with all members of the ELT to discuss their respective roles and portfolio, statutory and mandatory training modules and meetings with the Chairman and members of the Board of Trustees.

The Board meets once every three months to review performance in the previous quarter, plus additional Board Meetings should the need arise. The quorum for Board and Governance meetings is two Charity Trustees or the number nearest to one third of the total number of Charity Trustees, whichever is greater, or such larger number that the Charity Trustees may decide from time to time. The total attendances were eighty nine out of a possible total of one hundred and one. In addition to this, the Chair and Group Chief Executive meet on a monthly basis or more often if it is required.

Trustees are elected for a term of office of three years, after which a Trustee may stand for re-election. Trustees may offer themselves for re-election up to a maximum of two times, the maximum term of office being nine years. The maximum term of nine years, was implemented in 2019, in accordance with 2017 Charity Governance Code. At the 2022 Annual General Meeting, two Trustees were re-elected, Stephen Ridler and Simon James. Lindsey Williams resigned at the AGM, and Andrew Donald resigned from the role of Trustee on 26 July 2022. During the financial year 2022 – 2023, Sarbjit Basi, Nighat Hussain, Peter Ingham and Noel Shanahan were appointed to the role of Trustee. As at 31 March 2023, there were ten Trustees.

In 2022/2023, the Hospice appointed a new Chief Executive Officer who undertook a review of the Executive Leadership Team. The Board and the Executive Leadership Team focused on the sustainability of the charity and the continuous challenges as a result of the Covid-19 pandemic. There were two extra-ordinary Board meetings in this financial year.

The Remuneration, Skills and Recruitment Committee meet as a sub-committee of the Board to ensure that the Trustee Board has the skills and experience required to meet its legal requirements and to support the achievement of the strategic direction of St Giles. This Committee also interviews and makes recommendations to the Trustee Board regarding the appointment of new Trustees and members of the Executive Leadership Team/Senior Management Team.

Membership of the Company is open to anyone, subject only to formal approval by the Board. There are currently thirty five members of the Company.

During 2022/2023, there were four main governance committees: Operational Delivery & Assurance; Finance, Audit and Risk; Strategy, Planning and Sustainability and the Combined Trading Companies (CTC) Board. Each committee, chaired by a Trustee, comprises of some Trustees and selected members of the Executive Leadership Team. The Assurance Committees meet four times a year or more frequently if required.

The Research Assurance Committee was reintroduced in March 2023, chaired by a Trustee, comprising of some Trustees and selected members of the Executive Leadership Team. The committee will meet quarterly going forward.

In addition, the Board of Trustees oversees Corporate Governance Assurance.

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The Trustees agree strategy and supporting objectives, delegating their execution to the Group Chief Executive and the Executive Leadership Team. During the financial year 2022 – 2023, the Executive Leadership Team met on a weekly basis to establish the new team and ensure high level discussion and communication between the executive leads. The Board of Trustees tasked the Executive Leadership Team with producing the new strategy for the hospice group by December 2022. The Executive Leadership Team met fortnightly to concentrate on forward strategy and producing the 2023-2026 Hospice Strategy. These meetings were chaired by the CEO.

The Senior Management Team met on a weekly basis, with input from the Executive Leadership Team. The Senior Management Team meetings were chaired by an elected member of the SMT, and a new Chair elected every six months.

During 2022 – 2023, we continued to ensure compliance with Government/PHE guidance on Covid-19. There were monthly Hospice Briefs for staff and volunteers across group, chaired by the CEO. A staff and volunteers survey was undertaken in June 2022, and the results of this survey informed the “You Said, We Did” approach to the year ahead. An example of this is the implementation of the CEO’s weekly “Hospice Round Up” email to increase communication with staff and volunteers, the reintroduction of the Staff Dining Room and the Executive Leadership Team moving offices to be located at the heart of the building, which increased visibility, accessibility and the sense of team.

Qualifying third party indemnity provision is in place for the benefit of all Trustees of the charitable Company. This cover is up to £5m and cost £1,137.

The Trustees sponsor and are committed to a culture of continuous improvement. They have adopted the 2017 Charity Governance Code, and endeavour to meet its recommended practices and outcomes based upon its seven principles: Organisational purpose; Leadership; Integrity; Decision making; Risk and control; Board effectiveness; Diversity; Openness and accountability.

c. Subsidiary Companies

The Company had three subsidiary companies during the financial year 2021 – 2022; St Giles Hospice Shops Ltd, St Giles Hospice (Promotions) Ltd, and Walsall Hospice Trading Ltd, all limited by shares wholly owned by the Hospice.

The Shops Company acts as an agent for the Hospice in both the sale of donated goods and in reclaiming gift aid on donations arising from the sale of donated goods. The Shops Company also sells new, bought -in goods. The Promotions Company runs the Hospice Lottery. Walsall Hospice Trading holds shops’ leases but otherwise does not trade.

Oversight of the trading companies controlled by St Giles is through the Combined Trading Companies Board (CTC). The CTC Board has influence over the strategy and operational management of the businesses. The Board is chaired by a Trustee, comprises of some Trustees, Non-Executive Directors (NEDs) and the Executive Leadership Team. The Board meets quarterly or more frequently as required.

d. Pay policy for key management personnel

Remuneration of the Executive Leadership Team is approved by a Remuneration Committee made up of the Chair, Deputy Chair, Chair of Audit & Risk and Chair of the Strategy Committee. For clinical staff, we attempt to match the salary and conditions of those employed in the NHS wherever possible.

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Objectives and activities

a. Objectives

The objectives of St Giles Hospice, as detailed in the Memorandum and Articles are specifically restricted to the relief of sickness and the preservation of health, in such ways as the Charity shall from time to time determine, within England and Wales. This purpose is further detailed in the Charity Commission return as providing high quality individual care for local people with cancer and other serious illnesses, as well as offering support for their families and carers. This care includes a range of services including specialist care at home, inpatient care, lymphoedema services, outpatient services, bereavement services and a range of therapies. In addition to direct patient care services, St Giles has a proactive community engagement agenda and an education and research agenda aiming to improve palliative and end of life care.

Quality of care is at the heart of what we do at St Giles. Cicely Saunders, the founder of the modern hospice movement said, "How people die remains in the memory of those who live on". At St Giles, we know from the many letters we receive from family members how true this is. We also know from patients how much they appreciate the support for their families leading up to and after their bereavement, knowing that their loved ones are not going to be alone. Our governance, policies, protocols, audits and education all aim to ensure the highest quality of care for our patients and their families; this commitment runs throughout St Giles at all levels and in all roles.

Our focus remains on providing high quality care for patients with specialist palliative care needs. The majority of care that we provide is in the community, and this year we have seen inpatient unit occupancy rates stabilise post the impact of the pandemic.

St Giles Hospice is committed to offer care on the basis of need and not diagnosis. The Charity recognises the increasing need for high quality end of life care for people living with multiple conditions as well as single diagnoses such as cancer, dementia and heart failure. In each of the strategic aims, the Charity seeks partnerships with others who share their aims in order to address increasing complexity of health and social need in an environment of limited resources.

Clinical Effectiveness & Activity

- 99% of urgent referrals took one day or less to be completed by the Advice and Referral team.
- 97% of triage were completed within one day; we were pleased to be able to maintain our high degree of responsiveness to referrals.

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b. Activities

Core Charitable Activities Data - detailed below is the activity data outlining St Giles' performance of core charitable activities for 2022/2023. The data includes key quality measures that are reportable to statutory commissioners.

	2022/23
Total number outpatient attendances	2324
Total number of visits with patients by the community service	6977
Total number of Hospice at Home sessions provided	6185
Referrals received across our clinical departments	3672
Calls handled by our Advice and Referrals Centre (ARC)	15428
Total number of complaints Whittington	9
The number of complaints which were investigated and upheld in full	3
The number of complaints which were investigated, resolved but only upheld in part	6
The number of complaints which were investigated and not upheld	0
The number of incidents reported to RIDDOR involving patients (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)	1
Total number of patients admitted to Whittington inpatient unit	360
% of patients who went home	30%
% Bed Occupancy	87%
Patients diagnosed with reportable infections whilst on the inpatient unit	9
Average length of stay on the inpatient unit (days)	12.38
Number of falls per occupied bed in a year (Number of beds multiplied by bed occupancy)	0.81

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St Giles continues to be heavily reliant on volunteers in delivering its charitable objects:

Number of Volunteers by Activity	2022/23
Advice Referral Centre Volunteers	3
Community Volunteers	4
Day Hospice Volunteers	2
Education Volunteers	1
Family Support and Bereavement	1
Finance Volunteers	1
Fundraising Volunteers	23
Fundraising Events Volunteers	107
Hospice at Home Volunteers	0
Housekeeping Volunteers	14
Human Resources	1
IT Services	1
Lottery Volunteers	8
Lymphoedema Volunteers	6
Marketing Volunteers	2
Medical Volunteers	0
Payroll	0
Quality Assurance	0
Quality Assurance & Clinical Education Volunteers	2
Reception Volunteers	37
Stewards Volunteers	6
Supportive Care Volunteers	47
Sutton Volunteers	18
Transport Volunteers	17
Trustees / NEDs	13
Volunteer Services Volunteers	1
Whittington IPU Volunteers	23
Total	338

Subsidiary Company Volunteers

Promotions (Lottery)	0
Shops (including Shenstone Warehouse)	516
Total	516

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Research

The Hospice continues to participate in research activity and is currently undertaking a number of research studies including:

1. With Kings College London a study entitled "Understanding and improving community palliative care out of hours – Delphi Study".
The aim of the study is to reach an expert consensus on the most essential components of out of hours' palliative care for people being looked after at home. St Giles Hospice recruited patients and carers to take part in interviews regarding their experience of out of hours' services. The results of this study could be used to shape the out of hours' provision provided by St Giles Hospice. Awaiting final report."
2. With Surrey University a study entitled "A cluster randomised trial of clinically-assisted hydration in patients in the last days of life. CHELsea II Trial"
This is a definitive study exploring the use of clinically assisted hydration in patients who are end of life. St Giles Hospice was part of the feasibility study and are delighted to have been accepted as a site for the definitive study. The outcomes of this study will impact on the clinical care provided to patients.

Completed research activity includes work with:

1. With University of Stirling a study entitled "Improving end of life care: supporting the workforce and reducing hospitalisations through an implementation study in care homes".
This will provide information on whether needs rounds supported by a palliative care practitioner is a beneficial model of clinical care within care homes. Awaiting final report.

We have expressed interest in a number of other research studies that are planned for 2023/2024.

Assurance for NHS Commissioners in year

St Giles Hospice has sent the two principle Clinical Commissioning Groups ("CCGs") with which it contracts a Quarterly Quality Report. We have met regularly with these Commissioners throughout the year, where the content of these reports form the basis for discussion and review.

The reports cover key patient safety topics including the reporting, monitoring, prevention and management of: Falls, Pressure Ulcers, Accidents, Incidents and Near Misses, Safeguarding (including where associated with Deprivation of Liberty and Mental Capacity), Infection Control, Medicines Management, Complaints and Patient and Family Reported Outcome Measures. In year there were no areas of concern raised which required action.

The Hospice is rated outstanding by the Care Quality Commission ("CQC") and is inspected under the CQC category of Independent Hospitals.

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Strategic report

a. Strategic Aims

The impact of the Covid-19 pandemic remained at the start of the 2022/23 financial year, however the impact and effects for staff and volunteers de-escalated throughout the course of the 12-month period. The commitment from the NHS to continue to fund and provide infection prevention and control (IPC) measures remained throughout the financial year. As a hospice we closely monitored and reviewed our policy for staff and volunteers in line with national mandated requirements and subsequent guidance. For example, we maintained enhanced IPC measures for staff, volunteers and visitors on our in-patient unit (IPU) and reception throughout the year but stepped down the requirement in other areas of working on site.

Reflecting the changing nature and impact of the Covid-19 pandemic, we continued to review and evolve our clinical and support service provision. The Covid-19 pandemic created many challenges but also many opportunities. The needs and expectations of our local population have changed as a result of the pandemic, therefore as a hospice we have and continue to adapt our service provision and range of services to meet the requirements of this changing environment. An added implication of the pandemic is the increase in people requiring palliative and end of life care and support due to later diagnosis and sub-optimal management of health conditions, which is already being observed.

Our income generation portfolio has been impacted by Covid-19 in different ways. In addition, our income generation for financial year 2022/23 was also affected by the global impact of the invasion of the Ukraine and then in September 2022 the economic consequences of the UK Government's mini budget. The subsequent increases in cost of living has resulted in a growth in our retail sales and a reduction in our income from fundraising and donations. A consequence of the economic climate was our decision to postpone the launch of our March of the Elephants art trail until 2023/24, due to the anticipated reduction in corporate interest due to more restricted financial conditions.

Financial sustainability for St Giles Hospice, like many hospices across the UK, remains a significant challenge. As of April 2022, the non-recurrent money previously received from the NHS to support hospices during the Covid-19 pandemic ceased. Our main NHS commissioner, Staffordshire and Stoke-on-Trent Integrated Care Board (SSoT ICB) maintained our previous grant funding, which in real terms created a further financial challenge due to annual inflation in running costs through staff cost of living increases and general running cost increases. We have actively engaged with colleagues from SSoT ICB throughout the year, resulting in an uplift in our contract value for providing non-cancer lymphoedema services and also raising ICB staff awareness of the range and volume of our provision for the ICB population and the value for money it represents. We have submitted a proposal to SSoT ICB for 2023/24 for our grant and contracted services to seek a more sustainable and realistic funding approach in the future. This proposal supports our desire to increase the proportion of recurrent funding required to sustainably financially operate on an annual basis.

Our current Chief Executive Officer commenced in role initially as interim from May 2022 and substantive from July 2022. Changes have been made to the executive leadership team (ELT) including revisions to roles and responsibilities. In 2022/23, the new ELT focused on the development and delivery of a new three strategy and delivery plan, with a clear direction from the Board of Trustees to ensure it provided a clarity of purpose and how we ensure annual operational financial sustainability. This was presented and approved by the Board of Trustees in December 2022, officially commencing 1st April 2023.

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b. Achievements and performance

Clinical services

We continued to provide our care and support services for our local communities throughout 2022/23. We maintained our bed capacity of nineteen beds on IPU throughout the year and opened an additional two beds between January and March 2023 at full cost recovery to support the local health and care system. This was achieved despite the challenges faced due to both workforce recruitment and retention, as a result of a national shortage of health and care staff.

Workforce

We commissioned a staff and volunteer survey from Acorns Hospice, as the last staff survey was undertaken in 2019. The survey and focus groups were undertaken in July and August 2022. The feedback received from this process was utilised to inform the first draft of our new organisational strategy and to support organisational change in year. Feedback was shared with staff in a variety of ways and we have created a "you said, we did" communications approach to demonstrate how we have listened and made changes requested. We have committed to undertaking an annual staff and volunteer survey moving forward.

Finances

The creation of a new ELT has allowed a fresh look and view on our operational financial planning and management. A comprehensive financial review and assessment was undertaken in year, including a full review of all contractual arrangements. This detailed programme of work has enabled us to approach 2023/24 with a clarity of our current financial status, confidence of the financial challenge over the three years of our strategy and the impact of changes implemented and proposed. We have developed a cost improvement programme (CIP) to ensure we are identifying and delivering opportunities to drive efficiency and reduce costs across the hospice group.

Governance

A full review of our organisational governance has been undertaken in 2022/23. The appointment of a Head of Governance has been key in driving this review and subsequent changes. The focus has been on organisational and individual accountability and responsibility. This has been to ensure we comply with all our statutory requirements and provide necessary assurances to our Board. We continue to actively implement good organisational governance practices to ensure the safe and effective running of the hospice.

Communications

Internal and external communications have been vital to both inform and enable the changes we have introduced across the hospice group in 2022/23. We have introduced new approaches to communicating with our staff and volunteers as well as making changes to existing arrangements to ensure that we share information, stories and updates in an open, transparent and timely manner. Positive feedback has been received from staff and volunteers in terms of the style, content and frequency which we now communicate and provide responses to questions or comments posed.

c. Financial recovery

A comprehensive financial review and assessment was undertaken in year, including a full review of all contractual arrangements. We have and continue to identify opportunities to drive efficiency and reduce costs across the hospice group.

2023 sees St Giles celebrate its 40th Anniversary and as part of our celebrations for this occasion, we launched the March of the Elephants Wild in Art Sculpture Trail across our catchment area in May 2023.

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What we aim to achieve:

The pandemic fast-tracked a decline in community fundraising activities which was further impacted by the economic consequences of the UK Government's mini budget in September 2022, and they are unlikely to recover fully. The trail could enable community fundraising recovery with sustainability by allowing us to access new community audiences outside of our normal demographic.

The trail also offers a unique way of engaging corporate supporters and it is anticipated the trail will enable us to get support from organisations that would not previously have supported the hospice.

Progress on the above is monitored weekly and reported to the Programme Board, made up of Trustees, Executive Leadership Team and Senior Management Team on a monthly basis and Trustee Board on a quarterly basis, or more often as appropriate

d. Other activity

Other projects that St Giles took part in during 2022/2023 included

Dementia Carer support, provided via dementia support worker

The aim of the dementia support worker project is to provide support to residential and nursing homes within the Walsall area in providing dementia care and support to their residents. This includes undertaking observations of environments and working with care home managers on any recommendations, providing training sessions to staff (examples of this include behaviours that challenge and end of life care) and also providing dementia carer support groups.

In the year 2022/2023, 90 residential and care homes were supported across the Walsall region. In addition, 6 carers courses were provided and helped to support 27 attendees.

End of life Care Home Project

The aim of this project is to enable care homes to identify residents who are in the last year of life. This is achieved through weekly support, either by phone, video conferencing platforms or face to face visits, using an empowerment approach. Once residents are identified, the facilitators prompted care home staff to consider the following:

Do Not Attempt Cardiopulmonary Resuscitation Orders, emergency care plans, anticipatory medications and any communications which may be needed with the GP, resident or resident's family.

For the year 2022/2023, St Giles provided support to 24 care homes across Staffordshire and 17 care homes in Sutton Coldfield. 237 residents were supported on the planning ahead register in Staffordshire, with 191 residents also supported in Sutton Coldfield.

Enhanced Respite Service

The aim of the service is to provide support to patients and carers in the last 12 months of life by providing respite care and education within the home setting. This is achieved by building resilience and well-being within the carer, and increasing knowledge and skills for informal carers to support them in the provision of care to those they are caring for.

For the year 2022/2023 the enhanced respite service received 127 referrals and provided 369 visits in total.

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Project ECHO to support end of life education in primary care

Project ECHO is an innovative tele mentoring programme designed to create virtual communities of learners by bringing together health care providers and subject matter experts using videoconference technology, brief lecture presentations, case-based learning, fostering an 'all teach, all learn' approach.

Delivery of project ECHO continued through 2022/2023. In total 8 sessions were provided and topics covered ranged from advance care planning to palliative care emergencies. 84 participants attended across all sessions.

Connected parties

Our Medical Director commenced in post in August 2022. The NHS employment arrangements for this role have required us to implement a service level agreement (SLA) with University Hospitals of Derby and Burton (UHDB) to host this role on our behalf. Our SLA includes a management fee payable by St Giles Hospice to UHDB to cover administration costs in addition to the employee contractual obligations.

Financial review

a. Financial Review

The last two years have been uniquely challenging ones for the charity. Having weathered the storm of the Covid-19 pandemic, the cost-of-living crisis has meant that conducting our charitable activities in the most efficient manner possible remains a priority. Refocusing on our charitable objectives and the best way to meet them has resulted in a refreshed three year financial plan and a direction of travel that will see us implement changes to safeguard the future of the Hospice.

Increased demand for our services combined with the cost pressures of inflation, rising utility bills, and the squeeze on monies available through the NHS has forced us to access reserves in the 2022/23 year and to consider the funding structure of our services moving forwards.

We continue to actively consider our charity asset and fund balances, we have performed scenario planning and reforecasting, and we maintain comprehensive budget and cash flow projections for the next year and beyond.

The Trustees report that the Statement of Financial Activities shows a deficit for the year of £331,755 (2022: *surplus of £1,705,488*).

b. Income

We remain agile and continually adapt our fundraising methods to ensure we can stay responsive and proactive in an ever changing landscape. This year, we have also been creative in seeking to generate income from a wider pool of sources; be that through charitable trusts, government funding, donations from the public, contributions from corporates, earnings through trading, contract income through other authorities, and any other available income streams.

This focus on income diversity allows us to spread our financial risk, protect against the turbulence of the external environment and promotes our continuing aim of long-term financial sustainability.

As a proportion of total expenditure on services, NHS income decreased significantly this year from 73.5% in 2021/22 to 31.5% in 2022/23. This was due to the additional Covid-19 support grants received from NHS England in the prior year. This is in line with (but remains a reduction) to the comparable ratio in 2020/21 of 38.6%.

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Therefore, whilst diversifying how we support our communities is positive, the income required for traditional hospice services is still under funded.

c. Reserves policy

The Trustees have reviewed the reserves of the Charity including the nature of the income and expenditure streams, the need to match variable income and fixed commitments, and the nature of the reserves.

The Board of Trustees has set a reserves policy:

- The most significant risk to the financial sustainability of the Hospice is the potential for a rapid deterioration in income, which cannot be matched, immediately with a corresponding reduction in costs. Therefore, reserves should be sufficient to cover the maximum foreseeable reduction in income within a period of twelve months. In addition, reserves should also allow for the completion of capital expenditure projects in progress or planned for the following twelve months, should cover the anticipated monthly fluctuation in cash flows and include a contingency for unexpected material expenditure not included in the budget for the coming year.
- The Trustees review the amount of Reserves that are required to ensure that they are adequate to fulfil the Charity's continuing obligations at least on an annual basis at the Audit & Risk Assurance Governance Committee.

Total funds of the group at the year-end stood at £21,397,019 (2022: £21,728,774). Restricted funds totalled £4,486,698 (2022: £4,554,934) and unrestricted funds totalled £16,910,321 (2022: £17,173,840).

Free reserves of the group at the year end, stood at £10,352,979 (2022: £10,838,624).

The Trustees apply a risk assessment and mitigation approach to arriving at a figure for the minimum level of reserves to be held. At the year end, the threshold calculated provided a figure of £2.9m in free reserves. St Giles is committed to assessing and then strategically reconciling its anticipated levels of income and expenditure over the coming years.

d. Investments policy

Canaccord Genuity and CCLA Investment Management Ltd. manage the Hospice's investments. The Audit and Risk Assurance Governance Committee reviews the investment managers' reports every three months.

The investment objectives are to achieve long-term capital and income growth in a moderately conservative manner, following guidelines agreed by the Trustees. The investment managers have discretion in the management of a portfolio within given criteria.

The Memorandum and Articles of Association permit funds to be invested as the Trustees see fit, providing these powers of investment are only exercised for the purpose of attaining the objectives and in a manner that is legally charitable. The Charity has a formal written investment policy.

ST GILES HOSPICE
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

e. Going concern

We have set out in the Trustees' Report a review of the financial performance, risk management policies, the charities reserves position and other factors likely to affect future development, including the impact of economic uncertainty on voluntary income. Our Trustees have concluded that there are no material uncertainties that call into doubt the charities ability to continue. The financial statements have therefore been prepared on the basis that the charity is a going concern.

f. Plans for 2023/2024

There have been changes to the Executive Leadership Team (ELT) of St Giles Hospice following the appointment of a new Chief Executive Officer in May 2022. As a result of these changes, this financial year provided an opportunity for us to undertake a baseline assessment of our current position and to determine our future direction of travel. As we move into a post pandemic period and are learning to live with Covid we now need to offer clarity in terms of our purpose and endeavour to ensure we are a sustainable organisation.

Future Strategy

Our new Board approved three-year strategy commenced 1st April 2023. Our strategy has six strategic objectives that provide clarity of our priorities for the next three years. These objectives are:

1. To provide excellent care
2. To be an outstanding team member
3. To be innovative
4. To grow our income
5. To be sustainable
6. To communicate well

Delivery Assurance

Each strategic objective has several deliverables or projects. Each deliverable has as a minimum a high-level delivery plan associated with it. These deliverables have been prioritised using a tool that incorporated value and ease to implement measures. Detailed delivery plans will be required for all deliverables that will be monitored through our governance approach.

Governance

To provide good governance and assure to our Board of Trustees, we are implementing a monthly Programme Management Board. Our Strategy Programme Board has a Terms of Reference. The Board is chaired by a Trustee and up to three additional Trustees attend the monthly Board as members. The Programme Board reports directly to our quarterly organisation governance, including both our sub-committees and Board.

Financial Sustainability

Our three-year strategy has an associated financial sustainability plan. This plan outlines our annual financial planning assumptions for the three-year period. Applying our "realistic scenario" financial planning assumptions will enable us to achieve an operational financial balance by the end of year three. Further work is required to align and ensure how our delivery plans provide the assurances that we will achieve our financial planning assumptions.

Progress on the above is monitored weekly at Executive Leadership meetings, monthly by the Programme Board and reported to Assurance Committees and Trustee Board on a quarterly basis, or more often as appropriate.

ST GILES HOSPICE
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

g. Principal risks and uncertainties

Our risks are captured by our organisational risk management processes as part of our organisational governance. We have a Board Assurance Framework (BAF) that captures all of our risks associated with delivery of our organisational strategic objectives. This is then underpinned by our corporate risk register that captures all of our associated operational risks. Every risk has an Executive Director responsible for managing the risk and these are reported to one or more of our Committees and Board as necessary.

Key risks include:

- Financial sustainability
 - Maintaining or ability to increase income
 - Maintaining or reducing our costs
- Workforce
 - Affordability of capacity and capability to meet requirements
 - Availability of appropriately skilled workforce
 - Ability to maintain and recruit volunteers
- Economic climate
 - Current cost of living impact on organisation and workforce
 - Uncertain medium to longer term economic climate

h. Management of risks

The Corporate Risk Register identifies the governance Assurance Committee primarily responsible for monitoring the risk and seeks assurance of the management of that risk. Every risk is set a target consequence and likelihood risk score, and a delivery timeline set for attainment. Each risk is allocated to a member of the Executive Leadership Team for management oversight. The Risk Register is a live, dynamic document reviewed monthly or more frequently as required.

The Corporate Risk Register underpins the Board Assurance Framework (BAF) that captures all of our risks associated with delivery of our organisational strategic objectives. The BAF is reviewed monthly, or more frequently as required, and reported to the Board of Trustees each quarter.

Risk is a standing item on the ELT and SMT meeting agendas, with each directorate having their own risk register. Directors receive and respond to newly identified organisational risks, escalating to the Corporate Risk Register (organisational) as appropriate. Each directorate formally reviews the risk register at least monthly, or more frequently as required, noting mitigating actions undertaken and revising risk scores accordingly.

Fundraising

All St Giles Hospice fundraising activities are managed by the Income Generation Director and are split broadly into 3 income generating departments of Fundraising, Retail and Lottery.

All Fundraising activities are managed by the internal fundraising team and we comply with all relevant statutory regulations including the Charities Act 2011, The Charities Act 2016 and the Data Protection Act 2018. We follow all Fundraising Code of Practice and are members of the Chartered Institute of Fundraising.

ST GILES HOSPICE
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Our Supporter Care team and internal fundraisers manage all of our "In Aid Of" activities and mass participation events and are committed to excellent stewardship of our donors and supporters to ensure an excellent supporter journey. Every "In Aid Of" supporter will receive a 'Letter of Authority' upon registration outlining our expectations and codes of practice as well as offering advice on fundraising techniques that require specific management e.g. raffles. All participants in our mass participation events sign up to relevant terms and conditions associated with the event upon registration. All people fundraising on our behalf will have a point of contact within the fundraising team to offer help, advice and support and ensure all fundraising undertaken in our name is done so with the high standards we adhere to.

Any commercial participator agreements we enter in to are done so as a tripartite agreement where required, with the Charity, trading Company and commercial participator.

Lottery canvassing had been on hold during the Covid-19 pandemic, it has now resumed delivered by a third party agency. Staff receive an in depth induction on joining St Giles Hospice Lottery and ongoing review and training to ensure their standards and practices in dealing with the public are to the highest standard and compliant with current fundraising and gambling legislation and guidance. Any agencies we work with are experienced in charity fundraising and have to meet our required standard of quality checks and training. External agents are required to have induction training prior to representing St Giles. Regular checks and quality calls are made to ensure agents are representing the hospice to the required standard.

Our lottery is licensed by the Gambling Commission and operates in compliance with the Lottery Conditions and Codes of Practice (LCCP). We are members of the Hospice Lotteries Association and the Lotteries Council, who provide information, training and share best practice across the charity and hospice lottery sector.

Our lottery age restriction is set at 18 years and above – higher than the legal age limit of 16.

All Fundraising and Lottery communications with a donor, whether administration, relationship management or marketing are recorded using our centralised database Donorflex.

St Giles Shops are members of the Charity Retail Association and abide by its code of conduct. We operate a retail network including online sales and furniture collection scheme.

Majority of goods sold are donated and all donors have the option of joining the Retail Gift Aid scheme. No undue pressure is put on our donors who have signed up to the scheme as our compulsory notifications state the value of the goods sold and allow donors to claim back monies raised on donated goods if they wish. The scheme also provides donors with a regular update of monies raised for the charity, supporting our commitment to excellent stewardship. We also sell a small range of new goods mainly centred around greeting cards, with Christmas cards being our biggest seller.

In year 2022/23 there were 2 complaints and 2 concerns involving Fundraising or Lottery.

In the year 2022/23 there were 0 formal complaints and 23 concerns relating to retail, all concerns where feedback was requested were dealt with in a timely manner. No full investigations or formal letters of response were required in regard to the concerns received and staff concerned were supported and learning shared. There were two themes that stood out during the financial year; 1) poor customer service/staff attitude in our shops (52%) and 2) collection, refusal and delivery of donated items (30%). All complaints were handled via the complaints process, were resolved and are now closed.

Greenhouse gas emissions, energy consumption and energy efficiency action

St Giles is in its second year using the Streamlined Energy and Carbon Reporting (SECR) guidance to measure and report on our carbon footprint. This will be the standard against which we can gauge energy and carbon performance across the whole organisation. It will also highlight what we need to change and where.

ST GILES HOSPICE
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Scope 1 of the SECR relates to the direct emissions from gas and transport fuel combustion. For St Giles this will include gas consumption from our Lichfield and Sutton sites, as well as transport fuel used for our in-house fleet.

Scope 2 of the SECR relates to the indirect emissions from electricity generation. For St Giles this will include gas consumption from our Lichfield and Sutton sites.

For both Scope 1 and 2 reporting we have used energy and fuel consumption data from our suppliers and partners and used DEFRA 2020 conversion factors to calculate the CO2e emissions.

For Scope 2, electricity emissions only include bulk supplies from our electricity provider and do not include energy generated by solar photovoltaic (PV) panels. Energy generated from our PV panels typically feeds the National Grid and is not utilised by the Hospice directly.

The chosen intensity measurement ratio is total gross emissions in metric tonnes per staff headcount.

Energy consumption used to calculate emissions (kWh)		2022/2023
<i>Energy consumption breakdown:</i>	<i>Gas (kWh):</i>	1,498,625
	<i>Electricity (kWh):</i>	591,201
	<i>Fleet Transport Fuel (diesel, litres)</i>	2,429
	<i>Employee owned (claimed mileage)</i>	193,170
<i>Associated GHG emissions:</i>	<i>Gas consumption</i>	274
	<i>Tonnes CO2 equivalent</i>	
<i>Indirect energy emissions:</i>	<i>Purchased electricity</i>	122
	<i>Tonnes CO2 equivalent</i>	
<i>Other indirect emissions:</i>	<i>Fuel used in Hospice owned vehicles</i>	6.1
	<i>Tonnes CO2 equivalent</i>	
	<i>Mileage travelled by Hospice employees in own vehicles</i>	53.6
	<i>Tonnes CO2 equivalent</i>	
<i>Total gross emissions in metric tonnes CO2e</i>		455.7
<i>Intensity ratio metric tonnes CO2e per staff FTE</i>		1.42

Statement of engagement with employees

Our Executive Leadership Team (ELT) is made up of the Chief Executive Officer and Directors who meet on a weekly basis to discuss the performance of the Charity in line with our strategic priorities.

Post the staff and volunteers survey undertaken in June 2022, the hospice implemented the CEO's weekly "Hospice Round Up" email to increase communication with staff and volunteers and this was well received. Round Up updated staff and volunteers on what was happening across the hospice group, both internally and externally, and highlighted important changes, promoted events, success stories, introduced new starters and updated on leavers. There is a communications email address for suggestions and/or requests for future topics. Monthly Hospice Briefs are held for staff and volunteers across group, chaired by the CEO with Directors in attendance. This is an open forum meeting, staff are updated on current areas of work, issues on the horizon and there is a Q&A session at the end.

ST GILES HOSPICE
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

The Senior Management Team met on a weekly basis, with input from the Executive Leadership Team. The Senior Management Team meetings were chaired by an elected member of the SMT, and a new Chair elected every six months. The priorities for SMT are to work collaboratively to deliver against our five organisational values: we care; we are trustworthy; we work together; we are creative and we take pride. The SMT work together to drive positive change and a thriving culture and utilise the groups' experience, skillset and knowledge to deliver strategic objectives

The Operational Delivery & Assurance Committee meet quarterly and the papers include workforce assurance, which are available for the Trustee Board. In addition, the Operational Delivery & Assurance Committee reviews data that may suggest there are issues within the workforce such as increased turnover, grievances, sickness etc. and also to review the ongoing development of employees with regards to training, education and appraisals.

Directors organise Trustee visits to the hospice/wider group both as part of their induction and on an ongoing basis in order for Trustees to engage directly with teams from across the Hospice. Trustees attend many of the employee engagement and/or fundraising events that are held throughout the year including the Strategy Engagement Sessions and the annual Light up a Life services held at multiple venues.

Board decisions are made with consideration to the impact on employees by bringing together the views of the Executive Leadership Team and Directors.

Section 172(1) statement (The Companies (Miscellaneous Reporting) Regulations 2018)

The Charity regularly reviews principal stakeholders and St Giles Hospice engages with them. The stakeholder voice is brought into the boardroom throughout the annual cycle through information provided by the management team and by direct engagement with stakeholders themselves. The relevance of each stakeholder group may increase or decrease depending on the matter or issue in question, so the Board seeks to consider the needs and priorities of each stakeholder group during its discussions and as part of its decision making.

The Charity does not have a dependency on any supplier but deals with both large and small enterprises aiming to always pay within terms and build a long-standing relationship with its suppliers which is beneficial to both parties. Where it is practicable, local suppliers are included in tender processes.

Other disclosure requirements of this regulation are covered elsewhere in the Trustees report.

Annual General Meeting

The Annual General Meeting of the Charity will be held on Wednesday 6 December 2023.

ST GILES HOSPICE
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Statement of Trustees' responsibilities

The Trustees (who are also the Directors of the company for the purposes of company law) are responsible for preparing the Trustees' report including the Strategic 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 Trustees to prepare financial statements for each financial . Under company law, the Trustees 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 the company and of their incoming resources and application of resources, including their income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Group and the company's transactions and disclose with reasonable accuracy at any time the financial position of the Group and the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Group and the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

In accordance with company law, we, the Trustees, acting also as Directors of the Company, certify that so far as we are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the Charity's auditors are unaware. Each Trustee has taken all the steps that ought to have been taken as a Trustee in order to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Auditors

The Charity's auditors, Crowe UK LLP, have indicated their willingness to continue in office and, in accordance with Section 485 of the Companies Act 2006, a resolution proposing their re-appointment will be put to the Annual General Meeting.

Approved by order of the members of the board of Trustees at the Annual General Meeting and signed on their behalf by:



Rob Vickers
(Chair of the Board of Trustees)

Date: 27.9.2023

ST GILES HOSPICE
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ST GILES HOSPICE

Opinion

We have audited the financial statements of St Giles Hospice (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2023 which comprise the Consolidated statement of financial activities, the Consolidated balance sheet, the Company balance sheet, the Consolidated statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group's and of the parent charitable company's affairs as at 31 March 2023 and of the Group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Group's or the parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

ST GILES HOSPICE
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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ST GILES HOSPICE (CONTINUED)

Other information

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

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

ST GILES HOSPICE
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ST GILES HOSPICE (CONTINUED)

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the Directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

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

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

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any. We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing and completeness of income recognition and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management and the Finance and Audit Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, income testing on a sample basis, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, and reading minutes of meetings of those charged with governance.

ST GILES HOSPICE
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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ST GILES HOSPICE (CONTINUED)

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' 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 Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Kerry Brown

Kerry Brown (Senior statutory auditor)

for and on behalf of

Crowe U.K. LLP

Statutory Auditor

Black Country House

Rounds Green Road

Oldbury

West Midlands

B69 2DG

Date: 28 November 2023

ST GILES HOSPICE
(A company limited by guarantee)

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND
EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023**

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and legacies	3	4,314,307	187,000	4,501,307	3,729,562
Charitable activities	4	3,291,525	-	3,291,525	5,005,729
Other trading activities	5	4,965,302	-	4,965,302	4,822,640
Investments	6	120,530	-	120,530	113,629
Other income	7	-	-	-	4,991
Total income		12,691,664	187,000	12,878,664	13,676,551
Expenditure on:					
Raising funds	8,9	3,516,961	-	3,516,961	3,387,518
Charitable activities	10	9,204,379	255,236	9,459,615	8,811,478
Total expenditure		12,721,340	255,236	12,976,576	12,198,996
Net (expenditure)/income before net (losses)/gains on investments		(29,676)	(68,236)	(97,912)	1,477,555
Net (losses)/gains on investments		(233,843)	-	(233,843)	227,933
Net movement in funds		(263,519)	(68,236)	(331,755)	1,705,488
Reconciliation of funds:					
Total funds brought forward		17,173,840	4,554,934	21,728,774	20,023,286
Net movement in funds		(263,519)	(68,236)	(331,755)	1,705,488
Total funds carried forward		16,910,321	4,486,698	21,397,019	21,728,774

The notes on pages 29 to 55 form part of these financial statements.

ST GILES HOSPICE
(A company limited by guarantee)
REGISTERED NUMBER: 01430090

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	15	10,902,706	10,790,150
Investments	16	3,679,408	3,931,377
		<u>14,582,114</u>	<u>14,721,527</u>
Current assets			
Stocks	17	16,256	11,330
Debtors	18	2,717,147	3,053,525
Cash at bank and in hand		5,065,823	5,214,894
		<u>7,799,226</u>	<u>8,279,749</u>
Creditors: amounts falling due within one year	19	(909,321)	(1,202,493)
Net current assets		<u>6,889,905</u>	<u>7,077,256</u>
Total assets less current liabilities		<u>21,472,019</u>	<u>21,798,783</u>
Provisions for liabilities	20	(75,000)	(70,009)
Total net assets		<u><u>21,397,019</u></u>	<u><u>21,728,774</u></u>
Charity funds			
Restricted funds	21	4,486,698	4,554,934
Unrestricted funds	21	16,910,321	17,173,840
Total funds		<u><u>21,397,019</u></u>	<u><u>21,728,774</u></u>

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

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

Rob Vickers
Chair of Trustees

Date:

27.9.2023

The notes on pages 29 to 55 form part of these financial statements.

ST GILES HOSPICE
(A company limited by guarantee)
REGISTERED NUMBER: 01430090

COMPANY BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	15	10,902,706	10,790,150
Investments	16	3,679,513	3,931,482
		<u>14,582,219</u>	<u>14,721,632</u>
Current assets			
Debtors	18	3,570,814	3,759,565
Cash at bank and in hand		3,947,996	4,200,424
		<u>7,518,810</u>	<u>7,959,989</u>
Creditors: amounts falling due within one year	19	(629,092)	(882,920)
Net current assets		<u>6,889,718</u>	<u>7,077,069</u>
Total assets less current liabilities		<u>21,471,937</u>	<u>21,798,701</u>
Provisions for liabilities		(75,000)	(70,009)
Total net assets		<u><u>21,396,937</u></u>	<u><u>21,728,692</u></u>
Charity funds			
Restricted funds	21	4,486,698	4,554,934
Unrestricted funds	21	16,910,239	17,173,758
Total funds		<u><u>21,396,937</u></u>	<u><u>21,728,692</u></u>

The company's net movement in funds for the year was a deficit of £331,755 (2022: surplus of £1,705,488).

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

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

Rob Vickers
Chair of Trustees

Date:

27.9.2023.

The notes on pages 29 to 55 form part of these financial statements.

ST GILES HOSPICE
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	24	294,273	2,577,380
Cash flows from investing activities			
Dividends, interests and rents from investments		120,530	113,629
Purchase of tangible fixed assets		(531,887)	(78,786)
Proceeds from sale of investments		-	141,074
Purchase of investments		-	(172,403)
Payment of investment fees		18,093	-
Net cash (used in)/provided by investing activities		(393,264)	3,514
Change in cash and cash equivalents in the year		(98,991)	2,580,894
Cash and cash equivalents at the beginning of the year		5,234,730	2,653,836
Cash and cash equivalents at the end of the year	25	5,135,739	5,234,730

The notes on pages 29 to 55 form part of these financial statements

ST GILES HOSPICE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

The Consolidated Statement of Financial Activities (SOFA) and Consolidated balance sheet consolidate the financial statements of the Group and its subsidiary undertakings. The results of the subsidiaries are consolidated on a line by line basis.

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

1.2 Company status

The company is a company limited by guarantee. The members of the company include the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Going concern

We have set out in the Trustee's report a review of the financial performance, risk management policies, the charity's reserves position and other factors likely to affect future development, including the impact of economic uncertainty on voluntary income. We believe that there are no material uncertainties that call into doubt the charity's ability to continue, and therefore the financial statements have been prepared on the basis that the charity is a going concern.

ST GILES HOSPICE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies (continued)

1.4 Income

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

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the company has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the company, can be reliably measured.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the company of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Friends is not recognised and refer to the Trustees' report for more information about their contribution.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the company which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

ST GILES HOSPICE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies (continued)

1.5 Expenditure

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

Expenditure on raising funds includes all expenditure incurred by the Group to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

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

All expenditure is inclusive of irrecoverable VAT.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000, and with a useful economic life of over 1 year or more are capitalised.

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

At each reporting date the company assesses whether there is any indication of impairment. If such indication exists, the recoverable amount of the asset is determined to be the higher of its fair value less costs to sell and its value in use. An impairment loss is recognised where the carrying amount exceeds the recoverable amount.

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

Depreciation is provided on the following bases:

Freehold property	- 2% of cost
Long-term leasehold property	- 2% of cost
Short-term leasehold property	- Straight line over life of the lease
Motor vehicles	- 20% of cost
Fixtures and fittings	- 20% of cost
Computer equipment	- 33.3% of cost

ST GILES HOSPICE
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies (continued)

1.7 Investments

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

Investments in subsidiaries are valued at cost less provision for impairment.

1.8 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

1.9 Debtors

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

1.10 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.11 Liabilities

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

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

1.12 Financial instruments

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

1.13 Pensions

Pension contributions to the group personal pension plan, the NHS superannuation scheme, the Auto Enrolment Pension Plan (administered by NOW Pensions) and any other pension plan are charged against income when payable.

ST GILES HOSPICE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies (continued)

1.14 Fund accounting

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

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes.

Investment fund comprises unrestricted funds that have been set aside by the Trustees to contribute towards the running costs of the hospice in the event of insufficient public support.

2. Critical accounting estimates and areas of judgement

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

Critical accounting estimates and assumptions:

The Company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgement:

Accrued income includes legacy income amounts. In recognising accrued legacy income, the Trustees have considered the probability of receiving each legacy. Each legacy is carefully assessed to determine an appropriate allowance which reflects the possibility of not subsequently receiving the full legacy income amounts that the Charity is aware of. The allowance is based on the circumstances behind each legacy and the probability of receiving the income.

£Nil (2022: £966,171) of income related to Government grants from NHS England (NHSE). The NHSE awarded funding to allow the hospice to make available bed capacity and community support to provide support to people with complex needs in the context of the continuing COVID-19 situation. On this basis the grant has been treated as unrestricted income.

ST GILES HOSPICE
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

3. Income from donations and legacies

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Donations	1,674,813	177,000	1,851,813
Legacies	2,639,494	10,000	2,649,494
	<u>4,314,307</u>	<u>187,000</u>	<u>4,501,307</u>
	<u><u>4,314,307</u></u>	<u><u>187,000</u></u>	<u><u>4,501,307</u></u>
	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Donations	2,030,949	100,000	2,130,949
Legacies	1,598,613	-	1,598,613
	<u>3,629,562</u>	<u>100,000</u>	<u>3,729,562</u>
	<u><u>3,629,562</u></u>	<u><u>100,000</u></u>	<u><u>3,729,562</u></u>

4. Income from charitable activities

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
NHS grants and contracts for patient care	2,465,500	2,465,500	4,024,307
Recharged services	800,181	800,181	941,398
Other income	25,844	25,844	40,024
	<u>3,291,525</u>	<u>3,291,525</u>	<u>5,005,729</u>
	<u><u>3,291,525</u></u>	<u><u>3,291,525</u></u>	<u><u>5,005,729</u></u>

All income from charitable activities in prior period was unrestricted.

ST GILES HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

5. Income from other trading activities

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Income from trading subsidiaries	1,510,940	1,510,940	1,556,063
Sale of donated goods	3,261,432	3,261,432	3,026,778
Fundraising events	60,758	60,758	56,256
Merchandise	10	10	320
Catering & refreshments	28,470	28,470	15,667
Room hire	57,719	57,719	29,139
Training & course fees	45,973	45,973	138,417
	<u>4,965,302</u>	<u>4,965,302</u>	<u>4,822,640</u>

All income from other trading activities and fundraising events in prior year was unrestricted.

6. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Investment income	120,530	120,530	113,629
	<u>120,530</u>	<u>120,530</u>	<u>113,629</u>

All income from investments in prior year was unrestricted.

ST GILES HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

7. Other income

	Total funds 2023 £	<i>Total funds 2022 £</i>
Coronavirus Job Retention Scheme (CJRS) income	-	4,991

The group has been eligible to claim additional funding in the year to 31 March 2021 from the furlough support scheme provided by the government in response to the coronavirus outbreak (CJRS) whereby the company furloughed staff. The funding received relates to staff costs included in note 13.

8. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Costs of raising voluntary income	108,321	108,321	93,923
Costs of raising voluntary income - wages and salaries	474,896	474,896	371,001
	<u>583,217</u>	<u>583,217</u>	<u>464,924</u>

Fundraising trading expenses

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Fundraising trading expense	1,590,164	1,590,164	1,585,367
Fundraising trading expenses - wages and salaries	1,182,096	1,182,096	1,268,090
Fundraising trading expenses - NI	86,692	86,692	11,951
Fundraising trading expenses - pension costs	37,919	37,919	8,951
Fundraising trading expenses - depreciation	21,852	21,852	31,917
	<u>2,918,723</u>	<u>2,918,723</u>	<u>2,906,276</u>

ST GILES HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

9. Investment management costs

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Investment management fees	15,021	15,021	16,318

10. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Operation of the Hospice	9,204,379	255,236	9,459,615

	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total 2022 £</i>
Operation of the Hospice	8,662,273	149,205	8,811,478

ST GILES HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

10. Analysis of expenditure on charitable activities (continued)

Summary by expenditure type

	Staff costs 2023 £	Depreciation 2023 £	Other costs 2023 £	Total 2023 £
Operation of the Hospice	6,732,839	397,479	2,329,297	9,459,615
	<u>6,732,839</u>	<u>397,479</u>	<u>2,329,297</u>	<u>9,459,615</u>
	<i>Staff costs 2022 £</i>	<i>Depreciation 2022 £</i>	<i>Other costs 2022 £</i>	<i>Total 2022 £</i>
Operation of the Hospice	6,428,234	364,721	2,018,523	8,811,478
	<u>6,428,234</u>	<u>364,721</u>	<u>2,018,523</u>	<u>8,811,478</u>

11. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £
Operation of the Hospice	6,913,663	2,545,952	9,459,615
	<u>6,913,663</u>	<u>2,545,952</u>	<u>9,459,615</u>
	<i>Activities undertaken directly 2022 £</i>	<i>Support costs 2022 £</i>	<i>Total funds 2022 £</i>
Operation of the Hospice	6,861,803	1,949,675	8,811,478
	<u>6,861,803</u>	<u>1,949,675</u>	<u>8,811,478</u>

ST GILES HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

11. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2023 £	<i>Total funds 2022 £</i>
Wages & salaries	1,503,701	1,034,307
Depreciation	397,479	364,721
Support services and overheads	78,212	81,226
Executive and PR	25,077	28,929
Estate and facilities	372,703	230,110
IT	168,780	210,382
	2,545,952	1,949,675

During the year ended 31 March 2023, the Group incurred the following Governance costs:

£28,235 (2022: £25,385) in respect of audit and accountancy fees, £281,628 (2022: £34,744) in respect of professional fees and staff costs of £96,398 (2022: £98,175).

12. Net income/(expenditure)

	2023 £	<i>2022 £</i>
Depreciation of tangible fixed assets	419,331	396,638
Fees payable to the company's auditor in respect of:		
Auditors' remuneration - audit	24,130	21,550
Auditors' remuneration - other services	4,105	3,835
Operating lease rentals	520,107	384,139

ST GILES HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

13. Staff costs

	Group 2023 £	<i>Group 2022 £</i>	Company 2023 £	<i>Company 2022 £</i>
Wages and salaries	7,598,302	<i>7,010,522</i>	7,455,886	<i>6,858,351</i>
Social security costs	520,512	<i>589,576</i>	508,250	<i>577,625</i>
Contribution to defined contribution pension schemes	395,628	<i>488,129</i>	384,384	<i>479,178</i>
	<u>8,514,442</u>	<i><u>8,088,227</u></i>	<u>8,348,520</u>	<i><u>7,915,154</u></i>

During the year, the group made redundancy and termination payments amounting to £89,061 (2022: £16,104) with respect to 2 (2022: 7) individual cases.

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

	Group 2023 No.	<i>Group 2022 No.</i>
Hospice services	206	<i>274</i>
Fundraising	17	<i>12</i>
Education & training	15	<i>1</i>
Retail	68	<i>55</i>
	<u>306</u>	<i><u>342</u></i>

ST GILES HOSPICE
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

13. Staff costs (continued)

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

	Group 2023 No.	<i>Group 2022 No.</i>
In the band £60,001 - £70,000	1	2
In the band £70,001 - £80,000	-	1
In the band £80,001 - £90,000	2	-
In the band £100,001 - £110,000	1	1

Senior management

The key management personnel of the hospice are represented by the senior management team who are the Group Chief Executive and 5 other Directors, 3 of whom are responsible for clinical services. The total employee benefits of the key management personnel (inclusive of employers national insurance) were £613,934 (2022: £440,664).

Volunteers

During the year, the hospice has benefited substantially from the regular services of 324 (2022: 360) volunteers. Additionally, volunteers working at St. Giles Hospice Shops Limited and its associated warehouse number approximately 537 (2022: 436). St. Giles Hospice (Promotions) Limited has also received the assistance of Nil (2022: Nil) volunteers during the year.

14. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2022 - £NIL).

During the year ended 31 March 2023, expenses totalling £247 was reimbursed or paid directly to 1 Trustee (2022 - £Nil)

ST GILES HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

15. Tangible fixed assets

Group

	Freehold property £	Long-term leasehold property £	Short-term leasehold property £	Motor vehicles £	Fixtures, fittings and equipment £	Total £
Cost or valuation						
At 1 April 2022	13,505,247	1,669,246	15,250	181,815	2,905,499	18,277,057
Additions	359,860	-	-	-	172,027	531,887
Disposals	-	-	-	-	(76,808)	(76,808)
At 31 March 2023	13,865,107	1,669,246	15,250	181,815	3,000,718	18,732,136
Depreciation						
At 1 April 2022	4,146,636	475,943	15,250	163,355	2,685,723	7,486,907
Charge for the year	267,848	33,385	-	10,383	107,715	419,331
On disposals	-	-	-	-	(76,808)	(76,808)
At 31 March 2023	4,414,484	509,328	15,250	173,738	2,716,630	7,829,430
Net book value						
At 31 March 2023	9,450,623	1,159,918	-	8,077	284,088	10,902,706
At 31 March 2022	9,358,611	1,193,303	-	18,460	219,776	10,790,150

ST GILES HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

15. Tangible fixed assets (continued)

Company

	Freehold property £	Long-term leasehold property £	Short-term leasehold property £	Motor vehicles £	Fixtures, fittings and equipment £	Total £
Cost or valuation						
At 1 April 2022	13,505,247	1,669,246	15,250	181,815	2,874,571	18,246,129
Additions	359,860	-	-	-	172,027	531,887
Transfers intra group	-	-	-	-	30,928	30,928
Disposals	-	-	-	-	(76,808)	(76,808)
At 31 March 2023	13,865,107	1,669,246	15,250	181,815	3,000,718	18,732,136
Depreciation						
At 1 April 2022	4,146,636	475,943	15,250	163,355	2,654,795	7,455,979
Charge for the year	267,848	33,385	-	10,383	107,715	419,331
Transfers intra group	-	-	-	-	30,928	30,928
On disposals	-	-	-	-	(76,808)	(76,808)
At 31 March 2023	4,414,484	509,328	15,250	173,738	2,716,630	7,829,430
Net book value						
At 31 March 2023	9,450,623	1,159,918	-	8,077	284,088	10,902,706
At 31 March 2022	9,358,611	1,193,303	-	18,460	219,776	10,790,150

ST GILES HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

16. Fixed asset investments

Group		Listed investments £	Other fixed asset investments £	Total £
Cost or valuation				
At 1 April 2022		3,911,541	19,836	3,931,377
Management fee		(18,093)	-	(18,093)
Revaluations		(283,956)	50,080	(233,876)
At 31 March 2023		<u>3,609,492</u>	<u>69,916</u>	<u>3,679,408</u>
Net book value				
At 31 March 2023		<u>3,609,492</u>	<u>69,916</u>	<u>3,679,408</u>
At 31 March 2022		<u>3,911,541</u>	<u>19,836</u>	<u>3,931,377</u>
Company	Investments in subsidiary companies £	Listed investments £	Other fixed asset investments £	Total £
Cost or valuation				
At 1 April 2022	105	3,911,541	19,836	3,931,482
Management Fee	-	(18,093)	-	(18,093)
Revaluations	-	(283,956)	50,080	(233,876)
At 31 March 2023	<u>105</u>	<u>3,609,492</u>	<u>69,916</u>	<u>3,679,513</u>
Net book value				
At 31 March 2023	<u>105</u>	<u>3,609,492</u>	<u>69,916</u>	<u>3,679,513</u>
At 31 March 2022	<u>105</u>	<u>3,911,541</u>	<u>19,836</u>	<u>3,931,482</u>

ST GILES HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

16. Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the company:

Names	Company number	Principal activity	Holding	Included in consolidation
St. Giles Hospice (Promotions) Limited	03238435	Operates a lottery to raise funds for the charity	100%	Yes
St. Giles Hospice Shops Limited	01947774	Operates charity shops selling bought in goods to raise funds for the charity	100%	Yes

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Profit/(Loss) / Surplus/ (Deficit) for the year £	Net assets £
St. Giles Hospice (Promotions) Limited	1,409,011	(585,179)	823,832	2
St. Giles Hospice Shops Limited	111,667	(43,968)	67,699	2

The following companies remained dormant throughout the year:
Walsall Hospice Trading Limited, net assets of £100

17. Stocks

	Group 2023 £	Group 2022 £
Finished goods and goods for resale	16,256	11,330

ST GILES HOSPICE
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

18. Debtors

	Group 2023 £	<i>Group 2022 £</i>	Company 2023 £	<i>Company 2022 £</i>
Due within one year				
Trade debtors	229,970	663,814	229,070	662,314
Amounts owed by group undertakings	-	-	866,560	722,496
Other debtors	303,136	81,866	303,136	81,866
Prepayments and accrued income	2,184,041	2,307,845	2,172,048	2,292,889
	2,717,147	3,053,525	3,570,814	3,759,565

19. Creditors: Amounts falling due within one year

	Group 2023 £	<i>Group 2022 £</i>	Company 2023 £	<i>Company 2022 £</i>
Trade creditors	318,037	372,914	305,929	365,476
Other taxation and social security	45,363	184,318	45,363	184,318
Other creditors	113,676	141,011	83,995	121,561
Accruals and deferred income	432,245	504,250	193,805	211,565
	909,321	1,202,493	629,092	882,920

20. Provisions

Group and company

	Dilapidations provision £
At 1 April 2022	70,009
Additional provisions made	4,991
	75,000

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

21. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Unrestricted funds						
Roof replacement fund	424,500	-	-	(424,500)	-	-
March of the Elephants Art Trail	390,000	-	-	-	-	390,000
General Funds	16,359,340	12,691,664	(12,721,340)	424,500	(233,843)	16,520,321
Total Unrestricted funds	17,173,840	12,691,664	(12,721,340)	-	(233,843)	16,910,321
Restricted funds						
IPU fund	1,174,874	-	(30,850)	-	-	1,144,024
Barn Farm fund	1,078,380	-	(33,217)	-	-	1,045,163
Capital appeal fund	1,638,460	-	(74,202)	-	-	1,564,258
Day Therapies Centre	391,950	-	(10,020)	-	-	381,930
John Haller memorial fund	10,000	-	-	-	-	10,000
Day Room transformation	39,918	-	(937)	-	-	38,981
The Advice and Referral Centre fund	52,795	-	(1,200)	-	-	51,595
Other restricted funds	68,557	2,500	(56,186)	-	-	14,871
Restricted donation	100,000	25,000	(6,496)	-	-	118,504
Lymphodema Clinic	-	10,000	-	-	-	10,000
Bladder Scanner	-	7,830	-	-	-	7,830

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21. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Roof Refurbishment	-	95,470	(928)	-	-	94,542
Patient Chairs	-	5,000	-	-	-	5,000
Sponsor a Nurse	-	41,200	(41,200)	-	-	-
	<u>4,554,934</u>	<u>187,000</u>	<u>(255,236)</u>	<u>-</u>	<u>-</u>	<u>4,486,698</u>
Total of funds	<u><u>21,728,774</u></u>	<u><u>12,878,664</u></u>	<u><u>(12,976,576)</u></u>	<u><u>-</u></u>	<u><u>(233,843)</u></u>	<u><u>21,397,019</u></u>

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

21. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2022 £</i>
Unrestricted funds						
Roof replacement fund	-	-	-	424,500	-	424,500
March of the Elephants Art Trail	-	-	-	390,000	-	390,000
General Funds	<u>15,419,147</u>	<u>13,576,551</u>	<u>(12,049,791)</u>	<u>(814,500)</u>	<u>227,933</u>	<u>16,359,340</u>
Total Unrestricted funds	<u>15,419,147</u>	<u>13,576,551</u>	<u>(12,049,791)</u>	<u>-</u>	<u>227,933</u>	<u>17,173,840</u>
Restricted funds						
IPU fund	1,205,724	-	(30,850)	-	-	1,174,874
Barn Farm fund	1,111,597	-	(33,217)	-	-	1,078,380
Capital appeal fund	1,712,662	-	(74,202)	-	-	1,638,460
Day Therapies Centre	401,686	-	(9,736)	-	-	391,950
John Haller memorial fund	10,000	-	-	-	-	10,000
Day Room transformation	39,918	-	-	-	-	39,918
The Advice and Referral Centre fund	53,995	-	(1,200)	-	-	52,795
Other restricted funds	68,557	-	-	-	-	68,557
Restricted donation	-	100,000	-	-	-	100,000
	<u>4,604,139</u>	<u>100,000</u>	<u>(149,205)</u>	<u>-</u>	<u>-</u>	<u>4,554,934</u>

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

21. Statement of funds (continued)

	<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2022 £</i>
Total of funds	20,023,286	13,676,551	(12,198,996)	-	227,933	21,728,774

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Restricted funds

The IPU fund represents funds received towards the building at Whittington and fitting out of the new In-Patient Unit. Depreciation is charged against the fund.

The Barn Farm fund represents monies raised to fund the construction of a hospice in Sutton Coldfield. Depreciation on the leasehold property and the fixtures, fittings and equipment is charged against the fund.

Capital appeal funds represent monies raised to fund the construction of the hospice, including later additions. Depreciation on freehold property is charged against this fund.

The Day Therapies Centre fund represents primarily a Department of Health grant awarded to the hospice in order to reconfigure the old In-Patient Unit to create an integrated Day Therapies Centre. This provides services such as a Day Hospice, Family Support and Bereavement, Complementary Therapies and Education.

The John Haller memorial fund represents funds available for the promotion of educational projects amongst staff.

The Day Room transformation, which involved significantly improved facilities for patients, was funded in part by a grant from the Department of Health.

The Advice and Referral Centre fund relates to funds received to set up an advice centre which aims to offer advice and information 24 hours a day. 7 days a week. The centre became fully operational in April 2016 and was launched to the general public in May 2016.

The Hospice received a £100,000 gift from a major donor in quarter 4 of the year. £50k was restricted to the upgrade of syringe drivers to meet compliance requirements and £50k to the ERS service in Sutton. The full value of these funds were yet to be spent at 31 March 2022.

The Lymphodema Clinic fund represents funds received towards the purchase or equipment for the lymphodema clinic.

The Bladder Scanner fund represents funds received to facilitate the purchase of a bladder scanner for use by the community team.

The Roof Refurbishment fund relates to funds received to carry out roof and drainage improvements and maintenance.

The Patient Chairs fund represents funds received for the purchase of chairs for the Inpatient Unit.

The Sponsor A Nurse fund relates to funds received for the provision of an enhanced respite nurse.

Designated funds

A decision was taken on 24th November 2021 to set aside designated reserves for the March of the Elephants art trail sculpture due to take place in 2023, a major fundraising campaign recognising 40 years of providing hospice care.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

Transfers between funds

During the year, £424,500 was transferred from designated funds to general funds. This amount was previously designated in relation to a roof replacement project. On completion of this project, the full value of the designated fund was transferred to general funds.

22. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Designated funds	814,500	-	-	(424,500)	-	390,000
General funds	16,359,340	12,691,664	(12,721,340)	424,500	(233,843)	16,520,321
Restricted funds	4,554,934	187,000	(255,236)	-	-	4,486,698
	<u>21,728,774</u>	<u>12,878,664</u>	<u>(12,976,576)</u>	<u>-</u>	<u>(233,843)</u>	<u>21,397,019</u>

Summary of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Designated funds	-	-	-	814,500	-	814,500
General funds	15,419,147	13,576,551	(12,049,791)	(814,500)	227,933	16,359,340
Restricted funds	4,604,139	100,000	(149,205)	-	-	4,554,934
	<u>20,023,286</u>	<u>13,676,551</u>	<u>(12,198,996)</u>	<u>-</u>	<u>227,933</u>	<u>21,728,774</u>

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**NOTES TO THE FINANCIAL STATEMENTS
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23. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	6,557,342	4,345,364	10,902,706
Fixed asset investments	3,679,408	-	3,679,408
Current assets	7,657,892	141,334	7,799,226
Creditors due within one year	(909,321)	-	(909,321)
Provisions for liabilities and charges	(75,000)	-	(75,000)
Total	16,910,321	4,486,698	21,397,019

Analysis of net assets between funds - prior year

	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Tangible fixed assets	6,335,216	4,454,934	10,790,150
Fixed asset investments	3,931,377	-	3,931,377
Current assets	8,179,749	100,000	8,279,749
Creditors due within one year	(1,202,493)	-	(1,202,493)
Provisions for liabilities and charges	(70,009)	-	(70,009)
Total	17,173,840	4,554,934	21,728,774

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**NOTES TO THE FINANCIAL STATEMENTS
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24. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2023 £	<i>Group 2022 £</i>
Net income/expenditure for the year (as per Statement of Financial Activities)	(331,755)	1,705,488
Adjustments for:		
Depreciation charges	419,331	396,638
Gains/(losses) on investments	283,956	(176,000)
Dividends, interests and rents from investments	(120,530)	(113,629)
Decrease/(increase) in stocks	(4,926)	28,875
Decrease in debtors	336,378	654,037
Increase/(decrease) in creditors	(293,172)	81,971
Increase in provisions	4,991	-
Net cash provided by operating activities	294,273	2,577,380

25. Analysis of cash and cash equivalents

	Group 2023 £	<i>Group 2022 £</i>
Cash in hand	5,065,823	5,214,894
Cash on deposit awaiting interest	69,916	19,836
Total cash and cash equivalents	5,135,739	5,234,730

26. Analysis of changes in net debt

	At 1 April 2022 £	Cash flows £	At 31 March 2023 £
Cash at bank and in hand	5,214,894	(149,071)	5,065,823

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NOTES TO THE FINANCIAL STATEMENTS
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27. Pension commitments

Staff previously employed by the National Health Service and who were members of the National Health Service Superannuation Scheme continue to be members of that scheme. All other staff may become members of St Giles Hospice Group Personal Pension Plan or and Auto Enrolment Pension Plan.

The NHS Scheme is a defined benefit pension scheme. However, the scheme is a multiemployer scheme and the group is unable to identify its share of the underlying assets and liabilities. The scheme is therefore accounted for as a defined contribution scheme. Details of the benefits payable under these provisions can be found on the NHS Pensions website at www.pensions.nhsbsa.nhs.uk.

The pension cost charges, representing employer's contributions to all schemes, amounted to £474,424 (2022: £488,129). Contributions totalling £70,826 (2022: £76,916) were payable at the year end and are included in other creditors.

28. Operating lease commitments

At 31 March 2023 the Group and the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2023 £	<i>Group 2022 £</i>
Not later than 1 year	311,203	346,371
Later than 1 year and not later than 5 years	723,807	745,565
Later than 5 years	63,875	154,375
	<u>1,098,885</u>	<u>1,246,311</u>

29. Related party transactions

Transactions with the subsidiary companies are set out below. The balance outstanding at the year end owed from St. Giles Hospice Shops Limited was £736,827 (2022: £518,852). The balance outstanding at the year end owed from St. Giles Hospice (Promotions) Limited was £129,733 (2022: £203,644).

Gift aid was received from St Giles Hospice Shops Limited for £67,699 (2022: £35,601) and from St. Giles Hospice (Promotions) Limited for £823,832 (2022: £844,747).

The company purchased services value at £2,971 (2022: £2,885) from Hospice UK, a company in which Trustee, P Jennings, is also a Trustee. At the year end the company was owed £Nil (2022: £Nil) by Hospice UK.