THE MARY STEVENS HOSPICE

England & Wales · Charity number 517656

Details

Status	Registered
Legal form	Charitable company
Company number	01963989
Registered	1986-06-02
Register	View on the Charity Commission register

Contact

Address	221 Hagley Road Oldswinford Stourbridge Westmidlands DY8 2JR
Phone	01384445410
Email	info@marystevenshospice.co.uk
Website	www.marystevenshospice.co.uk

Activities

Objects: THE CHARITY'S OBJECTS ARE SPECIFICALLY RESTRICTED TO THE RELIEF OF SICKNESS AND THE PRESERVATION OF HEALTH, IN SUCH WAYS AS THE COMPANY SHALL FROM TIME TO TIME DETERMINE, IN THE COUNTIES OF THE WEST MIDLANDS, STAFFORDSHIRE, SHROPSHIRE AND WORCESTERSHIRE."

Activities: The Charity's formal object is specifically restricted to the relief of sickness and the preservation of health. In practice, this means its principal activity is the provision of care for those suffering from chronic or terminal illness.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Elderly/old People, People With Disabilities, Other Defined Groups, The General Public/mankind

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Geography

- Dudley
- Sandwell
- Staffordshire
- Worcestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£6,526,460	£6,215,065	£6,823,114	157
2024-03-31	£6,390,655	£5,650,854	£6,509,806	151
2023-03-31	£4,933,917	£5,174,818	£5,692,310	159
2022-03-31	£4,762,937	£4,755,678	£6,077,427	149
2021-03-31	£2,931,664	£5,008,761	£6,077,736	188

Trustees

Name	Role	Appointed
PETER MARSH	Chair	2016-11-22
BRIAN BLAKEMORE		2018-12-04
Barbara Denise Coles		2020-11-24
David Martin		2018-12-04
Dr Gillian Love		2025-02-27
Dr Victoria Smart		2025-02-27
John Graham		2023-02-07
John Turner		2015-11-24
Karen Wilshaw		2025-12-04
SPENCER HODGSON		2016-11-22
STEVE WALTHO		2016-11-22
Steven David Masters-Clark		2023-08-08
Thomas Phillip Westley		2024-11-05

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THE MARY STEVENS HOSPICE

England & Wales - Charity number 517656

Accounts

Trustees Annual Report 2024/25

The Mary Stevens Hospice

Trustees and Directors Annual Report, including consolidated audited financial statements for the year ended 31 March 2025

Care - Compassion - Kindness

Charity Reg No. 517656

The Mary Stevens Hospice, 2025
Cover and strategy illustration: Cass Humphries-Massey

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Foreword from John Turner, Chair of Trustee Board

I am delighted to introduce the Trustees Annual Report, and I thank you for taking the time to read it.

As is apparent from the reports that follow the year has been successful in many ways. The range of our services has expanded while their quality remains consistently high. Furthermore, a financial surplus was generated so strengthening the hospice's financial resilience.

The quality of our palliative care services is essential to the hospice's existence. Our values "Care, Kindness and Compassion" are not merely words, they express the ethos which underpins the delivery of our services daily. The quality of those services relies on the continuing commitment of all staff. I should like to express, on behalf of the Trustees, our gratitude for that commitment and professionalism.

The clinical services of the hospice are made possible only by the many support departments. The Fundraising, Retail Trading and Lottery teams and the active management of legacy and grant incomes have all combined to secure the resources necessary to fund the activities of the hospice. Each of those activities operates in a competitive environment and their success is therefore even more commendable. The operations of the hospice and its trading subsidiaries rely heavily on the support of volunteers both in fundraising and the delivery of our services. They, together with those supporters who have been generous in supporting the hospice financially, are critical to its continued success.

I must also emphasise that the hospice is led by a very small management team, headed by the chief executive officer. That so small a team both runs the hospice on a daily basis while also planning the strategic development of the hospice is testament to their ability and commitment.

Finally, I should like to thank my fellow trustees for their support and guidance.

John Turner
Chair of Trustees

Welcome from Claire Towns, Chief Executive Officer

In my 5th year as Chief Executive Officer of The Mary Stevens Hospice, I take great pride in presenting this report to you, sharing both the successes and challenges that the hospice has faced across the past 12 months.

In April 2024, the hospice set out a clear strategic plan spanning a 3-year period. As a team there is much to be proud of when reflecting upon the achievements in this 12-month period which are highlighted throughout this report.

I remain ever conscious of the challenging funding situation we face in the hospice sector. The hospice received no concessions to escalating external financial factors, including significant inflationary costs in wages.

As a charitable organisation we are committed to prioritising long-term financial sustainability to enable us to continue to deliver outstanding care to those people that need it. Over the reporting period we continued in negotiations with our commissioners which successfully led to the first real increase in commissioned funding in over 15 years. The year end accounts recognised a financial surplus which is testament to the work of our teams.

It is a real privilege to lead the teams at the hospice and its subsidiary companies. Commitment to the wellbeing of our employees and volunteers who are at the core of everything we do and achieve is at the core of our strategic aims and this will continue to span across the next 12 months.

Claire Towns
Chief Executive Officer

Meet the Trustees

Chair of Trustee Board, John Turner

Originally from Herefordshire, John obtained a degree in theoretical physics before qualifying as a charted accountant, specializing in taxation, and subsequently becoming a partner in Deloitte. He is the former appointed treasurer of Stourbridge Tennis Club and long time supporter of West Bromwich Albion Football Club. John was appointed Chair of the Trustee Board in November 2024 and continues to chair the Finance Committee.

Vice Chair of Trustee Board, Peter Marsh

Peter's career has spanned over 45 years working in the NHS managing major capital development, during which the last 15 years Peter was responsible for delivering non-medical facilities over multiple sites. Peter was appointed as a magistrate in 1997. In November 2024 Peter ended his tenure as Chair of the Trustee Board and was appointed vice chair. He continues to chair both the Fundraising and Governance Committees.

Chair of Lottery Board, Arthur Baker

Arthur was a senior finance director for an international company, followed by many years working for a leading London merchant bank. In the 10 years prior to his retirement, Arthur was the chief executive of a UK casino company. Arthur is a Director of Lottery and chairs the Lottery Board.

Chair of Trading Board, Brian Blakemore

Brian has over 40 years of experience in financial services, covering corporate banking and private equity. He has a range of non-executive positions across venture capital, corporate finance, private equity and online retail. In 2020, Brian was appointed Chair of Trading for The Mary Stevens Hospice.

Chair of Clinical Standards Committee, Dr Gillian Love

Dr Gillian Love was brought up in Stourbridge and has served as a Dudley GP since 1996. She worked at The Mary Stevens Hospice as a salaried doctor for eight years, where she felt privileged to be part of a team supporting patients and their families through their palliative care journeys. Dr Love has always regarded this aspect of clinical care as one of the most important responsibilities held by a clinician. After leaving the hospice, she contributed as a senior GP to the restructuring of local community service provision, a role she held for five years. Dr Love shares, *"As I approach retirement, I've been able to reduce my non-clinical responsibilities in practice, giving me the time to give back to the hospice as a Trustee—a role I feel very honoured to hold."*

Spencer Hodgson

Prior to retiring, Spencer had 30 years' experience in senior manager roles, gaining a mix of commercial, operational and administrative financial expertise across the private and semi-public sectors. Spencer is a fundraising volunteer for The Mary Stevens Hospice, a member of the Finance and Fundraising Governance Committees and is a Director of the Lottery Board.

Barbara Coles

Barbara is a retired teacher with over 40 years' experience working in the education sector across Birmingham and Sandwell. Barbara has had links and experiences with several hospices in past years and seeing the wonderful work that they do prompted her to become a trustee at The Mary Stevens Hospice. Barbara is a member of the Clinical Standards Committee.

Steve Waltho MBE

Steve is an alderman of Dudley Metropolitan Borough and also a former Mayor of Dudley, with over 23 years of public service for which, along with a lifetimes of charity fundraising, he was awarded a Member of the Order of the British Empire in 2018. Steve has served on various health boards and currently sits on both the Fundraising and Trading Board Committees at The Mary Stevens Hospice.

David Martin

David is a chartered accountant with over 35 years of experience working as an accountant in industry and more recently in practice. Now semi-retired, many of his clients are owners of SMEs. David is a member of the Finance and Fundraising Governance Committees.

Cllr Tony Creed

Tony is semi-retired following a successful 35-year career in the engineering industry, which began with an apprenticeship and progressed to a managing director role. His career was marked by delivering results through a Management by Objectives approach. Currently, Tony works as an agent for a USA based company and suppliers in India. He is also a sole trader importing products from India and China. Tony serves as an Elected Member for Norton, Stourbridge on Dudley Metropolitan Borough Council.

John Graham

John is proud to be of Scottish heritage, his parents are from Fife and he is named after his grandfather, who was a coalminer in Scotland. Born and raised in Kent, John was inspired by his police officer father and read law at Birmingham University, followed by studying at the College of Law before qualifying as a solicitor in 1981. After initial employment in West Bromwich, John moved to Tanfield's in Dudley until his retirement in 2020. During his legal career John practised in litigation and disputes, appearing regularly in local courts. John lives in West Bromwich, where he is a treasurer and bell ringer at All Saints Church. His interests include performing arts, music, theatre and Dudley Rotary Club amongst many others. John is a carer for his partner Christine.

Dr Victoria Smart

Dr Victoria Smart graduated from Birmingham Medical School in 1984 and dedicated 41 years of continuous service to the NHS. For 37 of those years, she served as a GP partner in a Dudley-based practice, retiring in June 2024. Dr Smart is well known to The Mary Stevens Hospice, having also worked for 17 years as a salaried doctor on the Inpatient Unit. In addition to her medical career, Dr Smart has 15 years of experience as a secondary school governor. She lives in Hagley with her husband, an accountant, where they raised their four now-grown children. One of their children lives locally, and Dr Smart and her husband enjoy helping with grandparent childcare.

She shares, *"My son has cystic fibrosis and diabetes, so I have also experienced the service user side of care. I look forward to hopefully being a positive contributor to this great hospice facility."*

Tom Westley

Tom was born in Dudley and attended Dudley Grammar School before graduating from Imperial College, London as a Metallurgist and Engineer. He began his career in the early 1970s working on a copper mine in Zambia before joining the family business – a foundry specialising in copper-based alloy castings in Dudley and Cradley Heath. Following his father's death, Tom became Chairman and has successfully grown the business into one of Europe's leading foundry groups

Tom is Chairman of Westley Plastics Ltd., recently recognised with the King's Award for Enterprise for its export achievements. He also served as Chairman of Castings Technology International Ltd. until its sale in 2013. Tom is committed to regional economic growth and sits on the board of the West Midlands Growth Company, a business directed by the West Midlands Combined Authority to encourage investment and economic growth in the West Midlands. He was appointed Deputy Lieutenant of the West Midlands in 2017.

Cllr Steve Clarke

Awaiting bio

Farewell and thank you

During the year under review, we said farewell to Dr Jane Flint Bridgewater and Councillor Angus Lee, who stepped down from their roles as trustees. We are deeply grateful for their dedication, insight and valuable contributions to the governance and strategic direction of the organisation.

Charity Governance

Constitution

The charity was formed as a company limited by guarantee on 22 November 1985 and is governed by its Memorandum and Articles of Association. The charity was incorporated in England and Wales. As a company limited by guarantee it has no allotted share capital. Members of the company have a contingent liability arising from the guarantee given by each member to contribute, if required or on winding up, an amount not exceeding £1.

Trustees

Trustees are appointed by the Board of Trustees at a Board meeting, with appointment taking effect once ratified by the majority of Company Members voting at a General Meeting or by written resolution. Under the Articles, trustees are appointed for an initial 4 year term, and may serve up to a maximum of 2 terms of 4 years. After completion of their second 4 year term, a trustee may only be appointed for subsequent 1 year terms where the Board of Trustees decide it is in the best interests of the company to do so.

The chair is elected by their fellow trustees following a recruitment and selection process. John Turner (Chair) was appointed with effect from the 5th November 2024. Potential new trustees are identified from external recruitment, personal recommendation or sometimes will have previously been associated with the work of hospice as a volunteer, in a professional capacity or in the activities of a subsidiary company.

The charity trustees are directors of the company for the purposes of company law. Trustee indemnity insurance is provided for the benefit of the trustees.

Subsidiary Companies

The charity has two wholly owned subsidiary companies which operate for the purpose of raising funds and promoting public awareness of the charity.

- The Mary Stevens Hospice Trading Co. Limited (registered company number 02648133) which operates 14 trading outlets.
- The Mary Stevens Hospice Lottery Limited (registered company number 03885815) which operates regular lotteries.

Each subsidiary company has its own separate Board of Trustees that meet quarterly and is focused on the company activities, compliance and performance. Each company claims gift aid with any profits made to the charity.

Corporate Governance and Internal Control

The charity is governed by the Board of Trustees who meet regularly throughout the year and are responsible for setting the strategic direction of the organisation, establishing policy, agreeing the annual financial budget, business planning and monitoring progress against the budget. Overall responsibility for the day-to-day management of the organisation is delegated by the Board of Trustees to Claire Towns, Chief Executive Officer.

Charity Governance

At The Mary Stevens Hospice, governance is underpinned by our commitment to integrity, accountability and continuous improvement. Responsibility for governance structure is shared across several committees and the Senior Leadership Team (SLT), with oversight from the Governance Committee. We align our practices with the Charity Governance Code, ensuring that our approach is transparent, effective and grounded in our organisational values.

Senior Leadership Team

The Senior Leadership Team meets twice monthly to provide strategic leadership, drive organisational development and ensure the delivery of our mission. Members of the Senior Leadership Team are Claire Towns, Chief Executive Officer, Simon Henwood, Director of Finance, Amanda Bowen, Director of Fundraising and Supporter Relations, Gemma Allen, Director of Strategy, Innovation and Communication, and Alex Winstanley, Director of Strategic Funding. The team are supported by James Totney, Deputy Head of Fundraising, and Gail Phillips, Retail Area Manager.

Clinical Standards Committee

The committee is responsible for monitoring and assuring the clinical quality of services and that standards defined by external regulators are met.

Remuneration Committee

The committee is responsible for ensuring the remuneration arrangements support strategic aims, monitoring of the hospice remuneration policy, reviewing salary and reward packages, approving non-consolidated pay awards, succession planning and talent management.

Finance and Resources Committee

The committee is responsible for ensuring the financial viability of The Mary Stevens Hospice, providing stewardship and overseeing the charitable assets and the annual external audit.

Fundraising Governance Committee

The committee is responsible for the oversight of fundraising activities, including evaluation against the fundraising strategy, reviewing the financial position and performance, and ensuring compliance with the Code of Fundraising Practice and other standards.

Fundraising Standards

We are committed to ethical and responsible fundraising. We strictly adhere to the Fundraising Code of Practice, The Data Protection Act 2018, and General Data Protection Regulation (GDPR). The hospice upholds a robust Safeguarding Policy to protect members of the public, including vulnerable individuals. All fundraising staff and trustees are registered with the Disclosure and Barring Service. Additionally, all events undergo comprehensive risk assessments.
In 2024/25, no formal complaints were received regarding fundraising activities and we did not engage external professional fundraisers.

Principal risks and uncertainties

The trustees are aware of the need to identify and assess the principal risks and uncertainties faced by the hospice. A risk register is maintained and reviewed at all trustee meetings. The register extends to 59 separate risks and assesses the likelihood of a risk occurring and its consequence, enabling the relative significance to be determined. The risks cover clinical, financial and regulatory issues.

Successes and Objectives 2024/25

The start of the 2023/24 financial year marked the implementation of our new hospice strategy, providing a clear direction to navigate the significant challenges currently facing the hospice sector, particularly ongoing financial insecurity. In our previous Trustees' Annual Report, we identified a number of activities of strategic importance, and we are pleased to report strong progress in many key areas:

- We maintained our commitment to delivering safe, effective and person-centred care by upholding strong governance standards across all services.
- Investment in research and innovation remains a core priority, exemplified by the continued success of No Barriers Here. This programme is not only expanding our influence beyond the UK but shaping policy, practice and public engagement in palliative and end of life care.
- Supporting and developing our workforce has been a key focus. This year, we strengthened internal capacity through the internal recruitment of a training coordinator, continued our partnership with external HR consultancy and introduced new staff wellbeing programs and professional development opportunities.
- Our bereavement services were enhanced through team expansion and the introduction of innovative, accessible approaches that offer more personalised support for people navigating loss and grief.
- We successfully transitioned to a consultant-led model of care, with two weekly consultant board meetings.
- To support long-term sustainability, we focused on income generation through strengthened stakeholder relationships, national advocacy participation, service mapping, the introduction of new events, staff training and growth within our hospice subsidiary companies.
- We also began the refurbishment of our In-Patient Unit to ensure our facilities remain fit for purpose and reflective of the high standards of care we deliver.
- To improve strategic oversight and streamline decision-making, we merged the Strategic Development Team and Senior Leadership Team into a unified leadership team, with formal appointments made at the end of the financial year. This team is responsible for driving forward our strategic objectives and organisational development.
- Our voice continues to be heard at a national level. We were honoured to represent the hospice sector at Westminster for the launch of a new manifesto for palliative and end of life care and we have actively participated in national campaigns lobbying for fair and sustainable hospice funding.

Our Strategy 2024-27

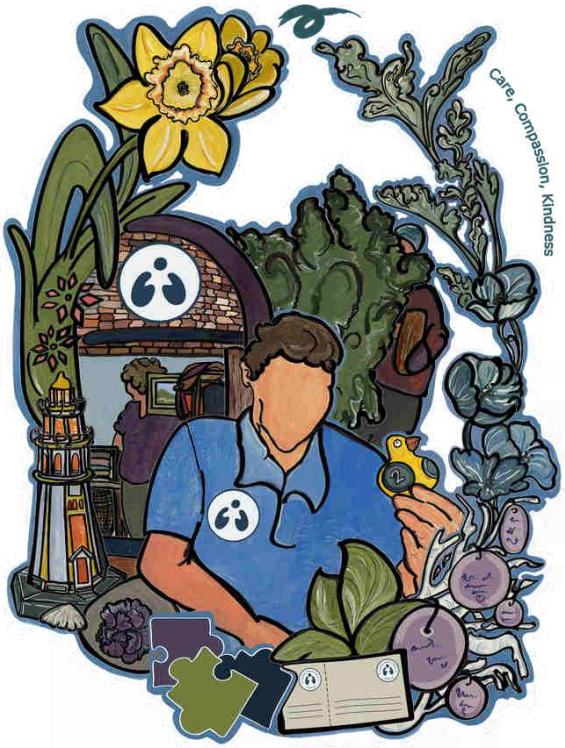
The Mary Stevens Hospice Strategy commenced in April 2024 and was formally launched to the community at our summer fayre. Our strategic plan sets out clear priorities for the organisation, ensuring we remain responsive, sustainable and focused on delivering outstanding palliative and end of life care. The strategy is built around three overarching objectives that guide our work across all areas of the hospice: Extending Reach and Capacity, Environmental Sustainability, and Financial and Operational Resilience. As we approach the new financial year, we reflect on a successful first year of our hospice strategy and are proud to report significant progress across all areas.

Extending Reach and Capacity

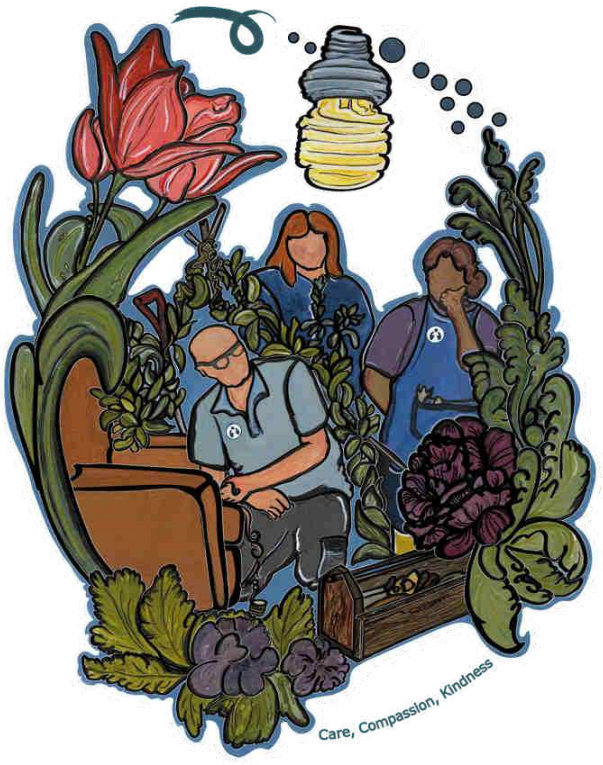
- Strengthened community presence with the appointment of a community engagement worker, resulting in greater visibility, new relationships and increased community engagement initiatives.
- New literature developed to increase community understanding and awareness of The Mary Stevens Hospice.
- The internal appointment of a volunteer and community engagement lead with plans to expand the team to meet new volunteering and community engagement initiatives.
- Secured funding from Hospice UK to pilot a community response service for people living with neurological conditions.
- Funding received to pilot a hospice outreach service.
- Enhanced use of hospice facilities by relocating the bereavement team to the newly refurbished lodge building, enabling us to meet the increasing demand for bereavement services support and counselling.
- Exceeded targets for the No Barriers Here education program, including a commission to deliver in Canada.
- Progressed No Barriers Here research with two studies. A third research application in partnership with University College London (UCL) and The Alzheimer's Society was approved at the end of the year under review.

Financial and Operational Resilience

- Undertook financial mapping exercises, providing targeted recommendations to strengthen long-term sustainability.
- Developed staff financial awareness training.
- Introduced new frameworks to support informed and transparent decision-making around project proposals and purchases.
- Supported national hospice funding campaigns, contributing to sector wider efforts to secure additional capital expenditure funding from the government.
- Continued to build strong stakeholder relationships to secure an increase in statutory funding.



- Launched a monthly staff bulletin to improve internal communication and engagement.
- Strengthened our induction and onboarding process, creating a more structured and equitable experience for all new employees.
- Appointed a training coordinator to support training and development.
- Secured two years of external funding to provide creative wellbeing sessions for staff and volunteers.
- The external Winning Temps staff survey was reviewed and discontinued. It will be replaced by a new and improved staff feedback tool, staff pulse survey, launching in April 2025, to provide improved insights and better support staff engagement and wellbeing.
- Delivered HR training to hospice line managers to improve consistency across teams.



Environmental Sustainability

- Installed solar panels to reduce our carbon footprint and improve energy efficiency across hospice facilities.
- Electric Vehicle (EV) charging points have been scheduled for installation
- A full waste management review is in progress to identify improvements and increase sustainability.

As we move into the second year of our strategy, we look forward to building on this momentum to continue to meet our strategic objectives.

In- Patient Unit

his year has seen significant progress across the In- Patient Unit, with improvements in staffing, training and development and planned refurbishments. These developments reflect the hospice's continued commitment to delivering compassionate, high-quality palliative and end of life care.

Staffing

The unit staffing establishment only has 12 hours per week vacant for both a healthcare assistant and registered nurse. We have an excellent staff-to-patient ratio which supports both the quality of care provided and staff wellbeing. Whilst it is important to ensure that the unit is appropriately staffed, we remain mindful of cost implications when covering for sickness and annual leave.

Permanent contracted staff can take on additional shifts with enhanced pay and we have a small team of bank colleagues who support the rota, however the use of bank staff has declined significantly in recent months as fewer shifts require covering and reduced sickness related absences. To strengthen the hospice's flexible nursing workforce, we aim to advertise and recruit new staff to the bank team during 2025/26.

Development, Education and Training

All Band 6 nurses have completed the Health Assessment module at Birmingham or Wolverhampton University, equipping them with advanced clinical assessment skills. This key module enables nurses to develop their knowledge and skills relevant to their key area. A new Band 6 development programme has been created to upskill existing Band 5 nurses, and support their career progression. This initiative enables support and mentorship by senior nurses and forms part of a long-term workforce development strategy.

he Education and Research Centre continued to oversee and coordinate the delivery of training, with staff having the opportunity to update their knowledge and skills throughout the year and encouraged to not only attend but to support the facilitation of sessions. Training over the past twelve months has included symptom management, communication skills, mandatory training and other sessions relevant to palliative and end of life care.

Refurbishment

Significant progress has been made in upgrading the In-Patient Unit facilities to improve patient care and visitor experience. An upgrade of an external area included the installation of a new covered area, gates and screening. This is the primary route for transporting deceased patients from the hospice and with the refurbishment of this area complete, we support loved ones to join staff in escorting the patient as they leave the hospice. Further improvement to the outside space and internal corridors is planned for completion towards the end of the refurbishment.

Completed work includes the relocation of pharmacy, re-siting of female changing room and staff room, the creation of a new small lounge with kitchenette and an overnight twin-bedded room with ensuite. The next phase will see closure of some of the existing bedrooms to create en-suite rooms, the refurbishment of the visitor lounge, upgrading of reception and the development of an open-fronted nurse's office.

Occupancy and Dependency

Overall, the average occupancy rate on the In-Patient Unit was 61% and the dependency needs of the patients we are caring for have increased. We continue to work closely with community partners to ensure referrals are received in a timely manner, and pride ourselves on the frequently rapid response from our administration, liaison and assessment staff when referrals are received.

Cuddle Bed

We were delighted to receive a £15,000 grant to purchase a cuddle bed which has been used multiple times by patients and their loved ones. The bed is a great asset to the hospice and has already made a difference to the care we provide.

Medicines Management

Excellent medicines management at the hospice remains at the forefront of our care. The Electronic Prescribing and Medicines Administration (EPMA) system is well embedded now, and we see the advantages of using such a system in reducing the risk of medication errors and incidents; it also ensures that patients 'Get it on Time, Every Time'.

Whilst nationally supplies of certain medications at times has been problematic, we have worked with our supplier to ensure our patient care is not affected, and this is reflected in the high level of compliments we receive both formally and informally.

The clinical use of medications and integration of the pharmacist within the clinical team, that now includes consultant level cover not only ensures the clinical service we provide is appropriate but also that we are delivering robust symptom management using novel agents and approaches in line with new evidence as it emerges in the rapidly developing realm of palliative and supportive care.

The hospice pharmacy has also been relocated and upgraded as part of the In-Patient Unit scheme of building works; such that we now have a bespoke and fit for purpose area with plenty of space. This again reduces errors and reduces time to administer medications due to the ability for more than one staff member to work in there at any one time.

Day Service Unit

The Day Service Unit provides care and support for people with palliative care needs and often complex co-morbidities. The unit is open Monday to Friday and is staffed between the hours of 8am to 5pm. During the year, we have increased patient referrals received from community and hospital healthcare teams. We have worked closely with community teams to support patients and their families to improve quality of life and wellbeing. We are part of Dudley Neuro Community Team multidisciplinary meetings and host the Motor Neurone Disease (MND) multidisciplinary community team meetings, who also see patients in a joint clinic onsite in partnership with the team from the Queen Elizabeth Hospital, Birmingham.

Staffing

The service has seen an increase in demand and patients with increased complexities. Over recent months the team has been supported by bank registered nurses and health care assistants, in addition to recruiting a part time, permanent registered nurse to support clinical assessments and day to day care. This appointment has enabled the reduction of waiting times for new patients. Student placements have continued and we have worked with Worcester University and Bristol University supporting occupational therapy students and a music therapy student.

Care, support and activities

The Day Service Unit provides a variety of groups and sessions daily which reflect our commitment to holistic, person-centered care and supporting individuals to live well. Patients who have attended one of our groups such as Fatigue, Anxiety and Breathing (FAB), exercise, neuro wellbeing or mindfulness and resilience can also access mindfulness monthly retreat, ‘Monday Musings’ wellbeing session or creative wellbeing sessions.

All new patients referred are assessed in a nurse led clinic which enables an individualised support plan to be agreed. This initial meeting enables the patient and family to share their experiences and uses a holistic approach. From this assessment patients will be signposted to a particular group or service within the hospice such as social work, spiritual care, complementary therapies, physiotherapy or symptom management clinics. In addition, the physiotherapist and complementary therapy team see people on an outpatient basis, patients attending one of the sessions or groups, and patients admitted to the In-Patient Unit. The Day Service Unit are further supported by an art psychotherapist and hypnotherapist/mindfulness teacher to support individuals needing specialist support with emotional distress.

New outreach program

In March 2025, the hospice was awarded funding from the Masonic Charitable Foundation, managed by Hospice UK, to develop a new outreach program. The community-based neurological condition crisis service will provide immediate support and intervention for individuals experiencing a crisis related to their neurological condition. Key features of the service include mobile crisis rapid response, comprehensive rapid assessments, stabilisation and ongoing support.

The service aims to improve access to timely support, enhance quality of life for individuals with neurological conditions and provide effective and compassionate care that enables people to recover from crisis. We will provide ongoing support to help avoid future crisis through advance care planning and enabling access to our wider palliative care, therapy and wellbeing services.

We have worked closely with social work and patient and family support teams to support carers through a monthly carer support group and the community companions service which we hope will be further developed by this program.

Creative wellbeing

At The Mary Stevens Hospice, we believe that creativity can be a powerful tool for supporting emotional, social and psychological wellbeing. Our creative wellbeing program, funded by The National Lottery, is facilitated to Day Service Unit patients (weekly), and staff and volunteers (monthly). Activities are designed to appeal to as many people as possible and be inclusive, taking into account varying abilities and levels of creative confidence. Patients are supported by staff, volunteers and occupational therapy students, helping them to enjoy and benefit from the sessions.

The social element of these sessions has been particularly impactful; with conversation and peer support encouraging a strong sense of community. Activities encourage self-expression and exploration of colour, pattern, and design, while supporting fine motor skills and cognitive stimulation. The creative wellbeing lead works in collaboration with other teams within the hospice, supporting and developing activities as part of bereavement, carer support, human resources and community engagement initiatives.

We are committed to the wellbeing of our staff and volunteers and our monthly creative wellbeing sessions, also funded by The National Lottery, reflect our strategic focus on workforce wellbeing of staff and volunteers.

Building on the success and positive feedback from this program, we plan to deliver sessions to community groups as part of our ongoing community engagement initiatives. At the same time, we will create a new income stream by offering paid public sessions. This approach allows us to increase our social impact, raise awareness of hospice services, reach more people in our community and generate new income. Looking ahead, we are committed to expanding our creative wellbeing programme into community settings.

The Wisdom Tree project

Featuring contributions from patients, staff, volunteers and visitors, this work from the creative wellbeing program created a powerful legacy installation in the Day Service Unit. The hand built tree was made at the hospice using recycled cardboard and sessions invited people to decorate leaves and write their 'words of wisdom' for others. The tree is a symbol of life, change, community and strength with leaves continuing to be added on a regular basis.

The Beach Hut project

The creative wellbeing lead worked with Day Service Unit patients to create a wooden beach scene display to enter in the hospice Summer Fayre competition. Everyone was delighted to win first place!

Social work

Education

The hospice provides placements for students enrolled on BA, MA and apprenticeship programs. All students are offered shadowing opportunities and each placement includes weekly supervision led by the social work practice educator. During 2024/25 the hospice social worker continued to guest lecture at various universities which has led to increased student interest in pursuing careers in palliative and end of life care. During Dying Matters Week 2024, the social worker participated in a panel of frontline professionals at the University of Wolverhampton, sharing experiences of working in palliative and end of life care. A presentation was also delivered at the Association of Palliative Care Social Work National Conference, highlighting social work at The Mary Stevens Hospice. Furthermore, safeguarding training was delivered internally to colleagues and throughout the year multiple shadowing opportunities were offered to students.

Advocacy and Community Engagement

During the time under report, the social worker contributed to Dudley Carers Alliance, dedicated to identifying carers in the community, arranging support activities and lobbying for improved provision for unpaid carers. Furthermore, she campaigned for improvements in dementia services in Dudley, advocating to maintain and enhance services and played a key role in a national working group to secure social work representation on the UK's Assisted Dying Panel, making the UK the first country to include a social worker on such a panel.

Our social worker facilitated multiple public exhibitions and presentations to promote awareness of The Mary Stevens Hospice and the services that we provide. In March 2025, an external exhibition amplified the role of social work in palliative care and provided information on the educational routes into the social work profession. During the exhibition our social worker engaged with people and explored their perceptions of social work with the hope to increase public awareness of the presence of social workers within hospices.

Support for Carers

Carer support continued during the year under report with an average of 450 people with caring responsibilities being support by The Mary Stevens Hospice. This was delivered across a variety of settings, including at home and in the community. The monthly carer-led support groups, now well-established, continued to flourish with approximately 50 individuals attending sessions on a regular basis. The group adopts a holistic approach, offering educational sessions, therapeutic engagement, relaxation, socialisation, and peer support. Carers also stay connected daily through a self-managed WhatsApp group, which has proven highly effective.

Combating Loneliness

We continued to provide targeted support to patients experiencing loneliness and social isolation, with the aim of helping people to reconnect with their communities and engage in meaningful activities. The support provided by The Mary Stevens Hospice included conducting home visits, raising awareness and signposting to other community services, and assisting individuals in managing social anxiety.

Spiritual Care

The Spiritual Care team, comprising our spiritual care lead and four volunteers, continued to provide compassionate support to patients, family members and friends, and staff across the hospice.

In-Patient Unit

The team aim to offer spiritual support to all patients and visitors, as well as for staff. Alongside regular weekday and weekend visits, activities included end of life blessings, visits from PAT dogs, decorating rooms and organising special occasions such as weddings and birthdays, and creating bespoke ceremonies for patients. We ensured accessibility by producing a visual booklet for a young person with autism prior to visiting his parent on the unit and facilitated religious practices which were tailored to individual beliefs. The team introduced patient welcome bags that brought visible comfort to many individuals. Spiritual care extended after death with the spiritual care lead taking nine funerals of patients cared for by The Mary Stevens Hospice. At Christmas, The Salvation Army performed carols on the patio for patients and visitors.

Day Service Unit

Spiritual care remained integral in the Day Service Unit, with support provided through a variety of activities including talks to patient groups, “Monday Musings" sessions which explored themes such as laughter, distress, space and World Poetry Day where we wrote a poem and Hauki. The team also provided home visits and supportive phone calls, offering personal guidance and helping with funeral planning when needed. Creative activities also played a key role, including visits from the Black Country Woodturners, during which patients enjoyed painting pre-made snowmen and Christmas trees.

Spiritual Care events

Despite the cancellation of one of the Tree of Light event due to severe weather, a video was produced for our community to see the lights being turned on whilst the church service went ahead successfully. The annual Wassailing event provided the opportunity for staff and volunteers to share their hopes, blessings or prayers for the hospice for 2025. We worked collaboratively with the bereavement team and introduced a summer memorial picnic, which featured meaningful, all age activities, and hosted a festive Christmas gathering in the Day Service Unit for patients and families.

Staff support
Supporting new staff members, student nurses and social workers through discussions about the breadth and significance of spiritual care remained a valued component of staff support offered during this year. Emotional support continued to be available for all staff, with regular drop-in sessions and ongoing one-to-one support. Looking ahead, plans are underway to develop retreat opportunities and expand drop-in offerings in 2025–26, with the aim of deepening support and resilience across the team.

Additional Highlights
This year, the spiritual care lead completed Mental Health First Aid training and mentored a chaplaincy student from Newman University, offering reflective practice and guidance. A training session was also facilitated for the Birmingham and Black Country Chaplaincy Collaborative, exploring the themes of Endings, Boundaries and Holding the Unknown.

New resources were developed to support blessings and legacy work, including postcards, stones and jigsaw pieces. Informative display boards were introduced in both the Day Service Unit and In-Patient Unit, encouraging memory-making and legacy conversations. Work also continued on faith boxes for each Peace Room, helping to ensure spiritual and faith-based resources are accessible for all who need them.

An act of remembrance took place on the hospice patio on Remembrance Day. Engagement with local faith leaders continued and a visit to Acorns Hospice provided insight into supporting young people transitioning from paediatric to adult hospice care. The spiritual care team also participated in an engagement event with Sikh and Hindu communities, alongside the community engagement lead.

We remained active in the Association of Hospice and Palliative Care Chaplains (AHPCC) contributing to professional learning and shared practice. In addition, the spiritual care lead co-managed the PAFSS Facebook page, producing video content on child bereavement and the power of storytelling, while also marking key religious festivals important to honour the diverse beliefs within our community.

Finally, the hospice won a Love Hearts competition that boosted staff morale and proudly sharing the message “MSH Staff Rock!”

Bereavement

This year marked a significant period of growth and innovation for our bereavement service. We strengthened community partnerships, expanded service provision for children and young people and responded to rising demand across all areas. From April 2024 to March 2025, the service supported 219 individuals, delivering 675 hours of tailored bereavement support.

Bereavement Support

The Supportive Listening Service received 120 new referrals and delivered approximately 376 hours of one-to-one support through face-to-face and telephone sessions. Qualitative feedback highlighted high levels of satisfaction and emotional impact, with individuals describing the service as comforting, empowering and supportive.

A bereavement support room at the Kingswinford hospice shop offered an accessible, non-clinical space. Memory bears and wellbeing baskets were also introduced and well received.

Bereavement hubs continued to provide a blend of professional and peer support. We welcomed 43 new attendees which resulted in 98 visits to direct group sessions. Attendance was strong into early 2025 with the team actively exploring new locations to increase reach and accessibility during 2025/26.

Our Bereavement Information Points, located in hospice shops and community libraries, continued to offer accessible grief resources and extend our community reach, with further expansion plans next year. Meanwhile, the telephone support line received 459 calls during the year, providing immediate support and guidance to bereaved individuals and professionals. An additional 57 people visited the hospice seeking ad-hoc support, often spending reflective time in the Peace Room and onward bereavement care.

Demand for counselling and therapy services increased significantly, with 67 therapy sessions delivered. A rise in child referrals and increased complexities in grief led to wait times up to six months by late 2024. In response, a new triage and assessment tool was introduced.

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The appointment of a children and young people's coordinator marked a significant development and enabled a review of our children's service. This led to the introduction of creative and age-appropriate support across various settings, including one-to-one sessions in schools and libraries, direct support to families on the In-Patient Unit and storytelling and creative sessions.

A highlight of the year was being the first UK hospice to install a Wind Phone as part of the support that we offer. This resource offers a symbolic space within the hospice grounds and though usage is unrecorded due to its sensitive nature, feedback is collated through a message book which demonstrates its impact.

Community Engagement and Events

This year saw increased community engagement through participation in awareness campaigns and public events. During Dying Matters Awareness Week, the team led displays and events, raising awareness around bereavement. For Children's Grief Awareness Week and National Grief Awareness Week we shared resources, activities and information on supporting children through grief. The team also took part in events including Dads Rock, Coffin Club and a death education session, creating space for public dialogue around loss and grief. In collaboration with the spiritual care team, we hosted our first Picnic to Remember and Christmas event where children were invited to share memories with Santa's elves.

Our work was showcased nationally through abstracts at Hospice UK National Conference, highlighting the development of our bereavement hubs and information points.

Staff and Volunteer Development

New appointments supported service capacity including the expansion of bereavement hubs, children's bereavement and overall service capacity. The bereavement manager led training in supportive listening for staff and volunteers with further training in memory-making and the use of arts and crafts in bereavement work. Monthly supervision and training updates were provided to volunteers and staff undertook training in Mental Health First Aid, Level 5 Counselling, communication skills and creative grief. Two team members completed specialist training through the Ruth Strauss Foundation, with plans to share learning with colleagues later in the year.

Our priorities for 2025/26 include the launch of new Bereavement Hubs, the refinement of triage tools and the expansion of training for staff and volunteers

Our Impact

In-Patient Unit

- 351 referrals
- 167 admissions (31 for symptom managements; 110 for end of life care; 23 hospital admission avoidance; 3 for other reasons)
- Average occupancy 61% (3 beds closed for major refurbishment)

Day Service Unit

- 246 referrals
- 2577 booked spaces

Social work

- 262 social work referrals received
- 86 statutory assessments
- 450 carers supported
- 158 carer's need assessments
- 21 family best interest decision meetings
- 27 people supported to access financial assistance
- 11 mental capacity assessments
- 22 individuals received respite care and 22 accessed nursing home care
- 56 home visits
- 25 people referred for legal support

Bereavement support

- 675 hours of bereavement support provided
- 376 hours of one to one bereavement support
- 167 therapy sessions

Volunteers

- 11,541 hours donated by volunteers
- Our volunteers saved the hospice £132,029.04 this year

No Barriers Here: Research and Education

This year, The Mary Stevens Hospice continued to lead and contribute to equity-orientated research in palliative and end of life care.

In June 2024, we celebrated the completion of The Victoria and Stuart Project, an NIHR-funded study with Kingston University, which launched a national toolkit for healthcare professionals supporting people with learning disabilities in advance care planning. No Barriers Here was recognised as one of four “gold standard” resources. We are proud to have been the only hospice and small organisation represented on the study team.

Our Marie Curie–funded study, “It’s More Than Rainbows in Receptions,” explored the experiences of LGBTQ+ people in palliative care. Findings and a new learning resource were presented internationally and nationally, including at the Public Health Palliative Care International Conference (Switzerland) and the Hospice UK Conference (Glasgow). The resource is now being used to support learning and development across hospices and healthcare settings.

We continued to work with Marie Curie and the Terrence Higgins Trust on a study using the No Barriers Here methodology with older people living with HIV. Training was delivered in Brighton and early findings were shared at the Marie Curie Research into Practice Conference in early 2025.

In collaboration with Fanshawe University (Canada), we are also supporting research into the role of doulas in promoting death literacy, reshaping end of life care conversations using No Barriers Here and the doulas’ role in breaking down barriers to advance or future care planning.

In June 2024, we launched a new study with Marie Curie exploring inequities in care for LGBTQ+ people from minoritised ethnic groups. Findings will be shared in late 2025.

Finally, we were invited to join a new study with University College London (UCL), funded by The Alzheimer’s Society and Marie Curie, focusing on improving palliative care for people with rare dementias. This work begins in summer 2025.

Education

The No Barriers Here facilitator training program continued to grow in reach and impact throughout the year. Education sessions were delivered at The Mary Stevens Hospice and in external settings, tailored to meet local needs. The program was once again commissioned by Integrated Care Boards across the country, supporting place-based delivery and wider national engagement. In 2024, we proudly reached the milestone of training 500 No Barriers Here facilitators. These facilitators are now embedding the methodology within their organisations and extending its use to underserved groups, including people living with dementia, veterans, individuals experiencing homelessness, and people with learning disabilities.

Additional education sessions were offered throughout the year, alongside workshops for healthcare professionals and presentations at national and international conferences. Working again with Zebra Digital, the team launched a third film in late 2024, which involved several collaborations and received high praise from across the world.

A trip to Canada!

In May 2024, No Barriers Here was launched in Ontario, Canada. The trip, funded by Canadian organisations, enabled the delivery of a range of education, facilitator training and the delivery of keynote speeches. During the trip, the team visited hospices, universities and healthcare settings, including one of the first AIDS hospices and the PEACH programme for people with palliative care needs experiencing homelessness in Toronto.

This experience strengthened the hospices international relationships and has led to new opportunities, including a research study with Fanshawe University. It provided insights and learning into how hospice care is funded and delivered in Canada, including reflections on Medical Assistance in Dying (MAiD) and other current issues that resonate across both the UK and Canadian healthcare contexts. We are exceptionally proud that since this visit, No Barriers Here workshops have been, and continue to be, facilitated by and with indigenous communities in Ontario.

Community Engagement

At The Mary Stevens Hospice, we are dedicated to developing relationships with our local community. Our community engagement work aims to raise awareness of hospice care, build trusting relationships and empower people to feel comfortable discussing death, dying and bereavement. Since the community engagement role commenced in November 2024, a strategy was developed which is focused on three key themes:

- **Awareness:** Raising the profile of The Mary Stevens Hospice, increasing understanding of services, and ensuring people know how to access care.
- **Community Engagement:** Building relationships with community groups, faith groups, external organisations, and underserved communities to understand needs and remove barriers to care.
- **Community Conversations:** Creating safer spaces for open discussion about death, dying and hospice care, encouraging more people to engage with these important topics.

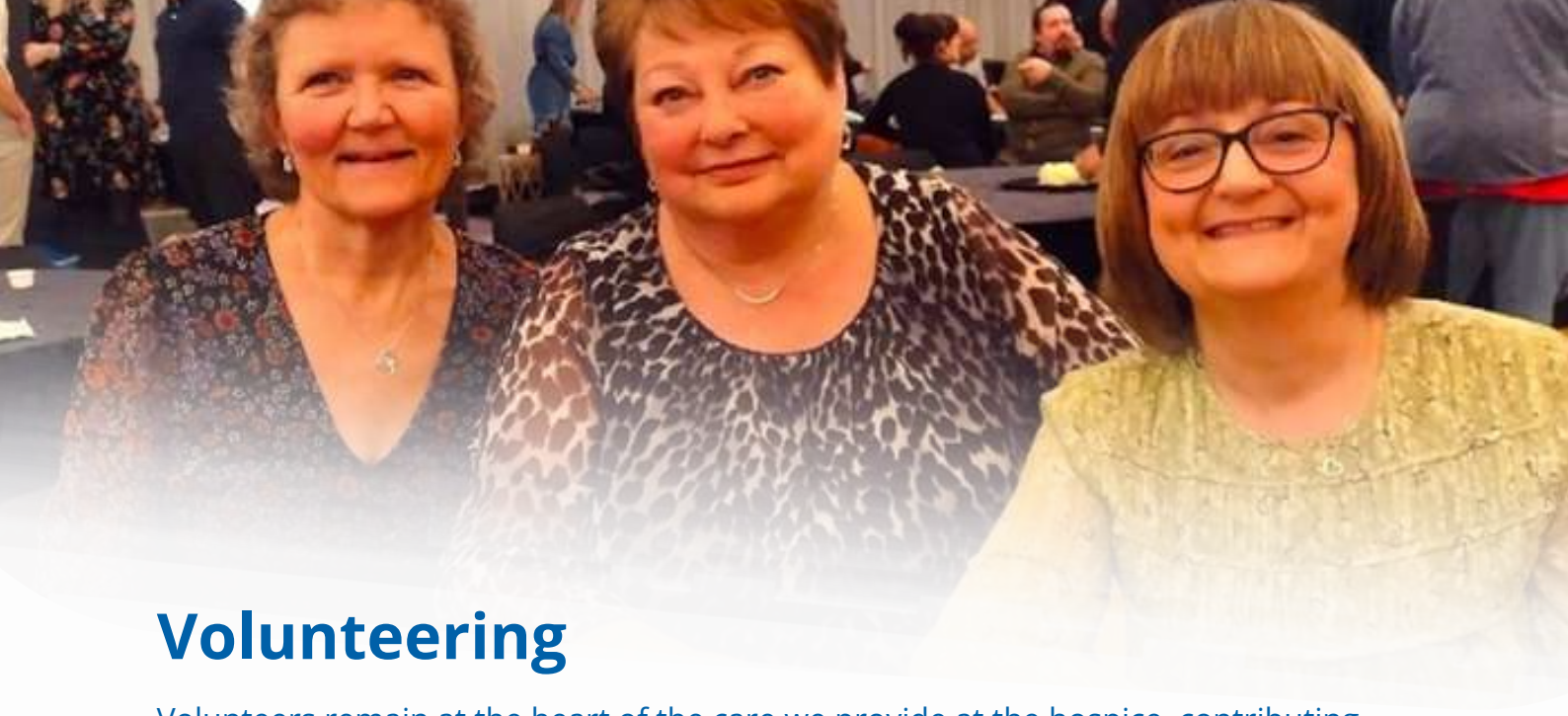
We have developed partnerships with a range of organisations and groups, including Dudley Community Development Workers, Dudley CVS, the Dudley Health and Care Partnership, social prescribers, funeral directors and local libraries. These connections have led to collaborative events and awareness activities.

The team represented the hospice at local events and hosted information stands at the Older People's Information Fair, Dudley Health and Wellbeing events for Sikh and Hindu communities and gatherings at Ghausia Community Hall. These have been valuable opportunities to learn directly from the community about perceived barriers to hospice care and explore ways to address them together.

The Mary Stevens Hospice shops in Dudley, Kingswinford and Stourbridge have also become important community engagement spaces, providing opportunities to share information and speak with members of the public. In addition, the community engagement team have a regular presence at Russell's Hall Hospital with a monthly slot at the Health Hub and twice-monthly sessions in the Information Hub, enabling engagement with the public and healthcare professionals. Other engagement has taken place through hospice fundraising events, providing information to raise awareness among audiences who may not be familiar with hospice services.

To further reach people a series of community sessions were developed, designed to align with people's interests including book clubs, craft sessions and presentations. In response to growing demand, the team has expanded with volunteer and community engagement assistant roles to commence in April 2025. In collaboration with the communications and marketing team new hospice literature is now available about hospice community engagement.

Looking ahead, we will continue to develop and increase hospice community engagement, breaking down barriers and ensuring hospice care is accessible, understood and valued across all areas of our community.



Volunteering

Volunteers remain at the heart of the care we provide at the hospice, contributing their time, skills and compassion in a variety of roles. We began April 2024 with 108 volunteers and over the course of the year, welcomed a further 22 new volunteers. While we were sad to say goodbye to 14 volunteers due to changes in their personal circumstances, we finished the year with a team of 116 volunteers. We continued to provide a community companion service and expanding this service remains a strategic priority.

In June, four of our volunteers were nominated for the 50 for 50 WM awards, a special initiative marking the 50th anniversary of the West Midlands County and the West Midlands Lieutenancy, designed to celebrate and thank exceptional volunteers across the region. Later in the year, several volunteers were recognised at the annual Dudley Voluntary Service awards, receiving certificates of recognition for the support they provide to the hospice. In December, we celebrated our volunteers with a festive event including a vintage-style afternoon tea and a special performance from the hospice choir, many of whom are volunteers themselves.

We are committed to providing volunteers with the training they need to feel confident in their roles. Between November 2024 and January 2025, volunteers accessed mandatory training and refresher training updates.

The current volunteer coordinators will be retiring in April 2025, and we thank them for their commitment and dedication in shaping our volunteer service. From April 2025, the role will combine community engagement and volunteering, reflecting our commitment to integrated, community-focused support.

The total contribution of volunteer hours for 2024/25 demonstrates the scale of volunteer support but also highlights the significant financial value of their contribution. We extend our thanks to every volunteer for their time, energy and commitment. Their generosity of time continues strengthens the hospice and we could not continue the work that we do without them.

Education and Training

The education department started the financial year April 2024 without a clinical educator in post. During this period, staff training was maintained through eLearning resources provided by Blue Stream Academy and clinical mentorship and skills training delivered by our head of nursing. Whilst the eLearning resource ensured that all fundamental training requirements were met, it lacked some of the benefits which face-to-face training provides, such as interactive discussion and shared learning.

Recognising this and to ensure that the education centre was utilised to its maximum, a training co-ordinator was appointed. The new role has focused on organising face-to-face training and awareness sessions, leading new staff inductions, and to monitor eLearning compliance. There has been an upward trajectory in eLearning compliance up to 31st March 2025, which is monitored against our commissioned contract.

The hospice understands the value of a comprehensive and welcoming induction for all new employees and throughout the year the education team delivered 26 induction sessions for new starters, including bank staff. In addition to core training, it is important that the Education Department responds to the needs of the staff development and at the request of managers from across the hospice, training sessions were delivered on effective communication, safeguarding, food hygiene, volunteer training and fire marshal training.

The education team provided placements and support to a number of healthcare students, including nursing students from Birmingham City University and University of Wolverhampton, as well as fourth year medical students from Birmingham University and Aston University Medical School.

We began an interior upgrade of the education centre during the year, which is scheduled for completion by the end of 2025.

Fundraising

Over the course of the year, the fundraising team worked with energy, enthusiasm and commitment in planning and delivering a diverse calendar of events, combining much-loved annual traditions with new initiatives to engage the community and raise essential funds.

Highlights from the start of period under report included our Football Fun Day at Stourbridge Football Club and the annual fundraising day at Ascot Racecourse, both of which are popular hospice fundraising events. Alongside these, the team focused on building long-term success by securing new Charity of the Year partnerships and event sponsorships for future campaigns. The publication of the Spring Newsletter provided supporters with important updates and outlined the fundraising event calendar for the year ahead.

The summer months we engaged in a full programme of internal summer activities and supported end-of-school celebrations through a successful ice cream sales initiative. Our presence at a range of seasonal external events helped to further increase visibility and engagement with the local community. Preparations for the annual pantomime also began during this period, with auditions and rehearsals commencing shortly after. This key annual event generated enthusiasm from participants and volunteers alike, and was, as always, well received by our supporters.

Throughout the year, we continued to develop and strengthen relationships with local businesses, securing both financial and operational support. These strategic partnerships are essential to sustaining our services and expanding our reach within the community and fundraising initiatives.

As we moved into the festive period, the fundraising team prioritised seasonal engagement and community outreach, supported by the publication of our Winter Newsletter. This highlighted events such as The Tree of Light Remembrance Campaign which invited supporters to participate through donations and sponsorships. This time was particularly busy, with key events including the Santa Jog, Christmas Coffee Morning and participation in community events such as Town Centre Christmas light switch-ons, festive fairs and charity concerts.

Our activities not only helped to raise vital funds but also supported community relationships and increased awareness of our work. In addition, we actively pursued corporate festive gifts and donations, helping to boost our seasonal fundraising efforts. Planning also continued for a busy start to the new year, with two of our biggest internal events scheduled for January and February 2025.

The return of our Tree-cycle campaign commenced in January 2025, which saw over 1,500 Christmas trees collected from local streets to raise an incredible amount to support our care services. Supported by more than 50 volunteers and the fundraising team dedicating their time over the festive period, the operation was meticulously planned and ran seamlessly, marking our most successful Tree-cycle to date.

February brought the highly anticipated pantomime, The Little Mermaid, taking to the stage at Stourbridge Town Hall. With an outstanding cast, dedicated volunteer backstage crew and expert technical support, the production delivered 15 performances, including special matinees for nine local schools, community organisations and even a coach group! We were delighted to exceed fundraising totals from the previous year, reflecting the continued success of this annual event.

Towards the close of the financial year, the fundraising team focus on consolidating donations by collecting Blue Collection Boxes from across the community ensuring that the final total collected was true reflection of the donations made during the financial year.

In total, hospice led events raised £287,310. 87 this year with a further £205,133.79 in general donations.

£13,200
Santa Jog

£60,000
The Little Mermaid Pantomime

£25,215
Treecycle
+(£8,300 giftaid captured)

Corporate Fundraising and Engagement

Our fundraising efforts extended through corporate fundraising and engagement, maintaining strong relationships with both local and national businesses during the year. This secured support for event sponsorships, in-kind donations, major gifts, volunteering days and ongoing corporate partnerships.

Corporate Networking
The business partnership fundraiser participated in several networking opportunities, including Business Network International (BNI) and Top Networking breakfast groups, as well as weekly meetings with the Rotary Club of Dudley. These engagements helped to create new and strengthen existing relationships between businesses and The Mary Stevens Hospice resulting in increased charitable contributions. Corporate involvement included sponsorships, donated goods and services, financial donations, and pledges to cover the cost of legacy keepsakes.

Corporate Volunteering Days
We engaged with and hosted corporate volunteer teams throughout the year, inviting businesses into the hospice for corporate volunteer days, including:

- Centrica
- Pegasus Group
- West Bromwich Building Society
- Enterprise Vehicle Hire
- Marsh McLennan
- Sky/Virgin
- Coventry Building Society
- British Gas
- National Highways
- Worcester Bosch

Charity of the Year
We were charity of the year partners with:

- Coventry Building Society
- McDonalds, Merry Hill
- George Green LLP
- National Highways
- ACE Embroidery
- Ian Perks Estate Agents
- Higgs LLP
- Enterprise Vehicle Hire, Stourbridge

Corporate event sponsorship amount to a total of £19,300 which included contributions to popular events such as Duck Race (£2,000), Pantomime (£10,800) and Summer Fayre (£2,250). Other support included £120 sponsorship towards memory bears and hand casts and £750 for Christmas tress for outside of patient rooms.

In total The Mary Stevens Hospice received £24,800 of corporate support and donations during 2024/25.

Community, Third Party and Fundraising Groups

The continued success of our fundraising is driven by the dedication of individuals and community groups who independently organise events and initiatives in support of the hospice. These groups engage both longstanding and new supporters, playing a vital role in raising awareness and generating consistent financial support through a variety of creative activities. Their efforts not only contribute essential funds but also help to build and sustain relationships within the local community.

The fundraising team collaborates with these groups to ensure all activities comply with relevant legislation. Support is provided in the form of promotional materials, raffle prizes, logistical advice and marketing opportunities. The team also assists in identifying suitable venues and events where volunteers can represent the hospice in a fundraising capacity.

Stourbridge Jigsaw Library

The library has experienced significant growth, progressing from a small initiative to occupying a dedicated room within the lodge building. This expansion has enabled an increase in both community engagement and the funds raised for the hospice. Working in partnership with the fundraising team, volunteers have taken part in hospice-led events and attended numerous community events across the borough, offering popular jigsaw tombola's and sales. The absence of return deadlines ensures the library remains accessible to individuals of all ages, backgrounds and abilities. Operated six days a week by a team of volunteers, the library has become a valued community hub.

During 2024/2025, Stourbridge Jigsaw Library period, the library reached over 1,600 social media followers and raised £23, 617.87.

The Friends of Mary Stevens Hospice
Founded by two dedicated long-standing volunteers, the Friends of Mary Stevens Hospice is a small but passionate team supported by close friends. Working independently, they organised a wide range of fundraising events such as race nights, quiz nights, and pop-up sales featuring donated items.

The team actively pursued opportunities that the fundraising team may be unable to attend or support due to workload, stepping in with energy and determination to meet their fundraising goals. Despite their size, their impact has been remarkable with their efforts making a valuable contribution to the hospice's fundraising targets but have also helped to build relationships within the local community.

In 2024/2025, The Friends of Mary Stevens Hospice generously raised and donated £3,053.47 to the hospice.

Community fundraising and general donations
Third party fundraising: £116,384.59
Blue Box Collections: £16,623.39
General Donations: £205,133.79
In Memoriam Donations: £164,195.68

Legacies

In the last 12 months, we have been extremely grateful to receive a generous £2,071,175 in legacies from our supporters. These gifts, left to us in Wills, are vital to sustaining our work and ensuring we can continue to care for our community now and in the future. Each legacy, regardless of its size makes a lasting difference. They allow us to respond to the ever-growing demands on our services by continuing to deliver the high-quality palliative and end of life care our local communities rely on.

When our supporters choose to support us with a gift in their Will, they show local people living with life limiting illness the care, compassion and kindness that is at the heart of everything we do here at The Mary Stevens Hospice.

The Mary Stevens Hospice was proud to participate in the National Hospice Legacy Campaign, joining 143 hospices across the UK in a united effort to raise the profile of hospice care and help secure its future. Launched on 17th February 2025, this campaign aimed to highlight the vital role hospices play within our communities and to inspire people to consider leaving a gift in their Will. By raising awareness of the impact these legacies have, we hope to ensure that compassionate hospice care remains available for generations to come.

Trusts and Foundations

The support of Trusts and Foundations helps us to make a huge difference to the lives of so many people living with life limiting incurable illness and their loved ones. Thank you to the following Trusts and Foundations for their support during 2024/25:

Baron Davenports Charity
CRASH
DMF Ellis Charitable Trust
Garfield Weston Foundation
Heart of England Community Foundation
Lasletts Charities
M K Rose Charitable Trust
Orbis Investments Buchanan Programme
Rest Harrow Trust
Richardson Brothers Foundation
Tesco / Groundworks
The Albert Hunt Trust
The Anthony and Gwendoline Wylde Memorial Charity
The Ardwick Trust
The Arnold Clarke Community Trust
The Bernard Sunley Charitable Trust
The Birmingham District Nursing Charitable Trust
The Brian Shaw Memorial Trust
The Clive Richards Foundation The Dumbreck Charity
The Edgar E Lawley Foundation
The Edward Gostling Charitable Trust
The Eric W Vincent Trust Fund
The Eveson Trust
The February Foundation
The GJW Turner Trust
The Grace Trust
The Grimley Charity
The Grimmitt Trust
The Heathcock Charitable Trust
The Hilary Awdry Charitable Trust
The James Tudor Foundation
The Ken Wrigley Memorial Trust
The Michael & Anna Wix Charitable Trust
The Muntz Trust
The National Lottery - Awards for All
The Paget Trust
The Roger & Douglas Turner Charitable Trust
The Rowlands Trust
The W.E.D Charitable Trust
William Adlington Cadbury Charitable Trust

The Mary Stevens Hospice: Lottery Company

The Mary Stevens Hospice Lottery has consistently performed well, generating a reliable and sustainable source of income that is essential to support the care of patients and their families.

Lottery retail sales

Over the past year, retail sales across 12 shops generated an impressive £16,102. These vital funds directly support our patient care and the success of the retail sales reflect the dedication and hard work of hospice staff and volunteers. Their commitment ensures a steady and essential income stream for The Mary Stevens Hospice Lottery.

Weekly draw

The average number of members participating in our weekly Tuesday draw was 6,870. During 2024/25, we celebrated a £10,000 rollover win by a long-standing lottery player and supporter.

The lottery team continued to focus on increasing weekly numbers and reduce attrition by strengthening stewardship and closer relationships with players. By building stronger, more personal relationships with our supporters, the team ensured greater engagement and sustained participation.

Examples of this include:

- Contacting supporters via letters and telephone calls to encourage subscription renewals.
- Reaching out to supporters who have missed a draw to check on their wellbeing.
- Thanking players for their payments, ensuring continued communication with the team and ongoing engagement.
- Sending birthday cards to players to celebrate their special day and strengthen engagement.
- Sending out a bi-annual newsletter and tickets for lottery Big Draw events.

Big Draw events

In June 2024, the Summer Breeze Big Draw followed the distribution of the Hospice News spring/summer newsletter, raising an additional £16,710. The Jolly Holly Big Draw was promoted through our autumn/winter newsletter and raised a further £24,105, highlighting the support of our community and the continued success of the special event draws.

Sponsorship

The Mary Stevens Hospice Lottery continued its partnership with Stourbridge Football Club throughout the 2024/25 football season, in collaboration with the hospice fundraising team. This joint sponsorship package, valued at £750 each, included social media promotion, website visibility, two large pitch-side advertising boards and a complimentary VIP Day at a home match, further boosting awareness and support for our work.

The Mary Stevens Hospice Lottery Company Limited raised £230k net profit during this period, significant funds which contribute directly to delivering high-quality, specialist palliative care to local people living with life-limiting illnesses.

The Mary Stevens Hospice: Trading Company

The year to March 2025 saw a strong improvement and encouraging period in Trading operations, with a 5% sales increase compared to the previous year and with overheads well controlled our operating profit contribution to the Hospice increased by 20% reaching nearly £250,000. This achievement is especially significant given the investment required to open a new store and the several unexpected repair and maintenance costs we faced.

Donated goods rose by 10% on the previous year, demonstrating the ongoing generosity of our local community. However, a decline in the quality of donations led to higher levels of recycling and rags.

Our strategic decision to expand the eBay team by one additional staff member of staff delivered positive results, with online sales doubling. This underlines the importance of investing in digital channels to diversify income streams and reach wider audiences.

The opening of our new Kingswinford store on the 12th July 2024 was a resounding success. This store has two first floor rooms which have been allocated to the hospice bereavement and fundraising teams. The integration of different teams and services not only meets the needs of the community but also strengthens our local presence and impact.

Our investment in a new till system is also starting to pay dividends. We have seen a 12% increase in Gift Aid claims, improved accuracy in management information and greater ease in selling Lottery tickets.

Looking ahead, we remain focused on controlling overheads and improving sustainability and have started a programme replacing all lighting in the stores to LED, having initially completed our two larger stores in Stourbridge and Dudley.

To further enhance revenue we intend to pilot extended opening hours and Bank Holiday training in two of our flagship stores. Additionally, planned price adjustments in our clothing ranges are expected to generate over £60,000 in extra income if current sales volumes are maintained.

We continue to look for prime locations to expand our network of shops, with location being the key factor and have identified a site in Hagley which is planned to open in the first quarter of the new financial year.

We have a very dedicated team of staff and volunteers working within The Mary Stevens Hospice Trading Company who have all contributed to this strong performance for the year under review.

Financial review

The financial results for the year ended 31 March 2025 are given in the audited Financial Statements attached to this report. Those accounts and the related noted have been prepared in accordance with the relevant law and the Charities SORP (FRS102).

The hospice generated a surplus for the year of £356,000 which, although lower than the surplus of £817,000 realised last year, is nevertheless an extremely welcome result. This resulted in a strengthening of the balance sheet with total liquid funds, which include the investment portfolio, increasing by £876,000 to £3,372,000.

The principal reason for the surplus was the level of legacy income, which, at £2,071,000, was similar to that of last year but well above historic levels. This does seem to reflect a trend towards higher levels of legacy income; the hospice is already aware of at least £1,600,000 of further legacies which will be received in due course.

All other significant sources of income showed an increase over last year. Fundraising income rose by £71,000 to £893,000, boosted by increased donations which exceeded a small reduction in income from fundraising events. Many fundraising events took place but the most successful were the Hospice pantomime and the Tricycle which generated £110,000 and £27,000 respectively. Income from charitable trusts was substantially higher than last year having grown from £279,000 to £378,000, the increase being partly due to the timing of capital expenditure to which some of the grant income relates.

The hospice's trading subsidiaries performed well against a difficult economic background. The Lottery company suffered a small reduction in profit to £213,000 while the retail shops continued to improve their performance and generated a profit of £237,000, an increase of £30,000 over last year. The reduced management team continues to search for opportunities for expansion. A new shop was opened in Kingswinford and, since the year end, a new shop has also been opened in Hagley.

The costs of running the hospice continue to rise inexorably despite the careful monitoring of all expenditure. The increase in costs is unfortunately largely driven by external factors, for example, the need for salaries to remain competitive with those offered by the NHS.

Lobbying of the Government by Hospice UK did however produce some valuable support. The hospice received £83,000 and is due to receive a further £249,000 in Government support towards capital expenditure. While support for running costs would have been more valuable it is enabling capital improvements to be made at no cost to the Hospice.

The local NHS Commissioners have at last converted their supportive words into the improvement in the level of their annual support by more than £150,000. This result is the fruit of many years of hard work by the Hospice CEO in forging mutually supportive relations with the local healthcare community.

The hospice continues to search for additional funding sources to make more resilient the Hospice's finances and to make them less reliant on legacy income.

The measures taken by the Government in last Budget were however particularly disappointing and for the coming year will add more than £250,000 to the total running costs of the Hospice and its subsidiaries

Structure, governance and management

Governing Document

The Mary Stevens Hospice Limited is a registered charity (number 517656) and is a company limited by guarantee governed by its Memorandum and Articles of Association dated 4 March 1986, as amended up to 2018. As outlined in our Articles of Incorporation, the hospice exists to promote welfare and relief of suffering so far as such purpose is charitable.

Recruitment and Appointment of New Trustees

Both the chair and chief executive officer may be approached to discuss the role and responsibilities, with an induction programme provided following interview.

Organisational Structure

The hospice is governed by the directors who form the Board of Trustees. The directors are volunteers who have or have had careers in a wide variety of business and professional activities. They are usually from the Dudley Metropolitan Borough and surrounding districts. All elected directors are also trustees. Two councillors are nominated by Dudley Metropolitan Borough Council to serve as directors/trustees. All nominees are subject to ratification by the Board of Trustees. The Board of Directors meet regularly with governance subcommittees reporting to it. Individual directors liaise with members of the Senior Leadership Team on a regular basis. The chief executive officer and Senior Leadership Team are responsible to the Board of Directors for the day-to-day running of the hospice and the implementation of policies and strategies decided by the board.

Statement of Public Benefit

Trustees aim to observe the 2020 4th edition Charity Governance Code to support continuous improvement in purpose, leadership, integrity, decision making and risk control systems, board effectiveness, board diversity and transparent accountability. The charity operates a system of subcommittees, each focused on an aspect of the charity operations. That system is reviewed frequently and changes introduced to improve effectiveness. The charity's objective and principal activity is that of providing palliative and end-of-life care for those with progressive, incurable, life shortening illness. he activities of The Mary Stevens Hospice are of benefit to the public and the trustees encourage equity of access to everyone, irrespective of age, disability, gender reassignment, race, religion or belief, sex or any other discriminatory factor. The system is frequently reviewed and changes have been made to the style of board meetings, independent chairpersons of Lottery and Trading Boards established, and all governance committees.

The trustees confirm that they have complied with the duty in section 7 of the Charities Act 2011 to have due regard to public benefit guidance.

Reference and Administrative Details

Registered Company Number: 1963989 (England and Wales)
Registered Charity Number: 517656

Charity's Principle Address and Registered Office: 221 Hagley Road, Oldswinford, Stourbridge, DY8 2JR.

Trustees (2024/25)
P Marsh, J Turner, B Blakemore, S Hodgson, A Lees, S Waltho, B Coles, J Graham, S Clark, A Baker, G Love, V Smart, D Martin, T Creed, T Westley.

Chair of Lottery Board
A Baker

Chair of Trading Board
B Blakemore

There are no corporate Trustees and no Trustees hold title to any property belonging to the charity

Group Chief Executive
C Towns BSc (Hons) Palliative Care

Matron and Registered Manager
C Towns BSc (Hons) Palliative Care

Our Advisors
- Auditors: Crowe U.K. LLP, Black Country House, Rounds Green Road, Oldbury, B69 2DG.
- Solicitors: Higgs & Sons, 3 Waterfront Business Park, Brierley Hill, DY5 1LX.
- Wall, James Chappell, 15-23 Hagley Road, Stourbridge, DY8 1QW.

Banks:
- Natwest Bank PLC, 141 High Street, Stourbridge, DY8 1BF.
- Barclays, 1 Snowhill, Queensway, Birmingham, B4 6GN.
- Metro Bank, 50 Two Woods Lane, Brierley Hill, DY5 1TA.
- Co-op Bank, PO Box 250, Skelmersdale, WN8 6WT.

Investment Advisors
- Canaccord Genuity Wealth, Slip House, Princess Drive, Worcester, WR1 2AB.

Reserves Policy

The total funds of the group at the year end were £6,823,000 (2024 £6,509,000) of which £385,000 were restricted (2024 £356,000). Funds of £4,366,000 (2024 £4,359,000) were designated for the specific purposes; £200,000 for a possible Hospice at Home service (as last year) and fixed assets £4,166,000 (2024 £4,158,000), the latter being capable of being realised only by a disposal of fixed assets. Unrestricted free reserves of the group at the year-end were £2,072,000 (2024 £1,795,000).

Reserves, being unspent, unrestricted income held to assist in the management of the Hospice's cash requirements, are important as approximately 85% of the Hospice's income is from volatile sources such as donations, legacies and fundraising events.

The reserves are held only to assist the hospice to continue to provide its charitable services. The hospice seeks to have reserves equivalent to 6 months' running costs and last did so on 31 March 2019. The current level of reserves is insufficient to attain that target, representing only about 5 months' running costs, but represents an improvement over last year.

Investments

The value of the hospice's investments, the discretionary management of which is delegated to professional investment advisers, fell by 1.21% to end the year at £1,543,706. The income yield from the portfolio at that date was 4.37%.
The risk profile selected by the trustees to which the advisers adhere is 5, on a scale that extends from 1 to 9. This was chosen to maintain a balanced approach to between income and capital growth. The income is withdrawn to support the running costs of the hospice.

The asset allocation at the year-end saw 28% invested in debt and fixed interest investments, 59% in equities, of which 33% were UK, 12% in alternatives and 1% in cash.

Going Concern

We, the trustees, set out in this report a review of the financial performance, risk management policies, the reserves position and other factors likely to affect the future development of the hospice. We have concluded that there is no material uncertainty that calls into doubt the charity's ability to continue. The financial statements have therefore been prepared on a going concern basis. More information is included in the accounting policies.

Trustees/ Directors Indemnity Policy

Insurance arrangements are in place to indemnify trustees and directors. The Insurer is Q Underwriting (policy number DR32172A) and the indemnity limit is £3,000,000. The premium paid was £1,527.77

Pay and Remuneration

Remuneration of personnel and senior management is approved by the remuneration committee constituted on page. Whilst we are aware of NHS pay scales, we do not at this time offer matched salaries, but a comparable system which is governed by our financial constraints as an independent hospice. A 5% general pay rise was awarded across the organisation in April 2024.

Membership of the Remuneration Committee
The following trustees are members of the Remuneration Committee:
John Turner (Chair)
Peter Marsh (Vice Chair)

Meetings are attended by:
Claire Towns (Chief Executive Officer)
Simon Henwood (Director of Finance)

Quorum of Pay and Remuneration Meeting
All present for annual meeting to make above decisions and any exceptional individual awards.

Accountability
To Finance and Resources Committee, Governance Committee and Main Board.

Statement of Trustee Responsibilities

The trustees (who are also the Directors of The Mary Stevens Hospice Limited for the purposes of company law) are responsible for preparing the Report of the Trustees 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 year which gives a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the charity SORP
- Make judgements and estimates that are reasonable and prudent
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

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

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company auditors are unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish the auditors are aware of that information

Exemptions from disclose: Nil

The Board of Trustees declare that they have approved the Trustees Annual Report incorporating the Directors Report and Strategic Report.

Signed on behalf of The Mary Stevens Hospice Trustees:

Signature: Peter Marsh

Full name: PETER MARSH

Position: CHAIR

Date: 4/11/25

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY STEVENS HOSPICE

Opinion

We have audited the financial statements of The Mary Stevens Hospice (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2025 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 2025 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the 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.

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditor's report thereon. The Trustees are responsible for the other information contained 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.

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.

Auditor's responsibilities for the audit of the financial statements

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

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

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.

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, designing audit procedures over income, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, and reading minutes of meetings of those charged with governance.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk

increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Helen Blundell LLB FCA FCIE DChA (Senior statutory auditor)
for and on behalf of
Crowe U.K. LLP
Black Country House
Rounds Green Road
Oldbury
West Midlands
B69 2DG

Date: 20 December 2025

THE MARY STEVENS HOSPICE

(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Income from:					
Donations and legacies	4	**2,755,695**	**389,453**	**3,145,148**	*3,097,622*
Charitable activities	5	**539,292**	**-**	**539,292**	*514,425*
Other trading activities	6	**2,660,591**	**-**	**2,660,591**	*2,615,543*
Investments	7	**81,592**	**-**	**81,592**	*83,096*
Other income		**99,837**	**-**	**99,837**	*79,969*
Total income		**6,137,007**	**389,453**	**6,526,460**	*6,390,655*
Expenditure on:					
Raising funds	8	**2,143,826**	**-**	**2,143,826**	*2,025,397*
Charitable activities	9	**3,798,860**	**272,379**	**4,071,239**	*3,625,457*
Total expenditure		**5,942,686**	**272,379**	**6,215,065**	*5,650,854*
Net income before net gains on investments		**194,321**	**117,074**	**311,395**	*739,801*
Net gains on investments		**1,913**	**-**	**1,913**	*77,695*
Net income		**196,234**	**117,074**	**313,308**	*817,496*
Transfers between funds	20	**88,747**	**(88,747)**	**-**	*-*
Net movement in funds		**284,981**	**28,327**	**313,308**	*817,496*
Reconciliation of funds:					
Total funds brought forward		**6,153,623**	**356,183**	**6,509,806**	*5,692,310*
Net movement in funds		**284,981**	**28,327**	**313,308**	*817,496*
Total funds carried forward		**6,438,604**	**384,510**	**6,823,114**	*6,509,806*

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 64 to 90 form part of these financial statements.

THE MARY STEVENS HOSPICE

(A company limited by guarantee)
REGISTERED NUMBER: 1963989

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2025

	Note		2025 £		*2024* *£*
Fixed assets					
Tangible assets	14		**4,157,107**		*4,158,594*
Investments	15		**1,543,706**		*1,570,354*
			5,700,813		*5,728,948*
Current assets					
Stocks	16	**1,000**		*1,000*	
Debtors	17	**277,467**		*769,188*	
Cash at bank and in hand		**2,104,101**		*1,292,458*	
		2,382,568		*2,062,646*	
Current liabilities					
Creditors: amounts falling due within one year	18	**(463,140)**		*(452,671)*	
Net current assets			**1,919,428**		*1,609,975*
Total assets less current liabilities			**7,620,241**		*7,338,923*
Creditors: amounts falling due after more than one year	19		**(797,127)**		*(829,117)*
Total net assets			**6,823,114**		*6,509,806*

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2025

	Note		2025 £		*2024 £*
Charity funds					
Restricted funds	20		**384,510**		*356,183*
Unrestricted funds					
Designated funds	20	**4,366,107**		*4,358,594*	
General funds	20	**2,072,497**		*1,795,029*	
Total unrestricted funds	20		**6,438,604**		*6,153,623*
Total funds			**6,823,114**		*6,509,806*

The Trustee 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 Trustee and signed on their behalf by:

Mr P Marsh

Date: 4/11/25

The notes on pages 64 to 90 form part of these financial statements.

THE MARY STEVENS HOSPICE

(A company limited by guarantee)
REGISTERED NUMBER: 1963989

COMPANY BALANCE SHEET
AS AT 31 MARCH 2025

	Note		2025 £		*2024 £*
Fixed assets					
Tangible assets	14		**4,119,805**		*4,122,279*
Investments	15		**1,543,706**		*1,570,354*
			5,663,511		*5,692,633*
Current assets					
Debtors	17	**450,942**		*1,000,481*	
Cash at bank and in hand		**1,828,169**		*926,295*	
		2,279,111		*1,926,776*	
Current liabilities					
Creditors: amounts falling due within one year	18	**(329,866)**		*(302,404)*	
Net current assets			**1,949,245**		*1,624,372*
Total assets less current liabilities			**7,612,756**		*7,317,005*
Creditors: amounts falling due after more than one year	19		**(789,642)**		*(811,632)*
Total net assets			**6,823,114**		*6,505,373*
Charity funds					
Restricted funds	20		**384,510**		*356,183*
Unrestricted funds					
Designated funds	20	**4,366,107**		*4,322,279*	
General funds	20	**2,072,497**		*1,826,911*	
Total unrestricted funds	20		**6,438,604**		*6,149,190*
Total funds			**6,823,114**		*6,505,373*

COMPANY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2025

The Company's net movement in funds for the year was £317,741 *(2024 - £835,646)*.

The Trustee 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 Trustee and signed on their behalf by:

Mr P Marsh

Date: 4/11/25

The notes on pages 64 to 90 form part of these financial statements.

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 £	*2024 £*
Cash flows from operating activities			
Net cash used in operating activities	23	**957,429**	*473,258*
Cash flows from investing activities			
Dividends, interests and rents from investments		**81,592**	*83,096*
Purchase of tangible fixed assets		**(223,949)**	*(65,048)*
Proceeds from sale of investments		**125,389**	*56,742*
Purchase of investments		**(119,729)**	*(361,545)*
Net cash used in investing activities		**(136,697)**	**(286,755)**
Cash flows from financing activities			
Repayments of borrowing		**(31,990)**	*(28,011)*
Net cash used in financing activities		**(31,990)**	**(28,011)**
Change in cash and cash equivalents in the year		**788,742**	**158,492**
Cash and cash equivalents at the beginning of the year		**1,329,238**	*1,170,746*
Cash and cash equivalents at the end of the year	24	**2,117,980**	*1,329,238*

The notes on pages 64 to 90 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. General information

The Mary Stevens Hospice (the Charity) is a Company Limited by Guarantee (registered number 1963989), registered in England and Wales. Its charity registration number is 517656. The registered office and principal place of business is 221 Hagley Road, Oldswinford, Stourbridge, DY8 2JR.

Its principal activities are end of life care for people as well as provision of education and training in end of life care to healthcare professionals in the surrounding areas.

2. Accounting policies

2.1 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 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Mary Stevens 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 undertaking. The results of the subsidiary 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.

2.2 Going concern

Having reviewed the funding facilities available to the Company together with the expected ongoing demand for places and the Company's future projected cash flows, the Trustees have a reasonable expectation that the Company has adequate resources to continue its activities for the foreseeable future and consider that there are no material uncertainties over the Company's financial viability. Accordingly, they also continue to adopt the going concern basis in preparing the financial statements as outlined in the Statement of Trustees' Responsibilities.

2. Accounting policies (continued)

2.3 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.

Grants are included in the Consolidated statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Donated services and facilities are recognised when the company has control over the item, any conditions associated with the 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 reliable measured. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised.

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

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.4 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.

2. Accounting policies (continued)

2.5 Taxation

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

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.

Depreciation is charged so as to allocate the cost of tangible fixed assets over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Fixtures and fittings	- 20% on cost
Computer equipment	- 25% on cost

Leasehold buildings prior to 2018 are depreciated on a straight line basis from the date the building is brought into use until the end of the original lease in October 2040 (this lease has since been extended). Leasehold buildings capitalised from 2018 are depreciated on a straight line basis over 50 years.

2.7 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.

2.8 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.

2. Accounting policies (continued)

2.9 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.

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.

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.

2.10 Liabilities and provisions

Liabilities 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.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated statement of financial activities as a finance cost.

2.11 Pensions

In respect of former qualifying National Health Service personnel the Company continues their participation in the NHS defined pension scheme. The NHS scheme is a defined benefit pension scheme. However, the scheme is a multiple employer 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. Contributions are charged to the SOFA so as to spread the cost of pensions over employees' working lives with the charity.

Other contracted staff are offered an opportunity to participate in a separate defined contribution scheme for which contributions are charged in the Statement of Financial Activities.

2. Accounting policies (continued)

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustee 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 Trustee 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. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. 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.

4. Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Donations	578,736	306,029	**884,765**
Legacies	2,071,098	-	**2,071,098**
NHS Grants and contracts for patient care	105,861	-	**105,861**
Other grant income	-	83,424	**83,424**
	2,755,695	389,453	**3,145,148**

	Unrestricted funds 2024 £	*Restricted funds 2024 £*	*Total funds 2024 £*
Donations	*501,444*	*147,581*	*649,025*
Legacies	*2,273,445*	*75,000*	*2,348,445*
NHS Grants and contracts for patient care	*100,152*	-	*100,152*
	2,875,041	*222,581*	*3,097,622*

5. Income from charitable activities

	Unrestricted funds 2025 £	Total funds 2025 £
Local Clinical Commissioning groups - Patient care	539,292	**539,292**

	Unrestricted funds 2024 £	*Total funds 2024 £*
Local Clinical Commissioning groups - Patient care	*514,425*	*514,425*

6. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2025 £	Total funds 2025 £
Fundraising events	443,457	**443,457**
Shop income	1,815,710	**1,815,710**
Lottery income	401,424	**401,424**
	2,660,591	**2,660,591**

	Unrestricted funds 2024 £	*Total funds 2024 £*
Fundraising events	*470,271*	*470,271*
Shop income	*1,730,090*	*1,730,090*
Lottery income	*415,182*	*415,182*
	2,615,543	*2,615,543*

Included in Shop income is £489,014 *(2024 - £447,013)* of gift-aided donated goods and £122,274 *(2024 - £111,771)* of gift aided amounts.

7. Investment income

	Unrestricted funds 2025 £	Total funds 2025 £
Investment income	62,123	**62,123**
Bank interest	19,469	**19,469**
	81,592	**81,592**

7. Investment income (continued)

	Unrestricted funds 2024 £	*Total funds 2024 £*
Investment income	*60,206*	*60,206*
Bank interest	*22,890*	*22,890*
	83,096	*83,096*

8. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2025 £	**Total funds 2025 £**
Costs of raising voluntary income	121,273	**121,273**
Costs of raising voluntary income - wages and salaries	213,593	**213,593**
Costs of raising voluntary income - NI	12,000	**12,000**
Costs of raising voluntary income - pension costs	12,000	**12,000**
	358,866	**358,866**

	Unrestricted funds 2024 £	*Total funds 2024 £*
Costs of raising voluntary income	*150,808*	*150,808*
Costs of raising voluntary income - wages and salaries	*227,015*	*227,015*
Costs of raising voluntary income - NI	*12,000*	*12,000*
Costs of raising voluntary income - pension costs	*12,000*	*12,000*
	401,823	*401,823*

8. Expenditure on raising funds (continued)

Fundraising trading expenses

	Unrestricted funds 2025 £	Total funds 2025 £
Fundraising trading expense	860,820	**860,820**
Fundraising trading expenses - wages and salaries	883,737	**883,737**
Fundraising trading expenses - pension costs	26,317	**26,317**
Fundraising trading expenses - depreciation	14,086	**14,086**
	1,784,960	**1,784,960**

Fundraising trading expenses (continued)

	Unrestricted funds 2024 £	*Total funds 2024 £*
Fundraising trading expense	*759,334*	*759,334*
Fundraising trading expenses - wages and salaries	*812,669*	*812,669*
Fundraising trading expenses - pension costs	*26,507*	*26,507*
Fundraising trading expenses - depreciation	*25,064*	*25,064*
	1,623,574	*1,623,574*

9. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
Patient care	3,798,860	272,379	**4,071,239**

	Unrestricted funds 2024 £	*Restricted funds 2024 £*	*Total 2024 £*
Patient care	*3,491,386*	*134,071*	*3,625,457*

10. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £
Patient care	3,573,550	497,689	**4,071,239**

	Activities undertaken directly 2024 £	*Support costs 2024 £*	*Total funds 2024 £*
Patient care	*3,161,274*	*464,183*	*3,625,457*

10. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2025 £	*Total funds 2024 £*
Staff costs	**2,956,293**	*2,632,745*
Depreciation	**207,326**	*217,649*
Management	**409,931**	*310,880*
Total 2025	**3,573,550**	*3,161,274*

Analysis of support costs

	Total funds 2025 £	*Total funds 2024 £*
Depreciation	**4,024**	*6,977*
Management	**383,764**	*301,287*
Support	**83,383**	*123,956*
Governance costs	**26,518**	*31,963*
Total 2025	**497,689**	*464,183*

11. Net income/(expenditure)

	2025 £	*2024 £*
Depreciation of tangible fixed assets	**228,436**	*249,690*
Auditors remuneration		
- audit	**24,500**	*17,695*
- other services	**3,300**	*4,590*
Pension costs	**184,116**	*144,929*
Operating lease rentals	**323,252**	*151,254*

12. Staff costs

	Group 2025 £	*Group 2024 £*	Company 2025 £	*Company 2024 £*
Wages and salaries	**3,633,246**	*3,354,933*	**2,749,509**	*2,517,264*
Social security costs	**274,578**	*223,074*	**274,578**	*223,074*
Contribution to defined contribution pension schemes	**196,116**	*144,929*	**169,799**	*118,422*
	4,103,940	*3,722,936*	**3,193,886**	*2,858,760*

Termination payments totalling £NIL were made to 0 employees during the year *(2024 - £20,500 to 1 employee)*.

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

	Group 2025 No.	*Group 2024 No.*
Average number of employees	**157**	*151*

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

	Group 2025 No.	*Group 2024 No.*
In the band £80,001 - £90,000	**1**	*1*

The key management personnel of the Charity trust comprise the trustees and senior management team. The total amount of employee benefits (including employer pension contributions) received by key management personnel for their services to the Charity was £246,857 *(2024 - £272,510)*.

13. Trustee's remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2024 - £NIL)*.

During the year ended 31 March 2025, no Trustee expenses have been incurred *(2024 - £NIL)*.

14. Tangible fixed assets

Group

	Long-term leasehold property £	Fixtures and fittings £	Computer equipment £	Motor vehicles £	Total £
Cost or valuation					
At 1 April 2024	**6,324,262**	**519,706**	**128,168**	**32,905**	**7,005,041**
Additions	**84,971**	**126,508**	**12,470**	**-**	**223,949**
At 31 March 2025	**6,409,233**	**646,214**	**140,638**	**32,905**	**7,228,990**
Depreciation					
At 1 April 2024	**2,280,238**	**425,969**	**114,276**	**25,964**	**2,846,447**
Charge for the year	**147,515**	**62,649**	**13,537**	**1,735**	**225,436**
At 31 March 2025	**2,427,753**	**488,618**	**127,813**	**27,699**	**3,071,883**
Net book value					
At 31 March 2025	**3,981,480**	**157,596**	**12,825**	**5,206**	**4,157,107**
At 31 March 2024	*4,044,024*	*93,737*	*13,892*	*6,941*	*4,158,594*

14. Tangible fixed assets (continued)

Company

	Long-term leasehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2024	**6,120,493**	**373,079**	**28,281**	**6,521,853**
Additions	**75,871**	**122,635**	**10,370**	**208,876**
At 31 March 2025	**6,196,364**	**495,714**	**38,651**	**6,730,729**
Depreciation				
At 1 April 2024	**2,089,450**	**286,222**	**23,902**	**2,399,574**
Charge for the year	**147,270**	**60,056**	**4,024**	**211,350**
At 31 March 2025	**2,236,720**	**346,278**	**27,926**	**2,610,924**
Net book value				
At 31 March 2025	**3,959,644**	**149,436**	**10,725**	**4,119,805**
At 31 March 2024	*4,031,043*	*86,857*	*4,379*	*4,122,279*

15. Fixed asset investments

Group and Company	Listed investments £	Cash £	Total £
Cost or valuation			
At 1 April 2024 *(restated)*	**1,533,574**	**36,780**	**1,570,354**
Additions	**119,729**	**-**	**119,729**
Disposals	**(125,389)**	**-**	**(125,389)**
Revaluations	**1,913**	**-**	**1,913**
Net Movement of Cash	**-**	**(22,901)**	**(22,901)**
At 31 March 2025	**1,529,827**	**13,879**	**1,543,706**

16. Stocks

	Group 2025 £	*Group 2024 £*
Finished goods and goods for resale	**1,000**	*1,000*

17. Debtors

	Group 2025 £	*Group 2024 £*	Company 2025 £	*Company 2024 £*
Due within one year				
Trade debtors	**34,833**	*67,033*	**34,833**	*67,033*
Amounts owed by group undertakings	**-**	*-*	**225,722**	*266,164*
Other debtors	**60,194**	*40,347*	**44,307**	*27,868*
Prepayments and accrued income	**148,617**	*596,755*	**112,257**	*574,363*
Tax recoverable	**33,823**	*65,053*	**33,823**	*65,053*
	277,467	*769,188*	**450,942**	*1,000,481*

18. Creditors: Amounts falling due within one year

	Group 2025 £	*Group 2024 £*	Company 2025 £	*Company 2024 £*
Bank loans	**100,323**	*100,323*	**90,323**	*90,323*
Trade creditors	**128,712**	*98,981*	**103,398**	*57,602*
Other taxation and social security	**72,936**	*64,245*	**62,113**	*55,216*
Other creditors	**29,044**	*24,078*	**25,220**	*24,078*
Accruals and deferred income	**132,125**	*165,044*	**48,812**	*75,185*
	463,140	*452,671*	**329,866**	*302,404*

	Group 2025 £	*Group 2024 £*
Deferred income at 1 April 2024	**104,432**	*70,302*
Resources deferred during the year	**74,213**	*104,432*
Amounts released from previous periods	**(104,432)**	*(70,302)*
	74,213	*104,432*

Deferred income comprises lottery income received in advance by Mary Stevens Hospice Lottery Limited and project funding received in advance in Mary Stevens Hospice.

19. Creditors: Amounts falling due after more than one year

	Group 2025 £	*Group 2024 £*	Company 2025 £	*Company 2024 £*
Bank loans	**797,127**	*829,117*	**789,642**	*811,632*

Included within the above are amounts falling due as follows:

	Group 2025 £	*Group 2024 £*	Company 2025 £	*Company 2024 £*
Between one and two years				
Bank loans	**97,808**	*100,323*	**90,323**	*90,323*
Between two and five years				
Bank loans	**270,969**	*278,454*	**270,969**	*270,969*
Over five years				
Bank loans	**428,350**	*450,340*	**428,350**	*450,340*

There are two loans in this year's accounts.

The first loan was drawn down in December 2018 and is repayable over a term of 25 years. The total amount drawn down was £1,000,000 and repayment commenced on 21 January 2018. Repayment is paid interest only for the first twelve months, followed by monthly installments of £5,084 (including interest).

Interest is charged at 2.65% per annum over the Bank of England base rate.

The loan is secured by means of a legal mortgage and fixed and floating charge over 221 Hagley Road, Oldswinford, Stourbridge, DY8 2JR and any property or undertaking of The Mary Stevens Hospice.

The second bank loan is a term loan repayable in monthly installments over a 6 year term and bears interest at 2.5% per annum.

There is an unlimited guarantee in place for Mary Stevens Hospice Trading Company Limited and Mary Stevens Hospice Lottery Limited. There is a charge over 221 Hagley Road, Stourbridge, DY8 2JR on the bank accounts.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

20. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2025 £
Unrestricted funds						
Designated funds						
Fixed assets	**4,158,594**	**15,000**	**(225,436)**	**217,949**	**-**	**4,166,107**
Hospice at home	**200,000**	**-**	**-**	**-**	**-**	**200,000**
	4,358,594	**15,000**	**(225,436)**	**217,949**	**-**	**4,366,107**
General funds						
General Funds	**1,795,029**	**6,122,007**	**(5,717,250)**	**(129,202)**	**1,913**	**2,072,497**
Total Unrestricted funds	**6,153,623**	**6,137,007**	**(5,942,686)**	**88,747**	**1,913**	**6,438,604**
Restricted funds						
Donations	**356,183**	**306,029**	**(272,379)**	**(5,323)**	**-**	**384,510**
Hospice UK capital grant	**-**	**83,424**	**-**	**(83,424)**	**-**	**-**
Restricted fixed assets	**-**	**-**	**-**	**-**	**-**	**-**
	356,183	**389,453**	**(272,379)**	**(88,747)**	**-**	**384,510**
Total of funds	**6,509,806**	**6,526,460**	**(6,215,065)**	**-**	**1,913**	**6,823,114**

20. Statement of funds (continued)

Restricted funds
The restricted funds relate to donations received for specific expenditure that have not yet been expensed.

The Hospice UK grant was fully utilised during the year and was spent in full on capital items. As a result, there is no remaining balance to be carried forward at year end.

Designated funds
The Hospice re-development and extension fund is earmarked for the Phase 3 development of the Hospice which commenced in June 2017.

The Hospice at Home fund is earmarked for the potential establishment of a "Hospice at Home" service in the future.

The fixed asset fund represents value embodied in the charity's buildings and equipment.

Transfers between funds
Transfers between funds relate to restricted funds for capital projects, which have been fully spent and transferred to the designated fixed assets fund.

20. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2023 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Gains/ (Losses)* £	*Balance at 31 March 2024* £
Unrestricted funds						
Designated funds						
Fixed assets	*3,322,014*	*-*	*(161,843)*	*998,423*	*-*	*4,158,594*
Hospice at home	*200,000*	*-*	*-*	*-*	*-*	*200,000*
	3,522,014	*-*	*(161,843)*	*998,423*	*-*	*4,358,594*
General funds						
General Funds	*936,968*	*6,168,074*	*(5,354,940)*	*(32,768)*	*77,695*	*1,795,029*
Total Unrestricted funds	*4,458,982*	*6,168,074*	*(5,516,783)*	*965,655*	*77,695*	*6,153,623*
Restricted funds						
Donations	*237,080*	*222,581*	*(71,288)*	*(32,190)*	*-*	*356,183*
Hospice UK capital grant	*-*	*-*	*-*	*-*	*-*	*-*
Restricted fixed assets	*996,248*	*-*	*(62,783)*	*(933,465)*	*-*	*-*
	1,233,328	*222,581*	*(134,071)*	*(965,655)*	*-*	*356,183*
Total of funds	*5,692,310*	*6,390,655*	*(5,650,854)*	*-*	*77,695*	*6,509,806*

21. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2025 £
Designated funds	**4,358,594**	**15,000**	**(225,436)**	**217,949**	**-**	**4,366,107**
General funds	**1,795,029**	**6,122,007**	**(5,717,250)**	**(129,202)**	**1,913**	**2,072,497**
Restricted funds	**356,183**	**389,453**	**(272,379)**	**(88,747)**	**-**	**384,510**
	6,509,806	**6,526,460**	**(6,215,065)**	**-**	**1,913**	**6,823,114**

Summary of funds - prior year

	Balance at 1 April 2023 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Gains/ (Losses) £*	*Balance at 31 March 2024 £*
Designated funds	*3,522,014*	*-*	*(161,843)*	*998,423*	*-*	*4,358,594*
General funds	*936,968*	*6,168,074*	*(5,354,940)*	*(32,768)*	*77,695*	*1,795,029*
Restricted funds	*1,233,328*	*222,581*	*(134,071)*	*(965,655)*	*-*	*356,183*
	5,692,310	*6,390,655*	*(5,650,854)*	*-*	*77,695*	*6,509,806*

22. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	4,157,107	-	**4,157,107**
Fixed asset investments	1,543,706	-	**1,543,706**
Current assets	1,998,058	384,510	**2,382,568**
Creditors due within one year	(463,140)	-	**(463,140)**
Creditors due in more than one year	(797,127)	-	**(797,127)**
Total	6,438,604	384,510	**6,823,114**

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £	*Restricted funds 2024 £*	*Total funds 2024 £*
Tangible fixed assets	*4,158,594*	-	*4,158,594*
Fixed asset investments	*1,570,354*	-	*1,570,354*
Current assets	*1,706,463*	*356,183*	*2,062,646*
Creditors due within one year	*(452,671)*	-	*(452,671)*
Creditors due in more than one year	*(829,117)*	-	*(829,117)*
Total	*6,153,623*	*356,183*	*6,509,806*

23. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2025 £	*Group 2024 £*
Net income for the year (as per Statement of Financial Activities)	**313,308**	*817,496*
Adjustments for:		
Depreciation charges	**225,436**	*249,690*
Gains on investments	**(1,913)**	*(77,695)*
Dividends, interests and rents from investments	**(81,592)**	*(83,096)*
Decrease in stocks	**-**	*100*
Decrease/(increase) in debtors	**491,721**	*(508,646)*
Increase in creditors	**10,469**	*75,409*
Net cash provided by operating activities	**957,429**	*473,258*

24. Analysis of cash and cash equivalents

	Group 2025 £	*Group 2024 £*
Cash in hand	**2,104,101**	*1,292,458*
Cash held in investments	**13,879**	*36,780*
Total cash and cash equivalents	**2,117,980**	*1,329,238*

25. Analysis of changes in net debt

	At 1 April 2024 £	Cash flows £	Other non-cash changes £	At 31 March 2025 £
Cash at bank and in hand	**1,292,458**	**811,643**	**-**	**2,104,101**
Debt due within 1 year	**(100,323)**	**31,990**	**(31,990)**	**(100,323)**
Loans due after 1 year	**(829,117)**	**-**	**31,990**	**(797,127)**
	363,018	**843,633**	**-**	**1,206,651**

26. Capital commitments

	Group 2025 £	*Group 2024 £*	Company 2025 £	*Company 2024 £*
Contracted for but not provided in these financial statements				
Acquisition of tangible fixed assets	**228,937**	-	**228,937**	-

27. Pension commitments

Staff may opt to join a defined contribution pension scheme, the assets of which are held separately from those of the charity in independently administered funds. The employer's contribution to this scheme is between 3% and 6.5% *(2024 - 3% and 6.5%)* of pensionable pay. Future contributions are expected to be at a similar level.

Staff previously employed by the National Health Service and who were members of the NHS Superannuation Scheme continue to be members of that scheme. The NHS scheme is a defined benefit pension scheme. However, the scheme is a multiple employer 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. Contributions are charged to the SOFA so as to spread the cost of pensions over employees' working lives with the charity.

Details of the benefits payable under these provisions can be found on the NHS Pensions website at www.pensions.nhsbsa.nhs.uk.

The employer's contribution to the scheme is 14.38% *(2024 - 14.38%)* of pensionable pay.

The pension cost charges, representing employer's contributions to both schemes, amounted to £184,116 *(2024 - £144,929)*. This is net of a NHS pension contribution of £43,563 *(2024 - £43,563)* received as part of the Dudley CCG grant. Contributions totalling £4,966 *(2024 - £Nil)* were payable at the year end and are included in other creditors.

No trustee qualified for benefits under either of these schemes.

28. Operating lease commitments

At 31 March 2025 the Group and the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2025 £	*Group 2024 £*	**Company 2025 £**	*Company 2024 £*
Not later than 1 year	**181,256**	*186,144*	**16,844**	*16,844*
Later than 1 year and not later than 5 years	**277,973**	*241,649*	**2,735**	*19,626*
Later than 5 years	**153,875**	-	**-**	-
	613,104	*427,793*	**19,579**	*36,470*

29. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the Company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.

30. Related party transactions

There have been no other related party transactions that require disclosure other than the transactions with the subsidiary companies, The Mary Stevens Hospice Trading Company Limited and Mary Stevens Hospice Lottery Limited, as set out below:

Income from donated goods under the retail Gift Aid scheme are sales which were processed by The Mary Stevens Hospice Trading Company Limited on behalf of the Charity and are included under retail income as disclosed in note 6.

The subsidiary companies also made a gift aid distribution to the Charity as disclosed in note 31.

There was a management charge of £12,000 *(2024 - £12,000)* paid by each subsidiary to the Charity.

The balance outstanding at the year end owed from The Mary Stevens Hospice Trading Company Limited was £96,718 *(2024 - £85,483)*.

The balance outstanding at the year end owed from Mary Stevens Hospice Lottery Limited was £129,004 *(2024 - £180,681)*.

31. Principal subsidiaries

The Charity has two wholly owned trading subsidiaries which are registered and incorporated in England.

The following were subsidiary undertakings of the company:

Names	Company number	Registered office or principal place of business	Principal activity
The Mary Steven Hospice Trading Company Limited	2648133	221 Hagley Road, Oldwinsford, Stourbridge, DY8 2JR	Sells goods and gift aids taxable profits to The Mary Stevens Hospice
Mary Stevens Hospice Lottery Limited	3885815	221 Hagley Road, Oldwinsford, Stourbridge, DY8 2JR	Runs a lottery and gift aids taxable profits to The Mary Stevens Hospice

The financial results of the subsidiaries, prior to any gift aid donation, for the year:

Name	Income	Expenditure	Profit/(Loss) for the year	Net assets/(liabilities)
The Mary Stevens Hospice Trading Company Limited	1,815,710	1,596,655	219,055	Nil
Mary Stevens Hospice Lottery Limited	408,437	195,171	213,266	Nil

At the end of the financial year, Mary Stevens Hospice Lottery Limited made a gift aid distribution of £217,699 (*2024 - £237,460)* and The Mary Stevens Hospice Trading Company Limited made a gift aid distribution of £219,055 *(2024 - £214,602).*

Care - Compassion - Kindness

Main reception / Day Services:
01384 443010
Bereavement Services:
01384 445423
Fundraising:
01384 377778
Lottery:
01384 860011
Trading (shops):
01384 671149

Visit our website

@marystevenshospice

marystevenshospice.co.uk

Charity Reg No. 517656

THE MARY STEVENS HOSPICE

England & Wales - Charity number 517656

Accounts

2023/24

Trustees Annual Report

The Mary Stevens Hospice
Trustees and Directors Annual Report,
including consolidated audited financial
statements for the year ended 31 March 2024

The Mary Stevens Hospice. 2024.

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Foreword from the Chair of Trustees

Hello and welcome. Once again it gives me great pleasure to invite you to read the Trustees Annual Report. Also, my thanks to those who have contributed to the report.

Firstly, on behalf of the trustees I would like to thank all the staff and volunteers of The Mary Stevens Hospice organisation for their accomplishments and enduring commitment over the past 12 months. Success is not a tactic or a sentiment, but a determined choice to succeed. Well done and thank you.

The service to the community continues to grow both in diversity and performance albeit subject to the inflationary costs we are all experiencing. Navigating the cost pressures and cost increases with our supply chain has given us greater accuracy and greater financial certainty. We are operating in a health care economy that has seen budgets out strip demand. However, this year The Mary Stevens Hospice, through good fiscal management, is more stable.

The Fundraising team, Lottery team, Trading team, the No Barriers Here programme and legacies have delivered substantial revenues which support the continuance of The Mary Stevens Hospice being an exemplar of providing palliative care.

How do we resonate with our supporters? By continuing to be compliant, compassionate and caring. That's what we are known for, but we must embrace change. Not wishing to rest on our laurels the Senior Leadership Team formed a Strategic Development Team subgroup to review our service provision and the built environment with the aim to remove strategic ambiguity.

The outcomes of the subgroup are work in progress, and I must acknowledge the rich vein of inspirational talent within the team. Once the Board has taken the opportunity to examine the proposals and are found to have merit, a plan of action should be formulated. We cannot afford to stand still.

I also give my sincere thanks to all the trustees for support and guidance over the past 12 months.

Peter Marsh
Chair of Trustees

Welcome from the Chief Executive Officer

In my 4th year as Chief Executive Officer of The Mary Stevens Hospice it gives me immense pleasure to present this report to you and share both the successes and challenges that the hospice has faced during the past 12 months.

The biggest challenge faced continues to be securing sustainable income to support service delivery. There is uncertainty around hospice funding on both national and local levels. Over the reporting period we have worked proactively to secure consistent revenue streams to prevent future financial difficulties. Cost of living increases continue to impact upon our income and expenditure. How we work with commissioners has undergone notable change, but this has not improved the level of statutory funding received. We are thankful to have experienced continued significant growth in legacy income, which is forecast to carry on through the next budget year.

As an independent hospice registered with both Companies House and the Charity Commission, I am pleased to report that the hospice is now supported by 2 Palliative Medicine Consultants. The addition of consultants to the team has ensured that the hospice can provide specialist palliative care to people with complex clinical needs within the local healthcare system.

During the latter part of the reporting period, following a period of staff engagement, hospice trustees approved a new 3-year strategy which sets out a clear direction for our services.

It is a privilege to lead the teams at The Mary Stevens Hospice and its subsidiary companies. The work ethics and values of care, compassion and kindness demonstrated by our employees and volunteers are exemplary. I thank everyone who contributes to making our work possible.

Claire Towns
Chief Executive Officer & Matron

Meet the Trustees

Peter Marsh (Chair)
Peter's career has spanned over 45 years working in the NHS managing major capital development, during which the last 15 years Peter was responsible for delivering non-medical facilities over multiple sites. Peter was appointed a magistrate in 1997. He now Chair of the Trustee Board and the Fundraising Governance Committee.

John Turner (Vice Chair)
Originally from Hereford, John obtained a degree in theoretical physics before qualifying as a chartered accountant, specialising in taxation, and subsequently becoming a partner in Deloitte. John is the former treasurer of Stourbridge Tennis Club and a West Bromwich Albion season ticket holder. He currently chairs the Finance Committee for The Mary Stevens Hospice.

Arthur Baker (Chair of Lottery Board)
Arthur was a senior finance director for an international construction company, followed by many years working for a leading London merchant bank. In the 10 years prior to his retirement, Arthur was the Chief Executive of a UK casino company. Arthur is a Director of Lottery and chairs the Lottery Board.

Brian Blakemore (Chair of Trading Board)
Brian has over 40 years' of experience in financial services covering corporate banking and private equity. He has a range of non-executive positions across venture capital, corporate finance, private equity and online retail. In 2020 Brian was appointed Chair of Trading for The Mary Stevens Hospice.

Dr Jane Flint Bridgewater (Chair of Clinical Standards)
(Vice Chair 2016-2018, Chair 2018-2020)
Dr Flint is a retired Consultant Cardiologist and was the first Clinical Director of the Black Country Cardiovascular Network between 2003 and 2008. She is a senior lecturer and ad hoc advisor to the Care Quality Commission. She was a trustee for the British Heart Foundation between 2006-2014, Medical Director of Action Heart Prevention and CR Programme 1988-2020 and PHSO until March 2020. Dr Flint has chaired the Clinical Standards Committee at The Mary Stevens Hospice from 2016.

Spencer Hodgson (Chair of Resources)
Before retiring, Spencer had 30 years experience as a senior manager, gaining a mix of commercial, operational and administrative financial experience across both the private and semi-public sector. Spencer has been a fundraising volunteer for The Mary Stevens Hospice and is a member of the Finance and Fundraising Governance Committee's and is a Director of the Lottery Board.

Barbara Coles
Barbara is a retired teacher having worked for over 40 years in schools in Birmingham and Sandwell. Barbara has had links with several hospices in past years and seeing the wonderful work that they do prompted her to become a trustee. Barbara is a member of the Clinical Standards Committee.

John Graham
John is proud to be ethnically Scots - both of his parents are from Fife and he is named after his grandfather, who was a coal miner in Scotland. However, John was born and raised in Kent. Inspired by his police officer father, he read law at Birmingham University and studied further at the College of Law in Guildford, qualifying as a solicitor in 1981. After initial employment in West Bromwich, he moved to Tanfields in Dudley, a firm later taken over by Talbots Law where he remained until retirement in 2020. During his legal career John practised in various types of litigation and disputes, appearing regularly in local courts. John lives in West Bromwich where he is a past churchwarden, current treasurer and member of the bell ringing team at All Saints' Church. His interests include performing arts, music, theatre, Dudley Rotary Club and food and drink. He is a reasonable cook and a barely competent guitarist. John is also a carer for his partner Christine.

Steve Waltho MBE
Steve is a Dudley councillor and former Mayor of Dudley with 22 years of public service for which, along with a lifetime of charity fundraising, he was awarded an MBE in 2018. Steve has served on health boards in various capacities and currently serves on both the Fundraising and Trading Board Committees at The Mary Stevens Hospice.

Angus Lees
Angus has a strong commercial background and qualified to MBA standard. He is a cabinet member at Dudley Metropolitan Borough Council holding the portfolio for the West Midlands Combined Authority. In addition Angus is a member of the WMCA Overview and Scrutiny Committee, Housing and Land Board, Strategic Economic Development Board and Transport Development Committee. He has previously worked within large corporations and ran his own company for 11 years.

Karen Shakespeare *(resigned 26 October 2023)*
Karen has 25 years experience as a customer service manager in the manufacturing, utility and logistics industry. She has served as a councillor for Dudley Council for the past 19 years, including as the Cabinet Member for Environment.

David Martin

Cllr Steve Clarke

Charity Governance

Constitution
The charity was formed as a company limited by guarantee on 22 November 1985 and is governed by its Memorandum and Articles of Association. The charity was incorporated in England and Wales. As a company limited by guarantee it has no allotted share capital. Members of the company have a contingent liability arising from the guarantee given by each member to contribute, if required or on winding up, an amount not exceeding £1.

Trustees
Trustees are appointed by the Board of Trustees at a Board meeting, with appointment taking effect once ratified by the majority of Company Members voting at a General Meeting or by written resolution. Under the Articles, trustees are appointed for an initial 4 year term, and may serve up to a maximum of 2 terms of 4 years. After completion of their second 4 year term, a trustee may only be appointed for subsequent 1 year terms where the Board of Trustees decide it is in the best interests of the company to do so.

The chair is elected by their fellow trustees following a recruitment and selection process. Peter Marsh (Chair) was appointed with effect from 20th November 2020.

Potential new trustees are identified from external recruitment and personal recommendation and often will have previously been associated with the work of The Mary Stevens Hospice, as a volunteer, professional capacity or in the activities of a subsidiary company.

The charity trustees are directors of the company for the purposes of company law. Trustee indemnity insurance is provided for the benefit of the trustees.

Subsidiary Companies
The charity has two wholly owned subsidiary companies which operate for the purpose of raising funds and promoting public awareness of the charity.

- The Mary Stevens Hospice Trading Co. Limited (registered company number 02648133) which operates 13 trading outlets.
- The Mary Stevens Hospice Lottery Limited (registered company number 03885815) which operates regular lotteries.

Each subsidiary company has its own separate Board of Trustees that meet quarterly and is focused on the company activities, compliance and performance. Each company claims gift aid with any profits made to the charity.

Corporate Governance and Internal Control

The charity is governed by the Board of Trustees which is responsible for setting the strategic direction of the organisation, establishing policy, and agreeing the annual financial budget, business plan and monitoring progress against the budget. The Board of Trustees meet regularly throughout the year. Overall responsibility for the day-to-day management of the organisation is delegated by the Board of Trustees to the chief executive officer. The chief executive officer reports to the chair of the Board of Trustees and together with the director of finance and head of fundraising and lottery, attends all board meetings.

Charity Governance

Responsibility for the governance structure of the organisation is split between several committees and the Senior Leadership Team and overseen by the Governance Committee who meet quarterly. The make-up and responsibilities of these committees are described below. Trustees are encouraged to attend meetings of any of these committees and working groups where appropriate to their roles and interests. The charity follows the Charity Governance Code.

Senior Leadership Team

The Hospice Senior Leadership Team comprises the chief executive, director of finance, the director of trading, head of estates and facilities and the head of fundraising. The Senior Leadership Team meet twice monthly and are responsible for strategic leadership and organisational development.

Clinical Standards Committee

The Clinical Standards Committee, chaired by Dr J Flint Bridgewater is responsible for monitoring and assuring the clinical quality of services and that standards defined by external regulators are met. The Clinical Standards Committee meets quarterly and comprises Dr J Flint Bridgewater (Committee Chair and Trustee), John Graham (Trustee), Barbara Coles (Trustee), Claire Towns (Chief Executive Officer) and other members of specialist palliative care staff who attend for specific agenda items.

"As a trustee at The Mary Stevens Hospice, I have been privileged to work with knowledgeable staff and trustees as a member of the Clinical Standards Committee. I found the Charity Commission documents: The welcome pack for Trustees and The Essential Guide for Trustees, available in the document library very useful. Various staff members also supported my induction ensuring I could fulfil my role as a trustee and crucially observe the care given both in the In-Patient Unit and the Day Service Unit and also the excellent management of the hospice. The provider visit also gave me the opportunity to observe the day to day working of the hospice."

Barbara Coles, Trustee

Remuneration Committee
The committee is responsible for ensuring the remuneration arrangements support the strategic aims of the organisation. The committee comprises Peter Marsh (Chair and Trustee), John Turner (Trustee) and Dr Jane Flint Bridgewater (Trustee), meeting quarterly and as required. Claire Towns (Chief Executive Officer) and Simon Henwood (Director of Finance) attend to provide briefings and give evidence. The overarching responsibilities of the committee include monitoring the hospice remuneration policy, review salary and reward packages, approve non-consolidated pay awards and determine succession planning and talent management.

Finance and Resources Committee
The committee is responsible for ensuring the financial viability of The Mary Stevens Hospice, providing stewardship and overseeing the charitable assets and the annual external audit. The committee comprises John Turner (Chair of Finance and Resources Committee and Trustee), Brian Blakemore (Trustee and Trading Chair), Peter Marsh (Chair of Trustees), David Martin (Trustee), Spencer Hodgson (Trustee), Cllr. Steve Clark (Trustee), Claire Towns (Chief Executive Officer) and Simon Henwood (Director of Finance).

Fundraising Governance Committee
The committee is responsible for the oversight of fundraising activities, including evaluation against the fundraising strategy, reviewing the financial position and performance, and ensuring compliance with the Code of Fundraising Practice and other standards. The committee comprises Peter Marsh (Chair of Trustees), David Martin (Trustee), Spencer Hodgson (Trustee), Cllr. Steve Waltho (Trustee), Arthur Baker (Trustee and Chair of Lottery Board), Claire Towns (Chief Executive Officer), Simon Henwood (Director of Finance) and Amanda Bowen (Head of Fundraising and Lottery).

Fundraising standards
We abide by the Fundraising Code of Practice which covers all aspects of fundraising and good practice. We act to ensure that we are fully compliant with The Data Protection Act 2018 and General Data Protection Regulation (GDPR). The hospice recognises its duty of care to members of the public and vulnerable people and has a Safeguarding Policy, in addition, all members of the fundraising department and trustees are Disclosure and Barring Service registered. All fundraising events are risk assessed. The fundraising department received no formal complaints during 2023/24. We do not utilise the services of an external professional fundraiser.

Principal risks and uncertainties
The trustees are acutely aware of the need to identify and assess the principal risks and uncertainties faced by the Hospice. A risk register is maintained and reviewed at all trustee meetings. The register extends to 63 separate risks and assesses the likelihood of a risk occurring and it's consequence, enabling the relative significance to be determined. The risks cover clinical, financial and regulatory issues.

Successes and Objectives

During this financial year, all staff and volunteers were consulted in developing a new 3 year strategy. The strategy is designed to navigate the challenges ahead, ensuring that we continue to provide compassionate and high quality care. It sets out a clear direction for the hospice for 2024-2027 with three overarching strategic objectives. View The Mary Stevens Hospice Strategy 2024-2027 here

Prior to the strategy launch, we continued to focus on activities that hold strategic importance for the charity.

- Safe governance to ensure we continue to provide safe and effective patient care
- To continue to invest in and focus on areas of innovative practice and research to improve equity in palliative care through the No Barriers Here programme
- To invest in and support our workforce
- To further increase access to bereavement services for adults, young persons, and children across the borough
- To be recognised as a local provider of specialist palliative care services with a consultant led model of care
- To focus on the areas of income generation where there is potential for growth
- To ensure that the hospice buildings are fit for purpose

The following pages of the report highlight the delivery of key projects during 2023-2024, each of which has contributed towards the delivery of the strategic aims.

From April 2023 the In-Patient Unit has participated in the medical examiners process. This supports good practice where all deaths within the hospice are subject to external scrutiny to both confirm an accurate cause of death and check any concerns about care received.

No Barriers Here, an equity-oriented programme, has continued to make significant progress during 2023/24 including leadership and co-applicants in 4 national research studies and the continual success of its education delivery across the UK.

To support staff and the business, professional HR services have been contracted since the start of 2023. Throughout the year, all employment policies have been updated, employment contracts reviewed and updated in line with current employment law. Managers have received training around sickness and absence management. All staff can now access HR if they require it.

There has been a continued significant investment in staff training with more senior nurses being supported to complete enhanced clinical assessment training.

Bereavement services have expanded and the team now support 3 bereavement hubs across the community, in addition to bereavement information points located in the hospice shops. Younger children have been supported with group sessions in public library settings.

Since October 2023 specialist palliative medicine consultant cover has been contracted from an external provider. All patient care provided within the In-Patient Unit is supported by 2 consultants with a weekly multi-disciplinary team meeting and weekly ward round. The hospice also contracts a wraparound consultant telephone support service 3 days per week.

Income from legacies has been strong across the reporting period, performing above the budget line. This is forecast to continue through the next financial year.

A major refurbishment project for the In-Patient Unit has been scoped following consultation with staff, patients, and visitors. Following the COVID-19 pandemic it was apparent that some areas of the hospice were no longer fit for purpose. The work will improve the visitor areas to include new overnight facilities and a lounge area. The refurbishment also includes the creation of a visible nursing station, improved staff areas, a new pharmacy and a patient bedroom which will accommodate their visitors overnight and have garden access.

A Strategic Development Team was formed in August 2023 to collaborate with the Senior Leadership Team to develop a new hospice strategy and embark on a journey of transformational change. A 3 year strategy has been developed, covering the period from 2024-2027, providing clear pathways to address the key priorities for the hospice.

Reflections from a New Trustee

I'd never been inside The Mary Stevens Hospice until the end of 2022, when I first visited as I had been asked to be a trustee.

At first I didn't see much apart from the board room, but soon became aware of the wide range of activities and personnel at The Mary Stevens Hospice from the reports given to trustees' meetings. Some of the information I was processing was rather outside my comfort zone, such as medical recruitment and interaction with NHS administration. But I felt able to contribute when it came to legal/HR issues, disability provision and financial administration. I came from legal practice in the private sector, with disability and caring as part of my home life, so I think I had some relevant skills which I could put to good use as a volunteer now that I have retired from practice.

I found straight away that it was stimulating and enjoyable to serve alongside skilled and dedicated professionals both among the trustees and the hospice staff. I have now had the opportunity to take part in tasks that introduced me to a number of other staff and volunteers, and it has continued to be a pleasure to meet more of the admirable team here. I hope I will continue to meet and work with more of them as time goes on. I also hope that my professional and life skills may continue to be of some use to the hospice in my trustee role.

John Graham
Trustee

In-Patient Unit

The In-Patient Unit (IPU) has seen a number of significant changes over the past twelve months. Following the appointment of a ward manager in January 2023, our IPU underwent restructuring, and the appointment to the role of deputy ward manager. In addition, job descriptions for our Health Care Assistants (HCAs), Band 5 and Bank 6 Registered Nurses (RNs) have all been reviewed and updated and staff have been encouraged to complete their ward-based competencies.

We are fortunate to have an active group of bank colleagues as part of the team following a recruitment campaign allowing us to ensure we are suitably staffed at all times. The salaries of all permanent staff have been reviewed and adjusted to align more closely to those of other health care professionals across the community and acute clinical environments. In doing so, we become a more attractive environment when advertising vacancies. In addition, a review of the nurse on-call rota now means that only senior nurses are required to undertake this responsibility.

At the beginning of 2023, we resumed regular team meetings, with the addition of separate meetings for HCAs, Band 5s, Band 6s and administrative staff. These meetings are available as either face-to-face or online, with staff choosing to engage from home if they are not on duty. We have found this has enhanced communication across IPU, with comprehensive notes of each meeting shared with staff by email. These meetings enable staff to share their thoughts and feelings with each other as well as engaging directly with the ward manager and deputy. Winningtemps, an employee engagement platform, is available for those colleagues who prefer to engage anonymously.

In April 2023 a new annual performance review (APR) programme was introduced for all staff which includes an initial meeting to identify objectives for the following 12 months, as well as focusing upon areas of good practice and where further development may be required. Each APR is followed by three meetings throughout the year allowing each of the senior staff on the unit to engage with a core group of colleagues. Both professional and pastoral engagement is important at these meetings which affirms The Mary Stevens Hospice as a truly family friendly organisation. The introduction of self-rostering has worked really well which means staff have a greater involvement in choosing the shifts they wish to work. Figures demonstrate that we are now honouring 100% of day off and annual leave requests in addition to 85-90% of preferred shifts each month.

The majority of our HCAs have undertaken specific training to assist with the administration of medication on IPU and are known as 'second checkers'. Training was introduced by our Specialist Palliative Care Pharmacist Prescriber and these additional skills learned within the clinical environment allow staff to support their qualified nurse colleagues in offering timely medication to our patients. The practice works very well at The Mary Stevens Hospice and has been identified as best practice by other hospices. We are also able to demonstrate the effectiveness of our interventions by regularly undertaking pre and post pain scores, which means we can evidence what we do as we strive further towards best practice.

Following a successful recruitment campaign we appointed three new Band 5 RNs who will be joining us later in the year. We are also hopeful that an additional Band 6 RN proposal will be accepted which will ensure a senior nurse is on duty around the clock. An innovative Band 6 development post for our existing Band 5 RNs is to be launched over the coming months. All Band 6s have either completed, or are presently undertaking, the Health Assessment Module at university providing each with the skills to clinically examine patients either before or during admission to the hospice. These advanced clinical skills place our staff and, therefore, our hospice in a stronger position to provide the specialist palliative and end of life care to those in the community we serve.

Staff pride themselves on providing holistic palliative and end of life care to those admitted to the hospice, which includes their significant others, and the introduction of a comprehensive audit programme across IPU ensures we can provide the necessary data and evidence to maintain the outstanding level of clinical care which quantifies our reputation. Staff are constantly striving to be the best and this is reflected in their hands-on clinical work and the documentation which supports real holistic care.

In April 2023, staff were asked to vote on the proposal to move from wearing scrubs introduced prior to the COVID-19 Pandemic and before air conditioning was installed in patient rooms into new uniforms. The vast majority of staff expressed a preference for wearing uniforms denoting their role on IPU and these have been introduced for both permanent and bank staff.

We welcomed new staff into IPU kitchen earlier in the year and anticipate rolling out a new menu for patients, visitors and staff over the coming months. We understand the importance of ensuring that meal times are protected for our patients and each has the opportunity to have a meal with their loved ones should they wish to do so.

Whilst planning the refurbishment of IPU, the visitor's lounge has been freshened up and additional furniture acquired. We are hopeful that any future work to update our facilities will ultimately benefit our patients and their relatives/friends to ensure our care is the very best we can provide. Similarly, after consultation with colleagues over the past 6 months, we continue to work towards a more conducive environment for removing the deceased from IPU into the care of funeral directors. This work is ongoing.

Finally, as a result of these changes and the support now provided to IPU staff, we have seen a reduction in sickness absences and a happier team. We have the data which demonstrates we're caring for more people with those admitted to IPU frequently having more complex needs resulting in a higher dependency.

"Care, Compassion and Kindness remain at the fore of all we do. My thanks to my colleagues for their sterling efforts over the past twelve months."

Andrew Bagnall, Ward Manager

Day Services Unit

During 2023/24 we saw an increase in referrals from professionals in community and increasing numbers from the hospital outpatient teams. Patients are often referred later in their journey and with more complex needs due to the long-lasting effects of the COVID-19 pandemic. We work closely with the community teams and have continued to be part of the Dudley Neuro Rehab weekly multi-disciplinary team (MDT) meeting which, if not via teams, is hosted in Day Services Unit. We continue to host the Motor Neurone Disease (MND) clinics where patients see the specialist nurse and community allied healthcare professionals. These patients may not be known previously to the hospice and, therefore, it's a good opportunity for introduction to the services available and we have received several referrals via this clinic. We are part of the MND MDT and host meetings here involving the community team and Queen Elizabeth Hospital MND team.

New Patient Clinics

All new patients are seen in a nurse led clinic for assessment, averaging 1 patient a day. This is an opportunity for patients to share their story and to be signposted to the appropriate hospice services. An holistic plan allows for the most appropriate support to be offered and may include a referral to one of our groups, to therapies (complementary and/or physio), social work, spiritual care, medical support with symptom management and/or referral to another community team such as speech and language, dieticians or a specialist professional.

Medical Review Clinics

The specialist palliative care pharmacist prescriber holds a medical review clinic each Monday. This enables patients who have raised symptom issues, either in the new patient clinic or a support session, to have discussions and develop treatment plans in liaison with GPs and the hospital team. Patients have also been able to see members of the medical team on other days if they have attended and identified symptoms or other medical issues.

Educational Groups

We continue to deliver the 8 week Neuro Wellbeing and Fatigue, Anxiety and Breathing (FAB) groups. Both patients and their significant persons can be enrolled on these courses that are designed to offer support, advice and signposting for patients living with neurological conditions (such as Parkinson's, Motor Neurone Disease, Multiple Systems Atrophy and many other conditions) or experiencing symptoms of fatigue, anxiety or breathing issues related to their illness and/or treatment. The groups are very well subscribed and run on a rolling programme throughout the year.

Exercise Groups

There is evidence to support how exercise can improve symptoms such as fatigue and increase a person's sense of wellbeing. We have supported patients and relatives with 2 exercise groups led by the physiotherapy assistant with support of our physiotherapist. These are in blocks of 8 weeks and patients are able to attend more than one block on a rotational basis.

Monthly Support Sessions
Patients have been signposted to these sessions following completion of 1 of the courses, if they require additional support from Day Service Unit. The patients are supported with therapeutic craft activities and legacy work. Patients can access support with any medical, social, spiritual, clinical or psychological issues. Patients can also explore future care planning and complete the ReSPECT end of life document during the session. Patients feed back that they benefit from being with other patients who may be experiencing similar issues and concerns as themselves and develop supportive relationships.

Therapy Sessions
Patients and relatives have been able to access therapy sessions - physiotherapy, complementary therapies and art psychotherapy. We have supported more people with the development of the physiotherapy and complementary therapy services. Some people are already accessing hospice services such as Day Services, In-Patient Unit and bereavement support, but the service also receives external referrals, which has helped people familiarise themselves with the hospice and what we can offer.

A mindfulness 8 week course has been running every Wednesday, following completion of the course people can access monthly mindfulness sessions.

The MND Society holds its monthly support group in Day Services Unit supported by staff, some patients not previously known to the hospice have subsequently asked to be referred to day services for further support.

The team consists of 2 part time registered nurses who cover 5 days per week including holiday cover and sickness and are supported by IPU staff when required. We also have 3 permanent HCA's. The complementary therapy team is made up of 3 part time staff with specialist training in complementary therapies. Our regular art psychotherapist is paid per session. The team work alongside the physiotherapist and physiotherapy assistant to support patients and relatives in all areas of the hospice.

THERAPY DOG

Medicine Management

Excellent medicine management at the hospice remains at the forefront of our care. Our Electronic Prescribing and Medicines Administration (EPMA) system is well embedded now, and we see the advantages of using such a system in reducing the risk of medication errors and incidents; it also ensures that patients 'Get it on Time, Every Time'.

Whilst nationally supplies of certain medications at times has been problematic, we have worked with our supplier to ensure our patient care is not affected, and this is reflected in the high level of compliments we receive both formally and informally.

The clinical use of medications and integration of the pharmacist within the clinical team, that now includes consultant level cover, not only ensures the clinical service we provide is appropriate but also that we are delivering robust symptom management using novel agents and approaches in line with new evidence as it emerges in the rapidly developing realm of palliative and supportive care.

No Barriers Here: Research and Education

The Victoria and Stuart Project (NIHR funded)
The Mary Stevens Hospice were co-applicants on this study, led by Kingston University, alongside VODG, Dimensions, MacIntyre and The Open University. In January 2024, we travelled to Kingston University for the research team, including researchers with learning disabilities, to test No Barriers Here. We're delighted it is recognised as one of only 4 'gold standard' recommended resources that forms a national toolkit for healthcare professionals to use when planning for future care with people with learning disabilities. The toolkit will be launched in June 2024 with publications from the study to follow.

***'It's more than rainbows in receptions'* – Working with LGBTQ+ people in palliative and end of life care (Funded by Marie Curie UK)**
This research is led by The Mary Stevens Hospice and explores palliative and end of life care for LGBTQ+ people. During the time under report, a co-production team was recruited, and community workshops facilitated at MAC Birmingham.

An illustrator from the co-production team was commissioned to capture the study for a co-produced resource for healthcare professionals. The research and its findings will be presented at Public Health Palliative Care International Conference in Switzerland in October 2024 and by invitation at Hospice UK Conference in November 2024. View the resource here.

No Barriers Here and people excluded by identity, culture, ethnicity and race (Funded by NHS Charities Together)
Our research concluded its funding period with the publication of a national research report in April 2023. This was based on the two year qualitative study and shares the views and lived experiences of people who experience inequity accessing palliative care. It highlights racism, discrimination, biases, and underrepresentation encountered by people from minoritised ethnic communities within complex care systems. Each stage of this research was developed, guided, and challenged by a co-production team, with the report co-authored by every member of the team. Read the report here.

"They've done it again. With humility, curiosity and gentleness...let's all do our part."

Illustration from *'It's more than rainbows in receptions'* - Working with LGBTQ+ People in Palliative and End of Life Care resource.
Illustration by Cass Humphries-Massey.

Exploring the views of advance care planning and palliative care amongst older HIV survivors using the No Barriers Here methodology. (Funded by Marie Curie UK and in partnership with the Terrence Higgins Trust)

The Mary Stevens Hospice are supporting this study, training staff from Marie Curie UK, Terrence Higgins Trust and people with lived experience to run No Barriers Here workshops, in addition to providing support with data analysis.

Education

The No Barriers Here Facilitator Training programme has experienced significant growth and success over the past year, leading to an expansion of our education and support team. The training is delivered at The Mary Stevens Hospice, with people travelling from across the UK to attend, with additional offsite delivery. This year we also welcomed a medical director who travelled from New Zealand to Mary Stevens Hospice to attend!

The programme has seen a marked increase in participation, especially from paediatric palliative care healthcare professionals. In October 2023, a bespoke training day was held at Forget Me Not Children's Hospice in Huddersfield. Furthermore, tailored training sessions have been conducted in various locations including Hastings, London, Lincoln, Brighton and other areas throughout the year. There has been a significant boost in funding from Integrated Care Boards, facilitating commissioned places and place-based delivery of our training programmes.

The impact of our training is evident through the achievements within our Community of Practice; Oxleas Learning Disability Nursing team received a highly commended NHS award, Jersey Hospice was featured on BBC News for its No Barriers Here delivery and numerous organisations have received funding to implement No Barriers Here.

Looking ahead, No Barriers Here is set to launch internationally, with education sessions and speaking opportunities scheduled for delivery in Ontario, Canada, in May 2024. This marks an exciting step forward and we are continually inspired by the stories of positive change and far reaching impact of No Barriers Here on equity-oriented palliative care.

Bereavement

The Mary Stevens Hospice Bereavement Service has supported over 260 individuals this year. From April 2023 to March 2024, we delivered extensive support, totalling 656 hours. The collective team effort has made a significant difference in the lives of bereaved people. We remained committed to providing high-quality support and expanding our service to reach more people.

Staff and volunteers

During 2023/24 there was a restructure within the team and an interim bereavement service lead was appointed for a 12 month period. To support service development, 2 new bereavement service coordinators were recruited and additional volunteers.

Training and development

Internal pre-bereavement to bereavement training was delivered to 12 staff members and, to enable the expansion of 2 new bereavement hubs, a further 8 volunteers attended facilitator training. A 4 day supportive listening programme was delivered for 7 new volunteers and we recruited 5 supportive listening volunteers, enabling us to enhance service delivery and increase capacity.

Regular training provided during monthly supervision meetings ensures volunteers are informed on current best practice and are equipped with the necessary skills and knowledge. In October, staff from Wolverhampton University presented their research on the impact of continuing bonds after bereavement to volunteers.

Staff attended training with Child Bereavement UK, covering topics such as supporting children and young people through trauma, supporting those bereaved by suicide, and creative ways of working with young people. The bereavement service lead obtained a Level 3 Diploma in Counselling Skills and has progressed to study Level 5 Diploma in Therapeutic Counselling. All staff have completed mandatory training.

Bereavement Services

The team delivered 110 telephone support sessions to a diverse group of people including bereaved callers, school teachers seeking guidance, social prescribers and GPs. The direct phone line has been incredibly successful, with callers providing positive feedback.

Pre-bereavement support was provided to 5 individuals on an ad hoc basis during admission to the In-Patient Unit. Additional assistance was provided to people who visited the hospice requesting support after the death of a loved one.

Bereavement Information Points

Bereavement information points in The Mary Stevens Hospice charity shops provide accessible support to grieving individuals. By offering readily available resources and fostering a supportive environment, the initiative contributes to the holistic care provided by the hospice. We have expanded this resource with Bereavement information points installed in 5 libraries and the Coventry Building Society located in the Merry Hill Centre.

Supportive Listening

Between April 2023 and March 2024, 344 supportive listening sessions were provided. We welcomed 49 new service users and completed 394 hours of face-to-face support. The dedication of volunteers and staff has been crucial in providing this much needed support. Their efforts have been consistently recognised and appreciated by people who access the service, underscoring the importance of the supportive listening service.

"The supportive listener is a credit to the service, it made a difference to me because I felt I could talk freely about how I felt in myself."

Counselling/Therapies

Our team of freelance therapists and counsellors have assisted 21 new clients through a total of 173 sessions.

Bereavement Hubs

Bereavement hubs play a vital role in supporting individuals dealing with grief and loss. This year 45 new participants have attended our bereavement hubs. The strong sense of community and peer support in sharing experiences has proven to be beneficial in the healing process and feelings of isolation.

"The hub has been a lifeline for me and I would have struggled the last 6 months without it."

Children and young people

During Dying Matters Awareness Week, our team organised a community engagement event for children and young people. This included activities such as stone decorating and colouring, representing a memory of a loved one and providing a space for children to express their emotions and explore grief through creative expression.

For Children's Grief Awareness Week, we partnered with local libraries to set up book and resource displays aimed at children and care givers. Members of the bereavement team engaged with the community, answered questions, and addressed any concerns related to grief and loss. An additional engagement session was held at Halesowen Library, featuring storytelling and an art session. Children participated in decorating masks and creating handprints, enabling them to express their feelings and experiences surrounding loss and grief.

Wellbeing Baskets
We introduced wellbeing baskets in supportive listening sessions and bereavement hubs. These baskets contain items such as candles, face masks, hand creams and chocolate, aimed at supporting individual wellbeing. Participants are encouraged to take time for reflection and self-care by selecting an item from the basket.

Events
In August, we facilitated a poetry workshop attended by 10 participants. The workshop received positive feedback, with participants appreciating the opportunity to explore their feelings and experiences through poetry.

From September 11th to October 14th, we collaborated with the Art Yard in Cradley Heath to curate an art exhibition. The exhibition featured artworks created by bereaved community members during arts and crafts sessions at bereavement hubs, allowing participants to visually express their grief. Due to the positive response from the local community, the exhibition was extended.

Our team represented the hospice at several local events, including a Coffin Club and Dudley's Health on the Shelf, to raise awareness of our services. In December, we supported The Mary Stevens Hospice Tree of Light event, where attendees were encouraged to leave messages on a memory tree.

"I explored different perspectives and abstract ways to express feelings, making it less scary and easier to process."

Connections and Networks
We continue to strengthen connections with local bereavement groups and organisations, including visiting other hospices to share resources and best practice. Our focus remains on providing comprehensive support for our community. In 2023, we attended the Hospice UK Conference, gaining valuable insights to enhance our bereavement support services and future initiatives.

Volunteer Service

Recruitment and Training

Volunteers continue to provide vital support to The Mary Stevens Hospice. April 2023 commenced with 99 volunteers with plans to recruit additional volunteers throughout the year. A training day for new recruits was delivered in May 2023 where people learnt about the varied volunteer roles within the hospice and mandatory training requirements. This was followed by the delivery of two further training days.

Due to retirement or changes with personal circumstances, we said goodbye to 10 volunteers during the year. However, we recruited 19 new volunteers and ended the year with a total of 108 volunteers. We welcomed a new member to the team in December 2023 to ensure that the volunteer coordinator role is covered over five days.

Celebrating Volunteers

To celebrate and thank the volunteer team for their significant contribution as valued members of the hospice team, a Christmas event was organised by the hospice. Volunteers were treated to a vintage style afternoon tea and a performance by the hospice choir, who are also volunteers. Feedback from the event was positive, with the day well attended and enjoyed by all.

Community Companion Service

Volunteers continue to provide a community companion service whereby people can self-refer to access volunteer support and companionship within their home environment. We recognise that this is a valuable service to our community and will explore approaches to increase capacity and provision over the coming year.

It is essential to continue to support volunteers, both personally and professionally over the coming year and acknowledge the contribution that volunteers provide to the hospice sector. Additionally, we aim to extend our reach to expand the volunteer service to meet the ever increasing needs of the local community.

Social Care

Support for Carers

The hospice social worker supported an average of 306 carers during the year, with support provided at home, in the community and within the hospice. A monthly carers group is well attended with approximately 50 carers attending on a regular basis. The group focuses on education, therapeutic engagement, relaxation, socialisation and building relationships to support each other. Carers have daily contact via a self-led What's App group, which is very effective.

"The carers group has been transformed in the last 5 years. It is true holistic care. We know that the social worker is always there for us."

Carers Week

National Carers Week took place between the 5th-11th June 2023 and The Mary Stevens Hospice, in conjunction with other organisations who support carers in the community, celebrated by coordinating a borough-wide Award Ceremony at Halesowen Town Hall. This was highly successful with a young carer of a hospice patient recognised for their care giving. During the week, daily activities took place at the hospice for carers to enjoy which included, crafts, floral decorations, complementary therapies and a talk from a guest speaker.

Carers Rights Day

Carers Rights Day took place in November 2023 and in co-production with patients and carers, a Fashion Show was developed. Staff, volunteers, patients and carers all participated in the event which was later rewarded by The Association of Social Work Awards 2023!

"We are unable to attend any clothing shops due to our mobility and it is an honour that Mary Stevens Hospice could bring the clothing shops to us."

Community Focus

The hospice participates in Dudley Carers Alliance meetings and collaborates in a working group to identify community members in need of carer support. We partner with the British Association for Social Work on various projects related to inclusion and diversity, such as recognising carers, community initiatives, social work in crisis situations, and providing education and mentorship to students in the West Midlands. The social worker attends the Association for Palliative Care Social Work meetings, offering support to fellow palliative care social workers in the region. An educational webinar focused on inclusion and diversity in palliative care and was distributed to social work departments in all universities throughout the West Midlands. This initiative received national recognition at The Social Work National Awards 2023, where we were finalists for this project.

Education

As a social work practice educator, we provide 70-100 day placements for university social work students. Placements involve weekly supervision, social worker guidance, mentoring, working with seven cases and direct observations. Feedback to the university is provided through an initial assessment, a midpoint review meeting and an end of placement meeting. It is the social worker's responsibility to ensure that students are supported in meeting the required standards for their respective degrees.

Students find their placements enjoyable, with most progressing onto successful careers and many now in senior social work positions. The hospice social worker received recognition at the British Association for Social Work Awards 2023 for their outstanding work in practice education.

"All I have learnt from statutory social work was influenced by my first social work student placement at The Mary Stevens Hospice."

Social Work Support

78 statutory assessments were conducted during this period, with 44 individuals receiving assistance to access financial support. Additionally, 78 people underwent carers' needs assessments and 11 individuals needed mental capacity assessments. 22 patients received respite care whilst 13 were supported in accessing nursing home care and 12 individuals were supported with rehousing.

The social work team received 251 referrals, including 66 external referrals. In total, 340 people were supported by the social worker, this included home visits, funeral care and support.

International Social Work Day 2024

In March the hospice social worker arranged an internal event to commemorate International Social Work Day, recognising the outstanding contributions of each department at The Mary Stevens Hospice. The day included a mix of celebration and contemplation, a "talking café" and a staff concert for Day Service Unit patients, who actively engaged by judging the various performances.

Spiritual Care

Spiritual Care Team

During this year 2 volunteers have supported the In-Patient Unit, providing a listening ear to patients, their loved ones and staff as needed and where appropriate offered prayer. A volunteer also supports the Day Services Unit, building relationships and listening with patients. Two volunteers have been recruited to support the on-call rota and over time we endeavour to have a 24/7 rota. All spiritual care volunteers report to the spiritual care lead. A leaflet introducing spiritual care has been developed. View the leaflet here: Spiritual Care.

Day Services Unit

A spiritual care session, what it is and why it is so important has been delivered on rolling 8-week courses for people with neurological conditions, fatigue, anxiety or breathlessness. These have evaluated well and have marked the beginning of meaningful relationships with patients. On alternative weeks, a spiritual care volunteer attends Day Services Unit to support the patients and work with staff. 'Friday Focus' sessions have been rebranded to 'Monday Musings' and will launch in April 2024.

In-Patient Unit

We aim to meet every patient, as well as members of their family, friends and carers. The team offer whatever help is appropriate and make referrals as required. Information about spiritual care has been updated within In-Patient Unit information booklets.

Bereavement Support

A list of people who have died in our care is produced and displayed in both Peace Rooms next to an electric candle which is lit 24:7. People can arrange to view the book of remembrance or drop in on significant dates relevant to them. The book of remembrance is updated on a daily basis. We will work closely with the bereavement team over the coming months to plan a summer remembrance event.

Education and Training

The spiritual care lead delivered a session introducing spiritual care to a group of new volunteers in February 2024. Time is allocated with student nurses and occupational therapists on their placements at the hospice, including introducing and talking about spiritual care and its importance for patients, families, friends, carers and staff.

Wassail

In January we gathered to 'wassail' our Tree of Light and bless the hospice. The ceremony was led by the outgoing spiritual care coordinator and a Pagan advisor, with blessings on both the tree and hospice reflecting different spiritual values. The hospice choir offered some wonderful songs during the ceremony, followed by refreshments and live music.

Networking and Collaboration

The spiritual care lead has attended introductory meetings or contacted multi-faith leaders in the local area who have previously supported the hospice. A meeting with a hospital based lead chaplain was very encouraging and supportive.

The spiritual care lead is a member of the Association of Hospice and Palliative Care Chaplains (AHPCC) and attends meetings on a regular basis. The Birmingham & Black Country Chaplaincy Collaborative (BBCCC) brings together healthcare chaplains and spiritual care leads of all faiths and none. In addition to mutual support and reflection on practice, this group offers training to volunteers to which our spiritual care lead will contribute as part of the group.

Creative Wellbeing

In December 2023, The Mary Stevens Hospice were granted £20,000 by The National Lottery Community Fund. The funding supported the development of a new 2 year creative wellbeing programme, with an overarching aim to enhance and support mental health and wellbeing for staff, volunteers, patients and carers.

The monthly programme offers a space for staff and volunteers to embrace their creativity, gather with colleagues and explore different creative methods. The sessions have received extremely positive feedback, spaces are often fully booked and in high demand. To accommodate shift patterns or for those who are unable to attend on the planned date due to other commitments, additional 'pop-up' events have been curated.

Furthermore, the grant has enabled the weekly delivery of a creative wellbeing programme for hospice patients attending the Day Service Unit, ad-hoc sessions for the hospice carer support group and for individuals with learning disabilities who attend local community groups.

"Patients have really found it beneficial, it has helped them to be creative, show their true selves and their hidden talents at times but also really helps people to increase their dexterity. So this is not only good for their souls it is helping improve their physical wellbeing."

Trusts and Foundations

The support of Trusts and Foundations helps us to make a huge difference to the lives of so many people living with life limiting incurable illness and their loved ones. Thank you to the following Trusts and Foundations for their support during 2023/24.

The National Lottery
Lasletts Charities
The Albert Gubay Foundation
Dudley Building Society (Community Support Fund)
Paget Trust
The Ratcliff Foundation
Groundworks/ One Stop
The February Foundation
The Albert Hunt Trust
Baron Davenports Charity
The Blue Light Card Foundation
Wilmcote Charitrust
Rest-Harrow Trust
The Diana Startin Charitable Trust
The Roger and Douglas Turner Trust
The Grimmitt Trust
Michael and Anna Wix Charitable Trust
Dumbreck Charity
Co-op Local Community Fund
Ken Wrigley Memorial Trust
The M.K. Rose Charitable Trust
Joseph Hopkins and Henry James Sayer Charity
Hospice Aid UK
DMF Ellis Charitable Trust
The Anthony and Gwendoline Wylde Memorial
The C.B & H.H Taylor 1984
The Edward Cadbury Charitable Trust
Geoff Hill Charitable Trust
The G.J.W. Turner Trust
Albright Grimley Charity
The Birmingham District Nursing Charitable Trust
The Muntz Trust
The Brian Shaw Memorial Trust
Orbis Investments
The W.E.D Charitable Trust
The Eric W. Vincent Trust Fund
Tipton and Coseley Charitable Foundation

Legacies

In the last 12 months, the generous legacy gifts our supporters left in their Wills totalled £2,348,445 which includes £372,581 received after date but recognised in accordance with the accounting policies.

These legacy gifts are vital to our work now, and in the future. We received gifts of all sizes, and they all make a lasting difference. They allow us to respond to the ever-growing demands on our services by continuing to deliver the high-quality care our local communities rely on.

When our supporters choose to support us with a gift in their Will, they are showing local people living with life limiting incurable illnesses the care, compassion and kindness that is at the heart of everything we do at the Mary Stevens Hospice.

Fundraising Events

The fundraising department acknowledged the economic uncertainty and identified areas for financial growth and supporter engagement due to the nationwide cost of living crisis.

We embraced our supporter's appetite for spending their disposable income on family entertainment, experiences and days out. With a significant increase in local and charity events to compete with, we endeavoured to produce larger, quality and engaging events to maximise potential income from these activities. We encouraged footfall through a programme of marketing and communication, allowing us to raise awareness and promote the values of the hospice through maximum audience engagement.

April 2023: Stourbridge FC Football Match and Funday
Forecasted income - £7k
Actual income - £8.6k

April 2023: Easter Coffee Morning
Forecasted income - £1.9k
Actual income - £4.7k

May 2023: Black Country Duck Race
Forecasted income - £10.5k
Actual income - £15.8k inc. £2.5k corporate sponsorship and support

Summer 2023: Ice Cream Trike sales
Forecasted income - £7.5k
Actual income - £6.2k

September 2023: Summer Fayre – Around the world!
Forecasted income - £16.6k
Actual income - £17.6k inc. £2.1k corporate sponsorship and support

November 2023: Santa Jog
Forecasted income - £8k
Actual income - £17.4k inc. £1k corporate sponsorship and support

January 2024: Treecycle
Forecasted income - £34k
Actual Income - £35k + £7k Gift Aid inc. £4k corporate sponsorship and support

February 2024: Cinderella Pantomime
Forecasted income - £84k
Actual income - £100k

Spotlight on Panto

The Mary Stevens Hospice Pantomime 'Cinderella' performed 17 shows to over 7,000 people, including local schools, brownie and scout groups, hospice patients and carers, bereaved hospice families and members of the community. We welcomed VIP guests including hospice trustees, local business leaders, industry professionals, The Mayor and Consort (Dudley MBC) and Comedian Joe Lycett! We were delighted to be nominated for 'The Cedrick Hardwick Award for the Arts' (Dudley MBC) and with a record number of social media hits, The Mary Stevens Hospice Pantomime goes from strength to strength.

Total raised from Hospice led events: £280,000

Corporate Fundraising

Corporate Sponsorship

Local businesses ensured most of our events were fully sponsored to the value of £35,500 allowing us to reduce the cost of staging the events to the hospice. Sponsors during the year included: Enterprise, Brooks Forgings, Waldron Solicitors and Taylors Estate Agents.

Sponsors received their logo on marketing, mentions in programmes, social media posts and press releases. Complimentary tickets were given where applicable along with regular updates on the difference their sponsorship has made, and other incentives. In corporate fundraising, we believe sponsorship and corporate donations are not a one way street and we actively engage and strive to give something back in acknowledgement of their generous donation.

We were selected to be charities of the year by businesses including:

- Coventry Building Society
- George Green LLP
- National Highways Birmingham
- Ian Perks Estate Agents
- The Waterfront

Corporate Volunteering Days

We have welcomed volunteer days from the below businesses throughout 2023/24:

- NatWest - May 2023
- Premier Inn - June 2023
- Sky - September 2023
- Virgin Media - September 2023
- Sky - October 2023
- Worcester Bosch - November 2023

Corporate engagement has also included gifts in kind and donation of goods towards the work of the hospice.

Total raised from corporate business donations (£11,500) and corporate event sponsorship : £35,000

Community and Third Party Fundraising

December 2023 saw us welcome one of our existing fundraising groups, The Stourbridge Jigsaw Library, to the grounds of the hospice. Having outgrown the garage of one of the founders, we provided a dedicated space in the lodge, to expand the initiative, grow income and support the work of the hospice. The library raised £3,050 during 2023-2024. It not only offers a safe, warm space for community puzzling but also provides companionship, combats loneliness and a sense of wellbeing as members meet for a chat, a cup of tea and to socialise. With a dedicated team of volunteers ensuring the library is open Monday to Saturday, the group are self-sufficient and passionate about supporting their members, the hospice and their local community.

Friends of Mary Stevens Hospice, Stourbridge group continued to hold fundraising events and attend community events on behalf of the hospice, including a Quiz night and an evening of racing. The group raised £6,330 during 2023-2024.

Recycling for Mary Stevens Hospice fundraising group raised £1,930 throughout 2023-2024. Recycling for The Mary Stevens Hospice, is an initiative that has been going for over 5 years. Sally Philpotts has been passionate about turning rubbish into funds with her regular recycling collections and campaigns for a greener future. Running the collections from her front garden, Sally received recognition for her work by winning "Fundraiser of the Year" and was an "Environmental Project of the Year" finalist at the Dudley Borough Awards, 2023.

Total raised from community events, fundraising groups and third party events: £118,137.24
Blue box collections: £15,608.88
In memory (funeral and commemorative) donations: £156,934.69

Lottery

The Mary Stevens Hospice Lottery continued to perform well and provide a substantial and sustainable form of income to help fund the care of our patients and their families.

Retail Sales

April 2023 was an exciting time for our in-house lottery as we returned to selling our weekly and bi-annual draw tickets across our high street shops. Launching the 'till based' tickets had its challenges with new technology and processes to follow, however, with staff and volunteer training the retail teams embraced the changes. Their commitment to the hospice and their willingness to support the Lottery companies' goal was demonstrated in the difference of the number of people playing and the weekly amount the lottery raised.

The electronic point of sale (epos) lottery ticket sales were launched on 18th April 2023 in all 13 hospice shops. During the financial year, 2023-2024, an average weekly sale of 184 tickets sold resulted in an additional £8,539 of income generated which went towards the hospice running costs.

Weekly Draw

The average number of members entered into the weekly Tuesday draw was 6,800. The Lottery continued to engage with members during 2023-2024 by:

- Reminding when subscriptions are due
- Sending birthday/thank you cards once a year
- Engaging with members to thank them for their support
- Calling members when membership has lapsed
- Sending out newsletter/lottery 'Big Draw' tickets bi-annually

THE MARY STEVENS HOSPICE LOTTERY LTD

Big Draws

June 2023 saw our summer Big Draw "Here comes the sun", which was circulated to 11,000 engaged supporters as part of our 'Hospice News' Spring/Summer newsletter. This resulted in an additional £23,492 raised by the Lottery company. Our "Santa Bonanza" draw took place in December 2023, having been promoted in the Autumn/Winter edition of 'Hospice News and a further £30,984 was raised.

Sponsorship

Lottery continued throughout the football season 2023/24 to sponsor Stourbridge FC with a £1,500 package that included social media promotion of the lottery weekly on the football club's website and social media platforms and 2 large boards positioned around the pitch and on the front gates. There was also an opportunity to reward members with a free VIP Day at a home match.

Total raised from The Mary Stevens Hospice Lottery Limited: £237,000.00

Trading

During 2023/24 The Mary Stevens Hospice Trading Company actively worked to make changes that would positively impact on the business. In quarter 3 the company began a 12 month trial with Boxmove to manage the logistics of furniture collection and delivery. The external platform offers flexibility ensuring that the collection of quality stock is maximised. The potential cost savings for the business of up to 35% will be reviewed in the next financial year after the trial period.

eBay sales recovered significantly across the year; this followed a restructuring of the team in the preceding year. To support further economic return from online sales the team has recruited an additional member of staff.

Sales across the 13 retail outlets have been buoyant across the 12 month period. There has been a 22% increase in donations, however, the quality of donations has continued to deteriorate. Sales were positively affected by the donation of show home furniture from Taylor Wimpey. The donated goods saw a return of £32,819.

The Trading company has undergone a notable change in management structure over the past year. When the Head of Trading post became vacant the decision was made to operate a different management model. The cost savings of not appointing to the post will offset the implementation of the rise in the National Minimum Wage in 2024.

With a focus on further driving cost efficiencies and improving the financial return to the hospice, whilst also considering external factors, lighting energy audits have been carried out across the retail shops. With predicted annual cost savings of an estimated £7K per year for some of the larger premises, there is an agreed plan to invest in LED lighting over the coming 12 months.

Given the consistency in the performance of the shops across the reporting period, next year will see the company increase its portfolio of shops with the first new shop opening in the 2nd quarter of 2024-2025.

THE MARY STEVENS HOSPICE · TRADING LTD ·

Structure, Governance and Management

Governing Document

The Mary Stevens Hospice Limited is a registered charity (number 517656) and is a company limited by guarantee governed by its Memorandum and Articles of Association dated 4 March 1986, as amended up to 2018. As outlined in our Articles of Incorporation, the hospice exists to promote welfare and relief of suffering so far as such purpose is charitable.

Recruitment and Appointment of New Trustees

Equality, diversity and inclusion have been focussed upon at Governance Committee and Main Board. Current policy includes advertising to recruit diverse interest in serving on the board moving forward. Both the chair and chief executive officer may be approached to discuss the role and responsibilities, with an induction programme provided following interview.

Organisational Structure

The hospice is governed by the directors who form the Board of Trustees. The directors are volunteers who have or have had careers in a wide variety of business and professional activities. They are usually from the Dudley Metropolitan Borough and surrounding districts. All elected directors are also trustees. Two councillors are nominated by Dudley Metropolitan Borough Council to serve as directors/trustees. All nominees are subject to ratification by the Board of Trustees. The Board of Directors meet regularly with governance subcommittees reporting to it. Individual directors liaise with members of the Senior Leadership Team on a regular basis. The chief executive officer and Senior Leadership Team are responsible to the Board of Directors for the day-to-day running of the hospice and the implementation of policies and strategies decided by the board.

Statement of Public Benefit

Trustees aim to observe the 2020 4th edition Charity Governance Code to support continuous improvement in purpose, leadership, integrity, decision making and risk control systems, board effectiveness, board diversity and transparent accountability.

The charity operates a system of subcommittees, each focussed on an aspect of the charity operations. That system is reviewed frequently and changes introduced to improve effectiveness.

The charity's objective and principal activity is that of providing palliative and end-of-life care for those with progressive, incurable, life shortening illness.

The activities of The Mary Stevens Hospice are of benefit to the public and the trustees encourage equity of access to everyone, irrespective of age, disability, gender reassignment, race, religion or belief, sex or any other discriminatory factor. The system is frequently reviewed and changes have been made to the style of board meetings, independent chairpersons of Lottery and Trading Boards established, and all governance committees.

The trustees confirm that they have complied with the duty in section 7 of the Charities Act 2011 to have due regard to public benefit guidance.

Reference and Administrative Details

Registered Company Number: 1963989 (England and Wales)
Registered Charity Number: 517656

Charity's Principle Address and Registered Office: 221 Hagley Road, Oldswinford, Stourbridge, DY8 2JR.

Trustees (2023/24)

P Marsh
J Turner
B Blakemore
S Hodgson
A Lees
S Waltho
D Martin
E Flint Bridgewater
B Coles
J Graham
S Clark
A Baker

Chair of Lottery Board
A Baker

Chair of Trading Board
B Blakemore

There are no corporate Trustees and no Trustees hold title to any property belonging to the charity

Group Chief Executive
C Towns BSc (Hons) Palliative Care

Matron and Registered Manager
C Towns BSc (Hons) Palliative Care

Our Advisors
Auditors: Crowe U.K. LLP, Black Country House, Rounds Green Road, Oldbury, B69 2DG.
Solicitors: Higgs & Sons, 3 Waterfront Business Park, Brierley Hill, DY5 1LX.
Wall, James Chappell, 15-23 Hagley Road, Stourbridge, DY8 1QW.

Banks: Natwest Bank PLC, 141 High Street, Stourbridge, DY8 1BF.
Barclays, 1 Snowhill, Queensway, Birmingham, B4 6GN.
Metro Bank, 50 Two Woods Lane, Brierley Hill, DY5 1TA.
Co-op Bank, PO Box 250, Skelmersdale, WN8 6WT.

Investment Advisors: Canaccord Genuity Wealth, Slip House, Princess Drive, Worcester, WR1 2AB.

Reserves Policy

The total funds of the group at the year-end were £6,509,000 (2023 £5,692,000) of which £356,000 were restricted (2023 £1,233,000). Funds of £4,358,000 (2023 £3,522,000) were designated for the specific purposes of a possible Hospice at Home service, £200,000 (as last year) and fixed assets £4,158,000 (2022 £3,322,000), the latter being capable of being realised only by a disposal of fixed assets. Unrestricted free reserves of the group at the year-end were £1,795,000 (2023 £937,000). Reserves, being unspent, unrestricted income held to assist in the management of the Hospice's cash requirements, are important as approximately 85% of the Hospice's income is from volatile sources such as donations, legacies and fundraising events.

The reserves are held only to assist the Hospice to continue to provide its charitable services. The Hospice seeks to have free reserves equivalent to 6 months' running costs and last did so on 31 March 2019. The current level of reserves is insufficient to attain that target, representing only 3 or 4 months' running costs. The Trustees anticipate some improvement in the level of free reserves during the current year due principally to the level of legacy receipts.

Investments

Over the course of the last financial year, the total return from the investments has shown a rise of 8.34% with the valuation of the portfolio now at £1,570,354 (to 31st March 2024). The peer group equivalent performance was very slightly ahead at 8.44% over the same period. During the year, the portfolio received an additional increase in funds of approximately £200,000 following the transfer of investments held in the Frederick Donald Jasper Will Trust in January 2024. The final quarter of 2023 ended with further global uncertainty with the ongoing crisis in the Middle East and the Ukrainian war continuing with no further signs of a conclusion. From an economic perspective, we started to see a fall in inflation rates and the likelihood that we had reached a peak in global interest rates but as yet there have been no interest rate cuts. After a difficult 2022 when bonds and equities suffered in 2023, we saw a recovery in stock market activity and the resurgence in the US of the concentrated collection of technology stocks in particular.

The overall asset allocation of the investment portfolio on 31st March 2024, showed that 24% of the fund was invested in debt and fixed interest investments, 63% in Equities, 11% in Alternatives and 2% in Cash. The portfolio is in line with the recommended asset allocation for the associated risk profile and the income yield from the investments stood at 4.16%.

Going Concern

We, the trustees, set out in this report a review of the financial performance, risk management policies, the reserves position and other factors likely to affect the future development of the Hospice. We have concluded that there is no material uncertainty that calls into doubt the charity's ability to continue. The financial statements have therefore been prepared on a going concern basis. More information is included in the accounting policies.

Trustees/ Directors Indemnity Policy

Insurance arrangements are in place with AXA Insurance PLC to indemnify trustees and directors. The policy number is LS BDX 6985610/0108 and the indemnity limit is £3,000,000. The premium paid was £1,627.00

Pay and Remuneration

Remuneration of personnel and senior management is approved by the remuneration committee constituted on page. Whilst we are aware of NHS pay scales, we do not at this time offer matched salaries, but a comparable system which is governed by our financial constraints as an independent hospice. A 5% general pay rise was awarded across the organisation in April 2023.

Membership of the Remuneration Committee
The following trustees are members of the Remuneration Committee:

- Peter Marsh (Chair)
- John Turner (Vice Chair)
- Dr Jane Flint Bridgewater (Trustee)

Meetings are attended by:

- Claire Towns (Chief Executive Officer)
- Simon Henwood (Director of Finance)

Quorum of Pay and Remuneration Meeting
All present for annual meeting to make above decisions and any exceptional individual awards.

Accountability
To Finance and Resources Committee, Governance Committee and Main Board.

Financial Review

The financial results for the year ended 31 March 2024 are given in the audited Financial Statements attached to this report. Those accounts and the related notes have been prepared in accordance with the relevant law and the Charities SORP (FRS102).

The Mary Stevens Hospice generated a surplus for the year of £817,000, a welcome and much needed improvement on the deficit of £385,000 suffered last year. Total liquid funds, which include the investment portfolio, increased by £541,000 to £2,863,000.

The principal reason for the surplus was the record level of legacy income which at £2,348,000 was more than double the £919,000 received last year. The current indications are that legacy income for the year to 31 March 2025 will also be above historic levels although not as high as this year.

Funds raised from charitable donations, including from charitable trusts, and fundraising events declined slightly to £1,119,000. This reflects a lack of large individual donations, a modest reduction in income from charitable trusts, the latter nevertheless still producing £279,000 and an increase in general fundraising income. The two most significant annual fundraising events were again successful with the Hospice Pantomime and the Treecycle producing £50,000 and £45,000 respectively.

The Hospice's Trading subsidiaries performed solidly. The Lottery company producing a net profit of £237,000 only slightly down on the £252,000 generated last year. The Hospice's retail shops continued their recovery and despite some costs associated with a change of management structure and some significant repair costs, a surplus of £196,000 was realised, an increase from the £176,000 last year.

Costs

It is disappointing to note that despite the local NHS Commissioners having accepted that the hospice merits further support there was a small decrease, to £514,000, in the total support provided. This lack of adequate support is typical of the Hospice sector generally. The rate of annual increases in the funding of the NHS funding are not being reflected in the increases awarded by the NHS to hospices. This is a continuing and worsening issue for hospices which, of necessity, have to compete with the NHS salary structures to recruit and retain staff. The issue is likely to improve only by lobbying at a national level. The Mary Stevens Hospice nevertheless continues to strengthen its links with the local healthcare community.

The trustees continue to monitor the resources of the hospice closely as despite the improvement in free reserves the increased reliance on legacy income creates a more volatile financial outlook.

Statement of Trustee Responsibilities

The trustees (who are also the Directors of The Mary Stevens Hospice Limited for the purposes of company law) are responsible for preparing the Report of the Trustees 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 year which gives a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the charity SORP
- Make judgements and estimates that are reasonable and prudent
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

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

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company auditors are unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish the auditors are aware of that information

Exemptions from disclose: Nil

The Board of Trustees declare that they have approved the Trustees Annual Report incorporating the Directors Report and Strategic Report.

Signed on behalf of The Mary Stevens Hospice Trustees

Signature: Peter Marsh Position: Chair

Full name: PETER MARSH Date: 02/12/24

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY STEVENS HOSPICE

Opinion

We have audited the financial statements of The Mary Stevens Hospice (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2024 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 lawand 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 2024 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 therequirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. Weare 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 Trustee's 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.

Other information

The other information comprises the information included in the Annual report other than the financial statements and ourAuditor's report thereon. The Trustee 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, weare 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, weare 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 Trustee's Report including the Strategic Report for the financial year for which
- the financial statements are prepared is consistent with the financial statements.
- the Trustee's 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 Trustee's Report including the Strategic Report.

We have nothing to report in respect of the following matters in relation to whichCompanies Act 2006requires 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 Trustee's remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustee's 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.

Auditor's responsibilities for the audit of the financial statements

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

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

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, General Data Protection Regulation, health and safety legislation, taxation 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, designing audit procedures over income, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, and reading minutes of meetings of those charged with governance.

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 Auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006.Our audit work has been undertaken so that we might state to the charitable company's members those matters weare required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Helen Blundell LLB FCA FCIE DChA (Senior statutory auditor)
for and on behalf of
Crowe U.K. LLP
Black Country House
Rounds Green Road
Oldbury
West Midlands
B69 2DG

Date: 19 December 2024

THE MARY STEVENS HOSPICE
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024

	Note	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Income from:					
Donations and legacies	4	**2,875,041**	**222,581**	**3,097,622**	*1,813,419*
Charitable activities	5	**514,425**	**-**	**514,425**	*519,424*
Other trading activities	6	**2,615,543**	**-**	**2,615,543**	*2,420,241*
Investments	7	**83,096**	**-**	**83,096**	*59,935*
Other income		**79,969**	**-**	**79,969**	*120,898*
Total income		**6,168,074**	**222,581**	**6,390,655**	*4,933,917*
Expenditure on:					
Raising funds	8	**2,025,397**	**-**	**2,025,397**	*1,975,232*
Charitable activities	9	**3,491,386**	**134,071**	**3,625,457**	*3,199,586*
Total expenditure		**5,516,783**	**134,071**	**5,650,854**	*5,174,818*
Net income/(expenditure) before net gains/(losses) on investments		**651,291**	**88,510**	**739,801**	*(240,901)*
Net gains/(losses) on investments		**77,695**	**-**	**77,695**	*(144,216)*
Net income/(expenditure)		**728,986**	**88,510**	**817,496**	*(385,117)*
Transfers between funds	20	**965,655**	**(965,655)**	**-**	*-*
Net movement in funds		**1,694,641**	**(877,145)**	**817,496**	*(385,117)*
Reconciliation of funds:					
Total funds brought forward		**4,458,982**	**1,233,328**	**5,692,310**	*6,077,427*
Net movement in funds		**1,694,641**	**(877,145)**	**817,496**	*(385,117)*
Total funds carried forward		**6,153,623**	**356,183**	**6,509,806**	*5,692,310*

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 61 to 86 form part of these financial statements.

THE MARY STEVENS HOSPICE

(A company limited by guarantee)
REGISTERED NUMBER: 1963989

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2024

	Note		2024 £		*2023* *£*
Fixed assets					
Tangible assets	14		**4,158,594**		*4,343,236*
Investments	15		**1,570,354**		*1,273,477*
			5,728,948		*5,616,713*
Current assets					
Stocks	16	**1,000**		*1,100*	
Debtors	17	**769,188**		*260,542*	
Cash at bank and in hand		**1,292,458**		*1,048,345*	
Current liabilities		**2,062,646**		*1,309,987*	
Creditors: amounts falling due within one year	18	**(452,671)**		*(370,530)*	
Net current assets			**1,609,975**		*939,457*
Total assets less current liabilities			**7,338,923**		*6,556,170*
Creditors: amounts falling due after more than one year	19		**(829,117)**		*(863,860)*
Total net assets			**6,509,806**		*5,692,310*

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2024

	Note		2024 £		2023 £
Charity funds					
Restricted funds	20		**356,183**		*1,233,328*
Unrestricted funds					
Designated funds	20	**4,358,594**		*3,522,014*	
General funds	20	**1,795,029**		*936,968*	
Total unrestricted funds	20		**6,153,623**		*4,458,982*
Total funds			**6,509,806**		*5,692,310*

The Trustee 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 Trustee and signed on their behalf by:

Mr P Marsh

Date: 02/12/24

The notes on pages 61 to 86 form part of these financial statements.

THE MARY STEVENS HOSPICE
(A company limited by guarantee)
REGISTERED NUMBER: 1963989

COMPANY BALANCE SHEET
AS AT 31 MARCH 2024

	Note		2024 £		*2023 £*
Fixed assets					
Tangible assets	14		**4,122,279**		*4,281,857*
Investments	15		**1,570,354**		*1,273,477*
			5,692,633		*5,555,334*
Current assets					
Debtors	17	**1,000,481**		*501,107*	
Cash at bank and in hand		**926,295**		*660,354*	
Current liabilities		**1,926,776**		*1,161,461*	
Creditors: amounts falling due within one year	18	**(302,404)**		*(209,799)*	
Net current assets			**1,624,372**		*951,662*
Total assets less current liabilities			**7,317,005**		*6,506,996*
Creditors: amounts falling due after more than one year	19		**(811,632)**		*(837,269)*
Total net assets			**6,505,373**		*5,669,727*

COMPANY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2024

	Note		2024 £		2023 £
Charity funds					
Restricted funds	20		**356,183**		*1,233,328*
Unrestricted funds					
Designated funds	20	**4,322,279**		*3,460,635*	
General funds	20	**1,826,911**		*975,764*	
Total unrestricted funds	20		**6,149,190**		*4,436,399*
Total funds			**6,505,373**		*5,669,727*

The Company's net movement in funds for the year was £835,646 *(2023 - £(403,161))*.

The Trustee 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 Trustee and signed on their behalf by:

Mr P Marsh Peter Marsh

Date: 02/12/24

The notes on pages 61 to 86 form part of these financial statements.

THE MARY STEVENS HOSPICE
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	*2023 £*
Cash flows from operating activities			
Net cash used in operating activities	23	**473,258**	*90,346*
Cash flows from investing activities			
Dividends, interests and rents from investments		**83,096**	*59,935*
Purchase of tangible fixed assets		**(65,048)**	*(53,365)*
Proceeds from sale of investments		**69,982**	*241,317*
Purchase of investments		**(361,544)**	*(117,780)*
Net cash (used in)/provided by investing activities		**(273,514)**	**130,107**
Cash flows from financing activities			
Repayments of borrowing		**(28,011)**	*(36,865)*
Net cash used in financing activities		**(28,011)**	**(36,865)**
Change in cash and cash equivalents in the year		**171,733**	**183,588**
Cash and cash equivalents at the beginning of the year		**1,170,746**	*987,158*
Cash and cash equivalents at the end of the year	24	**1,342,479**	*1,170,746*

The notes on pages 61 to 86 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. General information

The Mary Stevens Hospice (the Charity) is a Company Limited by Guarantee (registered number 1963989), registered in England and Wales. Its charity registration number is 517656. The registered office and principal place of business is 221 Hagley Road, Oldswinford, Stourbridge, DY8 2JR.

Its principal activities are end of life care for people as well as provision of education and training in end of life care to healthcare professionals in the surrounding areas.

2. Accounting policies

2.1 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 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Mary Stevens 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 undertaking. The results of the subsidiary 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.

2.2 Going concern

Having reviewed the funding facilities available to the Company together with the expected ongoing demand for places and the Company's future projected cash flows, the Trustees have a reasonable expectation that the Company has adequate resources to continue its activities for the foreseeable future and consider that there are no material uncertainties over the Company's financial viability. Accordingly, they also continue to adopt the going concern basis in preparing the financial statements as outlined in the Statement of Trustees' Responsibilities on page 50.

2. Accounting policies (continued)

2.3 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.

Grants are included in the Consolidated statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Donated services and facilities are recognised when the company has control over the item, any conditions associated with the 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 reliable measured. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised.

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

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.4 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.

2. Accounting policies (continued)

2.5 Taxation

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

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.

Depreciation is charged so as to allocate the cost of tangible fixed assets over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Fixtures and fittings	-20% on cost
Computer equipment	-25% on cost

Leasehold buildings prior to 2018 are depreciated on a straight line basis from the date the building is brought into use until the end of the original lease in October 2040 (this lease has since been extended). Leasehold buildings capitalised from 2018 are depreciated on a straight line basis over 50 years.

2.7 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.

2.8 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.

2. Accounting policies (continued)

2.9 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.

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.

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.

2.10 Liabilities and provisions

Liabilities 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.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated statement of financial activities as a finance cost.

2.11 Pensions

In respect of former qualifying National Health Service personnel the Company continues their participation in the NHS defined pension scheme. The NHS scheme is a defined benefit pension scheme. However, the scheme is a multiple employer 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. Contributions are charged to the SOFA so as to spread the cost of pensions over employees' working lives with the charity.

Other contracted staff are offered an opportunity to participate in a separate defined contribution scheme for which contributions are charged in the Statement of Financial Activities.

2. Accounting policies (continued)

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustee 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 Trustee 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. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. 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.

4. Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Donations	501,444	147,581	**649,025**
Legacies	2,273,445	75,000	**2,348,445**
NHS Grants and contracts for patient care	100,152	-	**100,152**
	2,875,041	222,581	**3,097,622**

	Unrestricted funds 2023 £	*Restricted funds 2023 £*	*Total funds 2023 £*
Donations	*543,860*	*213,972*	*757,832*
Legacies	*919,265*	-	*919,265*
NHS Grants and contracts for patient care	*93,600*	-	*93,600*
Other grant income (including Hospice UK)	*42,722*	-	*42,722*
	1,599,447	*213,972*	*1,813,419*

5. Income from charitable activities

	Unrestricted funds 2024 £	Total funds 2024 £
Local Clinical Commissioning groups - Patient care	514,425	**514,425**

	Unrestricted funds 2023 £	*Total funds 2023 £*
Local Clinical Commissioning groups - Patient care	*519,424*	*519,424*

6. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2024 £	Total funds 2024 £
Fundraising events	470,271	**470,271**
Shop income	1,730,090	**1,730,090**
Lottery income	415,182	**415,182**
	2,615,543	**2,615,543**

Included in Shop income is £447,013 *(2023: £413,569)* of gift-aided donated goods and £111,771 *(2023: £103,378)* of gift aided amounts.

6. Income from other trading activities (continued)

Income from fundraising events (continued)

	Unrestricted funds 2023 £	*Total funds 2023 £*
Fundraising events	*370,004*	*370,004*
Shop income	*1,630,572*	*1,630,572*
Lottery income	*419,665*	*419,665*
	2,420,241	*2,420,241*

7. Investment income

	Unrestricted funds 2024 £	**Total funds 2024 £**
Investment income	60,206	**60,206**
Bank interest	22,890	**22,890**
	83,096	**83,096**

	Unrestricted funds 2023 £	*Total funds 2023 £*
Investment income	*52,833*	*52,833*
Bank interest	*7,102*	*7,102*
	59,935	*59,935*

8. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2024 £	Total funds 2024 £
Costs of raising voluntary income	150,808	**150,808**
Costs of raising voluntary income - wages and salaries	227,015	**227,015**
Costs of raising voluntary income - NI	12,000	**12,000**
Costs of raising voluntary income - pension costs	12,000	**12,000**
	401,823	**401,823**

	Unrestricted funds 2023 £	*Total funds 2023 £*
Costs of raising voluntary income	*98,970*	*98,970*
Costs of raising voluntary income - wages and salaries	*221,399*	*221,399*
Costs of raising voluntary income - NI	*10,000*	*10,000*
Costs of raising voluntary income - pension costs	*6,500*	*6,500*
	336,869	*336,869*

Fundraising trading expenses

	Unrestricted funds 2024 £	Total funds 2024 £
Fundraising trading expense	759,334	**759,334**
Fundraising trading expenses - wages and salaries	812,669	**812,669**
Fundraising trading expenses - pension costs	26,507	**26,507**
Fundraising trading expenses - depreciation	25,064	**25,064**
	1,623,574	**1,623,574**

8. Expenditure on raising funds (continued)

Fundraising trading expenses (continued)

	Unrestricted funds 2023 £	*Total funds 2023 £*
Fundraising trading expense	*724,381*	*724,381*
Fundraising trading expenses - wages and salaries	*862,042*	*862,042*
Fundraising trading expenses - pension costs	*26,670*	*26,670*
Fundraising trading expenses - depreciation	*25,270*	*25,270*
	1,638,363	*1,638,363*

9. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2024 £	**Restricted funds 2024 £**	**Total 2024 £**
Patient care	3,491,386	134,071	**3,625,457**

	Unrestricted funds 2023 £	*Restricted funds 2023 £*	*Total 2023 £*
Patient care	*3,020,967*	*178,619*	*3,199,586*

10. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £
Patient care	3,161,274	464,183	**3,625,457**

	Activities undertaken directly 2023 £	*Support costs 2023 £*	*Total funds 2023 £*
Patient care	*2,857,444*	*342,142*	*3,199,586*

Analysis of direct costs

	Total funds 2024 £	*Total funds 2023 £*
Staff costs	**2,632,745**	*2,435,563*
Depreciation	**217,649**	*199,077*
Managem ent	**310,880**	*222,804*
Total 2024	**3,161,274**	*2,857,444*

10. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2024 £	*Total funds 2023 £*
Depreciation	**6,977**	*12,597*
Managem ent	**301,287**	*230,369*
Support	**123,956**	*74,681*
Governance costs	**31,963**	*24,495*
Total 2024	**464,183**	*342,142*

11. Net income/(expenditure)

	2024 £	*2023 £*
Depreciation of tangible fixed assets	**249,690**	*236,944*
Auditors remuneration		
- audit	**17,695**	*19,495*
- other services	**4,590**	*1,500*
Pension costs	**144,929**	*134,010*
Operating lease rentals	**151,254**	*292,593*

12. Staff costs

	Group 2024 £	*Group 2023 £*	Company 2024 £	*Company 2023 £*
Wages and salaries	**3,354,933**	*3,213,492*	**2,517,264**	*2,351,450*
Social security costs	**223,074**	*214,672*	**223,074**	*214,672*
Contribution to defined contribution pension schemes	**144,929**	*134,010*	**118,422**	*107,340*
	3,722,936	*3,562,174*	**2,858,760**	*2,673,462*

Termination payments totalling £20,500 were made to 1 employee during the year *(2023: £Nil)*.

12. Staff costs (continued)

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

	Group 2024 No.	*Group 2023 No.*
Average number of employees	**151**	*159*

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

	Group 2024 No.	*Group 2023 No.*
In the band £60,001 - £70,000	**-**	*1*
In the band £80,001 - £90,000	**1**	*1*

The key management personnel of the charity trust comprise the trustees and senior management team. The total amount of employee benefits (including employer pension contributions) received by key management personnel for their services to the charity was £272,510 *(2023: £328,681)*.

13. Trustee's remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2023 - £NIL)*.

During the year ended 31 March 2024, no Trustee expenses have been incurred *(2023 - £NIL)*.

14. Tangible fixed assets

Group

	Long-term leasehold property £	Motor vehicles £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation					
At 1 April 2023	**6,318,362**	**32,905**	**666,835**	**193,483**	**7,211,585**
Additions	**5,900**	**-**	**53,339**	**5,809**	**65,048**
Disposals	**-**	**-**	**(200,468)**	**(71,124)**	**(271,592)**
At 31 March 2024	**6,324,262**	**32,905**	**519,706**	**128,168**	**7,005,041**
Depreciation					
At 1 April 2023	**2,127,336**	**22,493**	**551,030**	**167,490**	**2,868,349**
Charge for the year	**152,902**	**3,471**	**75,407**	**17,910**	**249,690**
On disposals	**-**	**-**	**(200,468)**	**(71,124)**	**(271,592)**
At 31 March 2024	**2,280,238**	**25,964**	**425,969**	**114,276**	**2,846,447**
Net book value					
At 31 March 2024	**4,044,024**	**6,941**	**93,737**	**13,892**	**4,158,594**
At 31 March 2023	*4,191,026*	*10,412*	*115,805*	*25,993*	*4,343,236*

14. Tangible fixed assets (continued)

Company

	Long-term leasehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2023	**6,114,593**	**520,208**	**93,596**	**6,728,397**
Additions	**5,900**	**53,339**	**5,809**	**65,048**
Disposals	**-**	**(200,468)**	**(71,124)**	**(271,592)**
At 31 March 2024	**6,120,493**	**373,079**	**28,281**	**6,521,853**
Depreciation				
At 1 April 2023	**1,943,815**	**414,676**	**88,049**	**2,446,540**
Charge for the year	**145,635**	**72,014**	**6,977**	**224,626**
On disposals	**-**	**(200,468)**	**(71,124)**	**(271,592)**
At 31 March 2024	**2,089,450**	**286,222**	**23,902**	**2,399,574**
Net book value				
At 31 March 2024	**4,031,043**	**86,857**	**4,379**	**4,122,279**
At 31 March 2023	*4,170,778*	*105,532*	*5,547*	*4,281,857*

15. Fixed asset investments

Group and Company	Listed investments £	Cash £	Total £
Cost or valuation			
At 1 April 2023	**1,151,076**	**122,401**	**1,273,477**
Additions	**177,717**	**(177,717)**	**-**
Disposals	**(85,657)**	**85,657**	**-**
Change in market value	**64,454**	**-**	**64,454**
Net movement of cash	**28,916**	**-**	**28,916**
Additions - Gifted investments	**183,827**	**19,680**	**203,507**
At 31 March 2024	**1,520,333**	**50,021**	**1,570,354**

16. Stocks

	Group 2024 £	*Group 2023 £*
Finished goods and goods for resale	**1,000**	*1,100*

17. Debtors

	Group 2024 £	*Group 2023 £*	Company 2024 £	*Company 2023 £*
Due within one year				
Trade debtors	**67,033**	*103,962*	**67,033**	*103,962*
Amounts owed by group undertakings	**-**	*-*	**266,164**	*288,214*
Other debtors	**40,347**	*40,060*	**27,868**	*19,469*
Prepayments and accrued income	**596,755**	*56,912*	**574,363**	*29,854*
Tax recoverable	**65,053**	*59,608*	**65,053**	*59,608*
	769,188	*260,542*	**1,000,481**	*501,107*

18. Creditors: Amounts falling due within one year

	Group 2024 £	*Group 2023 £*	Company 2024 £	*Company 2023 £*
Bank loans	**100,323**	*93,591*	**90,323**	*83,591*
Trade creditors	**98,981**	*70,103*	**57,602**	*35,908*
Other taxation and social security	**64,245**	*56,401*	**55,216**	*48,458*
Other creditors	**24,078**	*35,382*	**24,078**	*24,078*
Accruals and deferred income	**165,044**	*115,053*	**75,185**	*17,764*
	452,671	*370,530*	**302,404**	*209,799*

	Group 2024 £	*Group 2023 £*
Deferred income at 1 April 2023	**70,302**	*125,139*
Resources deferred during the year	**104,432**	*70,302*
Amounts released from previous periods	**(70,302)**	*(125,139)*
	104,432	*70,302*

Deferred income comprises lottery income received in advance by Mary Stevens Hospice Lottery Limited and project funding received in advance in Mary Stevens Hospice.

19. Creditors: Amounts falling due after more than one year

	Group 2024 £	*Group 2023 £*	Company 2024 £	*Company 2023 £*
Bank loans	**829,117**	*863,860*	**811,632**	*837,269*

Included within the above are amounts falling due as follows:

	Group 2024 £	*Group 2023 £*	Company 2024 £	*Company 2023 £*
Between one and two years				
Bank loans	**100,323**	*93,590*	**90,323**	*83,590*
Between two and five years				
Bank loans	**278,454**	*267,362*	**270,969**	*250,771*
Over five years				
Bank loans	**450,340**	*502,908*	**450,340**	*502,908*

There are two loans in this year's accounts.

The first loan was drawn down in December 2018 and is repayable over a term of 25 years. The total amount drawn down was £1,000,000 and repayment commenced on 21 January 2018. Repayment is paid interest only for the first twelve months, followed by monthly installments of £5,084 (including interest).

Interest is charged at 2.65% per annum over the Bank of England base rate.

The loan is secured by means of a legal mortgage and fixed and floating charge over 221 Hagley Road, Oldswinford, Stourbridge, DY8 2JR and any property or undertaking of The Mary Stevens Hospice.

The second bank loan is a term loan repayable in monthly installments over a 6 year term and bears interest at 2.5% per annum.

There is an unlimited guarantee in place for Mary Stevens Hospice Trading Company Limited and Mary Stevens Hospice Lottery Limited. There is a charge over 221 Hagley Road, Stourbridge, DY8 2JR on the bank accounts.

20. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Unrestricted funds						
Designated funds						
Fixed assets	3,322,014	-	(161,843)	998,423	-	4,158,594
Hospice at home	200,000	-	-	-	-	200,000
	3,522,014	-	(161,843)	998,423	-	4,358,594
General funds						
General Funds	936,968	6,168,074	(5,354,940)	(32,768)	77,695	1,795,029
Total Unrestricted funds	4,458,982	6,168,074	(5,516,783)	965,655	77,695	6,153,623
Restricted funds						
Donations	237,080	222,581	(71,288)	(32,190)	-	356,183
Restricted fixed assets	996,248	-	(62,783)	(933,465)	-	-
	1,233,328	222,581	(134,071)	(965,655)	-	356,183
Total of funds	5,692,310	6,390,655	(5,650,854)	-	77,695	6,509,806

20. Statement of funds (continued)

Restricted funds
The restricted funds relate to donations received for specific expenditure that have not yet been expensed.

Designated funds
The Hospice re-development and extension fund is earmarked for the Phase 3 development of the Hospice which commenced in June 2017.

The Hospice at Home fund is earmarked for the potential establishment of a "Hospice at Home" service in the future.

The fixed asset fund represents value embodied in the charity's buildings and equipment.

Transfers between funds

Transfers between funds relate to restricted funds for capital projects, which have been fully spent and transferred to the designated fixed assets fund.

20. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2022 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Gains/ (Losses) £*	*Balance at 31 March 2023 £*
Unrestricted funds						
Designated funds						
Fixed assets	*3,512,006*	*-*	*(189,992)*	*-*	*-*	*3,322,014*
Hospice at home	*200,000*	*-*	*-*	*-*	*-*	*200,000*
	3,712,006	*-*	*(189,992)*	*-*	*-*	*3,522,014*
General funds						
General Funds	*1,167,446*	*4,719,945*	*(4,806,207)*	*-*	*(144,216)*	*936,968*
Total Unrestricted funds	*4,879,452*	*4,719,945*	*(4,996,199)*	*-*	*(144,216)*	*4,458,982*
Restricted funds						
Donations	*183,166*	*213,972*	*(146,586)*	*(13,472)*	*-*	*237,080*
Restricted fixed assets	*1,014,809*	*-*	*(32,033)*	*13,472*	*-*	*996,248*
	1,197,975	*213,972*	*(178,619)*	*-*	*-*	*1,233,328*
Total of funds	*6,077,427*	*4,933,917*	*(5,174,818)*	*-*	*(144,216)*	*5,692,310*

21. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Designated funds	**3,522,014**	**-**	**(161,843)**	**998,423**	**-**	**4,358,594**
General funds	**936,968**	**6,168,074**	**(5,354,940)**	**(32,768)**	**77,695**	**1,795,029**
Restricted funds	**1,233,328**	**222,581**	**(134,071)**	**(965,655)**	**-**	**356,183**
	5,692,310	**6,390,655**	**(5,650,854)**	**-**	**77,695**	**6,509,806**

Summary of funds - prior year

	Balance at 1 April 2022 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Gains/ (Losses) £*	*Balance at 31 March 2023 £*
Designated funds	*3,712,006*	*-*	*(189,992)*	*-*	*-*	*3,522,014*
General funds	*1,167,446*	*4,719,945*	*(4,806,207)*	*-*	*(144,216)*	*936,968*
Restricted funds	*1,197,975*	*213,972*	*(178,619)*	*-*	*-*	*1,233,328*
	6,077,427	*4,933,917*	*(5,174,818)*	*-*	*(144,216)*	*5,692,310*

22. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	4,158,594	-	**4,158,594**
Fixed asset investments	1,570,354	-	**1,570,354**
Current assets	1,706,463	356,183	**2,062,646**
Creditors due within one year	(452,671)	-	**(452,671)**
Creditors due in more than one year	(829,117)	-	**(829,117)**
Total	6,153,623	356,183	**6,509,806**

Analysis of net assets between funds - prior period

	Unrestricted funds 2023 £	*Restricted funds 2023 £*	*Total funds 2023 £*
Tangible fixed assets	*3,346,988*	*996,248*	*4,343,236*
Fixed asset investments	*1,273,477*	-	*1,273,477*
Current assets	*1,072,907*	*237,080*	*1,309,987*
Creditors due within one year	*(370,530)*	-	*(370,530)*
Creditors due in more than one year	*(863,860)*	-	*(863,860)*
Total	*4,458,982*	*1,233,328*	*5,692,310*

23. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2024 £	*Group 2023 £*
Net income/expenditure for the period (as per Statement of Financial Activities)	**817,496**	*(385,117)*
Adjustments for:		
Depreciation charges	**249,690**	*236,944*
(Gain) / Losses on investments	**(77,695)**	*144,216*
Dividends, interests and rents from investments	**(83,096)**	*(59,935)*
Decrease/(increase) in stocks	**100**	*(850)*
Decrease/(increase) in debtors	**(508,646)**	*153,322*
Increase in creditors	**75,409**	*1,766*
Net cash provided by operating activities	**473,258**	*90,346*

24. Analysis of cash and cash equivalents

	Group 2024 £	*Group 2023 £*
Cash in hand	**1,292,458**	*1,048,345*
Cash held in investments	**50,021**	*122,401*
Total cash and cash equivalents	**1,342,479**	*1,170,746*

25. Analysis of changes in net debt

	At 1 April 2023 £	Cash flows £	Other non-cash changes £	At 31 March 2024 £
Cash at bank and in hand	**1,048,345**	**244,113**	**-**	**1,292,458**
Debt due within 1 year	**(93,591)**	**28,011**	**(34,743)**	**(100,323)**
Loans due after 1 year	**(863,860)**	**-**	**34,743**	**(829,117)**
	90,894	**272,124**	**-**	**363,018**

26. Pension commitments

Staff may opt to join a defined contribution pension scheme, the assets of which are held separately from those of the charity in independently administered funds. The employer's contribution to this scheme is between 3% and 6.5% (2023: 3% and 6.5%) of pensionable pay. Future contributions are expected to be at a similar level.

Staff previously employed by the National Health Service and who were members of the NHS Superannuation Scheme continue to be members of that scheme. The NHS scheme is a defined benefit pension scheme. However, the scheme is a multiple employer 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. Contributions are charged to the SOFA so as to spread the cost of pensions over employees' working lives with the charity.

Details of the benefits payable under these provisions can be found on the NHS Pensions website at www.pensions.nhsbsa.nhs.uk.

The employer's contribution to the scheme is 14.38% *(2023: 14.38%)* of pensionable pay.

The pension cost charges, representing employer's contributions to both schemes, amounted to £144,929 *(2023: £134,010)*. This is net of a NHS pension contribution of £43,563 *(2023: £43,563)* received as part of the Dudley CCG grant. Contributions totalling £Nil *(2023: £Nil)* were payable at the year end and are included in other creditors.

No trustee qualified for benefits under either of these schemes.

27. Operating lease commitments

At 31 March 2024 the Group and the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2024 £	*Group 2023 £*	**Company 2024 £**	*Company 2023 £*
Not later than 1 year	**186,144**	*151,254*	**16,844**	*16,844*
Later than 1 year and not later than 5 years	**241,649**	*399,650*	**19,626**	*38,042*
Later than 5 years	**-**	*23,184*	**-**	*-*
	427,793	*574,088*	**36,470**	*54,886*

28. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the Company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.

29. Related party transactions

There have been no other related party transactions that require disclosure other than the transactions with the subsidiary companies, The Mary Stevens Hospice Trading Company Limited and Mary Stevens Hospice Lottery Limited, as set out below:

Income from donated goods under the retail Gift Aid scheme are sales which were processed by The Mary Stevens Hospice Trading Company Limited on behalf of the Charity and are included under retail income.

The subsidiary companies also made a gift aid distribution to the Charity as disclosed in Note 30.

The balance outstanding at the year end owed from The Mary Stevens Hospice Trading Company Limited was £85,483 *(2023 - £98,539)*.

The balance outstanding at the year end owed from Mary Stevens Hospice Lottery Limited was £180,681 *(2023 - £200,979)*.

30. Principal subsidiaries

The Charity has two wholly owned trading subsidiaries which are registered and incorporated in England.

The following were subsidiary undertakings of the company:

Names	Company number	Registered office or principal place of business	Principal activity
The Mary Steven Hospice Trading Company Limited	02648133	221 Hagley Road, Oldwinsford, Stourbridge, DY8 2JR	Sells goods and gift aids taxable profits to The Mary Stevens Hospice
Mary Stevens Hospice Lottery Limited	03885815	221 Hagley Road, Oldwinsford, Stourbridge, DY8 2JR	Runs a lottery and gift aids taxable profits to The Mary Stevens Hospice

The financial results of the subsidiaries for the year:

Name	Income	Expenditure	Profit/(Loss) for the year	Net assets/(liabilities)
The Mary Stevens Hospice Trading Company Limited	1,730,090	1,533,591	196,499	214,602
Mary Stevens Hospice Lottery Limited	419,152	181,739	237,413	241,893

At the end of the financial year, Mary Stevens Hospice Lottery Limited made a gift aid distribution of £237,460 (*2023: £249,458)* and The Mary Stevens Hospice Trading Company Limited made a gift aid distribution of £214,602 *(2023: £158,078).*

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www.marystevenshospice.co.uk

Donate to The Mary Stevens Hospice and help us continue to provide specialist palliative care to our community.

SCAN ME

THE MARY STEVENS HOSPICE

England & Wales - Charity number 517656

Accounts

The Mary Stevens Hospice Trustees and Directors Annual Report including consolidated audited financial statement for the year ending 31 March 2023

Care | Compassion | Kindness

The Mary Stevens Hospice Limited, Registered Charity Number 517656. Registered Company Number 1963989 (England and Wales)

The Mary Stevens Hospice Limited
Annual Report 2022/2023

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A word from our Chair

Hello and welcome. It gives me immense pleasure to invite you to read the Trustees Annual Report. Also, my thanks to all who have made significant contributions to the report.

The opening forward and commentary provided by Vice Chair John Turner and Chair of Clinical Standards Dr Jane Bridgewater-Flint gives you a brief insight into the financial and clinical landscape of the Hospice.

2022/23 was another challenging year during which the support of all our staff, volunteers and funders helped us to continue to deliver excellent service for our patients and their loved ones undertaking and delivering success after success. It would be remiss of me if I did not acknowledge the No Barriers Here© project which has achieved a broad spread of interest across the health economy both locally and nationally. The focus on equality, diversion and inclusion can benefit the organisation and attract a wider pool of talent. Equally important is the opportunity to embed the chance to raise staff satisfaction and a feeling of belonging and enhanced creativity.

Post Covid the Senior Leadership Team are developing plans to increase the core business provision in the community and the local health economy. It is clear to me we have the appetite and ambition – we want to lead the way in making lasting positive contributions for the communities we serve.

Finally, from me, my sincere gratitude to my fellow Trustees for their invaluable expertise and guidance in supporting this wonderful and outstanding organisation.

Peter Marsh
Chair of Trustees, The Mary Stevens Hospice

Brief Financial Overview

The year ended 31 March 2023 saw a deficit of £382,305, compared to a deficit of only £309,000 the preceding year. As much of the deficit relates to the depreciation of the Hospice's fixed assets and unrealised losses on investments, the Hospice's cash position nevertheless saw an improvement.

The Hospice succeeded in growing its total income from all sources, with particular success in achieving support from charitable trusts. However, the increase was insufficient to match the increases in costs. The cost pressures, particularly in relation to salaries, the Hospice's principal cost, were largely driven by external factors such as increases in the National Minimum Wage, NHS terms of employment and the inflationary consequences of the war in Ukraine.

Fortunately, the Hospice benefited from an increase of almost £100,000 in legacy income and from an increase in donations. It is also already clear that legacy income in the year to 31 March 2024 will show a further increase. The local NHS Commissioners have also now acknowledged the need to provide further funding to the Hospice and although the amount and timing remain uncertain it is an encouraging sign for the future.

More details of the financial position are included in the Financial Review and in the attached detailed audited accounts.

John Turner
Vice Chair of the Trustees

Clinical progress overview

It has been a privilege to Chair the Clinical Standards Committee since first a Trustee in 2015, and am proud of our reach across the medical community in welcoming Palliative Care Consultants and other relevant Specialists to advise and work with us as we move to establish a specialist care model. We are particularly grateful to our Acute Trust Medical Director, Dr Julian Hobbs, who has generously taken on a Governance role with us before an eventual Consultant appointment is made. Following our Outstanding CQC rating in 2020, significant initiatives have been pursued in ward management, specialised day care clinics, "No Barriers" leadership, grants for new services, and strategic development for sustainability. A continuing educational approach as we optimise governance processes ensures we learn from all, and aspire to be an example of excellent practice in end of life care. Integrated audits and research towards continually improving care, form our current priorities.

Dr Jane Flint Bridgewater
Chair of Clinical Standards Governance Committee

A word from the CEO

It gives me immense pleasure to present this report to you and share both the successes and challenges that the hospice has faced during the past 12 months.

As an independent Hospice registered with both Companies House and the Charity Commission, I am pleased to report that we have experienced a year with minimal disruption from Covid 19 on clinical services.

However, the year has not been without its challenges, in part due to the financial legacy of the pandemic. Widespread economic pressures impacted negatively on income generation. The rise in inflation, interest rates and fuel costs have all negatively affected the cost of living. Significant financial hardship has affected both businesses and individuals, which we have seen reflected in falling donations to the Hospice.

We are thankful to have experienced significant growth in legacy income, which is forecast to carry on through the next budget year. Trustees and the Senior Leadership Team have supported a more focused strategy on investing in the growth of legacies moving forwards.

The level of statutory funding received from our Commissioners remains significantly lower than the national average, which negatively impacts on our capacity to grow Hospice services. A business case from the Hospice was accepted by the Black Country ICB (Integrated Care Board) during this reporting year to place the Hospice on their cost pressures register. Reforms within the Health and Care Act 2022 put into statute the requirement for ICBs to commission core and specialist palliative and end of life care services. As a Hospice we have been migrated to an NHS contract, but the levels of funding attached to these contracts in the future are still uncertain.

During the latter part of the reporting period, the Hospice engaged in an independent peer review of its clinical governance. This review was to evidence the safety of the standards of governance as part of the recruitment process for a Palliative Medicine Consultant. This work spans into the following budget year but was essential in ensuring the Hospice could provide specialist palliative care to people with complex issues within the local healthcare system.

It is a privilege to lead the team at Mary Stevens. The work ethics and values of care, compassion and kindness upheld by our employees are exemplary.

I thank everyone who contributes to making our work possible.

Claire Towns
Matron and CEO

Meet the Trustees

Peter Marsh (Chair)

Peter's career spanned 44 yrs working in the NHS managing Major Capital Development, the last 15yrs of which Peter was responsible for delivering non-medical facilities over multiple sites. Peter was appointed a Magistrate in 1997. He now chairs Fundraising Governance Committee.

John Turner (Vice Chair)

Originally from Hereford, John obtained a degree in theoretical physics before qualifying as a Chartered Accountant, specialising in taxation, and subsequently becoming a partner in Deloitte. Formerly the treasurer of Stourbridge Tennis Club and a West Bromwich Albion season-ticket holder. He Chairs the Finance and Resources Committee for The Mary Stevens Hospice.

Brian Blakemore

Brian has over 40 years' of experience in financial services covering Corporate Banking and Private Equity. He has a range of non-executive positions covering venture capital, corporate finance, private equity and online retail. From 2020, Brian has been the Chair of Trading Board of Mary Stevens Hospice.

Spencer Hodgson

Before retiring, Spencer had 30 years experience as a senior manager, gaining a mix of commercial, operational and administrative/financial experience gained across a range of industries and company sizes in the private and semi-public sectors. Spencer has been a fundraising volunteer for Mary Stevens Hospice and is a member of the Finance and Fundraising Governance Committees and a Director of The Lottery Board.

Angus Lees

Angus has a strong commercial background and qualified to MBA standard. Cabinet Member at Dudley MBC holding the portfolio for the West Midlands Combined Authority. Member of the WMCA Overview & Scrutiny Committee, Housing & Land Board, Strategic Economic Development Board & Transport Development Committee. Previously worked within large corporations, and subsequently ran his own company for 11 years.

Nigel Dace

resigned 16 May 2023

Nigel worked as a Solicitor in private practice for over 40 years, retiring in 2015. During the next year he became a Trustee of Mary Stevens Hospice and values considerably the high regard in which the Hospice is held within and beyond the Stourbridge community. He serves on the Governance and Clinical Standards Committees.

Steve Waltho MBE

Steve is a Dudley Councillor and former Mayor of Dudley with 21 years of public service to date for which, along with a lifetime of charity fundraising, he was awarded the MBE in 2018. He has also served on Health Boards in various capacities and currently serves on both the Fundraising and Trading Board Committees at Mary Stevens Hospice.

David Martin

David is a Chartered Accountant with over 30 years' of experience working as an accountant in industry and now in practice. Many of his clients are owners of SMEs who he helps to understand the numbers and this experience is proving to be invaluable in his roles as a Trustee of Mary Stevens Hospice and as a member of the Resources and Fundraising Governance Committees.

Karen Shakespeare

Karen has 25 years' experience as a Customer Service Manager in the Manufacturing, Utility and Logistics industry. She has served as a Councillor on Dudley Council for the past 19 years, much of that time as the Cabinet Member for Environment.

Dr Jane Flint Bridgewater

Vice Chair 2016 - 2018, Chair 2018 - 2020

Retired Consultant Cardiologist/Hon. Senior Lecturer; first Clinical Director of Black Country Cardiovascular Network 2003-2008; Trustee British Heart Foundation 2006-2014; Medical Director of Action Heart Prevention and CR Programme 1988-2020; ad hoc adviser to CQC, PHSO to March 2020. Chaired Clinical Standards Committee at Mary Stevens Hospice 2016 to date.

Barbara Coles

Barbara is a retired teacher having worked for over 40 years in Birmingham and Sandwell schools. Barbara had links with several hospices in past years and seeing the wonderful work they do, was keen to help in some way. Member of the Clinical Standards Committee.

Andrew Bagnall

resigned 1 November 2022

Andrew qualified from Guy's Hospital, London as a Registered General Nurse in 1993 and has worked in hospices in both Oxford and Wolverhampton throughout his career. Alongside his extensive clinical knowledge and experience, Andrew has delivered palliative and end of life training across all settings and presently works as a Senior Lecturer at the University of Wolverhampton teaching undergraduate to doctoral level students. As a Trustee at Mary Stevens Hospice, Andrew is co-opted to the Clinical Standards Committee.

John Graham

co-opted 16 November 2022

John is proud to be ethnically Scots - both his parents are from Fife and he is named after his grandfather, who was a coal miner there. However, he was born and brought up in Kent. Inspired by his police officer father, who at one time prosecuted in the Magistrates' Court, he went on from grammar school to read law at Birmingham University. After graduating, he studied further at the College of Law in Guildford and qualified as a solicitor in 1981. After initial employment in West Bromwich, he moved to Tanfields in Dudley, a firm later taken over by Talbots Law where he remained until retirement in 2020. During his legal career he practised in various types of litigation and disputes, appearing regularly in local courts. He lives in West Bromwich where he is a past Churchwarden, current Treasurer and member of the bell ringing team at All Saints' Church. His other interests include the performing arts, music, theatre, the Rotary Club of Dudley, and food and drink. He is a reasonable cook and a barely competent guitarist. As a carer for his disabled partner Christine, he is familiar with personal care needs and mobility equipment.

Chair of the Lottery Board:

Arthur Baker

Arthur was a senior Finance Director for an international construction company, followed by many years working for a leading London merchant bank. For the 10 years prior to retirement he was Chief Executive of a UK Casino company. Arthur is a Director of Lottery, and now Chairs the Lottery Board.

Charity Governance

Constitution

The Charity was formed as a company limited by guarantee on 22 November 1985 and is governed by its Memorandum and Articles of Association. The Charity was incorporated in England and Wales.

As a company limited by guarantee it has no allotted share capital. Members of the company have a contingent liability arising from the guarantee given by each member to contribute, if required or on winding up, an amount not exceeding £1.

Trustees

Trustees are appointed by the Board of Trustees at a Board meeting, but their appointment only takes effect once ratified by the majority of Company Members voting at a General Meeting or by written resolution. Under the Articles, Trustees are appointed for an initial four-year term, and a Trustee who is willing to continue in office may serve up to a maximum of two terms of four years. After completion of their second four-year term, a Trustee may only be appointed for subsequent one-year terms where the Board decide it is in the best interests of the Company to do so.

The Chairman is elected by his or her fellow Trustees following a recruitment and selection process. The Chairman Peter Marsh was appointed with effect from 20th November 2020.

Potential new Trustees are identified from a variety of sources including external recruitment, personal recommendation by members or the current Trustees. Often, but not exclusively, potential Trustees will have previously been associated with the work of the Charity perhaps as a volunteer, involvement in a support organisation or in the activities of a subsidiary company.

Selection for appointment is based solely on the likelihood it is believed the individual is likely to make to the development and delivery of the Charity's objectives having regard to their commitment, experience and in some instances, specialist skills.

Prospective Trustees are required to submit an expression of interest and provide references. A formal interview process is undertaken by a panel of existing Trustees and the candidates have an opportunity to meet key staff. For successful candidates, the appointment is approved by the full Trustee Board. On appointment, there is a formal induction process to consolidate the information previously gained.

The Charity's Trustees are also directors of the company for the purposes of company law. Trustee indemnity insurance is provided for the benefit of the Trustees.

Subsidiary Companies

The Charity has two wholly owned subsidiary companies which operate for the purpose of raising funds and promoting public awareness of the Charity. They are:

• Mary Stevens Hospice Trading Co. Limited (registered company number 02648133) which operates 13 trading outlets.

• Mary Stevens Hospice Lottery Limited (registered company number 03885815), which operates regular lotteries.

Each subsidiary company has its own separate Board that meets quarterly and is focused on that Companies activities, compliance, and performance. Each Company gift aids any profits made to the Charity.

Corporate Governance and Internal Control

The Charity is governed by the Board of Trustees which is responsible for setting the strategic direction of the organisation, establishing policy, and agreeing the annual financial budget, business plan and monitoring progress against the budget. The Board meets regularly throughout

the year. Overall responsibility for the day-to-day management of the organisation is delegated by the Board to the Chief Executive. The Chief Executive reports to the Chairman of the Board and together with the Director of Fundraising, Director of Finance and Director of Trading, attend all Board meetings.

Charity Governance

Responsibility for the governance structure of the organisation is split between several committees and the Senior Leadership Team and overseen by the Governance Committee who meet quarterly. The make-up and responsibilities of these committees are described below. Trustees are encouraged to attend meetings of any of these committees and working groups where appropriate to their roles and interests. The Charity follows the Charity Governance Code.

Senior Leadership Team

The Hospice Senior Leadership Team meets at least twice a month and comprises the Chief Executive, Director of Finance, and the Director of Fundraising & Trading Director. The meeting is chaired by the Chief Executive. The Senior Leadership Team is responsible for strategic leadership, Organisational development, external relationships, environment, change leadership and organisational communication.

Clinical Standards Committee

The Clinical Standards Committee meets quarterly and is a standing Committee of the Trustee Board. The Committee is responsible for monitoring and assuring the clinical quality of services and that standards defined by external regulators are met. The Clinical Standards Committee comprises Dr. J. Flint Bridgewater (Chairman and Trustee), Dr Julian Hobbs (Trustee), John Graham (Trustee), Barbara Coles (Trustee), Claire Towns (Chief Executive). Other specialist members of staff are invited to attend for specific agenda items.

The specific duties of the Committee are to:
• Maintain a strong awareness of the latest legislation and practices affecting or relating to our services and provide assurance to the Board of Trustees.

• Maintain a log of regulatory and commissioning obligations and requirements and report to the Board of Trustees.

• Scrutinise areas of risk and/or development and agree priorities and monitoring mechanisms.

• Utilise monitoring systems to evaluate progress at regular agreed intervals and recommend actions to mitigate risk as appropriate.

• Receive assurance that all systems and processes are integrated across all functions where appropriate e.g., incident reporting and complaints management.

• Receive assurance that all practice is evidence based and agree a programme of audit including falls, pressure damage, learning from deaths, nutrition standards and New Early Warning Signs.

• Promote safety and excellence in patient and family care.

• Monitor operational performance of clinical areas ensuring good utilisation of resources and response to any trends.

• Monitor progress with the clinical services strategy and assure the Board of Trustees.

• Have overview responsibility for compliance with the Care Quality Commission.

• Monitor the effectiveness of clinical practice.

• Ensure there are effective processes in place to manage infection risk.

• Ensure there are processes in place to effectively safeguard children and adults.

• Monitor the external environment and ensure Mary Stevens Hospice is responding appropriately to changes in commissioning, palliative care policy etc.

• Escalate issues to the Board of Trustees as appropriate.

Remuneration Committee

This committee is responsible for ensuring the remuneration arrangements support the strategic aims of the organisation. The committee comprises Peter Marsh (Chairman and Trustee), John Turner (Trustee) plus an additional Trustee Dr Ellen Jane Flint meeting quarterly and as required. Claire Towns (Chief Executive) and Simon Henwood (Director of Finance) attend to provide a briefing and give evidence.

The main responsibilities of the Committee are to:

• Formulate and monitor the organisation's remuneration policy.

• Review the organisation's salary banding process and related remuneration and reward packages against agreed independent market benchmarking tools and ensure the Hospice's salary and reward packages are equitable, fair and remain competitive.

• Approve the annual cost of living salary increase for all staff considering rates of inflation and known NHS, charity sector and commercial benchmarking in the given year.

• Approve any non-consolidated pay awards (bonus) as recommended by the Chief Executive which relates to the Mary Stevens Hospice policy in this matter.

• Determine the remuneration and reward package of the Chief Executive and other Directors who are considered to have senior level responsibility for the leadership and management of Mary Stevens Hospice.

• Approve pension arrangements and ensure contractual terms on termination are fair to the individual and to Mary Stevens Hospice, that poor performance is not rewarded and, where possible, potential losses are mitigated.

• To determine and approve succession planning and talent management for the CEO and leadership team

Finance & Resources Committee

The committee is responsible for:
The committee comprises John Turner (Treasurer and Trustee), Brian Blakemore (Trustee & Trading Chair), Peter Marsh (Hospice Chairman), David Martin (Trustee), Spencer Hodgson (Trustee), Cllr. Steve Clark (Trustee) Claire Towns {Chief Executive), Simon Henwood (Director of Finance) The committee meets up to six times a year and on other occasions as required to deal with specific matters raised by the Board of Trustees.

The specific duties of the Committee are to:

• Ensure the financial viability of Mary Stevens Hospice, provide stewardship of the charitable assets and oversee the annual external audit.

• Providing assurance to the Board of Trustees that all financial and income generation structures, processes, and controls are fully compliant with regulators and commissioners, are effective and efficient and are of the high standards expected of Mary Stevens Hospice.

• To develop, approve and evaluate progress against the Income Generation strategy and recommend actions to mitigate risk.

• To identify areas of risk and/ or development opportunity, approving investment and agreeing priorities.

• To support and review KPls ensuring appropriate monitoring mechanisms are in place which are specific to Income Generation.

• To review the financial position and income generation performance of Mary Stevens Hospice ensuring budget and achievement is realistic and ·proportionate to investment.

• To recommend the Reserves policy to the Board of Trustees and review the use of reserves.

• To recommend approval of the annual financial plan.

• Review the rolling forecast to ensure projections are reasonable and are aligned with the Trustees reserves policy initially approving any exceptions and escalating to the Board of Trustees for final approval.

• To set the accounting policies for Mary Stevens Hospice.

• To approve all banking arrangements and reviewing performance.

• To appoint external auditors and financial advisors and reviewing performance and ensuring adherence to Mary Stevens Hospice constitution ensuring that auditors and investment advisors are reviewed and re-tendered according to guidelines.

• To liaise with the external auditors before, during and after the annual statutory audit, ensuring all key issues identified are satisfactorily resolved.

• To review internal audit reports prepared by the finance manager, ensuring all key issues identified are satisfactorily resolved.

• To monitor the performance of the Hospice's investment managers and advising them of funding requirements both in terms of new investments and the timing of potential drawdowns.

• To ensure policies are reviewed annually or in line with designated review periods.

• To escalate issues to the Board of Trustees as appropriate.

Fundraising Governance Committee

The committee comprises Peter Marsh (Chairman and Trustee), David Martin (Trustee), David Martin (Trustee), Spencer Hodgson (Trustee), Cllr. Steve Waltho (Trustee) Claire Towns {Chief Executive).

The committee meets quarterly to deal with the progress of Fundraising development and delivery for the Hospice. The specific duties of the Committee are to:

• To oversee Fundraising activities, evaluate progress against the Fundraising strategy.

• To develop, approve and evaluate progress against specific Fundraising activities and plans.

• To review the financial position and income generation performance of Fundraising.

• Review the rolling forecast to ensure projections are reasonable and are aligned with the Hospice expectations initially approving any exceptions and escalating to the Board of Trustees for final approval.

• To ensure compliance with code of fundraising practice and other relevant Fundraising Standards Board recommendations.

Summary of Main Activities

At Mary Stevens Hospice we believe that people with progressive, incurable, life-shortening illnesses should be helped to live as fulfilling a life as possible until achieving a natural, peaceful and dignified death free from pain or anxiety and surrounded by those whom they love.

Clinical

• Provide care, compassion and kindness for patients, families and carers from a Consultant led, multi-disciplinary team.
• Aspire to be a centre of excellence in the provision of specialist palliative and end of life care which is safe, caring, effective and responsive to people's needs.
• Provide training and education to improve care at various stages along the patient journey.
• Sustain a diverse, adaptable, well-motivated team of volunteers to support service delivery.

Fundraising

• Mary Stevens Hospice aims to minimise the cost of fundraising activities.
• To ensure we are making the best use of generous donations we benchmark different fundraising channels and techniques to ensure that they are competitive.
• We work hard to ensure that we can report back to our donors on the results and impacts that their giving achieves.

Income Generation

• Develop a sustainable income generation model.
• Raise income ethically and in a responsible way.
• Develop an improved range of activities for the Trading subsidiary.
• Develop local fundraising support.
• Develop and implement a revised legacy strategy that encourages people to leave us a gift in their will.
• Recruit corporate supporters.
• Develop strong fundraising links with the local community.
•Promote membership of The Mary Stevens Hospice Lottery.

Principal Risks and Uncertainties

The Trustees are acutely aware of the need to identify and assess the principal risks and uncertainties faced by the Hospice. A risk register is maintained and is reviewed at all meetings of Trustees. The register extends to 64 separate risks and assesses both the likelihood of a risk occurring and it's consequence, enabling the relative significance to be determined.

The risks cover clinical, financial and regulatory issues. The principal financial risks and the measures being adopted to minimise them are detailed elsewhere in this report. Risks are also minimised by appropriate training both in clinical areas but also regulatory areas. The impact of the Covid 19 pandemic has necessitated significant operational changes across all departments.

The Senior Leadership Team with Trustees support and scrutiny, are focused on the continued risks to the business as the trends of the current economic climate create future uncertainties.

Our Fundraising Standards

We abide by the Fundraising Code of Practice which covers all aspects of fundraising and good practice. We work hard to protect our supporters' data, as well as evolving our systems to ensure that our supporters can choose how they would like to be contacted and with what types of communication. We have acted to ensure we are fully compliant with The Data Protection Act 2018.

The Hospice recognises its duty of care to members of the public and, in particular, to vulnerable persons. The Trustees have approved a Safeguarding Policy and all members of the Fundraising Department and Trustees are Disclosure and Barring Service registered.

Risk assessments are carried out for all the fundraising events.

The fundraising department received no formal complaints during the year.

Successes and Objectives

In 2023, all Hospice staff and volunteers are being consulted in developing the new 3-year strategy. It is important to the Senior Leadership Team that the strategy is owned by everyone.

As a result of this piece of work, the plans for 2022-2023 do not represent a drastic deviation from the current plans.

As a business we continued to grow activities that hold strategic importance, these include:

• To invest in and support our workforce

• To increase our focus on diversity and inclusion, across both paid employees and volunteers

• To focus on areas of income generation including legacy income where there is growth potential

• To further increase access to both adults and children's bereavement services across the local population

• To be recognised as a local provider of specialist palliative care services that is operating a consultant led model

The broad themes for the new 3-year strategy currently under staff consultation are

1. Promote environmental sustainability

2. Care for patients and carers expanding our reach

3. Develop financial and operational sustainability

Successes and Achievements

The following pages of the report highlight the delivery of key projects during 2022-2023. Each has contributed towards the delivery of the Hospice's strategic aims.

A 2 year grant funding programme has seen the Day Services Unit expand both its physiotherapy support and complementary therapy lead. Both posts have allowed expansion of services. The physiotherapy post has developed more focused care for cohorts of patients attending the FAB (Fatigue And Breathlessness) group; whilst the therapy post has addressed the growing demand for therapies particularly for outpatients or persons accessing therapies as part of their bereavement care.

The In Patient unit team was restructured, leading to improved leadership within the team.

There has been significant investment in staff training with all Band 6 nurses being supported to complete enhanced clinical skills training.

In partnership with the local acute NHS Trust and funded by NHS Charities Together 2023 saw the publication of No Barriers Here©, palliative care research study and service improvement project which focused on advance care planning with minoritised ethnic communities.

Bereavement services have grown and continue to do so. The major success is that the services are no longer offered solely to people known to the Hospice. There are bereavement information points in the Hospice shops and in public places such as banks, libraries and other community settings.

The Hospice pharmacist was up-skilled and qualified as an associate principal research investigator. The hospice has been recruited to the CHELsea study.

The Trading company underwent further restructuring to improve efficiency. They have also invested in new till software within the shops which should result in more robust Gift Aid claims.

In Patient Unit

April 2023 - March 2023

Post COVID 19

Caring for patients and seeking to ensure they remained safe during the COVID 19 pandemic whilst also trying to maintain a sense of normality with visitors spending time at the hospice has been difficult, but we managed this successfully.

Maintaining adequate and safe staffing numbers when COVID 19 levels fluctuated was only possible because of the commitment and dedication of the IPU team and members of our nursing bank who responded to the call and worked additional shifts.

We are learning to live with the unpredictable influence of COVID 19 and seeking to ensure we have a robust system in place to balance the demand upon our limited number of beds and the availability of staff. Our strategy has been to ensure our nursing establishment is optimised as we have advertised vacancies and increased the number of bank nurses and health care assistants we can call upon.

Visiting times are affirmed as 11am until 8pm with no restriction on the number of individuals now visiting patients, although visitors are encouraged to liaise with others to ensure patients are not too tired or the number of visitors isn't concentrated at particular times. Open visiting is available for those patients who are deteriorating or nearing the end of life, with loved ones welcome to stay overnight should the need arise.

New Ward Manager

Andrew Bagnall joined the team on 3rd January 2023 having served as a Trustee for 12 months prior to his appointment. Andrew has brought a wealth of clinical and educational experience having worked in palliative and end of life care for over 30 years. Andrew has identified a number of projects which includes the ongoing development of IPU staff, including the revisiting of job descriptions to ensure staff are working to and achieving their potential, and an education and development programme to ensure both registered nurses and health care assistants have the knowledge and skills to care for those requiring palliative and end of life care. A working group continues to meet in readiness for introducing new uniforms to IPU and the Nutritional Working Group is developing new ideas to meet the dietary requirements of patients admitted to IPU irrespective of cultural or ethnic background or dietary preferences.

Air Conditioning on IPU

Air conditioning was installed into each of the 10 IPU rooms which has been of great value during periods of hot weather and for the purposes of keeping the deceased in an appropriate environment. The cost of the installation was approximately £10,000.

New Patient Recliner Chairs

Five new chairs were ordered some months ago but delayed due to a relocation of the Company. However, these have now arrived and are a welcome asset to the rooms without a comfortable recliner chair. The cost of these 5 chairs was £8,550.

IPU Refurbishment

Refurbishment is planned to start during the next financial year. This will involve the addition of 3 en-suites into existing bedrooms, alongside the development of one larger bedroom; an overnight flat for relatives/visitors; a larger office for ward staff; enhanced changing rooms; and a modified patient/visitor lounge.

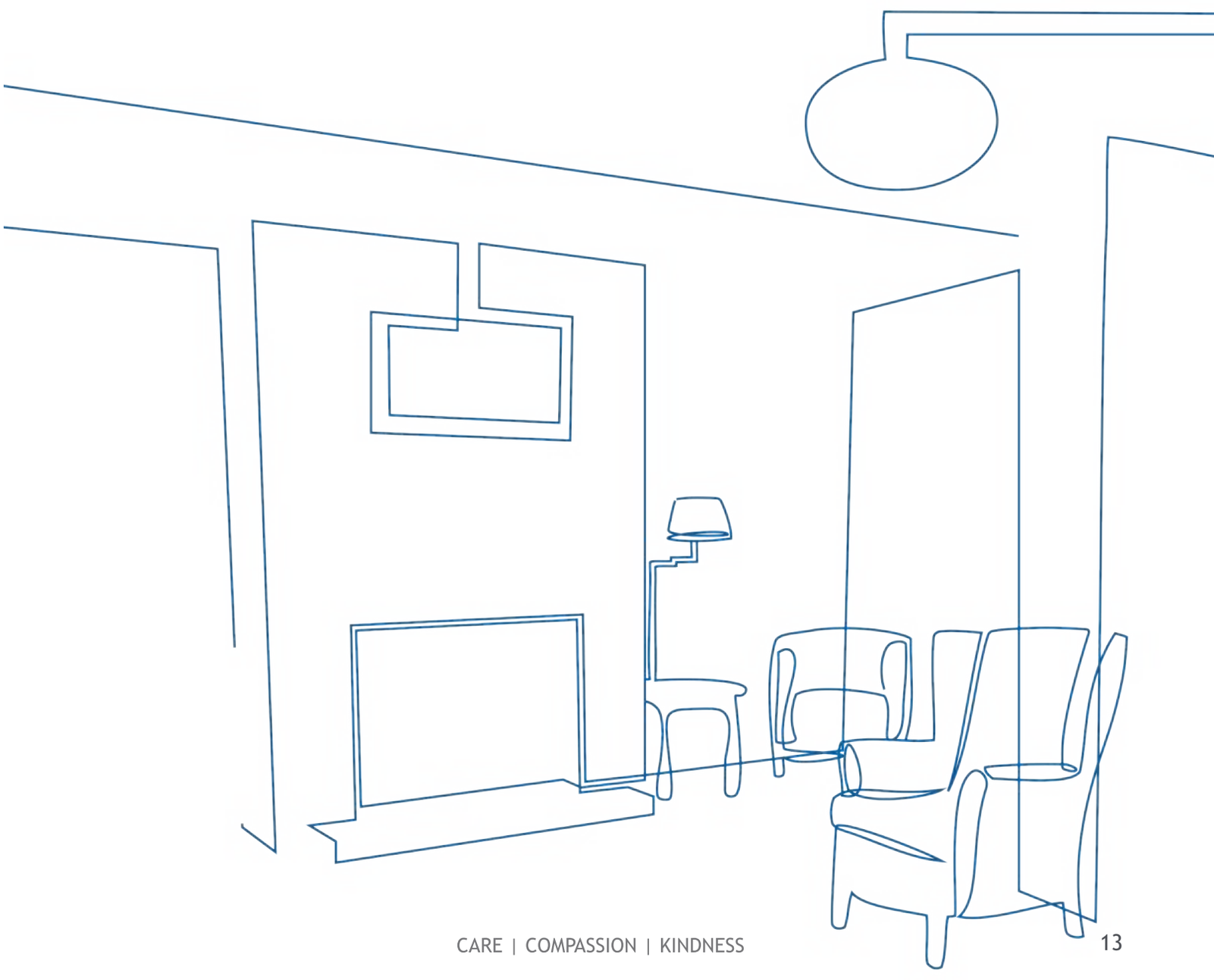
Education & Training Programme/Staff Development

A comprehensive programme of education and training, including updating of clinical skills has been prepared which IPU staff can access during the refurbishment which means we'll be managing the care of patients alongside the closing and reopening of patient's rooms. This programme will mean that all staff can identify their own learning needs and take advantage of the training on offer.

152
Admissions

115
Deaths

348
Referrals



Marie

Medicines Management

April 2022 - March 2023

Medicines management at the Hospice has changed significantly this year. We have further embedded an Electronic Prescribing and Medicines Administration (EPMA) system; which is reducing risk and ensuring that patients 'Get it on Time, Every Time'. The service provider we are using continues to be most helpful in supporting with this venture. The whole team have seen the improvement this yields in terms of prescribing and reviewing prescribing and administration records also; something which we do frequently to ensure we are always following best practice and moving forward as the speciality of palliative medicine evolves.

We have also changed our medication supplier to the same service provider this year too, which helps to streamline the whole process from admission through to discharge and beyond. It also fulfils our obligations to ensure the necessary licences are in place for us to source and administer the medications our patients so readily need.

These are exciting times from a pharmacists perspective, and they provide another valuable addition to ensuring that medicines are used safely, appropriately and with respect within our Hospice.

Day Unit Activity

April 2022 - March 2023

During 2022/23 the Day Service Unit continued to operate between Monday to Friday, with various groups and clinics taking place each day. We worked closely with the community teams, attending weekly multi-disciplinary team meetings with Dudley Community Rehabilitation Services, Motor Neurone Disease (Queen Elizabeth Hospital and Dudley teams) and the Dudley Living with and Beyond Cancer support service. This collaborative working has enhanced professional relationships and improved access and care for patients.

Clinics

On average 3 new patients per week accessed Day Service Unit for a clinical review, a service that takes place twice a week supported by the hospice medical team and delivered by the Day Service Unit nursing team. The clinics offer patients the opportunity to a holistic assessment, reviewing individual need supported by an Integrated Palliative Care Outcome Scale (IPOS) score. Following the initial assessment, people may be referred or introduced to additional Hospice groups and services such as complementary therapies, spiritual care, patient and family support, psychotherapy, social support, physiotherapy, legacy work, or the In Patient Unit. Moreover, clinics offer the time and space for advance care planning and ReSPECT (Recommended Summary Plan for Emergency Care and Treatment) discussions and documentation.

A medical review clinic commenced in March 2023, supported by the hospice specialist palliative care pharmacist prescriber, with an average of 6 patients per week accessing the service for symptom management and continuation of advance care planning and ReSPECT decision making conversations.

We provided the following clinics, support groups and activities either fortnightly or monthly at the time under report. Some of these were delivered by specialist condition nurses and allied health professionals such as a Motor Neurone clinical nurse specialist, a Parkinsons specialist nurse and a palliative physiotherapist.

- Neuro Well being
- Parkinson's clinic
- Motor Neurone and Dudley Rehabilitation Team
- Motor Neurone Society Support
- Peer support groups
- Singing is FAB
- Mens and ladies groups
- Monday Mindfulness

The Motor Neurone Society continued to hold a monthly support group for around 8 people who have or are living with someone with Motor Neurone Disease, assisted by members of the Day Service Unit team. Not all attendees were previously known to the Hospice, therefore, attending this group afforded them the opportunity to access support and learn about the care and support the Hospice provides.

We are in the process of extending clinic sessions at the Hospice, working in collaboration with other healthcare disciplines from other areas, with a specific focus on non cancer diagnoses. This will enable current patients to access specialised clinics and introduce new patients to the Hospice, extending our reach and supporting more people who require our care.

Courses and therapeutic activities

We have delivered 7 cycles of Fatigue Anxiety and Breathing (FAB) courses since March 2022, supporting around 60 new patients. Alongside FAB we delivered an additional 7 Neuro Wellbeing courses, also supporting 60 new patients. These courses, along with other activities presented in the table below, continued as rolling programmes with patients referred to the hospice by external healthcare professionals and organisations.

A monthly peer support session offers a less structured group. In addition there is a Singing is FAB and a mens and ladies group that involves therapeutic activities such as woodwork, horticulture, sewing etc. Patients either attended sessions between 10am and 3pm or as a drop in session with access to complementary therapies, physiotherapy, social support, advance care planning or carer support. Up to 15 patients attend these sessions.

Mindfulness

From July 2022, mindfulness was available for patients and their loved ones to access over an 8 week course, with 6 people supported per programme. Where people felt unable to participate in small groups supplementary individual sessions were offered. A monthly mindfulness session available to group beneficiaries was well attended with around 15 people accessing each session.

Art and Music Therapy

Between October 2022 and February 2023, we were supported by Beat It Percussion CIC, who promote mental health and wellbeing through rhythm and sound and facilitated a weekly drumming group. Following positive patient evaluation and support from the Hospice Trusts and Foundation Manager, we were successful in a funding application for regular music therapy Day Service Unit.

We continued to receive funding for one-to-one art psychotherapy and the sessional therapist supported up to 6 patients, carers and pre and post bereaved people in a weekly clinic in Day Service Unit and In-Patient Unit.

Complementary Therapy Coordinator

Grant funding enabled the Day Service Unit team to expand with the development of a complementary therapy coordinator role. The FTE post has been funded for two years and is shared between two staff nurses who assess, plan, and evaluate treatment plans for new and existing patients in addition to supporting other healthcare staff qualified in complementary therapies.

The role has ensured that we can continue to develop the complementary therapy service and support more people.

Physiotherapy

The physiotherapy service, supplied by Stourbridge Physio, was increased with the addition of a physiotherapy assistant role. This enabled the registered physiotherapist to assess, plan and evaluate treatments more effectively. The role delivered FAB sessions and support patients on the In Patient Unit and in their own homes with mobility or equipment issues, working collaboratively with the community teams. The role supported a new 6 week group exercise programme, individually tailored for a maximum of 8 people, and facilitated by the physiotherapy assistant for patients to access who attend FAB, wellbeing groups or via referral from other Hospice services. Similarly, a one to one balance assessment programme over 3-4 sessions with a member of the physiotherapy team was developed for patients to be referred to if experiencing balance and mobility issues.

Telephone and additional support

We supported an average of 20 patients and carers at any one time who, due to a deterioration in their health, were not well enough to attend Day Service Unit in person. The telephone support offers practical and clinical information and guidance whilst maintaining communication with patients and carers.

Further support for patients during 2022/23 included the use of our bathing facilities (a spa bath or shower) for people who are unable to access this at home with, assistance from a family member or friend, carer, or Hospice staff. This has again enabled people to be introduced to the Hospice who previously had not accessed our support.

Education and development

We supported two occupational therapy students from Worcester University with a work placement on Day Service Unit. This was a positive experience for all involved and we have agreed to continue working with the University to offer regular student placements.

Monday	Tuesday	Wednesday	Thursday	Friday
Beat It Percussion	Neuro Well-being	Fatigue, Anxiety and Breathing (FAB) Mindfulness	Clinic review Art psychotherapy	Clinic review Group exercise

Trusts that supported us during 2022/23

Hospice UK
The National Lottery - Reaching Communities
The Albert Gubay Foundation
Lasletts Charities
Tipton and Coseley Building Society Charitable Foundation
The Albert Hunt Trust
Pedmore Sporting Trust
One Stop / Groundworks
Baron Davenports Charity
Arnold Clarke Community Fund
The National Lottery - Awards For All
Benefact - Movement For Good Awards
Wilmcote Charitrust
The Grimmitt Trust
The Roger & Douglas Turner Charitable Trust
Groundwork UK - Tesco Community Grants
The Hilary Awdry Charitable Trust
The Grace Trust
Michael and Anna Wix Charitable Trust
The Souter Charitable Trust
E H Smith Charitable Trust
Rest-Harrow Trust
The Dumbreck Charity
The Screwfix Foundation
Hospice Aid
Hopkins Sayer
Sainsbury's - Helping Everyone Eat Better Community Grant
The DMF Ellis Charitable Trust
The Ken Wrigley MemorialTrust
The M K Rose Charitable Trust
DMBC / Dudley CVS - Reducing Health Inequalities
The Edward and Dorothy Cadbury Trust
The Muntz Trust
The Orange Tree Trust
The Anthony and Gwendoline Wylde Memorial Charity
The Brian Shaw Memorial Trust
The Birmingham District Nursing Charitable Trust
The Eveson Trust
The W.E.D Charitable Trust
G J W Turner Trust
The Stella Symons Charity
Albright Grimley Charity
Edgar E Lawley Foundation
Buchanan Programme & Keith Halewood

Christopher Maloney as 'Captain Hook'
in the Peter Pan Pantomime, February 2023

Equity, Diversity and Inclusion

We continued to innovate and develop our equity-orientated and inclusion work at a local and national level during 2022-23. We have made significant progress in this field, including research, projects, education and working collaboratively with system partners and in co-production with underserved people and communities. However, there is more for us to do to continue to break down barriers and disrupt the inequity that we know many people and communities experience who need to access our care and support.

Education, research and sharing our learning

We increased our national presence as a Hospice who empowers and inspires others to address inequity, doing it with authenticity, creativity, and innovation at its core. This included sharing our learning with others at conferences and the delivery of educational programmes, webinars, face to face education, the review of an e-ELCA module and becoming a visiting lecturer at Lisbon University teaching about palliative care and learning disabilities in the UK.

A film about No Barriers Here with people excluded by identity, culture, ethnicity and race, funded by the National Lottery, was launched in Bruges at the Public Health Palliative Care International Conference 2022 to a global audience.

Oral presentations were delivered at:

- Hospice UK National Conference
- Public Health Palliative Care International
- Worcestershire Palliative Care Conference
- Bradford Institute for Health Research
- Hospice UK Echo and strategic clinical network

In addition, there was also an invitation to deliver a plenary session at Palliative Care Congress where abstracts were accepted for the European Association of Palliative Care Conference.

Our work was cited in The Oxford Textbook of Public Health Palliative Care. A book chapter was written for The Handbook of Palliative Care (Fourth Edition) is due to be published in November 2023. Blog posts were published by Hospice UK, ehospice and European Association of Palliative Care.

There has been significant engagement in the No Barriers Here© X (formerly known as Twitter) account and an Instagram account has also been opened. The development of a new funded website www.nobarriershere.org was a key strategic engagement development during the year under report and we were delighted to work with Concept 4 to develop this platform and launch it at Hospice UK National Conference in November 2022.

Internal learning opportunities were provided for Hospice staff to access face to face education and increase their knowledge, awareness, and skills including:

• Domestic abuse in older adults training
• Learning Disability and Autism Awareness training
• Level 1 and Level 2 Makaton communication skills

No Barriers Here© Facilitator Training

In March 2022, we successfully expanded the range of external education on offer and piloted No Barriers Here© Facilitator Training, a learning programme that is unique to Mary Stevens Hospice. The training has been delivered at Mary Stevens Hospice and bespoke packages delivered in Somerset, Weston-super-Mare, North London, South London, Suffolk and Portugal where we now have palliative medicine consultant using the model in an aged-care facility in the The Azores. The training was highlighted in a case study about No Barriers Here© published by NHS England and the Inspire Report for Integrated Care Boards. The training is proving popular for bespoke delivery and is being commissioned across several Integrated Care Systems. In addition, a community of practice has been developed for trained facilitators, external funding received for administrative support and the training team is in the process of being expanded.

"What a fantastic inspirational training session you delivered. Thank you both very much for the entire day. Your style of delivery, content and the resources were superb, and I am still buzzing about the day!"

"I didn't know what to expect but it was amazing. The pace of the day was excellent, the knowledge shared, information and resources provided and the experiential design. EVERYONE should attend this training that works in palliative care!"

Research

• No Barriers Here for people excluded by identity, culture, ethnicity and race was a two-year palliative care research study and service improvement project focused on advance care planning with minoritised ethnic communities.

• *'It's more than rainbows in receptions'* is a Marie Curie Impact Research Fund study working in co-production with LGBTQ+ people and communities led by Mary Stevens Hospice.

• The Victoria & Stuart Project is funded by the National Institute of Health Research (NIHR) with Mary Stevens Hospice co-applicants of the study led by Kingston University and St George's, University of London.

"The first thing that struck me about No Barriers Here was the name - it unapologetically shines the light on the issue for those of us from minoritised groups. It is not us that are hard to reach, it is the barriers that need dismantling. It makes me feel safe. The second thing is the people who have created this space before it was 'flavour of the month'. There is now a drive for 'community engagement' with little pause to think about who the best people may be to engage. Not everyone can do this work, it depends on trust."

Funding and Income

The charitable activity funding for the development and delivery of equity, diversity and inclusion projects and research during this term amounted to £128,000 to Mary Stevens Hospice from external grant funders and research institutes. The development and delivery of our education portfolio in this specific area generated an additional income of £40,000.

Celebrating success

In May 2022, Mary Stevens Hospice celebrated being shortlisted and reaching the final 3 for the NHS Quality Improvement Awards for No Barriers Here in the 'Improving through co-production' category. The work was also shortlisted for the Great British Care Awards.

In March 2023 we were delighted to win the 3rd Sector Care Awards 'Development and Innovation Award' for the No Barriers Here model and education programme.

Priorities for 2023-24

The progress of Mary Stevens Hospice community outreach, equity, diversity and inclusion work over recent years has been an essential foundation to addressing and responding to inequity and disadvantage of marginalised people and communities. We will continue to prioritise a community focused approach through collaboration and co-production, listening to previously unheard voices to help understand their experiences and barriers to care, improve accessibility and widen access to palliative care.

It is also necessary to concentrate on applying an organisational strategic development lens on equity, diversity and inclusion; to recognise and address systematic inequity and develop an inclusive culture at Mary Stevens Hospice and its environment for staff and volunteers including the review and development of robust equity, diversity and inclusion governance, policy and hospice operations.

This is a sector which is facing the significant challenges of including financial burden in the current economic and social climate and staff recruitment and retention issues. We will look forward to how we enhance and improve what we do in our community and internally, with clear purpose and ambition to ensure future development, impact, and sustainability of this work.

Bereavement Service

April 2022 to March 2023

Overview

This year, the Bereavement Service has provided more than 350 hours of support to over 150 people who have accessed us for help and guidance on managing their grief.

Volunteers

Our service would not exist without volunteers, and we are grateful to those who have supported us in the past and present by offering their time, expertise and kindness to those in need. Face-to-face training undertaken by volunteers this year included:

- Makaton
- No Barriers Here Awareness
- Learning Disability and Autism Awareness
- Supportive Listening
- Refresher Supportive Listening

"The role gives me a great sense of purpose and satisfaction."

Staff

In the first quarter, we bade farewell to Karen Pardoe who moved to Day Service and In Patient Unit after developing bereavement and legacy support and welcomed Bereavement Support Coordinator, Deb Clarke, to work alongside Kerrie Jones. In addition to mandatory training, the Bereavement Team participated individually in various courses and learning opportunities including:

- Level 2 Counselling Skills
- Support Your Volunteers
- Domestic Abuse in Older Adults
- Learning Disability and Autism Awareness
- Work Life Balance
- Boundaries in 24/7 Culture
- Volunteers and the Law
- Child Bereavement in Schools
- Suicide Awareness

Services

We prioritised ensuring our bereavement care was more accessible for the wider community, creating a direct bereavement service telephone line and enabling self referral for Supportive Listening.

Kerrie Jones was instrumental in developing the Community Companions project before its transfer to the Volunteer Coordinator and Karen Pardoe transferred legacy work to Day Service Unit and In Patient Unit, training clinical staff in the methods used in creative legacies. We also began internal conversations around gaining skills to incorporate a co-productive approach to future projects.

Supportive Listening

The Supportive Listening service offers free face to face or telephone bereavement support individually. It provides the opportunity to speak with a trained volunteer over at least 8 sessions. This year, volunteers and staff have delivered over 190 hours of Supportive Listening to people who needed help on their bereavement journey.

"The team are professional, friendly and compassionate. I am so grateful... the support I have received has been invaluable."

In January, 7 new prospective volunteers attended 4 days of Supportive Listening training and long-standing volunteers were offered a 1 day refresher course. In addition, group supervision continued to be facilitated once a month for supportive listeners and included short learning modules of peer and staff learning on:

- Best Practice Note Taking
- Social Media and Grief
- Grieving at Christmas
- Mental Health Conditions
- Suicide Awareness
- Neuroscience of the Grieving Brain
- Alcoholism and Grief

"The one thing I've learnt...is to never lose the compassion and love that makes it such a wonderful thing to be a bereavement listening support volunteer."

Bereavement Hub

The Bereavement Hub is a monthly drop in group that offers people in the community the opportunity to meet others who have experienced loss and grief. Alongside peer support, it includes sessions on understanding aspects of bereavement, accessing support and signposting, and a chance to engage in creative and wellbeing activities.

This year we supported 32 people in our hub who were supported by trained voluntary facilitators during the monthly sessions. Facilitators attended preparatory and reflective meetings with a Bereavement Coordinator prior to and following each hub event.

"Just being able to talk to people who understand my pain has been such a big comfort. Being in an environment where I do not feel the odd one out has been so helpful."

Telephone Support

Our telephone information line offers timely, practical, and compassionate information and signposting related to hospice support. It is available 7 days a week between 8am – 4pm.

Over the year, we received over 70 support request calls from members of the public asking for support or questions related to hospice, palliative and end of life care including bereavement support and signposting.

Bereavement Information Point

We adapted to different ways of engaging with members of the public and have a Bereavement Information Point available within the Stourbridge Mary Stevens Hospice shop where people can access local and national bereavement support and information.

Children and Young People

Using both conversation and creative engagement, we continued to support children and young people who require bereavement support within the hospice. Bereavement Coordinator Deb Clarke is now developing one to one creative bereavement support to offer children in addition to group creative activities.

In November, we hosted the Bereavement Matters in Dudley Children and Young People subgroup. Meeting at the Hospice the group have inputted into the latest draft guidance.

Counselling and Therapy

Our internal and freelance therapists and counsellors provided 116 hours of support to bereaved members of the public and staff who required mental health support during 2022/23.

Community Engagement and Events

Children's Grief Awareness Week

During Children's Grief Awareness Week, the hospice ran an online support and awareness

campaign via the Hospice Facebook page and Bereavement Service X (formally known as Twitter) platform.

Say Hello Benches

In June we participated in Loneliness Awareness Week 2022 and facilitated a 'Say Hello' bench in Stourbridge Town Centre for 3 days of the national campaign. The benches were decorated and were available for people in the community to stop by and talk about their experiences of loss and grief with our bereavement volunteers.

Grief Awareness Week, Tree of Light and #IRemember Week

In the period between October and December we invited members of the public, family members and friends of people connected with the hospice to remember their loved ones and receive bereavement support as part of national and hospice events.

Christmas Tree Festival

A Bereavement Service Christmas Tree was displayed in St Peter's Church Christmas Tree Festival from the 1st to the 4th of December 2022 and was awarded second place by judges! The decorations included information on bereavement and the hospice, enabling the opportunity to share information about the services we provide, including how we can support bereaved people. Visitors to the festival were invited to write messages to family and friends who had died and hang their messages on the tree.

Connecting with the Sector

Hospice UK Conference

In November, members of the hospice team attended the Hospice UK National Conference 2022 in Scotland.

Kerrie Jones said:

"The conference was a great experience, and it was a wonderful opportunity to network with different hospices. I attended lectures highlighting research which has now enabled me to change my own practice and bring lots of new ideas into my role."

Learning From Others

During March we visited Kemp Hospice to learn about their extensive bereavement service for children and young people. The visit enabled us to learn from them and share information about the services we offer. Taking the time to engage with Kemp Hospice has been helpful and we hope to continue with future conversations. We are also engaging with Compton Care and have arranged to visit during April 2023.

Online Events

We attended the online launch of the UK Commission on Bereavement and have a copy of the report in our reference library to refer to when developing new projects and services. We also attended the Childhood Bereavement: International Symposium on Rights and Support in bereavement and gained new learning and awareness on the issues involved.

350

hours of bereavement support

190

hours Supportive listening

32

people accessed the Bereavement Hub

70

support calls via Telephone Support Line

116

hours of bereavement therapy and counselling

Key achievements from education perspective

March 2022 to April 2023

Sage & Thyme

The education team have delivered 4 workshops to 75 staff as part of a Health Education England contract.

“Notice distress, listen carefully and respond helpfully” We have received very positive written feedback from delegates.

ReSPECT

Supporting the ongoing role out and embedding of the ReSPECT process across the Dudley health economy. The education team delivered 7 sessions to 259 staff members across Dudley Health economy including Acute Trust, Community Services, General Practitioners, Nursing/ Residential Care Homes. The education team also trained 2 band 7 nurse specialists who were commissioned to go into Dudley care homes and complete the ReSPECT process with residents and their families and to assist care home teams to then carry this important process forward.

Mandatory and New Staff Induction Training (Ongoing)

The education team have provided a face-to-face induction training program to welcome 27 new staff to the organization covering essential topics:- Introduction to Mary Stevens Hospice and Palliative Care, Fire Training, Moving and Handling, Health and Safety, Adult Safeguarding, Equality and Diversity, Communication, Infection Control, Information Governance, Basic Life Support and the Care Quality Commission(CQC). Ensuring all aspects of mandatory training within the hospice are addressed, both face to face and online. Monitoring compliance and feeding back to individuals and line managers as appropriate.

Palliative Care Champions Training

The education team provides bespoke Palliative and End of Life Champions training days for Hospice staff

- Symptom control at end of life
- Non-malignancy at end of life and palliative care emergencies
- Communication and advance care planning
- Palliative and end of life care “It’s not rocket science.”
- Loss grief and bereavement

14 staff members have completed 2 or more of these study days with an ongoing rolling program to allow staff that were working on shift, some flexibility to attend other sessions.

Nursing and Management Competencies

The education team provide ongoing support for staff to complete role specific care and management competencies. These are important to provide documentary evidence that our organisation is developing the nursing team and ensuring high standards of care are being provided for the people we look after. These documents offer proof to the Care Quality Commission (CQC) that we are Safe, Effective, Caring, Responsive and well lead. The education team support staff are to work through these documents in their own timeframe. Education staff have rostered hours in the work week to work directly with staff.

In addition 8 staff members from the In Patient Unit have attended a bespoke clinical skills study day:- Cannulation, Venepuncture, Non- Invasive Positive Pressure Ventilation(NIPPV), Percutaneous Endoscopic Gastrostomy(PEG), Male and Female Catheterisation, Tracheostomy Care.

Revalidation

As a professional requirement from the Nursing and Midwifery Council (NMC), Every registered nurse must provide proof of revalidation. The education team provide support for staff to complete these requirements and are closely involved with two of the specific elements- Reflective discussion of five pieces of reflection on their practice, linking these closely to The Code, and Confirmation that they have achieved all the mandated requirements.

First Aid at Work

Training has been completed for several members of the wider hospice workforce and has included several staff from each of our retail outlets. 10 members of the retail management team have successfully completed emergency first aid and a further 17 team members have been successfully trained.

Collaborative Working

The education department has hosted several events for Hereford and Worcester Palliative Care Specialist Registrars, introducing them to Mary Stevens Hospice and the team.

The education team also provided a bespoke End of Life Care study day for 14 paramedics who were developing a new role in Dudley General Practices.

Carers Support

Following discussions at Esther Olivier's carers group, several bespoke education sessions were developed for carers- People Handling, Emergency First Aid and Care at End of Life. Verbal feedback from these on the day was very positive:

"I have learned more today than 2 years of Occupational and physiotherapy input"

"I wish I had known this at the beginning of their illness"

Student Support

The education team have been providing placements and supporting a number of healthcare students:

- Nursing students from Birmingham City University and Wolverhampton University
- 4th year medical students from Birmingham University and additionally from Aston medical School since autumn 22
- Social worker students
- Student Occupational Therapists

Social Work

April 2022 - March 2023

Carers Group

We support 157 carers at any one time at the hospice and the carers group is always well attended with a focus on education, relaxation, socialisation and building relationships to support each other. In addition to face to face support, carers can choose to support one another through a group What's App platform, which is very successful. During June 2022, we recognised our carers throughout Carers Week, arranging events and activities concentrating on relaxation, mindfulness, and complementary therapy.

Community Focus

Several exhibitions were held and supported in the community to raise awareness of Mary Stevens Hospice, these included:

- Dudley Market
- Stourbridge Football Club
- Stourbridge and Dudley Hospice shops
- Dudley Sports and Social Club
- Halesowen Carers Hub
- Gloucester University
- Birmingham City University

We also represent Mary Stevens Hospice at various meetings and networking events.

Dudley Carers Alliance

We regularly attend Dudley Carers Alliance meetings, taking place every two months and joined them to organise a borough-wide Festival of Light event to celebrate carers in the community. Patients in the hospice In Patient and Day Services Units contributed to the event, painting glass jars to exhibit throughout the borough, before gifting the decorations to carers.

British Association for Social Work (BASW)

The BASW are an educational group that focuses on social work policy and procedures in disaster areas. We support other organisations in the community to send emergency kits to Ukraine, Turkey and Syria. We additionally support social workers who are working in these countries. The hospice social worker is a member of the Association for Palliative Care Social Work and a co-representative, arranging educational sessions for palliative care social workers in the Midlands every two months. We are currently supporting the Marie Curie campaign to support people living in poverty at the end of life.

Education and Student Mentorship

The social worker is a qualified practice educator enabling the hospice to provide placements for social work students over 100 days. A recent success story involved a student who received a first class in a master's degree in social work and received an award from Gloucester University for their practice placement at Mary Stevens Hospice. In December 2022, we hosted our first frontline social work student who worked with the team until April 2023.

The social worker is involved in various educational and research activities across several academic institutions:

- Social Justice Research Group (Gloucester University)
- Lecture at Wolverhampton University about being a hospice practice educator
- Co-presented an online social work conference with Siobhan Maclean, a well known author and national educator in social work.

Awards

Dudley CVS Award

Chris Wrigley won a Dudley Community Voluntary Service Award for his work with the social work department, including supporting students over the past four years.

Social Work Awards

The Day Service Unit multi-disciplinary team was a finalist for a national Social Work Award 2022

for Team of the Year for the work that they do within the hospice.

The social work team reached the finals for a second award for Digital Transformation in Social Work Award 2022. The nominated award was for a person centred, audio-visual video featuring carers and patients who attend Mary Stevens Hospice, speaking about their long-term conditions and experiences of accessing care and support from there.

British Association for Social Care Award

In March 2023, the social worker was a finalist in the national Social Worker of the Year Awards award for practice educators in social work.

Spiritual Care

April 2022 - March 2023

During 2022/23 alongside our spiritual care coordinator, 2 volunteer chaplains have continued to visit the In Patient Unit each week. They have given time, space and a listening ear to patients, visitors, and staff. When requested, they have also offered prayer at the time of visiting or later in their own time. Volunteer chaplains have given invaluable support, not only to the In Patient Unit but also to the spiritual care coordinator, providing over 150 hours of voluntary service throughout the year. An additional volunteer chaplain, who has extensive nursing and spiritual care experience was appointed in March 2023 to provide regular support and cover to the Spiritual Care team.

Day Service Unit

Various aspects of spiritual care are offered and provided to the Day Service Unit including:

· An introductory session on spiritual care that is part of an eight week course for patients with neurological conditions or fatigue and breathing difficulties. The sessions delivered by the spiritual care coordinator continued to be well received and often led to further individual conversations, home visits and requests to conduct funeral services.

· In 2022, the physiotherapist and spiritual care coordinator introduced regular singing sessions to follow up the Fatigue, Anxiety and Breathing (FAB) courses. Singing is widely recognised as having several therapeutic benefits and following a pilot event 'Singing is FAB' is set to expand during 2023/24.

· Notice boards in the Day Service Unit peace room were updated and additional resources made available for patients to access including leaflets on spiritual care and prayer cards.

· Discussions are underway to introduce regular support sessions for people who want to explore aspects of spirituality in more depth.

In Patient Unit

The spiritual care team endeavour to meet every patient, as well as members of their family, friends, and carers. They offer support as requested by the individual and make referrals as required.

Bereavement Support

During the year under report, the spiritual care coordinator was invited to conduct six funeral services on behalf of the hospice. Wherever possible, funeral service booklets are uploaded to SharePoint for staff to view. A list of people cared for by the hospice and who have died is displayed in both Peace Rooms alongside an electronic candle which 'burns' 24/7. The list is updated every 1-2 weeks in addition to a Book of Remembrance which is regularly viewed by family members, friends, and loved ones.

Spiritual Care Education and Training

The spiritual care coordinator has delivered training to new and returning volunteers as part of a revised induction programme. A new training initiative for all staff and volunteers working in patient and visitor facing roles is due to be introduced in 2023. Furthermore, a short teaching session is available to fourth year medical students who attend Mary Stevens Hospice for a day's experience. Feedback has indicated that students value these sessions a great deal.

Events

Summer Celebration

Around 100 people attended the summer celebration event at St Mary's Church, Oldswinford. The guest speaker was Dr Mike Blaber, a consultant in palliative medicine at West Birmingham and Sandwell NHS Trust. Mike's address on the theme of hope was very well received. Alongside music from the hospice choir, poetry readings and lighting candles in memory of loved ones, the event focused on two aspects of our work at Mary Stevens Hospice:

• In Patient Unit staff talked about their experiences and how they find inspiration to keep going.

• Promoting greater equality, diversity and inclusion was highlighted through a film from No Barriers Here.

The event concluded with blessings from volunteers representing different spiritualities (Christian Methodist, Humanist, Muslim, and Pagan).

Light Up a Life

Approximately 350-400 people attended the Light Up a Life/ Tree of Light event at the hospice, with around 75-80 joining in the same programme of readings, music, and candle lighting at St Mary's Church, Oldswinford a few days later. As always, both events were well received.

Christmas Concert

The annual fundraising Christmas Concert took place at St John's Church, Hagley Hall with about 150 people in attendance. The concert included the award-winning Sovereign Brass, Mary Stevens Hospice choir and soprano Emily Carew- Gibbs who provided a memorable evening of seasonal music, including carol singing for all!

Wassail

In February, staff and volunteers gathered to wassail our iconic Tree of Light. The ceremony led by Awen Clement, Pagan Advisor, included blessings on both the tree and the hospice reflected different spiritual paths. Following the ceremony, refreshments were served in the Education Centre and music enjoyed from Catch the Rain, Tom Hill, Emily Carew-Gibbs and the hospice choir. Although the event is designed to lift the spirits of staff and volunteers, several people suggested the event could be of benefit to those we are supporting through bereavement.

Networking

During the year, an Anglican priest from Brierley Hill joined us for their final placement as a curate supervised by the spiritual care coordinator. We anticipate that this person will be joining the spiritual care team in a voluntary capacity from March 2023.

• Inter Faith

The spiritual care coordinator maintains a comprehensive directory of faith advisors covering all the major world religions, Christian denominations, and sects, as well as new spiritualities and secular worldviews. During the past year, efforts have been made to refresh the Dudley Borough Inter Faith Forum, a network that seeks to build relationships and understanding between people of all faiths and none. It also aims to support faith communities in acting together for the benefit of the whole community. The spiritual care coordinator attended events during Inter Faith Week 2022 and is planning to continue to build links with the Inter Faith Forum during 2023/24, including inviting different faith representatives to visit the hospice so that we can learn from one another.

• Association of Hospice and Palliative Care Chaplains (AHPCC)

The hospice spiritual care coordinator has continued to facilitate the Midlands Group of AHPCC which offers support and insight into best practice. Over 40 people subscribe to the group mailing list ('Midlands' covering Grimbsy to Hereford and Shrewbury to Milton Keynes!) with meetings usually held online. Hybrid meetings are planned for 2023/24.

• Birmingham and Black Country Chaplaincy Collaborative (BBCCC)

The BBCCC brings together healthcare chaplains and spiritual care leads of all persuasions. In addition to mutual support and reflection on practice, the group offers training to volunteers.

Volunteer Service

April 2022 - March 2023

Volunteers are significant to the day-to-day running of the hospice and are vital to the care and support that we provide to patients and visitors. We began in April 2022 with 73 volunteers working within the hospice. Staff, volunteers, and visitors were still required to do lateral flow tests, and volunteers were instrumental in supporting the testing procedure until May 2022.

In February, we resumed referrals for the volunteer community companion service where patients receive home assessments and are matched with suitable companions. A small group of existing community companions returned to visiting patients at home and the number of companions has increased to 11.

During April, volunteers resumed working within the clinical areas of the hospice but compared with pre-pandemic, the number of volunteers had declined. Several returning volunteers requested alternative roles outside of clinical and patient facing areas. We have continued to invest in recruiting volunteers to work in these areas, but progress has been challenging.

Throughout the summer the hospice saw a slow increase in the number of returning volunteers, but it demonstrated the need for further recruitment in this area. We later launched a recruitment drive, with advertisements in the local press and social media platforms, promoting the community companion service and calling for people to become involved in volunteering. There was a steady response and new volunteers were recruited who undertook induction training in January 2023.

During the time under report, volunteers were supported in groups through scheduled supervision meetings. Moving forward, the overarching aim is to continue to invest time and resources to expand the volunteer team, with a focus on clinical areas and the community companion service.

Volunteers provide a significant role in hospice care and their time and support is of immense value to the hospice. To celebrate our volunteer team, we hosted an event to show our gratitude for the service they provide. This was held in September and took place in the Day Service Unit, with volunteers reconnecting with others, partaking in afternoon tea and listening to live music on the patio area.

The figures below depict the breakdown of volunteer numbers at the end of March 2023.

Fundraising

April 2022 - March 2023

Q1

The Jane Webb Memorial Football Day

Charity auction: £4,200
Corporate sponsorship: £500
Total raised: £10,015

Held at Stourbridge FC. West Midlands Legends XI v Stourbridge Old Boys. Attendance = 1500

The charity auction raised over £4,200 which included an incredible £1,000 for a signed, framed Jude Bellingham shirt, donated by the player himself.

Ladies Day at Royal Ascot

Gross: £22,805
Net: £10,149

Three coaches full of supporters were taken to Ladies Day at Royal Ascot

The Black Country Duck Race

Corporate sponsorship: £140
Total raised: £7,000

A day out in the community, hosted by The Tenth Lock pub and sponsored by Canalside Tackle and Taylors Estate Agents.

Rosemary Jones

Jubilee Hair Shave
Raised: £550.58

Isobel Rothin

Liverpool Half Marathon
Raised: £2,235.65

Q2

Ice Cream Parlour

Over 6,000 ice creams were sold to local school pupils during the summer months.

Total raised: £6,500

Go Wild! Summer Fayre

Corporate Sponsorship: £2,550

Total raised: £18,250

Our Summer Fayre included parade, dog show, stalls, entertainment and Black Country Radio as hosts, opening by deputy Mayor, Cllr Andrea Goddard.

Richard Carroll

London to Paris Bike Ride

Raised: £6,492

Matt and Clare

Worcester City Half Marathon

Raised: £1,270

Q3

Lantern Walk

Total raised: £6,500

Firewalk, Day of the Dared!

Firewalk saw a return of a 'group challenge' sponsored event.

Corporate sponsorship: £1,000

Total raised: £12,500

Light up a Life

Total raised: £12,000

Reindeer Run

Total raised: £7,200

Emma Kilbride

Jigsaw Festival

Total raised: £800

Virtual Walk

Land's End to John O'Groats

Total raised: £348

Q4

Treecycle

Corporate sponsorship: £2,500
Gift Aid: £6,653.25
Total raised: £38,362.25

Gifts in kind:
Tress Surgeons: £7,500
Skip Hire: £2,400

Over 1,600 Christmas trees were collected over three days by volunteers, covering 15 postcodes reaching as far as Sedgley, Kidderminster and Dudley.

Panto

Performed 14 sold out shows to 8 primary schools, The Mayor of Dudley, The deputy Mayor of Dudley and consorts, industry professionals, sponsors, celebrities and over 5,300 audience members.

Corporate sponsorship: £9,716.67
Gross: £84,000
Net: £43,000

Gifts in kind:
£90,000+

Kylie Raybould

Charity Party Night
Total raised: £3,150

Emma Kilbride

Jigsaw Festival
Total raised: £2.401

The Mary Stevens Hospice Lottery Limited

April 2022 - March 2023

The Mary Stevens Hospice Lottery is one of the ways for our supporters to help sustain the future of the hospice with the opportunity each week to win a share of the weekly draw.

In May 2022, we opted to decrease the weekly second prize place from £500 to £200, resulting in a saving of £15,600 per annum with the rollover of the second prize place still reaching the £10,000 maximum payout. Two big lottery draws with increased cash prizes have taken place during the year, enabling us to boost lottery ticket sales and help raise more money to support patient care.

Spring into Summer

Spring into Summer took place during June 2022 with a lottery big draw and publication of lottery news within the hospice newsletter. £14,500 of income was generated from Spring into Summer tickets, with a further £7,000 from regular weekly players ensuing a total of **£21,500** raised.

Deck the Halls

The second big lottery draw of the year happened during December 2022 with a further update published in the hospice newsletter. Sales from Deck the Halls tickets generated an income of £29,110 in addition to £6,707 from weekly plays resulting in **£36,260** raised.

Stourbridge Football Club

In April 2022, we were delighted to partner with Stourbridge Football Club representing an exciting step for the lottery company. This included visual and digital engagement with two hospice lottery banners displayed pitch side, a direct link to the hospice lottery website page from Stourbridge Football Clubs website and promotion of the hospice lottery every Thursday via the club social media platforms (Facebook, X and Instagram). Furthermore, the club will host two charity days at matches of our choice, with up to 30 guests and the opportunity for the lottery team to sell tickets face-to-face to supporters, promote membership of the lottery and engage with the local community about the hospice.

Mary Stevens Hospice Lottery and Trading Company

Between February and March 2023, the team commenced plans for supporters to purchase single weekly lottery tickets in Mary Stevens Hospice shops, enabling us to potentially increase the number of people playing the hospice lottery each week.

Prior to its roll out due in April 2023, a lottery module was installed on the shop EPOS systems. Operational training was given to shop managers and additional training delivered to shop staff and managers, including guidance on the hospice gambling process, legislation, legal restrictions, and addiction support.

Trading Report

April 2022 to March 2023

The year under report was Trading's first 'full' year since the pandemic. With the uncertainty of the cost of living crisis, it was unknown the impact that this would have on the business or the effect on staff and volunteers.

During this year, we invested in improving technology within the shops, replacing the EPOS system, and upgrading to capture digital gift aid. Additional time was invested in developing the Donor App, resulting in considerable changes in the way that we work but providing efficient and easier to manage systems. It enabled the shops to resume selling hospice lottery tickets, with the new system generating tickets upon point of sale. The new systems have additionally provided the opportunity to look at the data and identify the gaps in gift aid. With a change of practice, we have already seen a 30% increase in gift aid income with a projected value of £115k for 2023/24.

Energy costs also caused concern within this period; with potential astronomical increases we secured fixed short-term rates to take us through the year. Despite this we, experienced an increase of 60% in energy costs for the year. A 6.6% increase in the National Minimum Wage affected expenditure on salary budgets. In addition, long-term sickness and agency costs has inevitably resulted in a salary overspend for the period under report.

From April to Christmas 2022 donation levels remained strong, despite the charity sector experiencing a decline from October onwards. Since Christmas we have observed a decrease in both the volume and quality of donated goods. However, through having a central sorting facility we have maintained good reserve stock within the Distribution Centre. Unfortunately, one impact from the cost of living crisis was suppressed eBay sales, varied income streams and a reduced reliance on income generated from eBay. This resulted in restructuring to a hybrid model to be tested over a 12-month pilot period. Sadly, the new model created redundancies within the department.

The pandemic and cost of living crisis predictably affected consumer shopping behavior with people being value led, either looking for a bargain or to make more sustainable purchases by buying fewer but better value items. We saw many new customers but also lost those who could not afford to shop. However, a change in people's spending habits and environmental awareness established a popularity of purchasing second-hand and people who wanted to be associated with the growth. For the hospice retail shops and Coffee Stop, sales were strong and have outperformed the yearly budget, demonstrating a consistency in both sales and footfall and a real need for the shops to fulfill within the community.

Next year presents further uncertainty in the charity retail sector but will prove if this is sustainable when against the present level of buying in commercial retail.

Governing Document

The Mary Stevens Hospice Limited is a registered charity, number 517656 and is a company limited by guarantee governed by its Memorandum and Articles of Association dated 4 March 1986, as amended up to 2018. As outlined in our Articles of Incorporation, Mary Stevens Hospice exists first and foremost to promote welfare and relief of suffering so far as such purpose is charitable.

Recruitment and Appointment of New Trustees

Diversity considerations have been focussed upon at Governance Committee and Main Board. Current policy includes advertising to recruit diverse interest in serving on the Board moving forward. Both Chair and CEO may be approached to discuss the role and responsibilities, and an induction programme is provided after interview.

Organisational Structure

The Hospice is governed by the Directors who form the Board of Trustees. The Directors are volunteers who have or have had careers in a wide variety of business and professional activities. They usually come from the Dudley Metropolitan Borough and its surrounding districts. All elected Directors are also Trustees; the names of the Directors are listed below. Two councillors are nominated by Dudley Metropolitan Borough Council to serve as Directors/Trustees. All nominees are subject to ratification by the Board of Trustees. The Charity is organised so that the Board of Directors of the Company meet regularly, with governance subcommittees (Hospice Governance, Finance & Resources, Clinical Standards, Fundraising Governance and Remuneration) reporting to it, whilst individual directors liaise with senior leadership on a regular basis. The CEO and the Senior Leadership Team are responsible to the Board of Directors for the day-to-day running of The Mary Stevens Hospice and the implementation of policies and strategies decided by the Board.

Statement of Public Benefit

Trustees aim to observe the 2017 3rd edition Charity Governance Code to support continuous improvement in purpose, leadership, integrity, decision making and risk control systems, Board effectiveness, Board diversity and transparent accountability.

The charity operates a system of sub committees, each committee being focused on a particular aspect of the charity's operations. That system is frequently reviewed and changes have recently been introduced to the style of main board meetings to improve their effectiveness.

The charity's objective and its principal activity is that of providing palliative and end-of-life care for those with progressive incurable life shortening illness. The activities of the Hospice are of benefit to the public generally and the Trustees actively encourage the availability of the services to all members of the public irrespective of race, gender or any other discriminatory factor. That system is frequently reviewed, and changes have been made to the style of Main Board meetings, independent Chairmanship of Lottery and Trading Boards established, and all Governance Committees strengthened in the 19/20 year.

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance.

Reference and Administrative Details

Registered Company Number: 1963989 (ENGLAND & WALES)
Registered Charity Number: 517656

Charity's Principal Address & Registered Office
221 Hagley Road | Oldswinford | Stourbridge | DY8 2JR

Trustees

P Marsh
J Turner
B Blakemore
S Hodgson
A Lees
N Dace - *resigned 16 May 2023*
S Waltho
D Martin
K Shakespeare
E Flint Bridgewater
B Coles
A Bagnall - *resigned 1 November 2022*
J Graham - *co-opted 16 November 2022*
S Masters-Clark - *co-opted 8th August 2023*

Chair of the Lottery Board

A Baker

There are no corporate Trustees and no Trustees hold title to any property belonging to the Charity.

Group Chief Executive

C Towns BSc (Hons) Palliative Care

Matron & Registered Manager

C Towns BSc (Hons) Palliative Care

Our Advisers

Auditors: Crowe U.K. LLP, Black Country House, Rounds Green Road, Oldbury, B69 2DG

Solicitors: Higgs & Sons, 3 Waterfront Business Park, Brierley Hill, West Midlands, DY5 1LX
Wall James Chappell, 15-23 Hagley Road, Stourbridge, West Midlands, DY8 1QW

Banks: NatWest Bank PLC, 141 High Street, Stourbridge, West Midlands, DY8 1BF
Barclays, 1 Snowhill, Queensway, Birmingham, B4 6GN
Metro Bank, 50 Two Woods Ln, Brierley Hill DY5 1TA

Investment Advisers: Canaccord Genuity Wealth, Slip House, Princes Drive, Worcester WR1 2AB

Reserves Policy

The total funds of the group at the year end were £5,695,000 (2022 £6,077,000) of which £1,233,000 were restricted (2022 £1,198,000). Funds of £3,522,000 (2022 £3 712,000) were designated for the specific purposes of a possible Hospice at Home service, £200,000 (as last year) and fixed assets £3,322,000 (2022 £3,512,000), the latter being capable of being realised only by a disposal of fixed assets. Unrestricted free reserves of the group at the year end were £940,000 (2022 £1,167,000).

Reserves, being unspent, unrestricted income held to assist in the management of the Hospice's cash requirements, are important as approximately 85% of the Hospice's income is from volatile sources such as donations, legacies and fundraising events.

The reserves are held only to assist the Hospice to continue to provide its charitable services. The Hospice seeks to have reserves equivalent to 6 months' running costs and last did so on 31 March 2019. The current level of reserves is insufficient to attain that target, representing only 3 or 4 months' running costs. The Trustees anticipate some improvement in the level of free reserves during the current year due principally to the level of legacy receipts.

Investment Policy

The Trustees have responsibility for the Hospice's investment policy and have delegated the management of the investment portfolio to professional investment advisers, the appointment of whom was reviewed and confirmed during the year.

The advisers seek to achieve a reliable income, needed to support the running costs of the Hospice, and to maintain a balanced approach between income and capital growth. Investments in assets which may be detrimental to the Hospice's charitable objects are avoided.

During the last financial year, the total return from the investments resulted in a fall in value of 6.98% down to £1,273,477 during a year of difficult global stock market conditions. The peer group equivalent performance saw a fall of 5.52%. The overall investment backdrop was one of continuing war in Ukraine with a resulting strong rise in inflation and significant increases in interest rates for the first time since 2008. This brought about a re-pricing of interest rate sensitive assets which impacted upon the capital value of the trustees' investments. The overall asset allocation of the investment portfolio on 31st March 2023 showed that approximately 15% of the fund was invested in debt & fixed interest investments, 60% in equities and 15% in alternatives. A higher than usual balance of 10% of the fund was held in cash. The overall income yield from the investments stood at 4.3%.

Going Concern

We, the Trustees, set out in this report a review of the financial performance, risk management policies, the reserves position and other factors likely to affect the future development of the Hospice. We have concluded that despite the continuing wider economic uncertainties there is no material uncertainty that calls into doubt the charity's ability to continue. The financial statements have therefore been prepared on a going concern basis. More information is included in the accounting policies.

Trustees / Directors Indemnity Policy

Insurance arrangements are in place with AXA Insurance PLC to indemnify Trustees/Directors. The policy number is LS BDX 6985610/0108 and the indemnity limit is £3,000,000. The premium paid was £3,088.56

Pay & Remuneration

Remuneration of personnel and senior management is approved by the remuneration committee constituted as below. Whilst we are aware of NHS pay scales, we do not at this time offer matched salaries, but a comparable system which is governed by our financial constraints as an independent Hospice.

A 5% general pay rise was awarded across the organisation once again in April 2023.

Membership of the Remuneration Committee:

CEO Claire Towns
Peter Marsh (Chair)
John Turner (Vice Chair)
Dr Jane Flint Bridgewater

Quorum of Meetings

All present for annual meeting to make above decisions and any exceptional individual awards.

Accountability

To Finance and Resources and Governance Committee and Main Board

Financial Reviews

The financial results for the year ended 31 March 2023 are given in the audited Financial Statements attached to this report. Those accounts and the related notes have been prepared in accordance with the relevant law and the Charities SORP (FRS102).

The financial result for the year was a disappointing deficit of £382,305, the result for the previous year being break-even. However, as a large part of this deficit was attributable to depreciation and to the fall in value of the investment portfolio, cash of £90,346 was generated.

Despite the ending of the Covid related government support, which generated income of £294,381 in the previous year, the total income from all sources, £4,936,729, was £173,792 greater than that of the previous year. The slow recovery of the economy after the Covid 19 pandemic, the inflationary impact of the war in Ukraine in terms of energy costs and more particularly in relation to wage levels resulted in the growth in income not matching the growth in costs. The principal cost, namely salaries, is further affected by the terms of employment within the NHS, another factor outside the control of the Hospice.

The costs of providing patient care rose by £194,821 to £3,199,586. Even greater cost pressures were experienced in relation to fundraising activities. Including the Hospice's subsidiaries, where utility costs and the National Minimum Wage play a greater role, the total costs of fundraising rose by £196,650 to £1,638,363.

The year saw a further welcome improvement in legacy income, from £823,079 last year to £919,265 while the amount received from the Integrated Care Boards fell from £538,032 to £519,424. Donations, including those from charitable trusts, rose by £125,886 to £757,832.

The Hospice's retail shops were again impacted by the general malaise affecting the high street sector and specifically the pressures mentioned earlier but nevertheless succeeded in growing turnover by £265,446 to £1,630,572. The need to contend with so many cost pressures resulted in the profit for the year being £15,594 lower than the previous year at £176,181.

The Lottery company experienced a decrease in turnover but through improving its operating model succeeded in generating a profit of £252,211, only £13,456 less than the previous year.

The Hospice's cash position improved slightly during the year £1,048,345, an increase from £983,511 at the end of last year. The Hospice also had an investment portfolio of listed securities with a value of £1,273,477 at the year-end (£1,422,476 on 31 March 2022).

The continued economic turbulence brought about by Russia's war with Ukraine and the consequent increases in energy prices and in general inflation is forcing the Hospice to confront increased costs while simultaneously putting pressure on its income sources. The retail shops and the lottery are remaining profitable but their ability significantly to increase profits remains limited. Fortunately, the pipeline of legacy income is currently buoyant and the legacy income for 2023/24 should be at least £500,000 greater than that for 2022/23. The local NHS Commissioners have also accepted the need to provide additional funding and the Hospice has worked closely with them to achieve that outcome. The Hospice continues to attempt to obtain specialist palliative care status and to forge closer links within the healthcare community.

The Trustees continue to monitor carefully the resources of the Hospice as its long-term financial viability is their primary concern.

Statement of Trustee Responsibilities

The Trustees (who are also the directors of The Mary Stevens Hospice Limited for the purposes of company law) are responsible for preparing the Report of the Trustees 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 year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- ✓ Select suitable accounting policies and then apply them consistently
- ✓ Observe the methods and principles in the charity SORP
- ✓ Make judgements and estimates that are reasonable and prudent
- ✓ Prepare the financial statements on the going concern basis unless it is inappropriate ti presume that the charitable company will continue in business

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

In so far as the Trustees are aware:

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

Exemptions from disclosure
Nil.

The Board of Trustees declare that they have approved the Trustees' report incorporating the Directors' Report and the Strategic Report.

Signed on behalf of the charity's Trustees

Signature: Full Name:

Position: Date:

Hospice Care – 01384 443010 | **Fundraising** – 01384 377778 | **Lottery** – 01384 860011
Trading & Recycling Centre – 01384 671149 | **Telephone Information Line** – 01384 445417
Bereavement Information Hub – 01384 443010

Report produced by **Beth Wheeler, Graphic Designer**

@marystevenshospice @marystevenshospice @MSHospice @ The Mary Stevens Hospice

Registered Charity No. 517656

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY STEVENS HOSPICE

Opinion

We have audited the financial statements of The Mary Stevens 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the 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 Trustee's 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.

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditor's report thereon. The Trustee 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 Trustee's Report including the Strategic Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustee's 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 Trustee's 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 Trustee's remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustee's 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.

Auditor's responsibilities for the audit of the financial statements

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

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

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, General Data Protection Regulation, health and safety legislation, taxation 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, designing audit procedures over income, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, and reading minutes of meetings of those charged with governance.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY STEVENS 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 Auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and 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: 21 December 2023

THE MARY STEVENS 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	4	**1,599,447**	**213,972**	**1,813,419**	*1,882,889*
Charitable activities	5	**519,424**	**-**	**519,424**	*538,032*
Other trading activities	6	**2,420,241**	**-**	**2,420,241**	*2,213,025*
Investments	7	**59,935**	**-**	**59,935**	*53,505*
Other income		**120,898**	**-**	**120,898**	*75,486*
Total income		**4,719,945**	**213,972**	**4,933,917**	*4,762,937*
Expenditure on:					
Raising funds	8	**1,975,232**	**-**	**1,975,232**	*1,750,913*
Charitable activities	9	**3,020,967**	**178,619**	**3,199,586**	*3,004,765*
Total expenditure		**4,996,199**	**178,619**	**5,174,818**	*4,755,678*
Net (expenditure)/income before net losses on investments		**(276,254)**	**35,353**	**(240,901)**	*7,259*
Net losses on investments		**(144,216)**	**-**	**(144,216)**	*(7,568)*
Net movement in funds		**(420,470)**	**35,353**	**(385,117)**	*(309)*
Reconciliation of funds:					
Total funds brought forward		**4,879,452**	**1,197,975**	**6,077,427**	*6,077,736*
Net movement in funds		**(420,470)**	**35,353**	**(385,117)**	*(309)*
Total funds carried forward		**4,458,982**	**1,233,328**	**5,692,310**	*6,077,427*

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 58 to 84 form part of these financial statements.

THE MARY STEVENS HOSPICE
(A company limited by guarantee)
REGISTERED NUMBER: 1963989

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2023

	Note		2023 £		*2022 £*
Fixed assets					
Tangible assets	14		**4,343,236**		*4,526,815*
Investments	15		**1,273,477**		*1,422,476*
			5,616,713		*5,949,291*
Current assets					
Stocks	16	**1,100**		*250*	
Debtors	17	**260,542**		*413,864*	
Cash at bank and in hand		**1,048,345**		*983,511*	
		1,309,987		*1,397,625*	
Creditors: amounts falling due within one year	18	**(370,530)**		*(342,179)*	
Net current assets			**939,457**		*1,055,446*
Total assets less current liabilities			**6,556,170**		*7,004,737*
Creditors: amounts falling due after more than one year	19		**(863,860)**		*(927,310)*
Total net assets			**5,692,310**		*6,077,427*

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2023

	Note		2023 £		2022 £
Charity funds					
Restricted funds	20		**1,233,328**		*1,197,975*
Unrestricted funds					
Designated funds	20	**3,522,014**		*3,712,006*	
General funds	20	**936,968**		*1,167,446*	
Total unrestricted funds	20		**4,458,982**		*4,879,452*
Total funds			**5,692,310**		*6,077,427*

The Trustee 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 Trustee and signed on their behalf by:

Mr P Marsh Peter Marsh

Date: 20/12/23

The notes on pages 58 to 84 form part of these financial statements.

THE MARY STEVENS HOSPICE
(A company limited by guarantee)
REGISTERED NUMBER: 1963989

COMPANY BALANCE SHEET
AS AT 31 MARCH 2023

	Note		2023 £		2022 £
Fixed assets					
Tangible assets	14		**4,281,857**		*4,471,852*
Investments	15		**1,273,477**		*1,422,476*
			5,555,334		*5,894,328*
Current assets					
Debtors	17	**501,107**		*676,325*	
Cash at bank and in hand		**660,354**		*613,546*	
		1,161,461		*1,289,871*	
Creditors: amounts falling due within one year	18	**(209,799)**		*(221,501)*	
Net current assets			**951,662**		*1,068,370*
Total assets less current liabilities			**6,506,996**		*6,962,698*
Creditors: amounts falling due after more than one year	19		**(837,269)**		*(889,810)*
Total net assets			**5,669,727**		*6,072,888*

COMPANY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2023

	Note		2023 £		2022 £
Charity funds					
Restricted funds	20		**1,233,328**		*1,197,975*
Unrestricted funds					
Designated funds	20	**3,460,635**		*3,657,043*	
General funds	20	**975,764**		*1,217,870*	
Total unrestricted funds	20		**4,436,399**		*4,874,913*
Total funds			**5,669,727**		*6,072,888*

The Company's net movement in funds for the year was £(403,161) *(2022 - £(25,179))*.

The Trustee 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 Trustee and signed on their behalf by:

Mr P Marsh Peter Marsh

Date: 20/12/23

The notes on pages 58 to 84 form part of these financial statements.

THE MARY STEVENS 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 operating activities	23	**90,346**	*89,456*
Cash flows from investing activities			
Dividends, interests and rents from investments		**59,935**	*53,505*
Proceeds from the sale of tangible fixed assets		**-**	*(54)*
Purchase of tangible fixed assets		**(53,365)**	*(81,354)*
Proceeds from sale of investments		**241,317**	*94,274*
Purchase of investments		**(117,780)**	*(94,465)*
Net cash provided by/(used in) investing activities		**130,107**	**(28,094)**
Cash flows from financing activities			
Repayments of borrowing		**(36,865)**	*(33,690)*
Net cash used in financing activities		**(36,865)**	**(33,690)**
Change in cash and cash equivalents in the year		**183,588**	**27,672**
Cash and cash equivalents at the beginning of the year		**987,158**	*959,486*
Cash and cash equivalents at the end of the year	24	**1,170,746**	*987,158*

The notes on pages 58 to 84 form part of these financial statements

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

1. General information

The Mary Stevens Hospice (the Charity) is a Company Limited by Guarantee (registered number 1963989), registered in England and Wales. Its charity registration number is 517656. The registered office and principal place of business is 221 Hagley Road, Oldswinford, Stourbridge, DY8 2JR.

Its principal activities are end of life care for people as well as provision of education and training in end of life care to healthcare professionals in the surrounding areas.

2. Accounting policies

2.1 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.

The Mary Stevens 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 undertaking. The results of the subsidiary 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.

2.2 Going concern

The Trustee Report sets out a review of the financial performance of the Hospice, its risk management policies and its reserves position as well as describing the factors that have significantly affected the years results. The Covd-19 pandemic has greatly affected the activities of the Hospice but the very significant government support has brought about an improvement in the Hospices financial position. That support has assisted the Trustees in concluding that these accounts be prepared on the basis that the Hospice is a going concern.

The Trustees nevertheless remain aware that the long term issues remain. In a competitive health care economy, with staff shortages in all sectors, the costs of providing our services are expected to continue to rise. The reserves held by the Hospice will assist in meeting these demands but work continues to make more secure all source of income, from trading subsidiaries top legacies, fundraising initiatives and Governmental support.

2. Accounting policies (continued)

2.3 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.

Grants are included in the Consolidated statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

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

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.4 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.

2. Accounting policies (continued)

2.5 Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.6 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated statement of financial activities as the related expenditure is incurred.

2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

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.

Depreciation is charged so as to allocate the cost of tangible fixed assets over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Motor vehicles	- 25% on cost
Fixtures and fittings	- 20% on cost
Computer equipment	- 25% on cost

Leasehold buildings prior to 2018 are depreciated on a straight line basis from the date the building is brought into use until the end of the original lease in October 2040 (this lease has since been extended). Leasehold buildings capitalised from 2018 are depreciated on a straight line basis over 50 years.

2.8 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.

2. Accounting policies (continued)

2.9 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.

2.10 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.

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.

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.

2.11 Liabilities and provisions

Liabilities 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.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated statement of financial activities as a finance cost.

2.12 Pensions

In respect of former qualifying National Health Service personnel the Company continues their participation in the NHS defined pension scheme. Other contracted staff are offered an opportunity to participate in a separate defined contribution scheme. Employer's contributions payable to both schemes for the year are charged in the Statement of Financial Activities.

2. Accounting policies (continued)

2.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustee 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 Trustee 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. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. 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.

4. Income from donations and legacies

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Donations	543,860	213,972	**757,832**
Legacies	919,265	-	**919,265**
NHS Grants and contracts for patient care	93,600	-	**93,600**
Other grant income	42,722	-	**42,722**
	1,599,447	213,972	**1,813,419**

	Unrestricted funds 2022 £	*Restricted funds 2022 £*	*Total funds 2022 £*
Donations	*350,157*	*281,789*	*631,946*
Legacies	*823,079*	-	*823,079*
NHS Grants and contracts for patient care	*99,900*	-	*99,900*
Furlough Income	*33,583*	-	*33,583*
Other grant income (including Hospice UK)	*294,381*	-	*294,381*
	1,601,100	*281,789*	*1,882,889*

5. Income from charitable activities

	Unrestricted funds 2023 £	Total funds 2023 £
Local Clinical Commissioning groups - Patient care	519,424	**519,424**

	Unrestricted funds 2022 £	*Total funds 2022 £*
Local Clinical Commissioning groups - Patient care	*538,032*	*538,032*

6. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2023 £	Total funds 2023 £
Fundraising events	370,004	**370,004**
Shop income	1,630,572	**1,630,572**
Lottery income	419,665	**419,665**
	2,420,241	**2,420,241**

Included in Shop income is £413,569 *(2022: £220,962)* of gift-aided donated goods and £103,378 *(2022: £55,241)* of gift aided amounts.

6. Income from other trading activities (continued)

Income from fundraising events (continued)

	Unrestricted funds 2022 £	*Total funds 2022 £*
Fundraising events	*365,765*	*365,765*
Shop income	*1,365,126*	*1,365,126*
Lottery income	*482,134*	*482,134*
	2,213,025	*2,213,025*

7. Investment income

	Unrestricted funds 2023 £	**Total funds 2023 £**
Investment income	52,833	**52,833**
Bank interest	7,102	**7,102**
	59,935	**59,935**

	Unrestricted funds 2022 £	*Total funds 2022 £*
Investment income	*51,968*	*51,968*
Bank interest	*96*	*96*
Interest receivable	*1,441*	*1,441*
	53,505	*53,505*

8. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2023 £	Total funds 2023 £
Costs of raising voluntary income	98,970	**98,970**
Costs of raising voluntary income - wages and salaries	221,399	**221,399**
Costs of raising voluntary income - NI	10,000	**10,000**
Costs of raising voluntary income - pension costs	6,500	**6,500**
	336,869	**336,869**

	Unrestricted funds 2022 £	*Total funds 2022 £*
Costs of raising voluntary income	*106,200*	*106,200*
Costs of raising voluntary income - wages and salaries	*185,445*	*185,445*
Costs of raising voluntary income - NI	*8,077*	*8,077*
Costs of raising voluntary income - pension costs	*9,478*	*9,478*
	309,200	*309,200*

Fundraising trading expenses

	Unrestricted funds 2023 £	Total funds 2023 £
Fundraising trading expense	724,381	**724,381**
Fundraising trading expenses - wages and salaries	862,042	**862,042**
Fundraising trading expenses - pension costs	26,670	**26,670**
Fundraising trading expenses - depreciation	25,270	**25,270**
	1,638,363	**1,638,363**

8. Expenditure on raising funds (continued)

Fundraising trading expenses (continued)

	Unrestricted funds 2022 £	*Total funds 2022 £*
Fundraising trading expense	*648,704*	*648,704*
Fundraising trading expenses - wages and salaries	*749,114*	*749,114*
Fundraising trading expenses - pension costs	*23,285*	*23,285*
Fundraising trading expenses - depreciation	*20,610*	*20,610*
	1,441,713	*1,441,713*

9. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2023 £	**Restricted funds 2023 £**	**Total 2023 £**
Patient care	3,020,967	178,619	**3,199,586**

	Unrestricted funds 2022 £	*Restricted funds 2022 £*	*Total 2022 £*
Patient care	*2,762,732*	*242,033*	*3,004,765*

10. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £
Patient care	2,857,444	342,142	**3,199,586**

	Activities undertaken directly 2022 £	*Support costs 2022 £*	*Total funds 2022 £*
Patient care	*2,713,230*	*291,535*	*3,004,765*

Analysis of direct costs

	Total funds 2023 £	*Total funds 2022 £*
Staff costs	**2,435,563**	*2,291,961*
Depreciation	**199,077**	*206,876*
Management	**222,804**	*214,393*
Total 2023	**2,857,444**	*2,713,230*

10. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2023 £	*Total funds 2022 £*
Depreciation	**12,597**	*12,813*
Management	**230,369**	*207,712*
Support	**74,681**	*45,654*
Governance costs	**24,495**	*25,356*
Total 2023	**342,142**	*291,535*

11. Net income/(expenditure)

	2023 £	*2022 £*
Depreciation of tangible fixed assets	**236,944**	*240,299*
Auditors remuneration		
- audit	**19,495**	*16,800*
- other services	**1,500**	*1,350*
Pension costs	**134,010**	*137,129*
Operating lease rentals	**292,593**	*268,198*

12. Staff costs

	Group 2023 £	*Group 2022 £*	Company 2023 £	*Company 2022 £*
Wages and salaries	**3,213,492**	*2,939,473*	**2,351,450**	*2,190,359*
Social security costs	**214,672**	*190,758*	**214,672**	*190,758*
Contribution to defined contribution pension schemes	**134,010**	*137,129*	**107,340**	*113,844*
	3,562,174	*3,267,360*	**2,673,462**	*2,494,961*

12. Staff costs (continued)

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

	Group 2023 No.	*Group 2022 No.*
Average number of employees	**159**	*149*

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

	Group 2023 No.	*Group 2022 No.*
In the band £60,001 - £70,000	**1**	-
In the band £80,001 - £90,000	**1**	*1*

The key management personnel of the charity trust comprise the trustees and senior management team. The total amount of employee benefits (including employer pension contributions) received by key management personnel for their services to the charity was £328,681 *(2022: £309,418)*.

13. Trustee's remuneration and expenses

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

During the year ended 31 March 2023, no Trustee expenses have been incurred *(2022 - £NIL)*.

14. Tangible fixed assets

Group

	Long-term leasehold property £	Motor vehicles £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation					
At 1 April 2022	**6,301,127**	**32,905**	**660,629**	**163,559**	**7,158,220**
Additions	**17,235**	-	**6,206**	**29,924**	**53,365**
At 31 March 2023	**6,318,362**	**32,905**	**666,835**	**193,483**	**7,211,585**
Depreciation					
At 1 April 2022	**1,972,882**	**19,023**	**494,182**	**145,318**	**2,631,405**
Charge for the year	**154,454**	**3,470**	**56,848**	**22,172**	**236,944**
At 31 March 2023	**2,127,336**	**22,493**	**551,030**	**167,490**	**2,868,349**
Net book value					
At 31 March 2023	**4,191,026**	**10,412**	**115,805**	**25,993**	**4,343,236**
At 31 March 2022	*4,328,245*	*13,882*	*166,447*	*18,241*	*4,526,815*

14. Tangible fixed assets (continued)

Company

	Long-term leasehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2022	**6,097,358**	**515,764**	**93,596**	**6,706,718**
Additions	**17,235**	**4,444**	**-**	**21,679**
At 31 March 2023	**6,114,593**	**520,208**	**93,596**	**6,728,397**
Depreciation				
At 1 April 2022	**1,798,180**	**361,234**	**75,452**	**2,234,866**
Charge for the year	**145,635**	**53,442**	**12,597**	**211,674**
At 31 March 2023	**1,943,815**	**414,676**	**88,049**	**2,446,540**
Net book value				
At 31 March 2023	**4,170,778**	**105,532**	**5,547**	**4,281,857**
At 31 March 2022	*4,299,178*	*154,530*	*18,144*	*4,471,852*

15. Fixed asset investments

Group and Company	Listed investments £	Cash £	Total £
Cost or valuation			
At 1 April 2022	**1,418,829**	**3,647**	**1,422,476**
Additions	**117,780**	**-**	**117,780**
Disposals	**(241,317)**	**-**	**(241,317)**
Change in market value	**(144,216)**	**-**	**(144,216)**
Net movement of cash	**-**	**118,754**	**118,754**
At 31 March 2023	**1,151,076**	**122,401**	**1,273,477**
Net book value			
At 31 March 2023	**1,151,076**	**122,401**	**1,273,477**
At 31 March 2022	*1,418,829*	*3,647*	*1,422,476*

16. Stocks

	Group 2023 £	*Group 2022 £*
Finished goods and goods for resale	**1,100**	*250*

17. Debtors

	Group 2023 £	*Group 2022 £*	Company 2023 £	*Company 2022 £*
Due within one year				
Trade debtors	**103,962**	*35,136*	**103,962**	*35,136*
Amounts owed by group undertakings	**-**	*-*	**288,214**	*330,167*
Other debtors	**40,060**	*53,456*	**19,469**	*16,588*
Prepayments and accrued income	**56,912**	*281,527*	**29,854**	*250,689*
Tax recoverable	**59,608**	*43,745*	**59,608**	*43,745*
	260,542	*413,864*	**501,107**	*676,325*

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

18. Creditors: Amounts falling due within one year

	Group 2023 £	*Group 2022 £*	Company 2023 £	*Company 2022 £*
Bank loans	**93,591**	*67,006*	**83,591**	*57,006*
Trade creditors	**70,103**	*85,661*	**35,908**	*72,350*
Other taxation and social security	**56,401**	*16,856*	**48,458**	-
Other creditors	**35,382**	*24,245*	**24,078**	*24,245*
Accruals and deferred income	**115,053**	*148,411*	**17,764**	*67,900*
	370,530	*342,179*	**209,799**	*221,501*

	Group 2023 £	*Group 2022 £*
Deferred income at 1 April 2022	**125,139**	*138,224*
Resources deferred during the year	**70,302**	*125,139*
Amounts released from previous periods	**(125,139)**	*(138,224)*
	70,302	*125,139*

Deferred income comprises lottery income received in advance by Mary Stevens Hospice Lottery Limited and project funding received in advance in Mary Stevens Hospice.

19. Creditors: Amounts falling due after more than one year

	Group 2023 £	*Group 2022 £*	Company 2023 £	*Company 2022 £*
Bank loans	**863,860**	*927,310*	**837,269**	*889,810*

Included within the above are amounts falling due as follows:

	Group 2023 £	*Group 2022 £*	Company 2023 £	*Company 2022 £*
Between one and two years				
Bank loans	**93,590**	*67,006*	**83,590**	*57,006*
Between two and five years				
Bank loans	**267,362**	*198,518*	**250,771**	*171,018*
Over five years				
Bank loans	**502,908**	*661,786*	**502,908**	*661,786*

There are two loans in this year's accounts.

The first loan was drawn down in December 2018 and is repayable over a term of 25 years. The total amount drawn down was £1,000,000 and repayment commenced on 21 January 2018. Repayment is paid interest only for the first twelve months, followed by monthly installments of £5,084 (including interest).

Interest is charged at 2.65% per annum over the Bank of England base rate.

The loan is secured by means of a legal mortgage and fixed and floating charge over 221 Hagley Road, Oldswinford, Stourbridge, DY8 2JR and any property or undertaking of The Mary Stevens Hospice.

The second bank loan is a term loan repayable in monthly installments over a 6 year term and bears interest at 2.5% per annum.

There is an unlimited guarantee in place for Mary Stevens Hospice Trading Company Limited and Mary Stevens Hospice Lottery Limited. There is a charge over 221 Hagley Road, Stourbridge, DY8 2JR on the bank accounts.

20. 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						
Designated funds						
Fixed assets	**3,512,006**	**-**	**(189,992)**	**-**	**-**	**3,322,014**
Hospice at home	**200,000**	**-**	**-**	**-**	**-**	**200,000**
	3,712,006	**-**	**(189,992)**	**-**	**-**	**3,522,014**
General funds						
General Funds	**1,167,446**	**4,719,945**	**(4,806,207)**	**-**	**(144,216)**	**936,968**
Total Unrestricted funds	**4,879,452**	**4,719,945**	**(4,996,199)**	**-**	**(144,216)**	**4,458,982**
Restricted funds						
Donations	**183,166**	**213,972**	**(146,586)**	**(13,472)**	**-**	**237,080**
Restricted fixed assets	**1,014,809**	**-**	**(32,033)**	**13,472**	**-**	**996,248**
	1,197,975	**213,972**	**(178,619)**	**-**	**-**	**1,233,328**
Total of funds	**6,077,427**	**4,933,917**	**(5,174,818)**	**-**	**(144,216)**	**5,692,310**

20. Statement of funds (continued)

Restricted funds
The restricted funds relate to donations received for specific expenditure that have not yet been expensed.

Designated funds
The Hospice re-development and extension fund is earmarked for the Phase 3 development of the Hospice which commenced in June 2017.

The Hospice at Home fund is earmarked for the potential establishment of a "Hospice at Home" service in the future.

The fixed asset fund represents value embodied in the charity's buildings and equipment.

20. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Unrestricted funds						
Designated funds						
Fixed assets	*3,642,407*	-	*(130,401)*	-	-	*3,512,006*
Hospice at home	*200,000*	-	-	-	-	*200,000*
	3,842,407	-	*(130,401)*	-	-	*3,712,006*
General funds						
General Funds	*1,077,110*	*4,481,148*	*(4,383,244)*	-	*(7,568)*	*1,167,446*
Total Unrestricted funds	*4,919,517*	*4,481,148*	*(4,513,645)*	-	*(7,568)*	*4,879,452*
Restricted funds						
Donations	*114,920*	*276,789*	*(208,543)*	-	-	*183,166*
Restricted fixed assets	*1,043,299*	*5,000*	*(33,490)*	-	-	*1,014,809*
	1,158,219	*281,789*	*(242,033)*	-	-	*1,197,975*
Total of funds	*6,077,736*	*4,762,937*	*(4,755,678)*	-	*(7,568)*	*6,077,427*

21. 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	**3,712,006**	**-**	**(189,992)**	**-**	**-**	**3,522,014**
General funds	**1,167,446**	**4,719,945**	**(4,806,207)**	**-**	**(144,216)**	**936,968**
Restricted funds	**1,197,975**	**213,972**	**(178,619)**	-	-	**1,233,328**
	6,077,427	**4,933,917**	**(5,174,818)**	**-**	**(144,216)**	**5,692,310**

Summary of funds - prior year

	Balance at 1 April 2021 £	*Income £*	*Expenditure £*	*Gains/ (Losses) £*	*Balance at 31 March 2022 £*
Designated funds	*3,842,407*	*-*	*(130,401)*	*-*	*3,712,006*
General funds	*1,077,110*	*4,481,148*	*(4,383,244)*	*(7,568)*	*1,167,446*
Restricted funds	*1,158,219*	*281,789*	*(242,033)*	*-*	*1,197,975*
	6,077,736	*4,762,937*	*(4,755,678)*	*(7,568)*	*6,077,427*

22. 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	3,346,988	996,248	**4,343,236**
Fixed asset investments	1,273,477	-	**1,273,477**
Current assets	1,072,907	237,080	**1,309,987**
Creditors due within one year	(370,530)	-	**(370,530)**
Creditors due in more than one year	(863,860)	-	**(863,860)**
Total	4,458,982	1,233,328	**5,692,310**

Analysis of net assets between funds - prior year

	Unrestricted funds 2022 £	*Restricted funds 2022 £*	*Total funds 2022 £*
Tangible fixed assets	*3,512,006*	*1,014,809*	*4,526,815*
Fixed asset investments	*1,422,476*	-	*1,422,476*
Current assets	*1,214,459*	*183,166*	*1,397,625*
Creditors due within one year	*(342,179)*	-	*(342,179)*
Creditors due in more than one year	*(927,310)*	-	*(927,310)*
Total	*4,879,452*	*1,197,975*	*6,077,427*

23. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2023 £	*Group 2022 £*
Net expenditure for the year (as per Statement of Financial Activities)	**(385,117)**	*(309)*
Adjustments for:		
Depreciation charges	**236,944**	*240,299*
Losses on investments	**144,216**	*7,568*
Dividends, interests and rents from investments	**(59,935)**	*(53,505)*
Decrease/(increase) in stocks	**(850)**	*3,802*
Decrease/(increase) in debtors	**153,322**	*(37,523)*
Increase/(decrease) in creditors	**1,766**	*(70,876)*
Net cash provided by operating activities	**90,346**	*89,456*

24. Analysis of cash and cash equivalents

	Group 2023 £	*Group 2022 £*
Cash in hand	**1,048,345**	*983,511*
Cash held in investments	**122,401**	*3,647*
Total cash and cash equivalents	**1,170,746**	*987,158*

25. Analysis of changes in net debt

	At 1 April 2022 £	Cash flows £	Other non-cash changes £	At 31 March 2023 £
Cash at bank and in hand	**983,511**	**64,834**	**-**	**1,048,345**
Cash held in investments	**3,647**	**118,754**	**-**	**122,401**
Debt due within 1 year	**(67,006)**	**36,865**	**(63,450)**	**(93,591)**
Loans due after 1 year	**(927,310)**	**-**	**63,450**	**(863,860)**
	(7,158)	**220,453**	**-**	**213,295**

26. Pension commitments

Staff may opt to join a defined contribution pension scheme, the assets of which are held separately from those of the charity in independently administered funds. The employer's contribution to this scheme is between 3% and 6.5% (2022: 3% and 6.5%) of pensionable pay. Future contributions are expected to be at a similar level.

Staff previously employed by the National Health Service and who were members of the NHS Superannuation Scheme continue to be members of that scheme. The NHS scheme is a defined benefit pension scheme. However, the scheme is a multiple employer 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. Contributions are charged to the SOFA so as to spread the cost of pensions over employees' working lives with the charity.

Details of the benefits payable under these provisions can be found on the NHS Pensions website at www.pensions.nhsbsa.nhs.uk.

The employer's contribution to the scheme is 14.38% (2022: 14.38%) of pensionable pay.

The pension cost charges, representing employer's contributions to both schemes, amounted to £134,010 (2022: £137,129). This is net of a NHS pension contribution of £43,563 (2022: £43,563) received as part of the Dudley CCG grant. Contributions totalling £Nil (2022: £Nil) were payable at the year end and are included in other creditors.

No trustee qualified for benefits under either of these schemes.

27. 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 £	*Group 2022 £*	**Company 2023 £**	*Company 2022 £*
Not later than 1 year	**151,254**	*185,969*	**16,844**	*6,484*
Later than 1 year and not later than 5 years	**399,650**	*392,253*	**38,042**	*20,753*
Later than 5 years	**23,184**	*69,553*	**-**	*-*
	574,088	*647,775*	**54,886**	*27,237*

28. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.

29. Related party transactions

There have been no other related party transactions that require disclosure other than the transactions with the subsidiary companies, The Mary Stevens Hospice Trading Company Limited and Mary Stevens Hospice Lottery Limited, as set out below:

Income from donated goods under the retail Gift Aid scheme are sales which were processed by The Mary Stevens Hospice Trading Company Limited on behalf of the Charity and are included under retail income.

The subsidiary companies also made a gift aid distribution to the Charity as disclosed in Note 30.

The balance outstanding at the year end owed from The Mary Stevens Hospice Trading Company Limited was £98,539 (2022 - £155,645).

The balance outstanding at the year end owed from Mary Stevens Hospice Lottery Limited was £200,979 (2022 - £174,522).

30. Principal subsidiaries

The Charity has two wholly owned trading subsidiaries which are registered and incorporated in England.

The following were subsidiary undertakings of the company:

Names	Company number	Registered office or principal place of business	Principal activity
The Mary Steven Hospice Trading Company Limited	02648133	221 Hagley Road, Oldwinsford, Stourbridge, DY8 2JR	Sells goods and gift aids taxable profits to The Mary Stevens Hospice
Mary Stevens Hospice Lottery Limited	03885815	221 Hagley Road, Oldwinsford, Stourbridge, DY8 2JR	Runs a lottery and gift aids taxable profits to The Mary Stevens Hospice

The financial results of the subsidiaries for the year:

Name	Income	Expenditure	Profit/(Loss) for the year	Net assets/(liabilities)
The Mary Stevens Hospice Trading Company Limited	1,674,444	1,498,263	176,181	18,103
Mary Stevens Hospice Lottery Limited	422,721	170,510	252,211	4,480

At the end of the financial year, Mary Stevens Hospice Lottery Limited made a gift aid distribution of £249,458 (2022: £265,740) and The Mary Stevens Hospice Trading Company Limited made a gift aid distribution of £158,078 (2022: £166,832).

Hospice Care - 01384 443010 | **Fundraising** - 01384 377778 | **Lottery** - 01384 860011
Trading & Recycling Centre - 01384 671149 | **Telephone Information Line** - 01384 445417
Bereavement Information Hub - 01384 443010

Report produced by **Beth Wheeler, Graphic Designer**

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Registered Charity No. 517656

THE MARY STEVENS HOSPICE

England & Wales - Charity number 517656

Accounts

The Mary Stevens Hospice Trustees and Directors Annual Report including consolidated audited financial statement for the year ending 31 March 2022

Care | Compassion | Kindness

The Mary Stevens Hospice Limited, Registered Charity Number 517656. Registered Company Number 1963989 (England and Wales)

The Mary Stevens Hospice Limited
Annual Report 2021/2022
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A word from our Chair

I hope you enjoy reading the Trustees Annual Report, which deals primarily with the past 12 months of the Mary Stevens Hospice. These pages contain details of our activities and new initiatives. I wholeheartedly thank the Senior Leadership Team, the staff, the volunteers and the Trustees for their hard work and commitment.

The Covid 19 pandemic was testing for our patients, families, staff, and supporters alike. I am pleased to report that the Mary Stevens family have again risen to the challenge of providing excellent care, while simultaneously raising the funds required to do so. We achieved these thanks largely to our strong platform which we put in place during the pandemic. Innovations we have trialled in staffing and technology as well as our stable financial position meant we could adopt services and reshape the organisation in real time. Looking to the future our priorities now are to deliver outstanding care, to expand the number of patients we care for, to develop and support our workforce and to expand our revenue base. The Board and Senior Leadership Team have been reviewing the strategy and business plans for the next few years. We have an ambitious new growth strategy, and our growth plan includes detailed actions to expand our revenue base to match the cost of service increasing patient numbers. We will selectively add new shops and invest in our existing estate to maintain our best-in-class retail performance. Our fundraising team have delivered an enhanced programme of events and relationship building. We are working with our NHS partners to ensure we become a consultant led service and achieve specialist status.

The Board and Senior Leadership Team are addressing staffing shortages in order to reach more of the people who need us both in the Inpatient Unit and the community. These are two of our most critical challenges for the year ahead. The pandemic has been tough for our incredible staff as elsewhere in the health care system. Accordingly, we are investing in our workforce like never before, to recruit, support, train and retrain and attract the high-quality talent we need to achieve our goals.

Our challenge remains as always to deliver excellent care to everyone in need whilst simultaneously raising most of the funds to pay for it. The donations of our loyal supporters have enabled the organisation to continue to deliver outstanding care. While unwelcome the pandemic had some collateral benefits, it made our community more aware than ever of the importance of Mary Stevens Hospice and the services it offers. It accelerated the opportunities for innovation such as the No Barriers Here Project which has gained national recognition for its approach to tackling issues around equality, diversity, and inclusion in care provision. The rationale is to promote and demonstrate positive progress in the workplace. Together we can make that change.

Whilst we cannot rest on our laurels, I am confident that with the dedication of our people and the ongoing generosity of our supporters we can continue to help every patient and family who need us. None of this would have been achieved without the increasing work of Mary Stevens staff and volunteers. This team is our key differentiator, they help us each day to deliver on our core mission of outstanding patient and family care. Quite simply the team is the heart of Mary Stevens and I want to recognise and thank every one of them for their efforts over the last year.

The Board and Trustees are the stewards of good Governance, and we must ensure our staff have complete confidence in our Governance standards and in our financial probity and that our corporate processes and procedures are always up to date and fulfil all the appropriate auditing requirements. We are very proud of both the heritage of Mary Stevens and its continued growth for the future.

Peter Marsh
Chair of Trustees, The Mary Stevens Hospice

A word from the CEO

It gives me great pleasure to present this report to you and share both the successes and challenges that the hospice has faced during the past 12 months.

As an independent hospice registered with both Companies House and the Charity Commission, we continued to face significant challenges throughout the year. The Covid-19 pandemic adversely affected our ability to generate income. However emergency central government payments, contingent upon our ability to demonstrate our activity data, had a positive effect on our financial position at the year end.

The level of statutory funding the charity receives, at 17%, is well below the local and national average of 34%. This has been highlighted to commissioners and will form the basis for ongoing negotiations with the new Integrated Care Systems moving forwards.

During this reporting period we successfully collaborated with Continuing Health Care who funded 2 of our Inpatient Beds as part of their admission avoidance program to relieve pressures on the acute health care system.

I am pleased to report that the hospice is now back to normal activities, after the restrictions placed upon us during the pandemic, with appropriate precautions in place for patients, visitors, employees, and volunteers. During the past 18 months we have been operating a Covid management group with responsibility for interpreting guidance related to Covid 19 and managing the risks. This group were highly effective at maintaining the safety of patients, their visitors, and the workforce and I thank them for their commitment.

Emerging from the challenges of the pandemic we have seen successes across the organisation, from a new model of care delivery by the Day Service Team seeing patients accessing dedicated programmes of support to the award winning innovative No Barriers Here approach to advance care planning, whilst the Inpatient Unit and Patient and Family Support Teams have continued to deliver outstanding levels of care to the populations requiring their unique support.

At the time of authoring this report it would be prudent to acknowledge the current global climate, rising utility costs, a decline in the value of investment portfolios and an increase in inflation all have the potential to negatively impact on our service. However, we are confident that the charity remains a going concern from 2022-2023.
I continue to be proud of our values and the work ethic of our employees and I thank every person who contributes to making our work possible.

Claire Towns
Matron and CEO

Meet the Trustees

Peter Marsh (Chair) Peter's career spanned 44 yrs working in the N.H.S. managing Major Capital Development, the last 15yrs of which Peter was responsible for delivering non-medical facilities over multiple sites. Peter was appointed a Magistrate in 1997. He now chairs Fundraising Governance Committee.

John Turner (Vice Chair) Originally from Hereford, John obtained a degree in theoretical physics before qualifying as a chartered accountant, specialising in taxation, and subsequently becoming a partner in Deloitte. Formerly the treasurer of Stourbridge Tennis Club and a West Bromwich Albion season-ticket holder. He chairs the Finance and Resources Committee for The Mary Stevens Hospice.

Brian Blakemore Brian has over 40 years' experience in financial services covering Corporate Banking and Private Equity. He has a range of non-executive positions covering venture capital, corporate finance, private equity and online retail. Member and from 2020 Chair of Trading Board of Mary Stevens Hospice.

Spencer Hodgson Before retiring, Spencer had 30 years experience as a senior manager, gaining a mix of commercial, operational and administrative/financial experience gained across a range of industries and company sizes in the private and semi-public sectors. Spencer has been a fundraising volunteer for MSH and is a member of the Finance and Fundraising Governance Committees and a Director of The Lottery.

Angus Lees Strong commercial background and qualified to MBA standard. Cabinet Member at Dudley MBC holding the portfolio for the West Midlands Combined Authority. Member of the WMCA Overview & Scrutiny Committee, Housing & Land Board, Strategic Economic Development Board & Transport Development Committee. Previously worked within large corporations, and subsequently ran his own company for 11 years.

Nigel Dace Nigel worked as a solicitor in private practice for over 40 years, retiring in 2015. During the next year he became a Trustee of Mary Stevens Hospice and values considerably the high regard in which the Hospice is held within and beyond the Stourbridge community. He serves on Governance and Clinical Standards Committee.

Steve Waltho MBE Steve is a Dudley Councillor and former Mayor of Dudley with 21 years of public service to date for which, along with a lifetime of charity fundraising, he was awarded the MBE in 2018. He has also served on Health Boards in various capacities and currently serves on both the Fundraising and Trading Board Committees at MSH.

David Martin David is a Chartered Accountant with over 30 years of experience working as an accountant in industry and now in practice. Many of his clients are owners of SMEs who he helps to understand the numbers and this experience is proving to be invaluable in his roles as a Trustee of MSH and as a member of the Resources and Fundraising Governance Committees.

Karen Shakespeare Karen has 25 years experience as a Customer Service Manager in the Manufacturing, Utility and Logistics industry. She has served as a Councillor on Dudley Council for the past 19 years, much of that time as the Cabinet Member for Environment.

Dr Jane Flint-Bridgewater Retired Consultant Cardiologist/Hon. Senior Lecturer; first Clinical Director of Black Country Cardiovascular Network 2003-2008; Trustee British Heart Foundation 2006-2014; Medical Director of Action Heart Prevention and CR Programme 1988-2020; ad hoc adviser to CQC, PHSO to March 2020. Chaired Clinical Standards Committee at MSH 2016 to date.

Barbara Coles Barbara is a retired teacher having worked for over forty years in Birmingham and Sandwell schools. Barbara had links with several hospices in past years and seeing the wonderful work they do, was keen to help in some way. Member of the Clinical Standards Committee.

Andrew Bagnall Andrew qualified from Guy's Hospital, London as a Registered General Nurse in 1993 and has worked in hospices in both Oxford and Wolverhampton throughout his career. Alongside his extensive clinical knowledge and experience, Andrew has delivered palliative and end of life training across all settings and presently works as a Senior Lecturer at the University of Wolverhampton teaching undergraduate to doctoral level students. As a Trustee at The Mary Stevens Hospice, Andrew is co-opted to the Clinical Standards Committee.

Chair of the Lottery Board:

Arthur Baker Arthur was a senior Finance Director for an international construction company, followed by many years working for a leading London merchant bank. For the ten years prior to retirement he was Chief Executive of a UK Casino company. Arthur is a Director of Lottery, and now Chairs the Lottery Board.

Summary of Main Activities

At Mary Stevens Hospice we believe that people with progressive, incurable, life-shortening illness should be helped to live as fulfilling a life as possible until achieving a natural, peaceful and dignified death free from pain or anxiety and surrounded by those whom they love.

Clinical

• Provide care, compassion and kindness for patients, families and carers from a consultant led, multi-disciplinary team.
• Aspire to be a centre of excellence in the provision of specialist palliative and end-of-life care which is safe, caring, effective and responsive to people's needs.
• Provide training and education to improve care at various stages along the patient journey.
• Sustain a diverse, adaptable, well-motivated team of volunteers to support service delivery.

Fundraising

• Mary Stevens Hospice aims to minimise the cost of fundraising activities.
• To ensure we are making the best use of generous donations we benchmark different fundraising channels and techniques to ensure that they are competitive.
• We work hard to ensure that we can report back to our donors on the results and impacts that their giving achieves for the Hospice.

Income Generation

• Develop a sustainable income generation model.
• Raise income ethically and in a responsible way.
• Develop an improved range of activities for the Trading subsidiary.
• Develop local fundraising support.
• Develop and implement a revised legacy strategy that encourages people to leave us a gift in their will.
• Recruit corporate supporters.
• Develop strong fundraising links with the local community.
•Promote membership of The Mary Stevens Hospice Lottery.

Principal Risks and Uncertainties

The Trustees are acutely aware of the need to identify and assess the principal risks and uncertainties faced by the Hospice. A risk register is maintained and is reviewed at all meetings of Trustees. The register extends to 71 separate risks and assesses both the likelihood of a risk occuring and it's consequence, enabling the relative significance to be determined. The risks cover clinical, financial and regulatory issues. The principal financial risks and the measures being adopted to minimise them are detailed elsewhere in this report. Risks are also minimised by appropriate training both in clinical areas but also regulatory areas. The impact of the Covid-19 pandemic has necessitated significant operational changes across all departments. Significant financial support from the Treasury was secured for the Hospice sector by Hospice UK which has mitigated negative financial impact on the Hospice. The senior leadership team and Trustees are focused on continued risk to the business as the pandemic creates future uncertainty.

Our Fundraising Standards

We abide by the Fundraising Code of Practice which covers all aspects of fundraising and good practice. We work hard to protect our supporters' data, as well as evolving our systems to ensure that our supporters can choose how they would like to be contacted and with what types of communication. We have acted to ensure we are fully compliant with The Data Protection Act 2018. The Hospice recognises its duty of care to members of the public and, in particular, to vulnerable persons. The Trustees have approved a Safeguarding Policy and all members of the Fundraisng Department and all Trustees are DBS registered. Risk assessments are carried out for all the fundraising events, wherever held. The fundraising department received no formal complaints during the year.

Success and Objectives

As we are focused on developing a new strategy our plans for 2021-2022 do not represent a drastic deviation from our current activity. We sought to build on activities that we believe to be strategically important, these include:

• To continue to invest in and support our workforce.

• Building on innovative ways of working during COVID-19 across all areas and embedding them into practice.

• Focusing on the areas of Income Generation where we believe there is higher growth potential.

• Increasing our focus on diversity and inclusion both across our workforce and in the care and support we provide.

• Continuing to build external relationships, being aware of the move towards greater integration in health systems.

• Become a consultant led provider of specialist palliative care.

• Further improve access to adult and children's bereavement services.

• To participate in palliative care research.

Successes and Achievements

The following pages highlight the delivery of key projects during 2021 - 2022. Each of these projects has contributed towards the delivery of the Hospice strategic aims.

• Delivered care both face to face and remotely using digital technology.

• Restructured our Trading Company to improve efficiency.

• Developed the hospice legacy strategy.

• Invested in an interactive staff survey giving us the opportunity to improve staff welfare and working conditions, improving morale, retention, and output.

• After a pilot project was completed, the hospice partnered with the local NHS Trust to appoint a joint palliative medicine consultant post.

• Restructured and expanded the bereavement service.

• Produced a film focused on a research study being led by the hospice with people excluded due to identity, culture, ethnicity, and race.

• Received funding to support the delivery of a new study later this year focused on LGBTQIA+ people and communities.

In Patient Unit

April 2021 - March 2022

The In-Patient Unit (IPU) provides 24-hour care for patients with life limiting illnesses. The multi-disciplinary team provides specialist assessment, treatment and interventions to patients and their families who often have complex difficulties. The care is person centred and holistic and addresses the physical, spiritual, social, and emotional components of a person's health and wellbeing. The aim of care is to enhance a person's quality of life whilst helping them to live as fully as possible.

A significant challenge during this year was the need to restrict the number of people visiting their loved ones at the hospice. This was one of the most difficult challenges for the IPU staff during the reporting period.

Staff are focused on ensuring that they know what matters most to patients and introduced a Goal of the day project. This enabled patients to share with staff what they wanted to achieve daily, whether that be to work with a physiotherapist, manage a symptom, read a book, or put their finances in order.

The IPU team faced several challenges maintaining safe staffing levels during this period due to the ongoing pandemic. However, this led to some new opportunities for development within the team. Health Care Assistants have been supported to train as 2nd checkers for medicines administration. This was underpinned by robust training and competency assessment. The outcome of this piece of work was ensuring patients still received their required medications in a timely manner, if there were reduced numbers of available registered nurses, to reduce symptom burden.

An e-rostering system for managing the staffing rota has been successfully introduced into practice. This has created a more time-efficient method of managing staffing.

For the first time in the hospice the IPU had to utilise agency nurses, the costs of which are reflected in the management accounts, to ensure safe staffing levels were maintained.

With patient comfort at the fore of the Hospice's priorities air conditioning has been installed across all 10 IPU bedrooms. This has also led to an improvement in working conditions for staff who, working in PPE (Personal Protection Equipment) were finding the environment less than ideal.

There are plans now being progressed to upgrade several areas of the IPU which include improved visitor areas, a new overnight room for families and a nurse's office that is accessible to all.

As a care provider rated as Outstanding by the CQC (Care Quality Commission), the team continues to develop to ensure this rating is maintained. There are nurse champions in nutrition, infection prevention, student learning placements, wound care and stoma care.

The Matron has regular engagement calls with the CQC engagement officer to monitor the quality of care.

In Patient Unit Figures

April 2021 - March 2022

Admissions - 115

New Referrals - 254

Deaths - 91

Discharges - 50

Hospital Avoidance **10**

Pain & Symptom Control **31**

Terminal Care **74**

Bed Days Occupancy **2,052**

Day Unit Activity

April 2021 - March 2022

Patients are now attending the service face to face Monday to Friday.

We have been running wellbeing groups for patients with neurological conditions since last year. These are 8 weeks of structured sessions with which we work in collaboration with the community team and the wider hospice team to deliver sessions related to symptom control, managing dietary needs, looking at exercise and movement, spiritual care and aspects of advanced care planning alongside the five ways to wellbeing.

On Wednesday mornings our physio team run a group for patients who need support with managing symptoms related fatigue, anxiety and breathing (known as FAB group). These sessions are run over 8 weeks and look at similar topics to the neuro groups with an emphasis on breathing exercise and relaxation.

Also, on a Wednesday we have an 8-week course of mindfulness. This is a structured program that explores how mindfulness techniques can be used to help patients and relatives find some strategies to cope with the difficulties living with a palliative condition can bring. A monthly Monday drop-in is due to commence September to allow people who have attended the course to continue practicing mindfulness. These sessions run on a rolling program throughout the year.

At the year end we received a grant that will allow us to expand our therapy teams and will appoint a physio assistant working alongside our regular physio. This will enable us to offer more one to one treatments within the hospice or at home if needed.

The grant has also given us the opportunity to employ a dedicated complementary therapy lead to support our complementary therapy team who are made up of experienced health care assistants with specialist training in complementary therapies. We offer treatment programs to patients and relatives in the day hospice, inpatients unit, as outpatients or occasionally at home where someone is too poorly to attend.

Patients can attend our Thursday monthly sessions which follow on from the neuro and fab groups. These allow the patients to attend for the whole day and offer ongoing support, with access to the clinical team, physio, complementary therapies, social worker, art psychotherapy and spiritual support. There is also a monthly men's and ladies' group which is supported by our social worker, these sessions allow both carers and patients to meet with support from the clinical team but offers a more social experience but structured sessions and have topics ranging from advanced care planning to chocolate making.

We have regular clinic sessions every week where new patients and current patients are seen by one of our medical team and one of the day service nurses to review symptoms, discuss advance care

planning or look at any issues that may require support. Patients can may also book individual sessions to support them with holistic care such as physical needs through hydrotherapy bathing, spiritual care, support with funding issues or care needs, advance care planning, symptom management and other issues that patients and relatives may face when living with a palliative condition. We have a list of patients who are not able to physically attend and we support at least weekly with telephone calls to them or their relatives, liaising closely with the community teams and our inpatient unit when necessary.

Having staff experienced and trained in pre bereavement and legacy work we are able to work in groups or with individuals. Patients and families have the opportunity to work with each other and their wider family to create lasting tactile memories in a supportive environment.

The carer support group that is run by the social worker is supported by day services, and we are able to look after a patient if they are not able to be left at home in order for the carer to attend the group.

The motor neurone society have monthly meetings here on Mondays which we support. These are attended by patients and families and patients who are not known to the hospice may also attend these sessions.

We are in the process of looking to restart the PSP (progressive supranuclear palsy) monthly support meetings working with the PSP society who we support to run these sessions.
We are in the process of introducing occupational therapy students back into the hospice and are working with both Coventry and Worcester University to enable this. We have previously had positive experiences working with Coventry prior to Covid 19.

Day hospice has become more focused and working in this new structured way has enabled us to adapt to the restrictions we faced through covid 19 and continue supporting patients and relatives throughout that time. We have grown the service since the restrictions have lifted and we are continuing to expand and meet the needs of more of our communities not only in Dudley borough, but the wider communities of Sandwell, Wyre Forrest and some Worcester patients.

Trusts that supported us during 2021/22

The Arnold Clarke Community Trust
The Albert Hunt Trust
Persimmon Homes - Community Champions
Lasletts Charities
EH Smith
Hobson Charity
Wilmcote ChariTrust
Hospice Aid UK
Baron Davenports Charity
Hilary Awdry Charitable Trust
C.B and H.H Taylor 1984 Trust
DMBC - Covid Infection Control Grants
Souter Trust
The Grimmitt Trust
Ecclisiastical
Lillie C Johnson Charitable Trust
W.G. Edwards Charitable Foundation
The Rest-Harrow Trust
The Mark Benevolant Fund
AF Blakemore - Community Cashback Grant
M K Rose Charitable Trust
The Orange Tree Trust
The Dumbreck Charity
Michael & Anna Wix Chaitable Trust
The Eric W Vincent Trust Fund
Skpiton Building Society Charitable Trust
The Roger and Douglas Turner Trust
Sainsbury's Helping Everyone Eat Better Community Grant
The Caron Keating Foundation
The Albert Hunt Trust
The Muntz trust
Co-Op Local Community Fund
The Masonic Charitable Foundation
The Edward Cadbury Charitable Trust
The Anthony and Gwendoline Wylde Memorial Charity
The Eveson Charitable Trust
The Patrick Charitable Trust
The Ken Wrigley Memorial Charity
The Jules Thorne Charitable Trust
The Brian Shaw Memorial Trust
Dudley Workforce Capacity Fund
The Ardwick Trust
The Alan Robert Laken Charitable Trust
The Birmingham District Nursing Charitable Trust
The Michael Marsh Charitable Trust
The Inlight Trust
Albright Grimley Charity
GJW Turner Charitable Trust
WED Charitable Trust
The Card Factory Foundation
Orbis Investments (Bucchanan Programme)
DMF Ellis Charitable Trust
B&Q Foundation
The Hedley Foundation
The Hospital Saturday Fund
Edgar E Lawley Foundation
The D'oyly Carte Charitable Trust
Lillie C Johnson Charitable Trust

THE MARY STEVENS HOSPICE
054
Santa Jog

HOSPICE
HEROES
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IN
2021

A focus on equity

The Mary Stevens Hospice remain committed as part of their strategic vision and aligned to national palliative care policy and recommendations, including the National Ambitions Framework for Palliative and End of Life Care, to prioritise equitable palliative and end of life care for all. We continued to make progress during the year under report and are progressively being recognised as leaders in this area, making a difference by dismantling barriers and addressing inequalities underserved communities' experience.

No Barriers Here© - people with learning disabilities

Following a promising start in 2020 No Barriers Here©, a co-produced programme funded by The Masonic Charitable Trust and managed by Hospice UK, continued with the overarching aim of developing a more equitable approach to advance care planning and to support and normalise conversations about death and dying with people with learning disabilities. The team delivered the final two cohorts of workshops during this period before co-developing and delivering an education programme delivered to health care professionals.

Additional funding produced a film about No Barriers Here© that was launched during October 2021 receiving highly acclaimed praise as an 'inspirational, important, beautiful, life affirming film'.

A pivotal and proud moment for the hospice was winning Hospice UK's Tackling Inequalities Award, finalists for The National Learning Disability and Autism Awards 2021 and nominated for an NHS England Improvement Award.

No Barriers Here© for people excluded by identity, culture, ethnicity or race (ICER)

Leading on from the success of No Barriers Here© the hospice was delighted to be invited to submit a proposal to explore how this approach could be used with other Black, Asian and minority ethnic (BAME) communities. Working in partnership with Dudley Group of Hospitals and other providers, No Barriers Here© ICER was launched April 2021 as a two-year programme funded by NHS Charities Together.

Using the same principles and approach, a co-production team was recruited from across the UK to advise and steer the project. The team meet regularly and provide expert guidance throughout all project phases.

“I never felt different until I came here (UK). As a migrant, I often don’t feel like I belong, and this is often an issue for me. The meeting felt diverse, inclusive, and safe. It just makes me feel good that this work is being done, helping us, and helping others.”

In addition to arts-based workshops, education, and plans for future service development, the hospice submitted a successful proposal to lead No Barriers Here© ICER as a qualitative research study. Participant recruitment information for the study workshops was translated into Urdu, Punjabi, Polish and Romanian. The first cohort of the study took place in the year under report with participants successfully recruited all of whom self-identified as people from the Black Migrant community.

“It’s a great medium to engage people, structurally dismantling racism and discrimination.”

Community engagement has included the shared role of a community development worker for ethnic minority communities with Compton Care and the hospice leading events during key dates, including Black History Month, Hospice Care Week and Interfaith Week.

No Barriers Here© facilitator training

Building on innovation and in response to training enquiries, a facilitator training package was developed and launched early 2022. The bespoke education programme teaches health care professionals the methods and approach of No Barriers Here©, whilst delegates also undertake three experiential art-based workshops to fully understand the model. The development of the training has expanded and increased the reach of No Barriers Here© across the UK, raising the profile of the hospice in addition to generating an income.

“I attended the No Barriers Here course in March which was absolutely amazing. The course helped me develop skills and understanding in using arts-based approach to advance care planning. The project is so accessible and inclusive for all. It really is creating a truly personalised care plan and I am so pleased to be using this approach in my practice to support underserved populations.”

Homeless Outreach and Palliative Care Education (HOPE)

The Mary Stevens Hospice were successful in receiving grant funding to lead a two-year pilot project in the Dudley Borough to support people who are homeless or experiencing structural vulnerability. We are working in collaboration with primary care, housing, homeless support services and third sector organisations as part of a wider pathway being developed in the borough led by Dr Lloyd Baron and in partnership with Dudley Integrated Health Care.

The service aims to identify and support people who require palliative and end of life care, increase access to care, facilitate advance care planning opportunities and bereavement support, whilst providing a key education programme for staff who work with people experiencing homelessness. Direct care, social support and signposting will be provided through community drop-in sessions in collaboration with the pathway team.

Conferences and publications

We continue to accept opportunities to disseminate and amplify hospice work at conferences, webinars and publications in additional to regional meetings and events. During this timeframe oral presentations have been delivered at:

- Royal College of Occupational Therapists Conference
- Palliative Care for People with Learning Disabilities Annual Conference and webinars
- Public Health Palliative Care International webinar for World Compassionate Communities Day
- 4th Learning Disability Symposium
- Rennie Grove Hospice Annual Conference
- Institute of Health and Social Care Management Annual Conference
- Hospice UK Annual Conference
- South- West Palliative and End of Life Care strategic clinical network
- Speak for Me podcast

Publications and writing for publication have been published or submitted to:

- Hospice UK Equality in hospice and end of life care: challenges and change report
- Public Health Palliative Care International Newsletter
- Feature in Care Management Matters about the Health and Care Bill, amendments and the impact in the commissioning of specialist palliative care
- Paper submitted to Palliative Medicine Journal
- Co-authored book chapter for the Handbook of Palliative Care 4th edition
- NHS England/ Improvement

Research

• The Victoria & Stuart Project- funded by the National Institute of Health Research (NIHR)

The Mary Stevens Hospice are co-applicants of a two-year study aimed at improving end-of-life care planning for people with learning disabilities led by Kingston University and St George's, University of London. The project team includes Open University, The Mary Stevens Hospice, Voluntary Organisations Disability Group, and Dimensions and MacIntyre.

• No Barriers Here© ICER

The project includes a qualitative research study led by Dr Jed Jerwood and Gemma Allen funded by NHS Charities Together.

• PEOLC A Forum for Researchers and people from ethnic and diverse backgrounds

Education

Education has aligned alongside No Barriers Here© with people with learning disabilities and the facilitator training programme during this time, developed and delivered by the Palliative Care Inclusion and Community Partnerships Lead.

Over 200 health care professionals received training around palliative care and people with learning disabilities which included:

- Health concerns and inequalities
- Talking about death and dying with people with learning disabilities
- Palliative and end of life care
- Making reasonable adjustment
- Advance care planning
- Loss, grief and bereavement

The No Barriers Here© facilitator training programme has been commissioned for bespoke delivery across several ICS places in England as well as individual organisation bookings at The Mary Stevens Hospice. Additional education to be delivered in the coming year includes No Barriers Here© ICER and HOPE project.

Leaded Stained Glass Hospice Logo
Ken Cowley

Bereavement Service

April 2021 to March 2022

Summary

Over the past year, more than 150 people have accessed support from our service, whether via individual Supportive Listening sessions, group Hub events, counselling and psychotherapy, legacy work, the Community Companions service or over the phone via the Information Line.

Within our service, our team of 12 staff and volunteers have completed over 350 hours of direct support across the various projects.

Post-covid, it has been important to us to reach out again to local and national organisations and we have newly opened our doors to bereaved individuals in the community whilst continuing to support those whose loved ones have been looked after in the hospice.

We currently reach our beneficiaries via direct and in-house referrals, as well as external links such as GP surgeries and social prescribing teams.

In the early months, the staff team took time to visit a nearby hospice in order to make links and learn from their practice.

We also joined a Patient and Public Involvement research group at the University of Wolverhampton researching Continuing Bonds of connection between the bereaved and the deceased.

As part of our membership of Hospice UK we joined their Bereavement Echo Project which supported peer learning and development between bereavement experts and services.

Locally, we continued to be represented in the Bereavement Matters in Dudley network via online meetings rather than in person (due to the impact of the pandemic) and contributed to the Dying Matters group by engaging in awareness raising activities during Dying Matters week.

Additionally, we contributed to events such as the Tree of Light, National Reflection Day, Grief Awareness Week and via individual invitations including providing a display at a place of worship and presenting at a local hospital.

Our Volunteers

As a volunteer-driven service we are lucky to have a team of nine people who have been active in our Supportive Listening project, Information Point and the monthly Hub programme.

Providing them with regular supervision and top-up training as well as pausing to appreciate and celebrate the immense value of their support, is a key element of our service.

Volunteers attended internal and external training relevant to their role. This included hub facilitation training, suicide awareness, data protection, community companions training, mental health awareness and communicating in difficult situations.

"Helping a person through their grief and supporting them to reinvest in their life can be very rewarding"

Our Service

Supportive Listening

Our supportive listening service provides free face-to-face and/or telephone support sessions on an individual basis. This allows visitors to the service the opportunity to share their story with a carefully selected and trained volunteer.

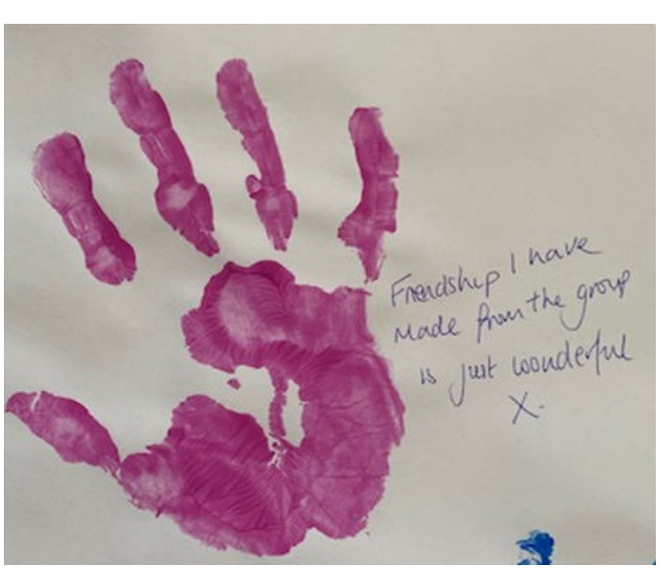
Between April 2021 and March 2022, staff and volunteers carried out 154 hours of supportive listening for 42 people who were bereaved and struggling to manage.

Bereavement Hub

Our group drop-in sessions give participants the opportunity to meet others who have lost someone close to them. Offering a welcoming environment, this provision supports participants irrespective of how long they have been bereaved.

The hub has seen a total of 127 visits over the year, with many coming back to complete the full 6 sessions, whilst others dipping in or out according to need. The group size increased from around 10 participants per session to around 16 or more each month. In total we supported over 25 people some repeatedly over the 6 months.

Consultation with hub attendees on themes they would like to see at future hubs fed into the development of a hub facilitator training. The training was run in the new year and enabled volunteers to facilitate the current 6 monthly rotating programme which includes a signposting element with literature and short presentations from external organisations.



We have received positive feedback from the participants regarding the new structure and the importance of this provision in assisting them on their bereavement journey.

Legacy

Our pre-bereavement and legacy work is offered to patients, carers, friends and families to enable them to have tangible reminders of their loved ones and the relationship they shared. We offer a variety of options including handprints, treasure boxes for keepsakes and photos; hand-castings, jewellery, teddies, audio and video messages, letters and cards.
We restarted our legacy service for patients,

their carers, and families once lockdown started to ease and hospice regulations allowed us to. Overall we were able to support over 30 people through different means, sometimes in the home and otherwise on the ward or in day unit. We also developed and ran a legacy training for health care professionals on IPU which was well received.

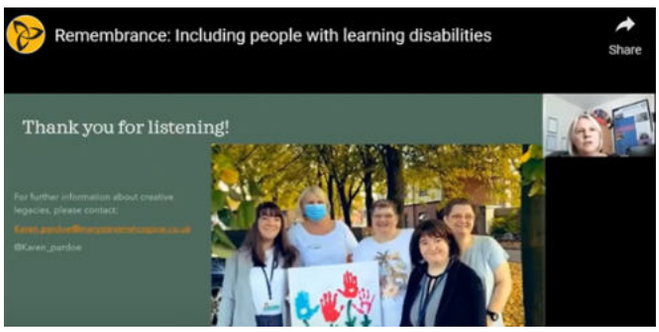
“Very relaxed and inclusive, learnt a lot. I felt very supported throughout.”

“The training was very interesting and useful.”

One of Bereavement Service Co-ordinators began

linking with a network supporting people with learning disabilities and contributed to a webinar with a section on legacy.

Bereavement Information Point



In response to feedback from the shop floor that bereaved customers would often ask for information on support.

We piloted a project offering information and signposting once a month from the café area of our High Street shop in Stourbridge.

Building on the experience of the pilot, plans were then developed for later in the year to make it a permanent display feature available as and when customers need it rather than just once a month.

Telephone Information Line

Our telephone information line offers timely, practical and compassionate information and signposting related to hospice support. The telephone information line is available over 7 days a week between the hours of 8am-4pm.

The service was able to assist callers with signposting and support related to end of life, hospice information and bereavement in more than 30 calls to the Information Line.

Supporting staff and other professionals

In response to the strain put on staff during covid, as well as the impact of bereavement related to their loved ones, our department put on five monthly wellbeing sessions specifically for employees of the hospice active in the support of patients and families.

We also became involved, via the Bereavement Services Manager, in the new Wellbeing Forum set up within the hospice to input on hospice wellbeing strategy and actions. We began discussions with some of our network partners to host externally run Reflective Sessions for Funeral and Bereavement Professionals at our venue.

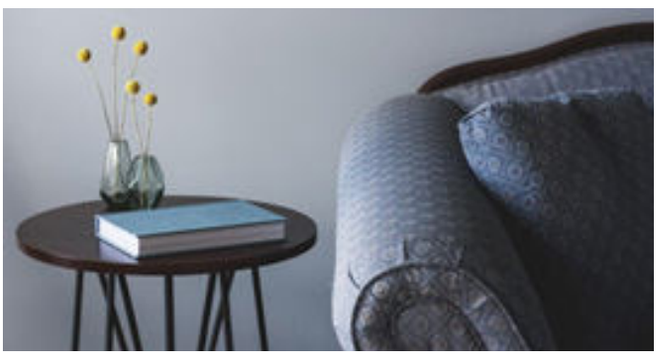
Community Companions

The Community Volunteer Service sat within the bereavement service from March 2021 until recently. During this time the volunteers were stood down due to Covid. Work continued to review the service and more recently the name was changed to Community Companions.

All the existing paperwork was reviewed and updated. In October 2021 volunteers were invited to meet with the new team and to be updated with the changes regarding Covid guidelines. The training content was rewritten and was rolled out in February 2022 to around 20 of the existing volunteers. The project started up toward the

end of the reporting period and initially involved 4 volunteers offering 39 hours of support to 5 service users.

Counselling and therapy



Our in-house therapist and external counsellor completed 103 hours of support for clients who struggle with mental health as well as bereavement. We continued to make referrals from our service to the hospice complementary therapies team in Day Unit as and when where required.

Children and Young people

Counselling, legacy work and pre-bereavement support was completed with children and young people as well as adults, and we continued to liaise with the Children and Young People's subgroup of Dudley Bereavement Matters network regarding provision for schools. Discussions included looking at a potential move to online support from the jointly-run training for schools that had been offered before the pandemic.

Internally, we began to make plans for a Bereavement Co-ordinator role that could increase our offer within the service.

"I can't thank her enough for all the help, kindness and support given when it was needed most."

"The service was first class.

Phone support, one-to-one massage treatments all helped to make me feel alive and human again."

Key achievements from education perspective

March 2021 to April 2022

Palliative Care Champions Training

Along with our existing bespoke Palliative and End of life champions training Days

- Symptom Control at end of life
- Non-malignancy at end of life and palliative care emergencies
- Communication and advance care planning
- Psychological and spiritual care at end of life
- Loss grief and bereavement

The education team have been joined by an experienced lecturer from Wolverhampton University to develop further study sessions – Redefining Palliative and end of life care, Care in the last few Months, weeks, days and hours, The importance of planning ahead.

These study days along with a competency folder are available to hospice staff, acute trust staff Community staff and care home teams. To date over 200 staff have successfully completed this course.

Nursing and management Competencies

Role specific care and management competencies are important to provide documentary evidence that our organization is developing the nursing team and ensuring high standards of care are being provided for the people we look after. These documents offer proof to the Care Quality Commission (CQC) that we are Safe, Effective, Caring, Responsive and Well lead. The education team support staff to work through these documents in their own timeframe.

Revalidation

As a professional requirement from the Nursing and Midwifery Council (NMC), every registered nurse must provide proof of revalidation. The education team provide support for staff to complete these requirements and are closely involved with two of the specific elements- Reflective discussion of five pieces of reflection on their practice, linking these closely to The Code and Confirmation that they have achieved all the mandated requirements. During their first revalidation staff felt worried and felt unsure of the process, some staff even took the step to give up their professional registration but the education team supported and guided staff through the process and now entering the second wave of revalidation they feel much more confident and can now also see the importance of these professional requirements.

From May 2020 the education team, in close working relation to the Project Lead for the ReSPECT in Dudley have been a key part of the implementation group for the ReSPECT process across the whole of the Black Country Health economy- Acute Trust, Community and Primary care and all care homes.

What is ReSPECT?

ReSPECT is a national initiative to deliver best ethical and legal practice around treatment and escalation of care in an emergency and decisions around Do Not Attempt Cardio-Pulmonary Resuscitation (DNACPR)

ReSPECT is a process where you and the healthcare team talk together and work out a personalised plan for potential future emergency treatment - to ensure that you receive the best possible treatment for your individual situation.

This is Joe's Journey
https://youtu.be/SdkncGjihG0 -(6min 25sec)

Training

The education team has delivered 38, 1-hour webinars – 3 face-to-face sessions – 7 Promotional days – Walkabouts across Acute Trust reaching in excess of 600 staff with other staff accessing e-learning modules or ReSPECT process.org resources or completing their own training. With plans into December to deliver 6 further webinars.

Resources

National e-learning modules, Information videos for Staff, patients and carers, Information for Patients and carers in many formats (Easy read guides) and other languages are being developed.

the gold standards framework®

What is Gold Standards framework

GSF is a practical systematic, evidence-based approach to optimizing care for all people nearing the end of life, given by generalist front-line care providers. GSF is all about quality care - quality improvement with training, quality assurance with standards of care and quality recognition with recognised accreditation.

The Hospice and the education team are working closely with Dudley Clinical Commissioning Group (CCG) to support several Care homes in Dudley to achieve GSF accreditation, by practical support to work through the processes at the home and by developing study days for care home managers and staff. These study days have been delivered in partnership with the Enhanced care home team from Dudley's Clinical hub.

SAGE & THYME®

Notice distress, listen carefully, respond helpfully

SAGE & THYME

The education team have been commissioned by Health Education England to deliver a minimum of 24 licensed SAGE & THYME communication workshops-" Notice distress, listen carefully and respond helpfully" During the pandemic we developed an online version with the national team so we could if needed deliver them in a COVID secure way. We have to date delivered 12 of the commissioned sessions with very positive written feedback from delegates- "Excellent training. I have gained so much knowledge and skills to take away" and "Wish I'd have known about this training years ago, it would have really helped with my previous community nursing role"

First Aid at work

Our organization was previously buying in an accredited First aid at work trainer to train staff and re-new their certificate every 2-3 years. The education department now has a fully accredited First aid at work trainer to make this ongoing training less costly and more efficient for us.

Paramedic Training

The education team have been involved in providing End of life training for a pioneering role development program for Paramedics that have been employed within GP surgeries to help speed up appropriate commencement of treatment and ensure people receive treatment where they want it.

Fran Aldridge, Dudley Integrated Health and Care (DIHC) evaluated the day:-"Excellent relevant content that has improved my understanding and confidence around palliative care"

Collaborative working

The education team attended a collaboration of Midlands Hospice educators/managers to look at what we do now, how we can collaborate in the future, shared resources and what might that look like moving forward.

The education department has hosted several events for Hereford and Worcester Palliative care specialist registrars and Hospice UK.

Carers Support

Following discussions at Social Worker carers group, several bespoke education sessions were developed for carers- People handling, Emergency First aid and care at end of life. Verbal feedback from these on the day was very positive:

"I have learned more today than 2 years of Occupational and physiotherapy input"

"I wish I had known this at the beginning of their illness"

Student Support

The education team have been providing placements and supporting a number of healthcare students

- Nursing students from Birmingham City University and Wolverhampton University
- Physicians Associate Trainees
- 3rd year medical students
- Social worker students
- Access to nursing students

Medical involvement

As part of their role, the hospice medical team have developed several teaching sessions on medical conditions that commonly access hospice support:

- Chronic obstructive pulmonary disease
- Heart failure
- Lung malignancies
- Primary brain tumours and metastases

Mental Health First Aid

The education department has worked closely with Stellar Mind to provide Mental health first aid training for Mary Stevens Hospice staff and the wider community. We have also been involved in developing a video to highlight the importance of Mental Health First aid.

THE MARY STEVENS HOSPICE
THE MARY STEVENS HOSPICE

Social Work

April 2021 - March 2022

There were 147 referrals received by the hospice social work department during this period.

119 families received individual support from the social work department, 40 carers received one to one support from the social worker. 53 home visits were made. Safeguarding referrals raised coming out of the lockdown period. 34 statutory assessments were carried out.

Groupwork

10 – 12 people attended the neuro-group in the Day Unit to support them with skills, education and information giving for different neuro-conditions. During the neuro-group a patient informed us that she wishes she could educate the professionals and community about her long-term condition, Parkinson's Disease. We decided to open it up to the rest of the people who attends the Day Unit. We had an overwhelming response and produced an audio-visual in conjunction with a videographer on International Social Worker Day 2022. It is available on the Mary Stevens Hospice Facebook. This project has been nominated for a social work award nationally.

The monthly carers group was well attended (15 – 20 carers per group), supporting carers coming out of lockdown. On recommendation of a carer who attends the carers group we started a what's app group for carers to support each other when they are not at the hospice. This is very successful.

Men's and women's groups are well attended. (15 – 20 people per group). We have arranged a fashion show with patients and families, as well as the retail department of the hospice. This was a very big success. Patients, families, and staff participated in the modelling of different clothes from different hospice shops. We started functional groups trying out woodwork, pottery, and flower decorations.

Community work

The Social Work Department was nominated for the CVS Kindness award 2021 and was Highly recommended.

The social worker continues to be the co-presentative from the APCSW in the West Midlands. We arranged a week online national conference focussing on palliative care social work in the UK.

Social work student placements

The social work department has now successfully provided 6 month placements to undergraduate- and masters students at the hospice. The different aspects of the hospice provide an ideal social work student hub for all students. It would be ideal to develop this further in the future. Our social work students have done well on placement. Two students received a 1:2 (B) on placement. One student also received a 2:2 during her secondary studies and after her placement at Mary Stevens Hospice she ended with a 2:1.

Feedback for the Social Work Department

"I would like to officially thank you for the help you kindly gave me with a patient in the IPU. You went the extra mile, and following your intervention, you helped to relieve the stress and tension I was feeling at that time. In so promptly gaining a solicitor to draw up the patient's Will, you not only reduced the pressure on me, but you also helped my family at this very difficult time. I am so incredibly grateful for your specialist service - it made a world of difference. Thank you again." ~ *Family member of patient in IPU*

"The social worker went out of her way to support my dad in the IPU, and we would not be able to do it without her support." ~ *Daughter of Sheikh patient in IPU*

"I have been very anxious and isolated before I came to Mary Stevens Hospice. Since I attended the neuro-group I met new people and has learnt a lot. The social worker arranged for me to be referred to a consultant through my GP surgery and arranged a package of care." ~ *Person with lived experience, attending Day Unit.*

"The social worker has been very proactive especially during the lockdown period. She was the only professional we saw during that period." ~ *Patient in the community.*

Spiritual Care

April 2021 - March 2022

Spiritual Care Team

• Changes in Day Services (see below) had a major impact on the work of our Spiritual Care Volunteers. Many used to come alongside patients weekly and lead the popular Midday Prayers.

• In the Autumn we hosted a lunch for all these volunteers to thank them for their service. This also provided an opportunity to explore new possibilities.

• Our Volunteer Services Coordinator joined us for part of the meeting, outlining developments within the PAFSS Team – not least in relation to Bereavement Support.

• The time together concluded with a shared reflection. Almost all found the overall experience very helpful and have 'moved on' – one way or another.

• Two Volunteers (now called Volunteer Chaplains) resumed visits to the In-Patient Unit. Their support for patients, families, and members of staff has been gratefully received.

Day Services Unit

• The DSU Team reflected during the Covid pandemic on what they/ we provide for patients and carers. They have since developed a dynamic range of opportunities.

• I now lead regular group sessions on Spiritual Care, which have been well-received. These have sometimes led to further conversations and also funeral requests.

• Similar material proved effective in training days with the tranche of new volunteers.

• I have also used the resource with a patient support group at the Whitehouse in Dudley.

In Patient Unit

• I aim to meet each patient and members of their family, offering whatever help is appropriate and making referrals as required. Likewise providing support for colleagues.

• The Volunteer Chaplains and I maintain close contact and have developed a simple, effective and confidential way of updating one another on our work.

• We are glad to welcome fourth year medical students for a day's experience on a regular basis. I now offer them a short session on Spiritual Care - something barely mentioned in their training.

Bereavement Support

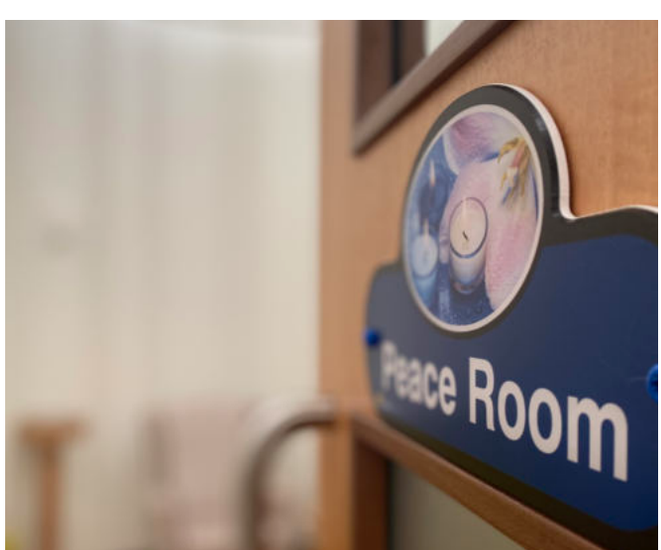
• It has been good to work more closely with our Bereavement Team. This included helping them with the Day of Reflection (23rd March), leading times of shared reflection.

• We hope to provide more interactive opportunities of this kind in future.

• We are also liaising more frequently on the support offered to individuals and families.

• I update a list of those who have died every 1-2 weeks, displayed in both Peace Rooms.

• Arrangements are also made for our Book of Remembrance to be viewed by family members.



• During the year I was honoured to conduct 13 funeral services on behalf of the hospice.

• Whenever possible, funeral service booklets are uploaded to SharePoint for staff to view.

30th Anniversary Celebration

• 70-80 people attended this event at St Mary's Church, Oldswinford, which replaced the traditional Midsummer service in 2021.

• Alongside music and poetry, we shared news about the hospice and were treated to an inspiring address from one of our new Trustees on the importance of hospice care.

• Those present lit candles in memory of their loved ones.

• Volunteers representing different spiritualities concluded the event with their blessings.

Tree of Light

• 350-400 people attended our Tree of Light event at the hospice, with some 80-90 joining in the same programme of readings, music and candle-lighting at St Mary's Church, Oldswinford a few days later.

• Our Fundraising Team, together with the Director of Operations & Support, organized replacement lights for our iconic tree.

Christmas Concert

• Ongoing concerns about Covid made organizing this fund-raising event complicated.

• Nevertheless, over 90 people paid to enjoy an evening of Christmas music on 16th December at St Mary's Church, Oldswinford – which provided excellent acoustics.

• The programme included carol-singing for all, an award-winning brass band, choir and soloists.

Wassail!

• 35-40 staff and volunteers enjoyed a memorable (and dry!) evening in February, as we 'wassailed' our iconic Tree of Light for the third year in a row.

• Once again guided by our Pagan Adviser, blessings that reflected different spiritual paths were conferred on both tree and hospice.

• Refreshments were served from the Education Centre, while those present enjoyed live music.

Hospice Choir

• Following the Covid pandemic, I was asked to bring the largely volunteer hospice choir together for the Summer Fayre on 4th September.

• Around this time, we were delighted to welcome a new volunteer with exceptional musical skills and infectious enthusiasm as our leader.

Networking

• As part of my role, I am continuing to co-ordinate the Midlands Group of the Association of Hospice & Palliative Care Chaplains. We have over 40 people on the mailing list, from Grimsby to Milton Keynes and Shrewsbury to Leicester!

• AHPCC offers support and insights into best practice.

• Most meetings have been held via Zoom but we managed a 'hybrid' in October, when a small group gathered at Mary Stevens Hospice.

• During the year two local Anglican priests joined me for a week's placement. The first was exploring chaplaincy during her sabbatical; the second completing her curacy in a pioneering 'resource' church who has a particular interest in hospices.

Fundraising

April 2021 - March 2022

2021 - 2022

Rainbow Auction

Revenue £3,247.83
Corporate Sponsorship £0
Gross £3,247.83
Expenditure £0

SEPTEMBER 2021

Summer Fayre

Amount raised: £17,278.61
Event £15,885.50
Corporate Sponsorship £3,000
Gross £18,885.50
Expenditure £1606.89

SUMMER 2021

Ice Cream Parlour

Amount raised: £6,027.25
Event £5,526.56
Corporate Sponsorship £1,000
Gross £6,526.56
Expenditure £499.31

NOVEMBER 2021

Tree of Light

Amount raised: £11,436.13
Event £11,260.86
Corporate Sponsorship £1,000
Gross £12,260.86
Expenditure £824.73

NOVEMBER AND DECEMBER 2021

Reindeer Run

Amount raised: £15,117.99
Event £12,004.47
Corporate Sponsorship: £5,000
Gross £17,004.47
Expenditure £1,886.48

Corporate fundraising engagement

Coventry Building Society
Squire Patton Boggs
Vantage 365
Ian Perks Estate Agents
S&R Construction
Bob Richardson Tools
Gravity Risk - ongoing
Brandenburg - ongoing
Horderns Removals
Metro bank
Masstemps
Stourbridge Rotary

MAY AND NOVEMBER 2021

Make a Will Month

Amount raised: £5,235.00
Event £5,235.00
Corporate Sponsorship £0
Gross £5,235.00
Expenditure £0

DECEMBER 2021

Santa Jog

Amount raised: £9,922.84
Event £9,726.56
Corporate Sponsorship £1,000
Gross £10,726.14
Expenditure £803.72

Christmas Coffee Morning

Amount raised: £1,481.20
Event £1,481.20
Corporate Sponsorship £0
Gross £1,481.20
Expenditure £0

Festive Fittle

Amount raised: £3,587.78
Event £3,748.78
Corporate Sponsorship £750
Gross £4,498.78
Expenditure £911.00

Santa Trail

Amount raised: £5,443.13
Event £5,456.24
Corporate Sponsorship £500
Gross £5,956.24
Expenditure £513.11

OCTOBER 2021

Light the Night Walk

Amount raised: £11,436.13
Event £10,260.86
Corporate Sponsorship £2,000
Gross £12,260.86
Expenditure £824.73

JANUARY 2022

Treecycle

Amount raised: £22,656.19
+ £5,795.75 in GiftAid
Event £22,857.10
Corporate Sponsorship £2,500
Gross £25,357.10
Expenditure £2,700.91

FEBRUARY 2022

Snow White & the Seven Dwarfs

Amount raised: £34,000
Event £58,142.00
Corporate Sponsorship £6,645
Gross £64,787.00
Expenditure £30,787.00

Snow White and the Seven Dwarfs Pantomime

February 2022

Corporate support:

PRG UK | Brookes Forgings | Horderns Removals | Alloy Wire International | The Lee, Shaw Partnership
McDonalds, Stourbridge | Black Country Audio | Burnt Toast SFX | Snow Business UK
Mac-Dec Productions | UK Productions |Imagine Theatre

Estates & Facilities

April 2021 - March 2022

The Estates & Facilities team continue to maintain, improve and enhance the overall infrastructure of the Hospice with a small team responsible for general maintenance, feeding, cleaning and laundry.

In this period we have continued to improve some of the infrastructure to those that we support and enhanced the ambience of the hospice outside area.

Projects have included:

Laundry

The equipment used in our laundry was inefficient, costly to maintain and was in much need of replacement. After seeking various options we replaced all the equipment in the laundry with industrial standard washers and dryers. The equipment now in use is more energy efficient and requires less maintenance.

Tree of Light

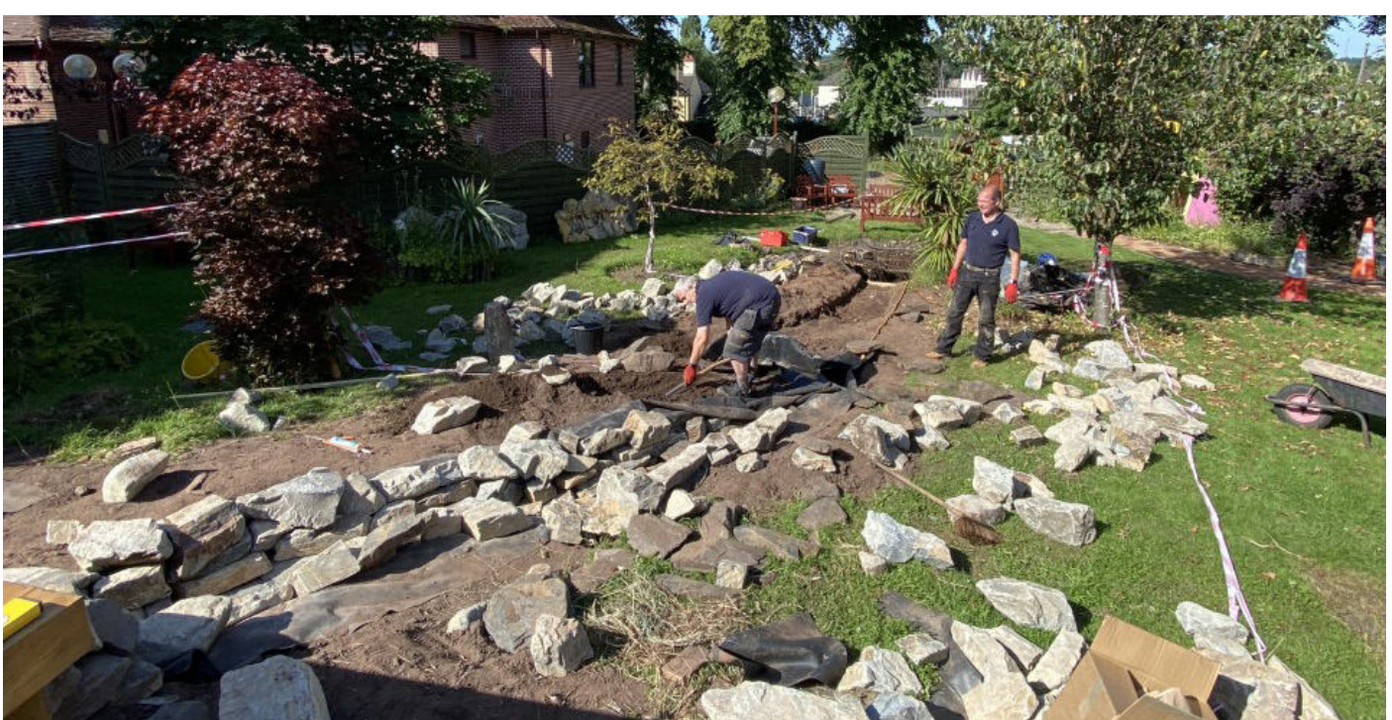
The Tree of Light is the large tree in our grounds that is covered in lights that individuals can sponsor in memory of their loved ones. With the assistance of staff from Dudley Metropolitan Borough Council we stripped the tree of the old lights, which were beginning to look tired and hung new lights. When the tree was lit for the first time at our Tree of Light Ceremony in November 2021 the reward to everyone attending was palpable. With staff, volunteers, loved ones and their families present, the gasp from the crowd was evidence enough to know we had been successful in enhancing a very special tree.

Air Conditioning

With climate change and the comfort of those we care for very much at the forefront of our minds, in December 2021 we had air-conditioning fitted to each of the ten patient rooms in our In-Patient Unit (IPU). This much-needed enhancement will benefit all our IPU patients as climate change continues to show its effects.

Hospice Garden

The Hospice garden has always been a great place for patients, visitors and our staff to sit in to enjoy some peace, quiet and tranquillity. The Estates Team took it upon themselves to improve what was already a lovely area and spent weeks creating a fishpond and stream in the garden. This allows everyone to not only enjoy the view



but also gain from the therapeutic benefits of listening to flowing water, which evidence has shown can help reduce stress significantly.

Staff Health & Wellbeing

Our top priority will always be to our patients and their loves ones, but without the excellent staff we have to support them that level of care would not be possible. In this period we have continued to take vital steps to improve the Health & Wellbeing of our very loyal workforce by introducing a number of initiatives.

These have included:

- The formation of the MSH Health & Wellbeing Steering Group.
- Committing ourselves to following through on the West Midlands Combined Authority (WMCA) Thrive at Work Scheme.
- Training a number of staff to be Mental Health First Aiders.
- The introduction of a much enhanced Employee Assistance Programme (EAP).
- Completion of a Health Needs Analysis, which was completed by just over 75% of our workforce. This gave us a good indication on areas we need to target in the coming period.

Our aim is to not only improve the Health & Wellbeing of our current staff, but also to be seen as an employer of choice in order to attract new staff to the Hospice.

Cyber/Data Security

We hold a lot of personal data for those we care for, those that support us and our staff/ volunteers, so it is vital that we take active steps to continually maintain and enhance our cyber resilience. For the second year running we have attained Cyber Essentials Plus accreditation, the highest level of certification offered under the Government backed Cyber Essentials scheme. We have also successfully completed the NHS Data Security and Protection Toolkit where we were classed as exceeding the expected standards.

These accreditations demonstrate our commitment to data protection and cyber security. Our plan for the year ahead is to continue with further enhancements to our security by introducing Multi Factor Authentication; this not only enhances security but also will improve the accessibility of information to those that need it, when they need it and where they need it.

Trading Report

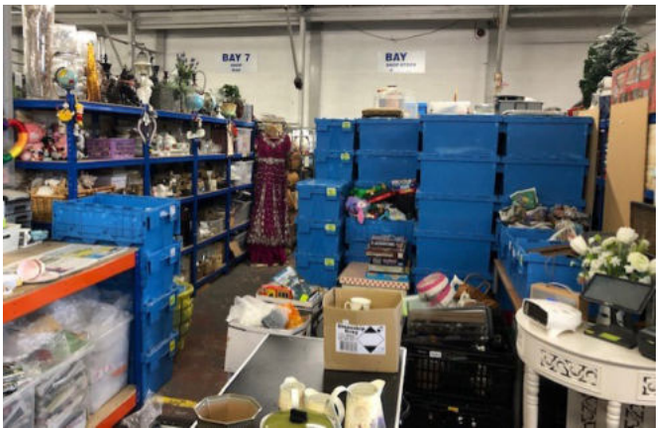
April 2021 to March 2022

Our first full year (almost) of being open for business after Covid, started with the unknown. Would we actually trade all year, how would our donors, customers and volunteers feel about life trying to return to 'normal', even the definition of normal was open to interpretation! But open we remained, slowly a rhythm of life returned. Covid has never gone away; something we are very aware of, and wary of in Trading.

The Year

Our start was excellent, for a week, then we crashed! It was a very difficult year to judge, with business being all peaks and troughs, a sure sign of variable footfall, as people had differing priorities through their year. But we developed, and grew, so that by year end we had exceeded expectation achieving +41% against our budget. A remarkable outcome that was only achieved through dedication and teamwork from all the Trading Team.

Zero to Landfill 2025



This project started in 2019, as part of my 100 Day Review and subsequent Five-Year Plan, work has not been hindered by Covid, delayed yes. With the implementation of central sorting in our Distribution Centre, this a real sea changer, enabling us to define the pathway for end life products.

We now recycle all cardboard, wood, ceramics, metal, plastics (that can be recycled in the UK) DVDs, CDs, failed electrical items. Of course, all the products we sell in our shops are pre-loved, so they are being given a second or third life, being saved from a worse fate!

All this amounts to having reduced our landfill by 80%, a fantastic achievement! However as with all things, the last 20% will now be the real challenge.

Christmas

Christmas for 21/22 had perhaps more of a meaning for many after the pandemic, a time to remember, but also a time for hope.
We introduced a new calendar in A4 format, with wonderful pictures of Shropshire and nature. Our cards were all new images and additional local scenes, the diaries had a whole new look and format with great colours, so much so all sold out in entirety.

Thank you to all our customers and donors who made 21/22 a success for Trading, and so enabled us to contribute to the great work that our hospice does in the Borough of Dudley.

Governing Document

The Mary Stevens Hospice Limited is a registered charity, number 517656 and is a company limited by guarantee governed by its Memorandum and Articles of Association dated 4 March 1986, as amended up to 2018. As outlined in our Articles of Incorporation, Mary Stevens Hospice exists first and foremost to promote welfare and relief of suffering so far as such purpose is charitable.

Recruitment and appointment of new Trustees

Diversity considerations have been focussed upon at Governance Committee and Main Board. Current policy includes advertising to recruit diverse interest in serving on the Board moving forward. Both Chair and CEO may be approached to discuss the role and responsibilities, and an induction programme is provided after interview.

Organisational Structure

The Hospice is governed by the Directors who form the Board of Trustees. The Directors are volunteers who have or have had careers in a wide variety of business and professional activities. They usually come from the Dudley Metropolitan Borough and its surrounding districts. All elected Directors are also Trustees; the names of the Directors are listed below. Two councillors are nominated by Dudley Metropolitan Borough Council to serve as Directors/Trustees. All nominees are subject to ratification by the Board of Trustees. The Charity is organised so that the Board of Directors of the Company meet regularly, with governance subcommittees (Hospice Governance, Finance & Resources, Clinical Standards, Fundraising Governance and Remuneration) reporting to it, whilst individual directors liaise with senior leadership on a regular basis. The CEO and her Senior Leadership Team are responsible to the Board of Directors for the day-to-day running of The Mary Stevens Hospice and the implementation of policies and strategies decided by the Board.

Statement of Public Benefit

Trustees aim to observe the 2017 3rd edition Charity Governance Code to support continuous improvement in purpose, leadership, integrity, decision making and risk control systems, Board effectiveness, Board diversity and transparent accountability. The charity operates a system of sub committees, each committee being focused on a particular aspect of the charity's operations. That system is frequently reviewed and changes have recently been introduced to the style of main board meetings to improve their effectiveness. The charity's objective and its principal activity is that of providing palliative and end-of-life care for those with progressive incurable life shortening illness. The activities of the Hospice are of benefit to the public generally and the Trustees actively encourage the availability of the services to all members of the public irrespective of race, gender or any other discriminatory factor. That system is frequently reviewed, and changes have been made to the style of Main Board meetings, independent Chairmanship of Lottery and Trading Boards established, and all Governance Committees strengthened in the 19/20 year. The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance.

Reference and Administrative Details

Registered Company Number: 1963989 (ENGLAND & WALES)
Registered Charity Number: 517656

Charity's Principal Address & Registered Office
221 Hagley Road | Oldswinford | Stourbridge | DY8 2JR

Trustees

Dr E J Flint-Bridgewater
B Coles
N Dace
S Waltho
Cllr K Shakespeare
S Hodgson
Cllr A Lees
P Marsh
J Turner
D Martin
B Blakemore
A Bagnall

There are no corporate Trustees and no Trustees hold title to any property belonging to the Charity.

Group Chief Executive

C Towns BSc (Hons) Palliative Care

Matron & Registered Manager

C Towns BSc (Hons) Palliative Care

Our Advisers

Auditors: Crowe U.K. LLP, Black Country House, Rounds Green Road, Oldbury, B69 2DG

Solicitors: Higgs & Sons, 3 Waterfront Business Park, Brierley Hill, West Midlands, DY5 1LX
Wall James Chappell, 15-23 Hagley Road, Stourbridge, West Midlands, DY8 1QW

Bankers: NatWest Bank PLC, 141 High Street, Stourbridge, West Midlands, DY8 1BF
Barclays, 1 Snowhill, Queensway, Birmingham, B4 6GN

Investment Advisers: Canaccord Genuity Wealth, Slip House, Princes Drive, Worcester WR1 2AB

Financial Review

The financial results for the year ended 31 March 2022 are given in the audited Financial Statements attached to this report. Those accounts and the related notes have been prepared in accordance with the relevant law and the Charities SORP (FRS102).

The year's results were again affected by the Covid 19 pandemic. The impact of the pandemic lessened later in the year, but it continued to impede the delivery of our services and the Hospice's various fundraising activities.

The financial result for the year was a break-even position with a surplus on operations of £7,259 being offset by a loss of £7,563 in the value of the Hospice's listed investments. The result for the previous year was a surplus on operations of £202,290 and a gain of £222,829 in relation to the investment portfolio.

The costs of providing patient care were well controlled and fell to £3,004,765 from £3,157,954 in the preceding year. The Covid related Government support received was however greatly reduced. In the year to 31 March 2021 £2,279,387 was received in total in the form of NHS grants, furlough income and rates relief. The total received for the current year was £397,953.

The year saw an important improvement in legacy income, from £342,773 last year to £823,079. Other donations and grants remained similar to the previous year falling by £202 to £631,946 while the amount received from the local Clinical Commissioning Groups rose from £504,039 to £538,032.

The Hospice's retail shops were again impacted by the need for enhanced health and safety measures and the general reduction in high street activity. Sales nevertheless improved to £1,365,126, still below pre-pandemic levels but sufficient to realise a welcome and hard-earned profit of £191,775, compared to a loss of £24,943 in the previous year.

The Lottery company experienced a small decrease in turnover but through improving its operating model succeeded in generating a profit of £265,667, only £1,900 less than the previous year.

The Hospice's group position improved slightly during the year. An increase in cash reserves of £27,863 resulted in cash reserves of £983,511 at the year end. The Hospice also had an investment portfolio at the year end of £1,422,476 (£1,430,044 on 31 March 2021), held in listed securities.

The Hospice continues to face challenges in establishing its long-term viability. The economic turbulence brought about by Russia's war with Ukraine and the consequent increases in energy prices and in general inflation will force the Hospice to confront increased costs while simultaneously putting pressure on its income sources. The level of legacy income continues to show improvement and the retail shops and the lottery are proving resilient but the Hospice's long-term viability will require some improvement in support from the NHS Commissioners. This will depend in part on the Hospice's ability to obtain specialist palliative care status and the increase in collaborative working within the Integrated Care Regime which is currently being established by the NHS. The Hospice continues to forge closer links within the healthcare community to assist in these aims.

The Trustees continue to monitor carefully the resources of the Hospice as its long-term financial viability is their primary concern.

Reserves Policy

The total funds of the group at the year end were £6,077,000 (2020 £6.078,000) of which £1,198,000 were restricted (2020 £1,158,000). Funds of £3,712,000 (2020 £3,842,0000) were designated for specific purposes of a possible Hospice at Home service £200,000 (as last year) and fixed assets, £3,512,000 (2020 £3,642,000) the latter being capable of being realised only by a disposal of fixed assets. Unrestricted free reserves of the group at the year-end were £1,167,000 (2020 £1,077,000).

Reserves are unspent, unrestricted income and are held to assist in the management of the Hospice's cash requirements. This is important as approximately 85% of the Hospice's income is from volatile sources, namely donations, fundraising events and legacies.

Charities hold reserves only to ensure that they can continue to satisfy their charitable aims. The Hospice has sought to have reserves equivalent to 6 months' running costs, and did so on 31 March 2019.

The year to 31 March 2022 saw a small improvement in free reserves to £1,167,000 but insufficient to attain that target.

Investment Policy

The Trustees have responsibility for the Hospice's investment policy and have delegated the management of the investment portfolio to professional investment advisers. The appointment of the advisers is reviewed at least every 5 years.

The advisers seek to achieve a reliable income, to assist in meeting the continuing costs of running the Hospice, by maintaining a balanced approach between income and capital growth. The advisers are instructed not to invest in assets which could be detrimental to the Hospice's charitable objects and to make no direct investments in tobacco companies.

Following a review of the investment policy with the advisers in 2019 the Trustees moved the risk category from level 6 to level 5 (on a scale that runs from 1 to 9, with 1 being the most cautious). That move rebalanced the portfolio to include a higher proportion of fixed interest investments so reducing the volatility. On 31 March 2022 approximately 23 % of the fund was invested in debt and fixed interest, 65% in equities and 12% in alternatives, with a small cash balance.

There remains the need to accept some short-term volatility, but the adoption of risk category 5 is still considered appropriate. During the year the fund fell in value from £1,430,000 to £1,422,000 and produced an income yield of approximately 4%.

Going Concern

We have set out in the Trustees Report a review of the financial performance, risk management policies, the reserves position and other factors likely to affect future development, including the economic uncertainty on income. The impact of covid-19 was central to these assessments. Our Trustees have concluded that with agreed adjustments to our plans along with ongoing financial risk management, we believe there are no material uncertainties that call into doubt the charity's ability to continue. The financial statements have therefore been prepared on the basis that the charity is a going concern. More information is included in the accounting policies.

Trustees / Directors Indemnity Policy

Insurance arrangements are in place with AXA Insurance PLC to indemnify Trustees/Directors. The policy number is LS BDX 6985610/0108 and the indemnity limit is £3,000,000. The premium paid was £1,598.63

Pay & Remuneration

Remuneration of personnel and senior management is approved by the remuneration committee constituted as below. Whilst we are aware of NHS pay scales, we do not at this time offer matched salaries, but a comparable system which is governed by our financial constraints as an independent Hospice.

A 1.5% general pay rise was awarded across the organisation once again in April 2020.

Membership of the Remuneration Committee

CEO Claire Towns, Peter Marsh (Chair), John Turner (Vice Chair Finance & Resources Committee), Dr Jane Flint Bridgewater.

Quorum of Meetings

All present for annual meeting to make above decisions and any exceptional individual awards.

Accountability

To Finance and Resources and Governance Committee and Main Board

Statement of Trustee Responsibilities

The Trustees (who are also the directors of The Mary Stevens Hospice Limited for the purposes of company law) are responsible for preparing the Report of the Trustees 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 year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- [✓] Select suitable accounting policies and then apply them consistently
- [✓] Observe the methods and principles in the charity SORP
- [✓] Make judgements and estimates that are reasonable and prudent
- [✓] Prepare the financial statements on the going concern basis unless it is inappropriate ti presume that the charitable company will continue in business

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

In so far as the Trustees are aware:

- [✓] There is no relevant audit information of which the charitable company's auditors are unaware
- [✓] The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

Exemptions from disclosure
Nil.

The Board of Trustees declare that they have approved the Trustees' report incorporating the Directors' Report and the Strategic Report.

Signed on behalf of the charity's Trustees

Signature: Peter Marsh

Full Name: PETER MARSH

Position: Chair

Date: 07/12/22

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY STEVENS HOSPICE

Opinion

We have audited the financial statements of The Mary Stevens Hospice (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2022 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 2022 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the 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 Trustee's 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY STEVENS HOSPICE (CONTINUED)

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditor's report thereon. The Trustee 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 Trustee's Report including the Strategic Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustee's 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 Trustee's 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 Trustee's remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustee's 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.

Auditor's responsibilities for the audit of the financial statements

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

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

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, General Data Protection Regulation, health and safety legislation, taxation 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, designing audit procedures over income, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, and reading minutes of meetings of those charged with governance.

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 Auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

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: 15 December 2022

THE MARY STEVENS HOSPICE

(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Income from:					
Donations and legacies	4	**1,571,189**	**281,789**	**1,852,978**	*3,254,308*
Charitable activities	5	**538,032**	**-**	**538,032**	*504,039*
Other trading activities	6	**2,213,025**	**-**	**2,213,025**	*1,358,603*
Investments	7	**53,505**	**-**	**53,505**	*53,445*
Other income		**105,397**	**-**	**105,397**	*40,656*
Total income		**4,481,148**	**281,789**	**4,762,937**	*5,211,051*
Expenditure on:					
Raising funds	8	**1,750,913**	**-**	**1,750,913**	*1,850,807*
Charitable activities	9	**2,762,732**	**242,033**	**3,004,765**	*3,157,954*
Total expenditure		**4,513,645**	**242,033**	**4,755,678**	*5,008,761*
Net (expenditure)/income before net (losses)/gains on investments		**(32,497)**	**39,756**	**7,259**	*202,290*
Net (losses)/gains on investments		**(7,568)**	**-**	**(7,568)**	*222,829*
Net movement in funds		**(40,065)**	**39,756**	**(309)**	*425,119*
Reconciliation of funds:					
Total funds brought forward		**4,919,517**	**1,158,219**	**6,077,736**	*5,652,617*
Net movement in funds		**(40,065)**	**39,756**	**(309)**	*425,119*
Total funds carried forward		**4,879,452**	**1,197,975**	**6,077,427**	*6,077,736*

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 52 to 76 form part of these financial statements.

THE MARY STEVENS HOSPICE

(A company limited by guarantee)
REGISTERED NUMBER: 1963989

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2022

	Note		2022 £		*2021* *£*
Fixed assets					
Tangible assets	14		**4,526,815**		*4,685,706*
			4,526,815		*4,685,706*
Current assets					
Stocks	15	**250**		*4,052*	
Debtors	16	**413,864**		*376,341*	
Investments	17	**1,422,476**		*1,430,044*	
Bank and cash balances		**983,511**		*955,648*	
		2,820,101		*2,766,085*	
Creditors: amounts falling due within one year	18	**(342,179)**		*(405,554)*	
Net current assets			**2,477,922**		*2,360,531*
Total assets less current liabilities			**7,004,737**		*7,046,237*
Creditors: amounts falling due after more than one year	19		**(927,310)**		*(968,501)*
Net assets excluding pension asset			**6,077,427**		*6,077,736*
Total net assets			**6,077,427**		*6,077,736*

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2022

	Note		2022 £		*2021 £*
Charity funds					
Restricted funds	20		**1,197,975**		*1,158,219*
Unrestricted funds					
Designated funds	20	**3,712,006**		*3,842,407*	
General funds	20	**1,167,446**		*1,077,110*	
Total unrestricted funds	20		**4,879,452**		*4,919,517*
Total funds			**6,077,427**		*6,077,736*

The Trustee 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 Trustee and signed on their behalf by:

Mr P Marsh
Chair of Trustees
Date: 07/12/22

The notes on pages 52 to 76 form part of these financial statements.

THE MARY STEVENS HOSPICE

(A company limited by guarantee)
REGISTERED NUMBER: 1963989

COMPANY BALANCE SHEET
AS AT 31 MARCH 2022

	Note		2022 £		*2021* *£*
Fixed assets					
Tangible assets	14		**4,471,852**		*4,610,187*
Current assets					
Debtors	16	**676,325**		*628,789*	
Investments	17	**1,422,476**		*1,430,044*	
Cash at bank and in hand		**613,546**		*598,061*	
		2,712,347		*2,656,894*	
Creditors: amounts falling due within one year	18	**(221,501)**		*(248,013)*	
Net current assets			**2,490,846**		*2,408,881*
Total assets less current liabilities			**6,962,698**		*7,019,068*
Creditors: amounts falling due after more than one year	19		**(889,810)**		*(921,001)*
Total net assets			**6,072,888**		*6,098,067*

COMPANY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2022

	Note		2022 £		*2021 £*
Charity funds					
Restricted funds	20		**1,197,975**		*1,158,219*
Unrestricted funds					
Designated funds	20	**3,657,043**		*3,766,888*	
General funds	20	**1,217,870**		*1,172,960*	
Total unrestricted funds	20		**4,874,913**		*4,939,848*
Total funds			**6,072,888**		*6,098,067*

The company's net movement in funds for the year was £(25,179) *(2021 - £450,062)*.

The Trustee 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 Trustee and signed on their behalf by:

Mr P Marsh
Chair of Trustees
Date: 07/12/22

The notes on pages 52 to 76 form part of these financial statements.

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	*2021* *£*
Cash flows from operating activities		
Net cash used in operating activities	**89,456**	*234,209*
Cash flows from investing activities		
Dividends, interests and rents from investments	**53,505**	*53,445*
Profit/loss on disposal of tangible fixed assets	**(54)**	*6,326*
Purchase of tangible fixed assets	**(81,354)**	*(52,472)*
Disposal of investments	**-**	*150,000*
Net cash (used in)/provided by investing activities	**(27,903)**	**157,299**
Cash flows from financing activities		
Repayments of borrowing	**(33,690)**	*(15,336)*
New loans	**-**	*50,000*
Net cash (used in)/provided by financing activities	**(33,690)**	**34,664**
Change in cash and cash equivalents in the year	**27,863**	**426,172**
Cash and cash equivalents at the beginning of the year	**955,648**	*529,476*
Cash and cash equivalents at the end of the year	**983,511**	*955,648*

The notes on pages 52 to 76 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. General information

The Mary Stevens Hospice (the Charity) is a Company Limited by Guarantee (registered number 1963989), registered in England and Wales. Its charity registration number is 517656. The registered office and principal place of business is 221 Hagley Road, Oldswinford, Stourbridge, DY8 2JR.

Its principal activities are end of life care for people as well as provision of education and training in end of life care to healthcare professionals in the surrounding areas.

2. Accounting policies

2.1 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.

The Mary Stevens 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 undertaking. The results of the subsidiary 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.

2.2 Going concern

The Trustee Report sets out a review of the financial performance of the Hospice, its risk management policies and its reserves position as well as describing the factors that have significantly affected the years results. The Covd-19 pandemic has greatly affected the activities of the Hospice but the very significant government support has brought about an improvement in the Hospices financial position. That support has assisted the Trustees in concluding that these accounts be prepared on the basis that the Hospice is a going concern.

The Trustees nevertheless remain aware that the long term issues remain. In a competitive health care economy, with staff shortages in all sectors, the costs of providing our services are expected to continue to rise. The reserves held by the Hospice will assist in meeting these demands but work continues to make more secure all source of income, from trading subsidiaries top legacies, fundraising initiatives and Governmental support.

2. Accounting policies (continued)

2.3 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.

Grants are included in the Consolidated statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

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

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.4 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.

2. Accounting policies (continued)

2.5 Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.6 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated statement of financial activities as the related expenditure is incurred.

2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

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.

Depreciation is charged so as to allocate the cost of tangible fixed assets over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Motor vehicles	- 25% on cost
Fixtures and fittings	- 20% on cost
Computer equipment	- 25% on cost

Leasehold buildings prior to 2018 are depreciated on a straight line basis from the date the building is brought into use until the end of the original lease in October 2040 (this lease has since been extended). Leasehold buildings capitalised from 2018 are depreciated on a straight line basis over 50 years.

2.8 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.

2.9 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.

2. Accounting policies (continued)

2.10 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.

2.11 Liabilities and provisions

Liabilities 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.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated statement of financial activities as a finance cost.

2.12 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.

2.13 Pensions

In respect of former qualifying National Health Service personnel the Company continues their participation in the NHS defined pension scheme. Other contracted staff are offered an opportunity to participate in a separate defined contribution scheme. Employer's contributions payable to both schemes for the year are charged in the Statement of Financial Activities.

2.14 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustee 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 Trustee 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. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

2. Accounting policies (continued)

3. 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.

4. Income from donations and legacies

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Donations	350,157	281,789	**631,946**
Legacies	823,079	-	**823,079**
NHS Grants and contracts for patient care	328,368	-	**328,368**
Furlough Income	69,585	-	**69,585**
	1,571,189	281,789	**1,852,978**

The group has been eligible to claim additional funding in the year to 31 March 2022 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 12.

In the prior year, the group was also been eligible for Business Rates Relief Grants awarded by the government to provide support for shop rates.

	Unrestricted funds 2021 £	*Restricted funds 2021 £*	*Total funds 2021 £*
Donations	*346,756*	*285,392*	*632,148*
Legacies	*342,773*	*-*	*342,773*
NHS Grants and contracts for patient care	*1,103,079*	*284,800*	*1,387,879*
Furlough income	*496,849*	*-*	*496,849*
Business Rates Relief	*394,659*	*-*	*394,659*
	2,684,116	*570,192*	*3,254,308*

5. Income from charitable activities

	Unrestricted funds 2022 £	Total funds 2022 £
Local Clinical Commissioning groups - Patient care	538,032	**538,032**

	Unrestricted funds 2021 £	*Total funds 2021 £*
Local Clinical Commissioning groups - Patient care	*504,039*	*504,039*

6. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2022 £	Total funds 2022 £
Fundraising events	365,765	**365,765**
Shop income	1,365,126	**1,365,126**
Lottery income	482,134	**482,134**
	2,213,025	**2,213,025**

Included in Shop income is £220,962 (2021: £96,420) of gift-aided donated goods and £55,241 (2021: £24,410) of gift aided amounts.

6. Income from other trading activities (continued)

Income from fundraising events (continued)

	Unrestricted funds 2021 £	*Total funds 2021 £*
Fundraising events	*383,718*	*383,718*
Shop income	*475,549*	*475,549*
Lottery income	*499,336*	*499,336*
	1,358,603	*1,358,603*

7. Investment income

	Unrestricted funds 2022 £	**Total funds 2022 £**
Investment income	51,968	**51,968**
Bank interest	96	**96**
Interest receivable	1,441	**1,441**
	53,505	**53,505**

	Unrestricted funds 2021 £	*Total funds 2021 £*
Investment income	*52,237*	*52,237*
Bank interest	*886*	*886*
Interest receivable	*322*	*322*
	53,445	*53,445*

8. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2022 £	Total funds 2022 £
Costs of raising voluntary income	106,200	**106,200**
Costs of raising voluntary income - wages and salaries	185,445	**185,445**
Costs of raising voluntary income - NI	8,077	**8,077**
Costs of raising voluntary income - pension costs	9,478	**9,478**
	309,200	**309,200**

	Unrestricted funds 2021 £	*Total funds 2021 £*
Costs of raising voluntary income	*166,806*	*166,806*
Costs of raising voluntary income - wages and salaries	*160,263*	*160,263*
Costs of raising voluntary income - NI	*9,600*	*9,600*
Costs of raising voluntary income - pension costs	*9,600*	*9,600*
	346,269	*346,269*

Fundraising trading expenses

	Unrestricted funds 2022 £	Total funds 2022 £
Fundraising trading expenditure	648,704	**648,704**
Fundraising trading expenditure - wages and salaries	749,114	**749,114**
Fundraising trading expenditure - pension costs	23,285	**23,285**
Fundraising trading expenditure - depreciation	20,610	**20,610**
	1,441,713	**1,441,713**

8. Expenditure on raising funds (continued)

Fundraising trading expenses (continued)

	Unrestricted funds 2021 £	*Total funds 2021 £*
Fundraising trading expenditure	*636,433*	*636,433*
Fundraising trading expenditure - wages and salaries	*815,843*	*815,843*
Fundraising trading expenditure - pension costs	*23,192*	*23,192*
Fundraising trading expenditure - depreciation	*29,070*	*29,070*
	1,504,538	*1,504,538*

9. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2022 £	**Restricted funds 2022 £**	**Total 2022 £**
Patient care	2,762,732	242,033	**3,004,765**

	Unrestricted funds 2021 £	*Restricted funds 2021 £*	*Total 2021 £*
Patient care	*2,601,735*	*556,219*	*3,157,954*

10. Analysis of expenditure by activities

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £
Patient care	2,713,230	291,535	**3,004,765**

	Activities undertaken directly 2021 £	*Support costs 2021 £*	*Total funds 2021 £*
Patient care	*2,857,321*	*300,633*	*3,157,954*

10. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2022 £	*Total funds 2021 £*
Staff costs	**2,291,961**	*2,476,728*
Depreciation	**206,876**	*192,894*
Management	**214,393**	*187,699*
Total 2022	**2,713,230**	*2,857,321*

Analysis of support costs

	Total funds 2022 £	*Total funds 2021 £*
Depreciation	**12,813**	*13,667*
Management	**207,712**	*221,219*
Support	**45,654**	*48,495*
Governance costs	**25,356**	*17,252*
Total 2022	**291,535**	*300,633*

11. Net income/(expenditure)

	2022 £	*2021 £*
Depreciation of tangible fixed assets	**240,299**	*242,738*
Auditors remuneration		
- audit	**16,800**	*16,020*
- other services	**1,350**	*1,300*
Pension costs	**137,129**	*152,989*
Operating Lease Rentals - Property	**268,198**	*286,151*

12. Staff costs

	Group 2022 £	*Group 2021 £*	Company 2022 £	*Company 2021 £*
Wages and salaries	**2,939,473**	*3,133,834*	**2,190,359**	*2,317,991*
Social security costs	**190,758**	*208,403*	**190,758**	*208,403*
Contribution to defined contribution pension schemes	**137,129**	*152,989*	**113,844**	*129,797*
	3,267,360	*3,495,226*	**2,494,961**	*2,656,191*

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

	Group 2022 No.	*Group 2021 No.*
Average number of employees	**149**	*188*

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

	Group 2022 No.	*Group 2021 No.*
In the band £80,001 - £90,000	**1**	*1*

The key management personnel of the charity trust comprise the trustees and senior management team. The total amount of employee benefits (including employer pension contributions) received by key management personnel for their services to the charity was £309,418 (2021: £295,182).

13. Trustee's remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2021 - £NIL)*.

During the year ended 31 March 2022, no Trustee expenses have been incurred *(2021 - £NIL)*.

14. Tangible fixed assets

Group

	Long-term leasehold property £	Motor vehicles £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation					
At 1 April 2021	**6,303,135**	**32,905**	**580,769**	**163,559**	**7,080,368**
Additions	**-**	**-**	**81,354**	**-**	**81,354**
Disposals	**(2,008)**	**-**	**(1,494)**	**-**	**(3,502)**
At 31 March 2022	**6,301,127**	**32,905**	**660,629**	**163,559**	**7,158,220**
Depreciation					
At 1 April 2021	**1,818,964**	**14,396**	**430,379**	**130,923**	**2,394,662**
Charge for the year	**155,743**	**4,627**	**65,534**	**14,395**	**240,299**
On disposals	**(1,825)**	**-**	**(1,731)**	**-**	**(3,556)**
At 31 March 2022	**1,972,882**	**19,023**	**494,182**	**145,318**	**2,631,405**
Net book value					
At 31 March 2022	**4,328,245**	**13,882**	**166,447**	**18,241**	**4,526,815**
At 31 March 2021	*4,484,171*	*18,509*	*150,390*	*32,636*	*4,685,706*

14. Tangible fixed assets (continued)

Company

	Long-term leasehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2021	**6,097,358**	**434,410**	**93,596**	**6,625,364**
Additions	**-**	**81,354**	**-**	**81,354**
At 31 March 2022	**6,097,358**	**515,764**	**93,596**	**6,706,718**
Depreciation				
At 1 April 2021	**1,652,890**	**299,648**	**62,639**	**2,015,177**
Charge for the year	**145,290**	**61,586**	**12,813**	**219,689**
At 31 March 2022	**1,798,180**	**361,234**	**75,452**	**2,234,866**
Net book value				
At 31 March 2022	**4,299,178**	**154,530**	**18,144**	**4,471,852**
At 31 March 2021	*4,444,468*	*134,762*	*30,957*	*4,610,187*

15. Stocks

	Group 2022 £	*Group 2021 £*
Finished goods and goods for resale	**250**	*4,052*

16. Debtors

	Group 2022 £	*Group 2021 £*	Company 2022 £	*Company 2021 £*
Due within one year				
Trade debtors	**35,136**	*104,951*	**35,136**	*99,842*
Amounts owed by group undertakings	**-**	*-*	**330,167**	*274,715*
Other debtors	**33,899**	*28,506*	**16,588**	*20,365*
Prepayments and accrued income	**281,527**	*208,115*	**250,689**	*199,098*
Tax recoverable	**63,302**	*34,769*	**43,745**	*34,769*
	413,864	*376,341*	**676,325**	*628,789*

17. Current asset investments

	Group 2022 £	*Group 2021 £*	Company 2022 £	*Company 2021 £*
Listed investments	**1,422,476**	*1,430,044*	**1,422,476**	*1,430,044*

Within cash deposits the amount of £24,078 (2021: £24,078) in respect of funding for Registrars in Palliative care is held on behalf of designated hospices in the West Midlands region as part of a collaborative working arrangement. Mary Stevens Hospice act only as custodians of the funds and has no ownership of the funds or authority concerning the allocation of funds. The hospice conducts transactions when properly authorised by the appropriate authority in accordance with agreed protocols. Any interest earned on this sum will be retained by Mary Stevens Hospice to offset administrative costs involved in overseeing these funds. The liability for these funds is shown under other creditors.

18. Creditors: Amounts falling due within one year

	Group 2022 £	*Group 2021 £*	Company 2022 £	*Company 2021 £*
Bank loans	**67,006**	*59,505*	**57,006**	*57,005*
Trade creditors	**85,661**	*79,591*	**72,350**	*28,733*
Other taxation and social security	**16,856**	*80,410*	**-**	*69,096*
Other creditors	**24,245**	*24,078*	**24,245**	*24,078*
Accruals and deferred income	**148,411**	*161,970*	**67,900**	*69,101*
	342,179	*405,554*	**221,501**	*248,013*

	Group 2022 £	*Group 2021 £*
Deferred income at 1 April 2021	**138,224**	*143,197*
Resources deferred during the year	**125,139**	*138,224*
Amounts released from previous periods	**(138,224)**	*(143,197)*
	125,139	*138,224*

Deferred income comprises lottery income received in advance by Mary Stevens Hospice Lottery Limited and project funding received in advance in Mary Stevens Hospice.

19. Creditors: Amounts falling due after more than one year

	Group 2022 £	*Group 2021 £*	Company 2022 £	*Company 2021 £*
Loans	**927,310**	*968,501*	**889,810**	*921,001*

Included within the above are amounts falling due as follows:

	Group 2022 £	*Group 2021 £*	Company 2022 £	*Company 2021 £*
Between one and two years				
Bank loans	**67,006**	*67,005*	**57,006**	*57,005*
Between two and five years				
Bank loans	**198,518**	*201,018*	**171,018**	*171,018*
Over five years				
Bank loans	**661,786**	*700,478*	**661,786**	*692,978*

There are two loans in this year's accounts.

The first loan was drawn down in December 2018 and is repayable over a term of 25 years. The total amount drawn down was £1,000,000 and repayment commenced on 21 January 2018. Repayment is paid interest only for the first twelve months, followed by monthly installments of £5,084 (including interest).

Interest is charged at 2.65% per annum over the Bank of England base rate.

The loan is secured by means of a legal mortgage and fixed and floating charge over 221 Hagley Road, Oldswinford, Stourbridge, DY8 2JR and any property or undertaking of The Mary Stevens Hospice.

The second bank loan is a term loan repayable in monthly installments over a 6 year term and bears interest at 2.5% per annum.

There is an unlimited guarantee in place for Mary Stevens Hospice Trading Company Limited and Mary Stevens Hospice Lottery Limited. There is a charge over 221 Hagley Road, Stourbridge, DY8 2JR on the bank accounts.

20. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
Fixed assets	**3,642,407**	**-**	**(130,401)**	**-**	**3,512,006**
Hospice at home	**200,000**	**-**	**-**	**-**	**200,000**
	3,842,407	**-**	**(130,401)**	**-**	**3,712,006**
General funds					
General Funds	**1,077,110**	**4,481,148**	**(4,383,244)**	**(7,568)**	**1,167,446**
Total Unrestricted funds	**4,919,517**	**4,481,148**	**(4,513,645)**	**(7,568)**	**4,879,452**
Restricted funds					
Donations	**114,920**	**276,789**	**(208,543)**	**-**	**183,166**
Restricted fixed assets	**1,043,299**	**5,000**	**(33,490)**	**-**	**1,014,809**
	1,158,219	**281,789**	**(242,033)**	**-**	**1,197,975**
Total of funds	**6,077,736**	**4,762,937**	**(4,755,678)**	**(7,568)**	**6,077,427**

Restricted funds
The restricted funds relate to donations received for specific expenditure that have not yet been expensed.

Designated funds
The Hospice re-development and extension fund is earmarked for the Phase 3 development of the Hospice which commenced in June 2017.

The Hospice at Home fund is earmarked for the potential establishment of a "Hospice at Home" service in the future.

The fixed asset fund represents value embodied in the charity's buildings and equipment.

20. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2020 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Gains/ (Losses)* £	*Balance at 31 March 2021* £
Unrestricted funds						
Designated funds						
Fixed assets	*3,807,032*	*-*	*(170,619)*	*5,994*	*-*	*3,642,407*
Hospice at home	*200,000*	*-*	*-*	*-*	*-*	*200,000*
	4,007,032	*-*	*(170,619)*	*5,994*	*-*	*3,842,407*
General funds						
General Funds	*501,339*	*4,640,859*	*(4,281,923)*	*(5,994)*	*222,829*	*1,077,110*
Total Unrestricted funds	*4,508,371*	*4,640,859*	*(4,452,542)*	*-*	*222,829*	*4,919,517*
Restricted funds						
Donations	*76,087*	*285,392*	*(246,559)*	*-*	*-*	*114,920*
Additional Bed Funding	*-*	*284,800*	*(284,800)*	*-*	*-*	*-*
Restricted fixed assets	*1,068,159*	*-*	*(24,860)*	*-*	*-*	*1,043,299*
	1,144,246	*570,192*	*(556,219)*	*-*	*-*	*1,158,219*
Total of funds	*5,652,617*	*5,211,051*	*(5,008,761)*	*-*	*222,829*	*6,077,736*

21. Summary of funds

Summary of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2022 £
Designated funds	**3,842,407**	**-**	**(130,401)**	**-**	**3,712,006**
General funds	**1,077,110**	**4,481,148**	**(4,383,244)**	**(7,568)**	**1,167,446**
Restricted funds	**1,158,219**	**281,789**	**(242,033)**	**-**	**1,197,975**
	6,077,736	**4,762,937**	**(4,755,678)**	**(7,568)**	**6,077,427**

Summary of funds - prior year

	Balance at 1 April 2020 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Gains/ (Losses) £*	*Balance at 31 March 2021 £*
Designated funds	*4,007,032*	*-*	*(170,619)*	*5,994*	*-*	*3,842,407*
General funds	*501,339*	*4,640,859*	*(4,281,923)*	*(5,994)*	*222,829*	*1,077,110*
Restricted funds	*1,144,246*	*570,192*	*(556,219)*	*-*	*-*	*1,158,219*
	5,652,617	*5,211,051*	*(5,008,761)*	*-*	*222,829*	*6,077,736*

22. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	3,512,006	1,014,809	**4,526,815**
Current assets	2,636,935	183,166	**2,820,101**
Creditors due within one year	(342,179)	-	**(342,179)**
Creditors due in more than one year	(927,310)	-	**(927,310)**
Total	4,879,452	1,197,975	**6,077,427**

22. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2021 £	*Restricted funds 2021 £*	*Total funds 2021 £*
Tangible fixed assets	*3,642,407*	*1,043,299*	*4,685,706*
Current assets	*2,651,165*	*114,920*	*2,766,085*
Creditors due within one year	*(405,554)*	*-*	*(405,554)*
Creditors due in more than one year	*(968,501)*	*-*	*(968,501)*
Total	*4,919,517*	*1,158,219*	*6,077,736*

23. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2022 £	*Group 2021 £*
Net income/expenditure for the year (as per Statement of Financial Activities)	**(309)**	*425,119*
Adjustments for:		
Depreciation charges	**240,299**	*235,631*
Gains/(losses) on investments	**7,568**	*(222,829)*
Dividends, interests and rents from investments	**(53,505)**	*(53,445)*
Decrease/(increase) in stocks	**3,802**	*(182)*
Decrease/(increase) in debtors	**(37,523)**	*21,516*
Decrease in creditors	**(70,876)**	*(171,601)*
Net cash provided by operating activities	**89,456**	*234,209*

24. Analysis of cash and cash equivalents

	Group 2022 £	*Group 2021 £*
Cash in hand	**983,511**	*955,648*

25. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	Other non-cash changes £	At 31 March 2022 £
Cash at bank and in hand	**955,648**	**27,863**	**-**	**983,511**
Debt due within 1 year	**(59,505)**	**59,505**	**(67,006)**	**(67,006)**
Loans due after 1 year	**(968,501)**	**-**	**41,191**	**(927,310)**
Liquid investments	**1,430,044**	**-**	**(7,568)**	**1,422,476**
	1,357,686	**87,368**	**(33,383)**	**1,411,671**

26. Pension commitments

Staff may opt to join a defined contribution pension scheme, the assets of which are held separately from those of the charity in independently administered funds. The employer's contribution to this scheme is between 3% and 6.5% (2021: 3% and 6.5%) of pensionable pay. Future contributions are expected to be at a similar level.

Staff previously employed by the National Health Service and who were members of the NHS Superannuation Scheme continue to be members of that scheme. The NHS scheme is a defined benefit pension scheme. However, the scheme is a multiple employer 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. Contributions are charged to the SOFA so as to spread the cost of pensions over employees' working lives with the charity.

Details of the benefits payable under these provisions can be found on the NHS Pensions website at www.pensions.nhsbsa.nhs.uk.

The employer's contribution to the scheme is 14.38% (2021: 14.38%) of pensionable pay.

The pension cost charges, representing employer's contributions to both schemes, amounted to £137,129 (2021: £152,989). This is net of a NHS pension contribution of £43,563 (2021: £43,563) received as part of the Dudley CCG grant. Contributions totalling £Nil (2021: £Nil) were payable at the year end and are included in other creditors.

No trustee qualified for benefits under either of these schemes.

27. Operating lease commitments

At 31 March 2022 the Group and the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2022 £	*Group 2021* £	**Company 2022** £	*Company 2021* £
Not later than 1 year	**185,969**	*202,590*	**6,484**	*16,180*
Later than 1 year and not later than 5 years	**392,253**	*586,768*	**20,753**	*26,169*
Later than 5 years	**69,553**	*115,617*	**-**	*1,410*
	647,775	*904,975*	**27,237**	*43,759*

28. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.

29. Related party transactions

There have been no other related party transactions that require disclosure other than the transactions with the subsidiary companies, The Mary Stevens Hospice Trading Company Limited and Mary Stevens Hospice Lottery Limited, as set out below:

Income from donated goods under the retail Gift Aid scheme are sales which were processed by The Mary Stevens Hospice Trading Company Limited on behalf of the Charity and are included under retail income.

The subsidiary companies also made a gift aid distribution to the Charity as disclosed in Note 30.

The balance outstanding at the year end owed from The Mary Stevens Hospice Trading Company Limited was £155,645 (2021 - £134,841).

The balance outstanding at the year end owed from Mary Stevens Hospice Lottery Limited was £174,522 (2021 - £139,874).

30. Principal subsidiaries

The Charity has two wholly owned trading subsidiaries which are registered and incorporated in England.

The following were subsidiary undertakings of the company:

Names	Company number	Registered office or principal place of business	Principal activity
The Mary Steven Hospice Trading Company Limited	02648133	221 Hagley Road, Oldwinsford, Stourbridge, DY8 2JR	Sells goods and gift aids taxable profits to The Mary Stevens Hospice
Mary Stevens Hospice Lottery Limited	03885815	221 Hagley Road, Oldwinsford, Stourbridge, DY8 2JR	Runs a lottery and gift aids taxable profits to The Mary Stevens Hospice

The financial results of the subsidiaries for the year were:

Name	Income	Expenditure	Profit/(Loss) for the year	Net assets/(liabilities)
The Mary Stevens Hospice Trading Company Limited	1,447,496	1,255,721	191,775	-
Mary Stevens Hospice Lottery Limited	482165	216498	265,667	4,539

At the end of the financial year, Mary Stevens Hospice Lottery Limited made a gift aid distribution of £265,740 (2021: £267,567) and The Mary Stevens Hospice Trading Company Limited made a gift aid distribution of £166,832 (2021: £nil).

Hospice Care – 01384 443010 | **Fundraising** – 01384 377778 | **Lottery** – 01384 860011
Trading & Recycling Centre – 01384 671149 | **Telephone Advice & Support Service** – 01384 445417
Bereavement Information Hub – 01384 443010

Report produced by **Beth Wheeler, Graphic Designer**

@marystevenshospice @marystevenshospice @MSHospice @ The Mary Stevens Hospice

Registered Charity No. 517656

THE MARY STEVENS HOSPICE

England & Wales - Charity number 517656

Accounts

The Mary Stevens Hospice Trustees and Directors Annual Report including consolidated audited financial statement for the year ending 31 March 2021

Care | Compassion | Kindness

The Mary Stevens Hospice Limited, Registered Charity Number 517656. Registered Company Number 1963989 (England and Wales)

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A word from our Chair

I am pleased to present to you the Trustees' Annual Report. What a challenging year it has been. I don't recall a time in my working life, nor in my time at Mary Stevens which compares to the tumultuous year we have just experienced. To a large extent we are still experiencing the impact of the Covid pandemic which has impacted across our organisation as it has across the world, necessitating a new approach to the way we all work. I would like to thank everyone at the Hospice for their remarkable adaptability and the resilience they have shown in continuing to perform to the best of their abilities in such challenging circumstances. It is greatly appreciated by all.

The pandemic has constrained all of us in what we want to do and achieve, and we each have our own stories to tell. There are those who have been subject to furlough or worse, those who have found workloads increase, and new technology quickly adopted as we've embraced alternative ways of doing things. Zoom, Microsoft Teams and similar digital innovations have enabled the Trustees to continue meeting, ensuring good governance is maintained.

There have been many practical challenges to be managed including the relocation and reassignment of accommodation of the Inpatient area. The Board has agreed for the consolidation of the built environment to future proof and maximise the potential increase of service delivery.

Understanding equality, diversity and inclusion are key business drivers. We have been very successful in promoting and creating an inclusive culture where people can feel valued and safe.

We should also welcome change and prepare our staff to meet new challenging work regimes and take the opportunity to upskill our staff. Our collaboration with other agencies within the healthcare economy is assisting the formation of a strategy that compliments the emerging needs of the organisation, which in turn will hopefully bring about a balance of economic change and stability and enhance our reputation and drive organic growth. The historic approach of qualify once, practice for life will fade from view.

Despite the financial challenges and the economic downturn which has affected our income from all fundraising streams, we are creating new and imaginative ways of engaging with the wider community, which is resulting in 'better-than-expected' donations. It is imperative that the Board encourage these initiatives to continue. I would also give my sincere thanks to all our loyal supporters. Their donations have enabled the organisation to continue to deliver outstanding care.

The report gives a clear insight to the past 12 months, and I wholeheartedly thank the Senior Leadership Team and the Trustees for their hard work and commitment.

Peter Marsh
Chair of Trustees, The Mary Stevens Hospice

A word from the CEO

It gives me immense pleasure to present this report to you and share the challenges and successes that the Hospice has seen throughout this year.

During this reporting period the ability to generate income was negatively impacted and the future sustainability of the Hospice was critical. The sector worked tirelessly together with Hospice UK to ensure financial support from the Treasury. Although this report is written retrospectively to accompany the year end audited accounts it reflects how the challenges faced will inform future ways of generating income and collaborative working.

Mary Stevens Hospice serves a population of over 313,000 people and in line with our strategic aims we have continued to work collaboratively within the local healthcare economy to enhance the reach, effectiveness, and accessibility to our services.

The core values of the Hospice are care, compassion, and kindness and are intrinsic to all service delivery. During what has been one of the most challenging years in the history of the Hospice these values have not been waivered. The adaptability, innovation, and dedication of all members of the Hospice team to maintain outstanding care delivery to patients, families and carers are reflected in the report. It is a privilege to work with such an outstanding team.

This year the initial priority for the Hospice senior leadership team was to ensure the safety of staff and patients whilst ensuring that service delivery was maintained. This necessitated temporary changes to the Hospice environment that will require permanent alteration over the next year. Their work then focused on critically addressing all areas of income generation including commissioning and developing new ways of working to assure ongoing financial sustainability.

Across this period Trustees have continued to focus on good governance. Looking forwards their priorities for the Hospice are to assess that we have addressed the diverse needs of our community and structured services to meet them, improve upon our clinical models, the environment, and organisational processes and ensure financial sustainability.

I am confident that these plans will help us to maximise our income and improve our services, moving forward to equip us to reach more people in collaboration with our health care partners.

Claire Towns
Matron/CEO

Meet the Trustees

Peter Marsh (Chair) Peter's career spanned 44 yrs working in the N.H.S. managing Major Capital Development, the last 15yrs of which Peter was responsible for delivering non-medical facilities over multiple sites. Peter was appointed a Magistrate in 1997. He now chairs Fundraising Governance Committee.

John Turner (Vice Chair) Originally from Hereford, John obtained a degree in theoretical physics before qualifying as a chartered accountant, specialising in taxation, and subsequently becoming a partner in Deloitte. Formerly the treasurer of Stourbridge Tennis Club and a West Bromwich Albion season-ticket holder. He chairs the Finance and Resources Committee for The Mary Stevens Hospice.

Brian Blakemore Brian has over 40 years' experience in financial services covering Corporate Banking and Private Equity. He has a range of non-executive positions covering venture capital, corporate finance, private equity and online retail. Member and from 2020 Chair of Trading Board of Mary Stevens Hospice.

Spencer Hodgson *B*efore retiring, Spencer had 30 years experience as a senior manager, gaining a mix of commercial, operational and administrative/financial experience gained across a range of industries and company sizes in the private and semi-public sectors. Spencer has been a fundraising volunteer for MSH and is a member of the Finance and Fundraising Governance Committees and a Director of The Lottery.

Angus Lees Strong commercial background and qualified to MBA standard. Cabinet Member at Dudley MBC holding the portfolio for the West Midlands Combined Authority. Member of the WMCA Overview & Scrutiny Committee, Housing & Land Board, Strategic Economic Development Board & Transport Development Committee. Previously worked within large corporations, and subsequently ran his own company for 11 years.

Nigel Dace Nigel worked as a solicitor in private practice for over 40 years, retiring in 2015. During the next year he became a Trustee of Mary Stevens Hospice and values considerably the high regard in which the Hospice is held within and beyond the Stourbridge community. He serves on Governance and Clinical Standards Committee.

Steve Waltho MBE Steve is a Dudley Councillor and former Mayor of Dudley with 21 years of public service to date for which, along with a lifetime of charity fundraising, he was awarded the MBE in 2018. He has also served on Health Boards in various capacities and currently serves on both the Fundraising and Trading Board Committees at MSH.

David Martin David is a Chartered Accountant with over 30 years of experience working as an accountant in industry and now in practice. Many of his clients are owners of SMEs who he helps to understand the numbers and this experience is proving to be invaluable in his roles as a Trustee of MSH and as a member of the Resources and Fundraising Governance Committees.

Karen Shakespeare *Karen has 25 years experience as a Customer Service Manager in the Manufacturing, Utility and Logistics industry. She has served as a Councillor on Dudley Council for the past 19 years, much of that time as the Cabinet Member for Environment.*

Arthur Baker Arthur was a senior Finance Director for an international construction company, followed by many years working for a leading London merchant bank. For the ten years prior to retirement he was Chief Executive of a UK Casino company. Arthur is a Director of Lottery, and now Chairs the Lottery Board.

Dr Jane Flint-Bridgewater Retired Consultant Cardiologist/Hon. Senior Lecturer; first Clinical Director of Black Country Cardiovascular Network 2003-2008; Trustee British Heart Foundation 2006-2014; Medical Director of Action Heart Prevention and CR Programme 1988-2020; ad hoc adviser to CQC, PHSO to March 2020. Chaired Clinical Standards Committee at MSH 2016 to date.

Barbara Coles Barbara is a retired teacher having worked for over forty years in Birmingham and Sandwell schools. Barbara had links with several hospices in past years and seeing the wonderful work they do, was keen to help in some way. Member of the Clinical Standards Committee.

Andrew Bagnall Andrew qualified from Guy's Hospital, London as a Registered General Nurse in 1993 and has worked in hospices in both Oxford and Wolverhampton throughout his career. Alongside his extensive clinical knowledge and experience, Andrew has delivered palliative and end of life training across all settings and presently works as a Senior Lecturer at the University of Wolverhampton teaching undergraduate to doctoral level students. As a Trustee at The Mary Stevens Hospice, Andrew is co-opted to the Clinical Standards Committee.

Summary of Main Activities

At Mary Stevens Hospice we believe that people with progressive, incurable, life-shortening illness should be helped to live as fulfilling a life as possible until achieving a natural, peaceful and dignified death free from pain or anxiety and surrounded by those whom they love.

Clinical

• Provide care, compassion and kindness for patients, families and carers from a consultant led, multi-disciplinary team.
• Aspire to be a centre of excellence in the provision of specialist palliative and end-of-life care which is safe, caring, effective and responsive to people's needs.
• Provide training and education to improve care at various stages along the patient journey.
• Sustain a diverse, adaptable, well-motivated team of volunteers to support service delivery.

Fundraising

• Mary Stevens Hospice aims to minimise the cost of fundraising activities.
• To ensure we are making the best use of generous donations we benchmark different fundraising channels and techniques to ensure that they are competitive.
• We work hard to ensure that we can report back to our donors on the results and impacts that their giving achieves for the Hospice.

Income Generation

• Develop a sustainable income generation model.
• Raise income ethically and in a responsible way.
• Develop an improved range of activities for the Trading subsidiary.
• Develop local fundraising support.
• Develop and implement a revised legacy strategy that encourages people to leave us a gift in their will.
• Recruit corporate supporters.
• Develop strong fundraising links with the local community.
•Promote membership of The Mary Stevens Hospice Lottery.

Principal Risks and Uncertainties

The Trustees are acutely aware of the need to identify and assess the principal risks and uncertainties faced by the Hospice. A risk register is maintained and is reviewed at all meetings of Trustees. The register extends to 71 separate risks and assesses both the likelihood of a risk occuring and it's consequence, enabling the relative significance to be determined. The risks cover clinical, financial and regulatory issues. The principal financial risks and the measures being adopted to minimise them are detailed elsewhere in this report. Risks are also minimised by appropriate training both in clinical areas but also regulatory areas. The impact of the Covid-19 pandemic has necessitated significant operational changes across all departments. Significant financial support from the Treasury was secured for the Hospice sector by Hospice UK which has mitigated negative financial impact on the Hospice. The senior leadership team and Trustees are focused on continued risk to the business as the pandemic creates future uncertainty.

Our Fundraising Standards

We abide by the Fundraising Code of Practice which covers all aspects of fundraising and good practice. We work hard to protect our supporters' data, as well as evolving our systems to ensure that our supporters can choose how they would like to be contacted and with what types of communication. We have acted to ensure we are fully compliant with General Data Protection Regulations (GDPR 2016). The Hospice recognises its duty of care to members of the public and, in particular, to vulnerable persons. The Trustees have approved a Safeguarding Policy and all members of the Fundraisng Department and all Trustees are DBS registered. Risk assessments are carried out for all the fundraising events, wherever held. The fundraising department received no formal complaints during the year.

Success and Objectives

Our performance against key long-term objectives

Strategic Objectives

- To improve the effectiveness, quality, and accessibility of our services
- Become a consultant led service in accordance with national guidelines
- To collaborate within the local healthcare economy
- Further improve access to adult and child bereavement services
- To lead a piece of palliative care research

Successes

- Commencement of a 12-month pilot project to tackle inequalities that people with learning disabilities experience accessing palliative and end of life care.
- Approval for a qualitative research proposal in collaboration with local acute NHS Trust as part of the NHS Charities Together funding.
- Following completion of a pilot project, the Hospice team have launched a bespoke bereavement information hub for the wider community.
- Joint Palliative Medicine Consultant post commenced

Further Aims

- Deliver Hospice care within the community
- To ensure the Hospice is efficiently resourced and financed

Success and Achievements

The following pages highlight the delivery of key projects during 2020 - 2021. Each of these projects has contributed towards the delivery of the Hospice strategic aims. Despite being constrained by the boundaries of the Covid-19 pandemic the team at the Hospice have continued to work at an outstanding level to ensure that patients, families, and carers needs have been met, which has allowed us to:

• Maximise the usage of our facilities by providing services tailored to needs.

• Improve the effectiveness, quality, and accessibility of the services provide by the Hospice.

• Be a mainstream provider to ensure the Mary Stevens Hospice is at the centre of palliative and end of life care in Dudley Metropolitan Borough.

• Establish The Mary Stevens Hospice as a provider of community-based services meeting the needs of the populations we serve.

Please note that some information is not included in the strategic report because it is included in the Directors' Report and vice-versa.

Outstanding

Hospice care rated as Outstanding

On the 24 April 2020, following an unannounced inspection from the Care Quality Commission the Hospice was awarded an Outstanding rating.

Inspectors assessed patients' experiences of care and treatment by rating services based on whether they were safe, effective, caring, responsive to people's needs, and well led. The rating of the Hospice service improved from its 2016 rating of Good.

The Inspectors report included the following observations.

• Staff understood how to protect patients from abuse and the service worked well with other agencies to do so. Staff had training on how to recognise and report abuse and they knew how to apply it.

• Staff completed and updated risk assessments for each patient and removed or minimised risks. Risk assessments considered patients who were deteriorating and in the last days or hours of their life.

• The service provided care and treatment based on national guidance and evidence-based practice. Managers checked to make sure staff followed guidance.

• Staff monitored the effectiveness of care and treatment. They used the findings to make improvements and achieved good outcomes for patients.

• Staff treated patients with compassion and kindness, respected their privacy and dignity, and took account of their individual needs. Patient's needs were constantly assessed and identified with treatments and opportunities aligned to their needs and wishes. Patients nearing the end of their life were encouraged to think about wish lists to allow the staff and those close to fulfil those that were possible.

• People's individual needs and preferences were central to the delivery of tailored services. The service had innovative ways to provide integrated person-centred pathways. Services were flexible to meet patients' needs.

• The service took a proactive approach in understanding the needs and preferences of diverse groups of people and delivered care which met these needs. Staff made reasonable adjustments to meet the needs of patients, including those with protected characteristics.

• Leaders had the skills and abilities to run the service. They understood and managed the priorities and issues the service faced. They were visible and approachable in the service for patients and staff. They supported staff to develop their skills and take on more senior roles.

• The service had a vision for what it wanted to achieve and a strategy to turn it into action, developed with all relevant stakeholders. The vision and strategy were focused on sustainability of services and fully aligned to local plans within the wider health economy.

• Leaders and staff actively and openly engaged with patients, staff, equality groups, the public and local organisations to plan and manage services. They collaborated with partner organisations to help improve services for patients.

Outstanding practice

Inspectors highlighted the following areas of practice within the Hospice which contributed to the Hospice receiving its outstanding rating.

The Australian Karnofsky Performance Status (AKPS) and Integrated Palliative Care Outcome Scale (IPOS) measures were embedded into practice to assess and monitor symptoms and concerns of patients with advanced illnesses, to monitor impact of interventions and to demonstrate quality of care. The service had engaged with local schools for each to nominate a bereavement link who received training on supporting bereaved children in the school environment through the onsite education centre.

Inspected and rated

Outstanding ☆

CareQuality Commission

Patients using the InPatient service had their needs and wishes extensively assessed through holistic preadmission assessment and care planning. Care plans and assessments took account of medical, social, religious, and cultural needs to ensure these were all addressed with equal importance.

The Hospice was a key part of the Dudley palliative and end of life care network which saw different providers working together to improve provision and to simplify the process of moving between different health care providers.

The Hospice had a strong record of sharing work locally, nationally, and internationally. Staff were supported to attend and present research at national and international conferences. For example, the service had presented their innovative hard to reach population investigation nationally and internationally.

The Hospice was a member of the national association of clinical educators and a teaching Hospice providing placements for students from local universities and the ministry of defence. The Hospice had its own education and research facility onsite where training sessions for internal and external professionals were held.

"People's individual needs and preferences were central to the delivery of tailored services."

"The service took a proactive approach in understanding the needs and preferences of different groups of people and delivered care which met these needs."

"Leaders had the skills and abilities to run the service. They understood and managed the priorities and issues the service faced."

"Staff monitored effectiveness of care and treatment, using findings to make improvements and achieved good outcomes for patients."

"All staff were committed to continually learning and improving services. They had a good understanding of quality improvement methods and the skills to use them."

In Patient Unit

April 2020 - March 2021

The team on the inpatient unit at The Mary Stevens Hospice have shown continued professionalism and resilience during the challenges faced over the past 18 months.

Despite COVID-19 lockdown restrictions the team have ensured that all palliative care patients have maintained connections with those closest to them. The team have continued to provide extraordinary care whilst supporting each other and maintaining high standards of infection prevention and control measures, to protect the Hospice as a whole and the wider community.

In addition to safe visiting practices from loved ones, the team arranged for patients to be visited by their much-loved pets which encompasses a holistic approach to nursing people at the end of their life, crisis intervention and symptom control. This not only improves mental health but also improves physical well-being.

The team follow national and local guidance related to COVID-19 and adapt according to updates and changes which is communicated via the COVID-19 planning group.

Patient comfort

The IPU are proud to have acquired **Linet Eleganza 5** intensive care beds, which boast many features to further aid high standards of patient care. Pictured below are two members of the team demonstrating some of the features.

Some of the many functions include integrated patient scales. This allows regular weighing of patients when appropriate, without the need for moving and handling interventions. This helps us to maintain patient comfort whilst enabling enhanced monitoring.

The Linet beds have many other features that can promote safe independence for ambulant patients.

The innovative tilting technology can promote effective pressure damage management, with the safety and comfort of both the patient and nursing team. With a built-in sensory alarm that can be enabled for high falls risk patients.

Many patients and their families have given positive feedback regarding the comfort and ease these beds provide, which enhances the specialised care provided on the unit.

Future improvements

The Hospice team continue to strive to continually improve the environment for not only the patients and families, but also for the valued members of the team.

The future plans include air conditioning for the patient rooms and redeveloping and enlarging the current nurse's office, including replacement of the front wall with glass panels. This will improve the environment by making the clinical staff more visible to patients and families, enabling them to feel more included in the inpatient unit.

E-Roster

Recently the newly appointed ward manager has appraised an e-roster system available on the existing BreatheHR application. Some of the benefits of using the e-roster, can help to increase productivity, giving the team more choice around their personal preferences. This has been proven to reduce absenteeism and improve staff retention. It also reduces the amount of time spent preparing a paper copy, encouraging team leaders to utilise their time on patient care and supporting the developmental needs of the new and existing team.

Staff turnover

Following the outbreak of COVID-19 we have seen some team members move on from the Hospice, which has proven challenging at times. We are proud to welcome many new members to the clinical specialist team who have varied experience in palliative and general nursing, complex care and management expertise. This further enhances the existing knowledge, skill and experience throughout the Hospice.

Nurses' day on IPU

Celebrating the dedication and hard work from all of the nursing and healthcare assistant team.

Community links during lockdown

During the festive period 2020/21 the local primary school children sent in messages of thanks to the team on IPU, which were gratefully received.

Outdoor patio

The outdoor patio area was made festive for our patients and visitors to enjoy.

In Patient Unit Figures

April 2020 - March 2021

New Referrals - 287

Admissions - 171

Deaths - 140

Discharges - 29

Hospital Avoidance **15**

Pain & Symptom Control **18**

Terminal Care **138**

Coughs and sneezes spread diseases
WELCOME

Day Unit Activity

April 2020 - March 2021

The services usually offered by day unit were heavily impacted by the Covid 19 pandemic. With a cohort of extremely clinically vulnerable patients and the national lockdown the service had to evolve to continue care delivery.

Face to face visits from patients had to be suspended so the service adapted to deliver remote care. Telephone support was offered to all patients. Any new patients referred during this time were automatically added to the support list. Over one hundred patients and relatives were contacted a minimum of weekly across the year. Close liaison was maintained with the community teams if patients had symptoms or issues that could not be resolved via the phone. The team used the IPOS tool to triage patients' needs.

A successful funding application enabled the purchase of 4G handheld tablets. These were programmed by the Hospice to allow any patient or relative to access Zoom sessions from home, offering both group activities and one to one to consultations for any issues that could not be addressed in a group. The tablets were delivered out to patients each week ahead of the sessions.

During this year the day unit team began the process of becoming a paperless service. All existing paper records were migrated onto the ICARE system used within the hospice. The system was expanded to create smart forms for all clinical assessments and evaluations.

In September following strict Covid guidelines Day Unit reopened. Following a new model of care patients began coming into clinic appointments to see a nurse or doctor for review. The complementary therapy service also recommenced.

Home visits were offered to patients who had symptoms or needed support with advance care planning. The physiotherapy service contracted by the Hospice was able to offer a peripatetic service to patients at home who had been impacted by not leaving the house and were experiencing mobility and physical issues.

Alongside the telephone support calls the day unit team delivered monthly well-being packages to patients in the community. 132 Christmas dinners were delivered by staff and volunteers in the week before the festive period.

Moving forward the enforced changes to service delivery made during the pandemic have shaped the model of day care for the future. 8 week focussed support programmes have been developed that will be delivered both to patients attending the day unit and virtually via zoom. Offering care in this way has improved the effectiveness and accessibility of the Day Services Unit.

Trusts that supported us during 2020/21

AF Blakemore - Community Cashback Grant
Amrit and Ajit Charitable Trust
Baron Davenports Charity
C.B and H.H Taylor 1984 Trust
Co-Op Local Community Fund
D Oyly Carte Charitable Trust
Dudley Workforce Capacity Fund
Hopkins / Sayer Charity
Hospice Aid
Hospital Saturday Fund
Jarman Charitable Trust
Kate Wilson Oliver Charitable Trust
Lasletts Charities
M K Rose Charitable Trust
Mercian Community Trust
Orbis Investments (Buchanan & Keith Halewood)
Pedmore Sporting Trust
Richardson Brothers Charity Foundation
Sir Jules Thorne Charitable Trust
Souter Charitable Trust
St James Place Charitable Foundation
Tesco Bags of Help / Groundworks
The Albert Hunt Trust
The Anthony and Gwendoline Wylde Charitable Trust
The Birmingham District Nursing Charitable Trust
The Brian Shaw Memorial Trust
The DMF Ellis Charitable Trust
The Dumbreck Charity
The Edward Cadbury Charitable Trust
The Eric W. Vincent Trust Fund
The Eveson Charitable Trust
The Geoff Hill Charitable Trust
The George Henry Collins Trust
The GJW Turner Trust
The Grimley Trust
The Grimmit Trust
The Hilary Awdry Charitable Trust
The Ken Wrigley Memorial Charity
The Masonic Charitable Foundation
The National Lottery
The Owen Family Trust
The Roger and Douglas Turner Trust
The Rowlands Trust
The Thousandth Man Richard Burns Charitable Trust
The WED Charitable Trust
W A Cadbury Charitable Trust
West Midlands Police - Community Initiative Fund
Wilmcote Charitrust

We had 54 grants awarded by 48 different trusts/foundations. These totalled £304,920

54% of the total value were for unrestricted/ core costs

46% of the total value were restricted for specific services/ projects/equipment

MONOPOLY
Bentley
A Bentley Board Game

John Crabtree OBE
Lord-Lieutenant of the West Midlands
As the representative of Her Majesty The Queen in the West Midlands, I would like to thank you for the contribution you have made to the County during these extraordinary and difficult times.
No matter how large or small, the innovation, collaboration, humanity and selfless service shown by so many across the region during the Covid-19 pandemic has been truly inspiring.
Thank you
John Crabtree OBE
Lord-Lieutenant of the West Midlands

No Barriers Here

The 'No Barriers Here' project launched in June 2020 following a successful grant outcome from Hospice UK and The Masonic Charitable Foundation Trust. £23,350 was awarded to develop a 12-month pilot project to tackle inequalities that people with learning disabilities experience in accessing palliative and end of life care.

The entire project was developed and delivered in co-production with people with learning disabilities and demonstrated the importance of advance care planning and open conversations about what matters most at the end of life. 'No Barriers Here' provided a space outside of the clinical environment for rich conversations about death and dying for people with learning disabilities, and used a unique art-based approach to guide discussions.

Outcomes

1. People with learning disabilities had their voices heard and were given the opportunity to discuss and plan for end of life.

2. Health care professionals and students received education in palliative care for people with learning disabilities.

3. Long term impact and learning for hospices and palliative care, of a different approach for advance care planning conversations.

This project has been innovative in tackling inequalities and has made a difference to hospice and palliative care. It established a public health and compassionate community approach to palliative care and highlighted the need for early conversations. Funding was awarded for a film and The Mary Stevens Hospice developed a Train the Trainer package for other hospices and palliative care teams to deliver within their local area and this in turn will generate additional income.

No Barriers Here has made a fundamental difference to The Mary Stevens Hospice, raising the Hospice profile with the project shared in the UK and internationally with interest and positive feedback from Canada, America, Australia, New Zealand and Europe. Furthermore, The Mary Stevens Hospice was awarded £86,960 from NHS Charities Together to deliver No Barriers Here with people from ethnic minority communities as a two-year research project. This commenced April 2021.

Education

Education concentrated on inequalities and palliative care, compassionate communities and public health palliative care with new education sessions developed and delivered to local and national audiences using Zoom and MS Teams. We educated over 200 health care professionals with our bespoke No Barriers Here education that focussed on people with learning disabilities and palliative care. This covered important aspects of palliative care including communication, advance care planning, health inequalities for underserved populations and bereavement.

Research

The Mary Stevens Hospice are co-applicants and worked closely with Kingston and St Georges University, The Open University and several national organisations to submit a research proposal to NIHR. This is a large piece of research that focuses on palliative care and people with learning disabilities.

A qualitative research proposal was approved as part of the NHS Charities Together funding. Dr Jed Jerwood and Gemma Allen will be leading this work.

Conferences and webinars

We continued to share our work during the COVID-19 restrictions and presented at the Palliative Care Congress, Palliative Care for People with Learning Disabilities Network and Hospice annual conferences in addition to regional meetings and events.

"Who is important to me? *My sister and my support worker, I would want them to make decisions for me at the end of life.*" - ***No Barriers Here workshop participant***

"Beautiful because it is courageous. And beautiful because it is woven with truth. And beautiful just because it exists." - ***Twitter post***

"This is an example of work hospices are doing to improve access to services and approaches like this should be replicated across the UK." - ***Hospice UK***

Photo: Our creative community advance care plan! Art work from No Barriers Here participants was collected and sewn into a quilt by Clover Leaf Community Group- a community based learning disability day service.

Bereavement Service

April 2020 to March 2021

Summary of Activity

The Hospices' bereavement service typically provides:

- Sessional support at Hospice or at home
- Telephone support
- Collaboration with schools and public health
- Complementary Therapies
- Group and one to one supervision
- Education & training in-house and externally
- Legacy work in-house and externally
- Bereavement information hub
- Young widows support group
- External counselling sessions (adult/children)
- Biannual bereavement support training for Dudley schools, supporting children and staff

During the pandemic the bereavement service had to adapt and find new ways to deliver support to individuals adjustments were made where possible, to maintain the high standards of the service whilst also considering the safety of the public, staff and volunteers.

Literature was amended to reflect the changes in the service provision and telephone only support was offered at this time. We continued to send condolence cards and 2,6 and 12-month letters offering support. Numerous resources for adults and children were uploaded to the Hospice website with links to various organisation's locally and nationally.

All bereavement volunteers were given support and training to enable them to offer telephone support. The 5 volunteers adapted very well to the telephone support, some actually "preferring this method". 141 members of the public were supported in the period between May 2020 and March 2021. The majority through telephone contact.

These numbers do not reflect the ad-hoc conversations and support given via telephone for other members of the public, not already receiving support from the bereavement team.

Sessional support ceased during lockdown as advised by public health, however as guidance changed, some face-to-face sessions were allowed at the Hospice following a Covid risk assessment for staff and public. Volunteers preferred not to support via zoom. Complimentary therapies ceased during lockdown and only resumed as guidance changed and when deemed an essential part of the persons health and wellbeing.

Education and training continued via 'Zoom' or 'Teams'. This was challenging to begin with however the monthly webinars provided by the National Bereavement Alliance proved to be invaluable and much appreciated by the team. Monthly supervision for volunteers was delivered via 'Teams' but offered during the day instead of the usual evening sessions.

Legacy work continued on the IPU where possible; however, risk was assessed prior to any hands-on project, in line with health and safety guidelines. The team felt very strongly that this form of memory making was crucial for patients

and families, especially as access was limited and visiting times were reduced.

Following completion of the bereavement hub pilot, the team continued to offer the monthly session at St Thomas church in Stourbridge. The focus being on supportive listening, peer support and encouragement around the 5 ways to wellbeing. The hub at this time was led by the Senior Sister and coordinator and around 6-8 bereaved members of the public attended. Sadly, the pandemic forced closure of the hub until the end of the year, however the service gained momentum very quickly once reopened and numbers increased considerably. The success of the hub at this time urged us to consider the suitability of the venue and work began to source more appropriate accommodation locally. We worked closely with Dudley Council around this project and were offered a room at Stourbridge Crematorium. Whilst this venue was not suitable for our bereavement support hub, we could see an opportunity for slightly different support for the public visiting the Crematorium. This would include a safe space and refreshments and the opportunity to meet others. This venue is secured for us and is a work in progress.

Young widows support group

The success of this group depended very much on the ability to bring along the children who were supervised during their parents' session. This was more challenging during the pandemic and to maintain a risk averse approach, the sessions were cancelled but the parents continued to support each other via a WhatsApp group, and the sessional support came to a closure having run for 2 years. This proved to be a very successful model and will be adopted again in the future.

External counselling sessions

This support has been utilised as necessary, with the counsellor adopting online meetings in line with the regulatory body and resuming face to face from August 2020.

Teacher and support staff training

This ceased during lockdown however our link with local schools remain strong and we are currently in discussions regarding revised training and other opportunities involving children and young people for next year.

Moving forward it is evident that the pandemic has had a significant impact for our society and consequently how we grieve for those that are gone. In our efforts to continually offer a substantive service that is inclusive and will meet the needs of a growing bereaved population, in October 2020 we increased the substantive hours in the team. Two bereavement support workers covering 67.5 hours were welcomed and more recently Odilia Mabrouk was welcomed to the team as the Bereavement Service Manager.

"I found the service very helpful, at such a difficult time it was lovely to hear Lynne's friendly voice, I looked forward to our telephone conversations"

"My support lady was lovely, she chatted to me for some time each call, and contacted me regularly"

"I received ongoing telephone support at an agreed time, staff also facilitated a visit to the Hospice for me which was greatly appreciated."

Key achievements from Education perspective

March 2020 to April 2021

What is Gold Standards Framework (GSF)

GSF is a practical systematic, evidence-based approach to optimising care for all people nearing the end of life, given by generalist front-line care providers. GSF is all about quality care - quality improvement with training, quality assurance with standards of care and quality recognition with recognised accreditation.

The Hospice and the education team are working closely with Dudley Clinical Commissioning Group (CCG) to support several care homes in Dudley to achieve GSF accreditation, by delivering practical support to work through the processes at the home and by developing study days for care home managers and staff. These study days have been delivered in partnership with the enhanced care home team from Dudley's Clinical hub.

From May 2020 the education team have been a key part of the implementation group for the ReSPECT process across the whole of the Black Country Health economy- Acute Trust, Community and Primary care and all care homes.

What is ReSPECT?

ReSPECT is a national initiative to deliver best ethical and legal practice around treatment and escalation of care in an emergency and decisions around Do Not Attempt Cardio-Pulmonary Resuscitation (DNACPR)

ReSPECT is a process where you and the healthcare team talk together and work out a personalised plan for potential future emergency treatment - to ensure that you receive the best possible treatment for your individual situation.

This is Joe's Journey https://youtu.be/SdkncGjihG0 -(6min 25sec)

Training

The education team has delivered 50, 1-hour webinars – 3 face-to-face sessions – 7 Promotional days – Walkabouts across Acute Trust.

Resources

National e-learning modules, Information videos for Staff, patients and carers, Information for Patients and carers in many formats (Easy read guides) and other languages are being developed.

Sage & Thyme

The education team have been commissioned by Health Education England to deliver a minimum of 24 licensed SAGE & THYME communication workshops - Notice distress, listen carefully and respond helpfully. During the pandemic we developed an online version with the national team so we could, if needed, deliver them in a COVID secure way. We have to date delivered 7 of the commissioned sessions with very positive written feedback from delegates.

"Excellent training. I have gained so much knowledge and skills to take away. Wish I'd have known about this training years ago, it would have really helped with my previous community nursing role" - ***Trained nurse, Darlaston Helth Centre***

Palliative Care 'Champions' Training

Along with our existing bespoke palliative and end of life champions training days –

· Symptom control at end of life

· Non-malignancy at end of life and palliative care emergencies

· Communication and advance care planning

· Psychological and spiritual care at end of life

· Loss grief and bereavement

The education team have been joined by an experienced lecturer from Wolverhampton University to develop further study sessions – Redefining palliative and end of life care, Care in the last few months, weeks, days and hours, The importance of planning ahead.

These study days along with a competency folder are available to Hospice staff, acute trust staff Community staff and care home teams. To date over 200 staff have successfully completed this course.

Nursing and management competencies

Role specific care and management competencies are important to provide documentary evidence that our organisation is developing the nursing team and ensuring high standards of care are being provided for the people we look after. These documents offer proof to the Care Quality Commission (CQC) that we are Safe, Effective, Caring, Responsive and Well led. The education team support staff to work through these documents in their own timeframe.

Revalidation

As a professional requirement from the Nursing and Midwifery Council (NMC), every registered nurse must provide proof of revalidation. The education team provide support for staff to complete these requirements and are closely involved with two of the specific elements- Reflective discussion of five pieces of reflection on their practice, linking these closely to The Code and Confirmation that they have achieved all the mandated requirements. During their first revalidation staff felt worried and felt unsure of the process, but the education team supported and guided staff through the process and now entering the second wave of revalidation they feel much more confident and can now also see the importance of these professional requirements.

First Aid at work

Our organisation was previously buying in an accredited first aid at work trainer to train staff and re-new their certificate every 2-3 years. The education department now has a fully accredited first aid at work trainer to make this ongoing training less costly and more efficient for us.

Collaborative working

The education team attended a collaboration of Midlands Hospice educators/managers to look at what we do now, how we can collaborate in the future, shared resources and what might that look like moving forward.

The education department has hosted several events for Hereford and Worcester Palliative care specialist registrars and Hospice UK.

Carers Support

Following discussions at Esther Olivier carers group, several bespoke education sessions were developed for carers- People handling, Emergency First aid and care at end of life. Verbal feedback from these on the day was very positive - “I have learned more today than 2 years of Occupational and physiotherapy input” and “I wish I had known this at the beginning of their illness”

Student Support

The education team have been providing placements and supporting a number of healthcare students

· Nursing students from Birmingham City University and Wolverhampton University

· Physicians Associate Trainees

· 3rd year medical students

· Social worker students

· Access to nursing students

Medical involvement

As part of their role the Hospice medical team have developed several teaching sessions on medical conditions that commonly access Hospice support

· Chronic obstructive pulmonary disease

· Heart failure

· Lung malignancies

· Primary brain tumours and metastases

Volunteers during the Covid-19 pandemic

In March 2020 the number of volunteers at the Hospice was 190. Due to Covid-19 and the subsequent lockdown all Hospice volunteers were immediately advised to stand down from their volunteering roles. This was a huge loss to the Hospice in the previous 12-month period over 27,000 volunteer hours were covered by volunteers at a notional value to the business of £223,681.45.

The Hospice reception which is normally run by volunteers 365 days a year had to be incorporated into the work of Hospice staff.

A small team of 6 volunteers provided cover for the Day Services reception to keep the footfall into the Hospice to an absolute minimum.

Volunteer support was also provided to the Hospice laundry service. As a direct result of the pandemic the clinical team had to utilise scrubs which were laundered in house, two volunteers came in at weekends to facilitate this service.

Both the community volunteer and bereavement volunteer services had to adapt to different ways of providing support to patients with face-to-face visits suspended. The services were maintained as telephone support until such times as restrictions started to ease. Looking forwards both teams are being expanded allowing the Hospice to reach more people that require support.

April saw the first of the monthly volunteers' newsletters, it was important for those volunteers who were not here to be kept in touch with what was happening at the Hospice, also maintaining telephone contact with some volunteers who were on their own.

In September the volunteer numbers expanded allowing us to share out cover on both receptions, however continuing to keep it to the smallest number we could work with and maintaining adequate cover at the same time.

In January following national guidance a lateral flow testing regime for all visitors began at the hospice. Initially the service was run by staff with volunteer support but eventually volunteers took over this critical service in a building annexed to the Hospice. Lateral flow testing continues and is vital to maintain the safety of the service for patients and staff. It is carried out adjacent to the Hospice entrance by the reception volunteers.

As we proceeded through 2021 a few more volunteers re-joined the Hospice team, volunteer gardeners resumed maintaining our grounds, 3 spiritual care volunteers came back to offer their support to the patients in the ward area.

The number of active volunteers present at the Hospice is now at 50 in total and increasing steadily as we begin to welcome more of our valued volunteers back.

THE MARY STEVENS
HOSPICE

2021
IN
2021

Social Work

April 2020 - March 2021

There were 249 referrals received by the Hospice social worker during this period. 88 families received individual support and 66 carers received one to one support. During the lockdown period 69 home visits were made to combat isolation and loneliness during the Covid pandemic. 54 Carers Assessments were completed in addition to 15 statutory Social Work assessments and 23 Fast Track Assessments for Continual healthcare funding.

During the Covid pandemic the carers group moved to Zoom, however with many carers not having access to Wi-Fi door-to-door visits to all patients known to the Day Unit were facilitated.

Service delivery has been adapted because of the pandemic across the Hospice. This is particularly evident in the Day Unit. The social work role plays an important role co-facilitating weekly neurological support groups, a monthly mens group, and separate ladies group alongside a monthly carers group. Extra activities facilitated following user feedback included baking sessions, a Zoom presentation from Harvington Hall, a games day and a musical performance from our own Spiritual Care Coordinator.

Innovative work outside of the Hospice building during this time included collaborations with other organisations in the community like Dudley Healthwatch by arranging a Zoom Conference focussing on how to talk to people about bereavement during the Covid pandemic.

We also set up a virtual "Just Ask" series via Zoom for the community that focussed on advance care planning, power of attorney, wills, probate, emotions during Covid 19, funeral arrangements, 5 ways of wellbeing and secondary trauma for professionals.

Work was also done in deprived areas to raise awareness of the different voluntary groups and services that could be accessed.

In addition to the patient facing aspects of the work during this year the social worker has held the post of Co-representative for the Association for Palliative Care Social Work in the West Midlands and has played been a member of the educational planning subgroup – arranging and presenting at the National Association for Palliative Care.

Feebdack on the Social Work role:

"Well for start, making yourself very visible as you have. Getting to know something very early on about each patient. You did this with our shared interest in rugby, it is something to latch on to, that's as normal as possible. You give a lot of yourself, your experiences etc. This makes it safe for people to give more of themselves back emotionally. Being a bit of a character is good for the Hospice situation. You must be approachable for anything and you qualify for that!" - *Patient with MND*

"Demonstration of positive social work practice covers a multitude of activity, it must be patient/client focussed, based on the personal needs of the individual. A good social worker should be seen as an advocate, someone who has the knowledge, expertise, drive and ability to proactively help any individual in need. A diagnosis that necessitates palliative care by the nature of the illness also encompasses a sense of urgency in helping that individual or their family/carer. That help may be practical, emotional, or financial. Empathetic understanding is key, not to be confused with empathy. A recognition of cognitive ability and potentially Gillick competence when others may be lacking in that understanding, or even trying to take advantage of someone vulnerable would also be a clear demonstration of positive practice. Being able to recognise any benefit that would make the client/patients life more comfortable, competent in assessing that need without necessarily having to question it." - *Colleague*

"Arranging activities (walks in the park, wine testing and Christmas lunches) to build memories as a family. Educational talks for family carers are very useful." - *Family who attends the Bereavement service*

“All I can say is: it is important to support the families of the patient, it is a difficult time for them and many do not know what help there is out there for them. Not everyone has families to help so ensure that the patient has a friendly volunteer to help. If it’s only someone to chat to. Sorry I can’t think of anything else, other than to impress on everyone that a Hospice is not a place where you go to die, but a place where you go to make life more comfortable with lots of very friendly staff.” - *Family Carer, whose husband gets regular respite breaks at the Hospice*

“I think connecting with people is the big thing – establishing a rapport and conditions for trust that people will open about their problems. Getting below the surface of people is vitally important and not easy. They need to feel that you care and are on their side. Approachable. Your wonderful personality takes the edge off sad and stressful situations.” - *Family member who attends the Bereavement services*

“I’d say introducing yourself at the earliest and most appropriate time to families who may not know how a social worker can help them or what their job entails. Utilising nursing staff for information pre meeting them. Building a rapport so they feel they can talk and trust you.

Also making sure they have contact details for the social worker so they can ask questions as they appear because when they are first introduced to the Hospice there is a lot of information to take in especially when dealing with their own or their families ill health.” - *Staff nurse*

“A Hospice social worker has to assist/guide individuals and their loved ones to cope with a whole host of issues that other social workers have to deal with, while at the same time navigating through the ever-changing emotions and needs of the individuals when they may be fast approaching the end of their lives in what for many will be an unfamiliar environment.” - *Board member*

“• Full integration of social care into the multidisciplinary team (not just to sit in on MDT but to have raised the profile of social care within the hospice, so it is something we are thinking of even at the point of admission.)

• Educating the team to understand that social care is so much more than just discharging patients who need a care package.

• That a social care reason can be why a patient is admitted (as with RE), and that social care and care and support for the family socials needs is just as important, here I think of how much work you did with one of the MND in patients and his wife, who was struggling to cope with his deterioration; the work you have done with families around funeral poverty, the things you do for families over and above what we have ever seen before in terms of safeguarding, checking in on bereaved children and relatives and making sure they are known to social services where needs be.

• Your work with day unit patients and even more so their relatives, the carers group.

I think I will coin the phrase that you are truly a holistic social worker, you consider all angles and permutations and you will not stop until the job is done or the required outcome is achieved. Where other social workers in the past may have just accepted statements such as there is no care available in the community, or no nursing home to go to, you do not, your dogged determination and perseverance that such a scenario is not acceptable and should be challenged has worked really well, and you think outside of the box, (in fact you just stamp on the box and rip it right up) to make sure you get the best outcome for the patient and their families. And above all you do it with a smile and an energy that is at times amazing.” - *Pharmacist*

“I think that affording people dignity in palliative care in listening to their needs both physically, mentally and emotionally shows positive social work input in the last few weeks of people’s lives.” - *Volunteer – Previous Dudley Safeguarding lead – Dudley Social Services*

“Working hard and fast and pulling everyone together for a patient to go home safely when that is their last wish.” - *Volunteer co-ordinator*

“I feel your role is an essential part of a well coordinated palliative care and bereavement care. You give TIME to patients, family and carers. You deliver advice and act on behalf of vulnerable patients. You help to coordinate elements of appropriate care, support for patients, family and carers. AND MUCH MORE.” - *Physiotherapist*

Patient & Family Support Services

It is possible the pandemic may have helped us 'gel' as a new Patient & Family Support Services Team (PAFSS). In addition to offering one another individual/ emotional support, we pulled together and helped each other in lots of practical ways.

During this period PAFSS prepared a new edition of our booklet 'When Someone Dies'. The section on funerals needed updating, i.e., changing 'Chaplain' to 'Spiritual Care Coordinator' and making the language more inclusive of different worldviews.

Throughout the pandemic it has been a privilege to continue meeting patients and their families on our In-Patient Unit. The use of 'PPE' etc. was very strange and difficult for everyone. However, in time ways were learnt to overcome reticence and find appropriate ways to come alongside people. No amount of writing or video-making can replace these person-to-person encounters!

Funerals

It was a privilege to represent the Hospice in conducting 12 funeral services for people we have looked after, all under 'lockdown' restrictions. Everyone has found it a strange experience with limited numbers, social distancing etc. The services were nevertheless well-received and in some cases a smaller congregation seems to have helped mourners by providing a more intimate setting.

One of the above funerals was for our dear colleague and friend Mark Burns, who is greatly missed. It was a such a privilege to conduct the service at Mark's request, and much time was dedicated in August to supporting colleagues in the aftermath of Mark's death. This included producing a video tribute, which has since been viewed over 220 times on YouTube.

In Memoriam

In May 2020 we began to upload funeral service booklets to SharePoint for staff to view. Many of these include photographs and medical staff have appreciated seeing pictures of folk when healthy. It has also given them some sense of connection with the services held in their honour.

A further development has been the installation of electric memorial candles in both Peace Rooms. These are permanently lit in memory of those for whom we have cared, accompanied by a list of names which is updated every couple of weeks. The hope is that as well as being a mark of respect, this might be helpful for staff and something the families of patients will appreciate.

The Book of Remembrance has been available for viewing by arrangement during the pandemic and continues to be updated, with pages being turned each day by our Volunteer Receptionists.

This year we have revised the 'Religion' codes on the Hospice computer system. The previous selection was extremely limited and partially incorrect. Furthermore, there were no options for non-religious, agnostic, or spiritual-but-not-

THE MARY STEVENS HOSPICE

care • compassion • kindness

Time to Remember

religious people. It is hoped the greater range of options will encourage more accurate record-keeping but more importantly underline our commitment to caring for the 'person behind the patient'.

Alongside this we updated section 3 of the Core Care Plan. Spiritual Needs Assessment. The existing template was out-of-date in several ways and consequently under-used.

We have also worked on a smart form designed to capture general information about our patients. By building up a profile, understanding various aspects of a person's life - e.g., background, hobbies, interests, family, experiences, hopes etc., we are better able to identify potential spiritual needs and how we might offer support. Much of this information is already known to hospice staff (and volunteers) but we have lacked a place to collate and share with one another. This is a work in progress, but hope it will prove to be a helpful development.

Spiritual Care Team

As we entered 'lockdown' it became clear that most of our volunteers would have to be stood down. We stayed connected with the 15 members of our Spiritual Care Team by telephone and a fortnightly e-mail update, taking opportunities to meet with individuals in person when allowed. We also held Zoom meetings to maintain communications and offer encouragement in the strange times through which we were living.

Although wanting to keep these volunteers 'on board,' as the months passed it became increasingly clear that things would never be the same again. This is particularly true of Day Services, which is where most of the team offered support. 2021 may well see some major changes in how we work in future.

Resources

In April three mindfulness-style video meditations were produced to help with anxiety – 'Air,' 'Fire' & 'Water.' These were uploaded to a new YouTube channel called 'Beacon of Hope.'

Aware that not all our patients would have access to YouTube, a printed resource was produced to offer encouragement and hope. Towards the end of April, staff and the Spiritual Care Team were invited to send poems, quotations, prayers, meditations etc. that they found uplifting. This resulted in a 44-page booklet called 'Hope from the Hospice' which was distributed to all our Day Patients as part of a support package.

Quarterly letters, offering a reflection and words of encouragement were also produced to go in the packs distributed to our Day Patients and their Carers.

I went on to edit words for Daily Prayer in the Christian tradition and a self-help 'Time to Remember' for people to use at home. In addition to printed versions, these resources were also produced in video format and made available on YouTube.

Finally, video versions of Eddie Morton's song 'Lighthouse' were added (with lyrics), which so many found uplifting at the Tree of Light services in 2018, together with a narrated version of Daily Prayer and a selection of blessings from different spiritual perspectives presented as airmail letters.

Midsummer Service

We created a video alternative to our annual midsummer service or 'Time to Remember'. Around 20 staff, together with 3 volunteers took part in the recording. Once again released on

YouTube, the video went 'live' on 22nd July 2020 and has been very well-received.

Act of Remembrance

On 11th November 2020 we held a short Act of Remembrance outside on the patio. This was particularly appreciated by one of our patients who had served in the armed forces. He was brought out in his bed and found the experience very moving, as did we all – not least because he was there.

Tree of Light

We had great plans for our Tree of Light services in 2020! Streaming the lights being turned on via Facebook, a 'Walk Through' experience in the Hospice grounds, a video to guide people through a home-based version of the same and an inclusive service at St Mary's Church, Oldswinford for a limited number of people.

In the event, another 'lockdown' meant we had to settle for the vdeo producton. We followed the 'Walk Through' idea and included footage of us switching on the lights. The latter was posted on Facebook and viewed well over a thousand times! The full programme has since been watched over 500 times on YouTube. The most moving section is where a candle lit under the Tree of Light led on to showing 8 other people lighting candles in their own homes. These circled the Borough before returning to the hospice.

Christmas

We held carol singing on the patio, accompanied by members of the Sovereign Brass Band. The daughter of a patient who died on IPU (Inpatients Unit) in March 2020 is part of the band and offered to bring in an ensemble to play. A respectable number of staff and volunteers joined in.

A group of staff recorded carols to include in a short service for day patients and their carers. Once again conscious that not everyone uses the internet, we decided to produce a CD. 100 copies went out with the Christmas lunches.

Wassail

On 1st February, our Pagan Adviser guided us through wassailing the Tree of Light. This looks like becoming an annual event, following the success of the 'Spring Awakening' in February 2020. Blessings were shared from 6 different spiritual perspectives.

Outside of the Hospice the spiritual care coordinator facilitates the Midlands Group of AHPCC (Association of Hospice and Palliative Care Chaplains) since April 2018. There are about forty people on the mailing list, with the 'Midlands' covering Stoke to Hereford and Shrewsbury to Leicester. We also presently have members in Grimsby and Milton Keynes due to there being no active groups in these areas.

We were due to host a meeting at Mary Stevens Hospice in March 2020, but this became one of the first things cancelled due to Covid-19. Turning to Zoom, I've facilitated quarterly online meetings and been pleasantly surprised at how well these have gone. The group offers encouragement and support but also many useful insights into best practice.

- Keith Judson, Spiritual Care Coordinator

Fundraising

April 2020 - March 2021

APRIL 2020 - MARCH 2021

Rainbow Auction

Revenue £23,026.87
Expenditure £44.00

£22,982.87

APRIL 2020 - JANUARY 2021

The Big Quiz

Revenue £7,306.00
Expenditure £143.35

£7,162.65

APRIL - DECEMBER 2021

Virtual Videos

Revenue £585.75
Expenditure £0

£585.75

NOVEMBER 2020

Tree of Light

Revenue £11,231.51
Expenditure £246.21

£10,985.30

NOVEMBER AND DECEMBER 2020

Reindeer Run

Revenue £22,740.93
Expenditure £102.00

£22,638.93

DECEMBER 2020

Santa Trail

Revenue £5,655.34
Expenditure £217.59

£5,437.75

JANUARY 2021

Treecycle

Revenue £18,381.00
Expenditure £2,957.56

£15,423.44

MAY AND NOVEMBER 2020

WILLS MONTH

Wills Month

Revenue £1,490.00
Expenditure £0

£1,490.00

JANUARY 2021

Route 30 Challenge

Revenue £1,486.05
Expenditure £0

£1,486.05

APRIL 2021

Easter Egg Sales

Revenue £1,304.50
Expenditure £0

£1,304.50

Fundraising

Through unprecedented times, Fundraising continued to plan and execute a reduced number of Hospice events. We replaced some of our usual big earning campaigns with smaller, socially distanced and restricted fundraisers notably successfully replacing our annual “Santa Jog” with “Santa Trail” thereby reducing the deficit from the loss of Santa Jog to just a little over £3,000. Almost £31,000 was raised from the introduction of 3 key online/virtual events, the most successful being the online “Rainbow Auctions” and our weekly virtual “Big Quiz” raising £30,000 between them.

During the year, £149,000 was recorded as income from the sale of “The Black Country Monopoly”. The game was launched on Black Country Day in July 2020 and attracted large media attention including BBC Midland news, Birmingham and Black Country radio stations as well as local press. It was sold and delivered to supporters both nationally and internationally with orders received from countries including Canada, Australia, Spain and Germany.

Fundraising continued to keep expenditure low and gained corporate sponsorship for the larger of our events. A £3,000 sponsorship was received for “Treecycle” after successful partnership working with Brooks Forgings, who continued to support the hHospice throughout the year. Successful Corporate engagement secured a £500 sponsorship of “Tree of Light” (Dudley Building Society) and a further £300 sponsorship of “Santa Trail” (Safer Access Solutions Ltd).

Although community and third-party events were significantly reduced, we continued to engage with supporters through various campaigns and took the opportunity to increase our social media and online presence, almost certainly contributing to the success of our virtual, actual and sponsored events. During 2020 – 2021 we rebranded our Blue Box collection tins, revamped our thank you letters and procedures and introduced QR codes as an additional way for the supporter to engage with and donate to the Hospice.

Mary Stevens Hospice shows Commitment to Cyber Security by Achieving Government Cyber Essentials Plus Accreditation

After being awarded the Cyber Essentials accreditation in 2020 we are very proud to announce that we have now progressed even further and are currently only the 8th Hospice in the United Kingdom to be allowed to display the government Cyber Essentials Plus award logo.

Cyber Essentials is a UK government-driven initiative to promote a standard in cyber security practices across all industries and sectors; with Cyber Essentials Plus being the much higher standard. To obtain accreditation, we went through an independent assessment of the security controls we have in place to mitigate risks from internet based threats. After being awarded the Cyber Essentials standard earlier this year, we took further steps to protect against cyber-crime and went through extensive inspections and hands-on technical verification checks to achieve the Cyber Essentials Plus Award. On 22nd October 2020 we finally achieved accreditation.

This award certifies that we have invested in strict processes and procedures to prevent cyber threats and other online attacks; which in turn protects the data of our staff, patients, donors and anyone else whose data we have authority to process.

Claire Towns, our CEO said:

"With the massive growth in cyber-attacks since the start of the COVID-19 pandemic this accreditation is proof that we take the security of data extremely seriously and everyone can be assured that we are serious about protecting their personal data and valuable information. This shows that Mary Stevens Hospice is trustworthy and demonstrates the commitment of all of our staff to cyber security."

We are now only the 8th Hospice in the United Kingdom included on the register held by the National Cyber Security Centre to have attained the Cyber Essentials Plus standard.

Trading Report

April 2020 to March 2021

The year for Trading, ended as it had started, in lockdown. For Trading to traverse the year successfully there had been an enormous amount of work, effort, learning and teamwork. If I was to sum up the key to the success of Trading, and it was a success given the challenge, it would be communication and teamwork.

The challenges were unknown, the safety of the team paramount, every decision made would impact on the future, but we did not know what that future was as we made our decisions. So much had to be learnt, implemented, and planned for, below is how Trading made that journey.

People

All our staff were furloughed, only the leadership team remained on partial retention. As we went through the year and seven months of furlough, we creatively used staffing solutions, to preserve the cash flow, and deploy furlough as much as we were able. There was much uncertainty if there would be jobs to come back to, some did not. We had to review staffing levels, close four of our shops, costs were crucial, they were difficult times.

Volunteer numbers have reduced, many feeling unsafe to return, some deciding not to return now with different priorities. Slowly we are recruiting new volunteers, but the shortage remains.

The team, now smaller, is more closely linked, every person essential to the success of Trading as we go into the future, even if it is still unknown, to a degree.

Product

This was where the focused planning was needed, three months in lockdown the estimated level of donations was extreme, 67 million items of clothing were waiting in the UK, added to which because of Covid it had to be isolated for 72 hours.

Fortunately, we had just implemented central sorting into the Distribution Centre, before lockdown, this was to prove pivotal in the success of our donation strategy. Knowing volumes would be extreme, we suspended donations into the shops, only accepted timed donations into the Distribution Centre. We hired two 40ft shipping containers, installed on the car park at the Distribution Centre, to control the quarantine cycle and volume.

It was an enormous level of work, but we achieved our goal, donations were contained, shops remained open, the supply chain was uninterrupted, the staff were safe.

We continue today, two donation days at the DC, shops run three donation days a week. Central sorting has proved its' worth, capturing specialist stock for eBay and contributing to increased recycling of all product groups.

Property

We were in lockdown for seven months, in three blocks of time, the security of our properties was a real concern, either because of break-ins, vandalism or internal water damage. They all

had to be visited once a week, inspected inside and out, to ensure all was well. Remarkably none of them suffered anything more serious than donations left at the front of the shop.

Four shop leases came to an end during this year, the financial liability/risk did not allow a renewal, and so they were closed. Never an easy decision, for so many reasons, but to secure the future of Trading it was an absolute necessity.

When our shops re-opened, they were fully Covid compliant, a safe place for staff and customers, all precautions had been installed, risk assessments completed, all staff briefed. Every shop floor display had to be re merchandised to social distancing, sneeze guards sourced and installed, social distancing marked out. Several inspections from the Councils always gave us a five-star safety rating.

Pounds

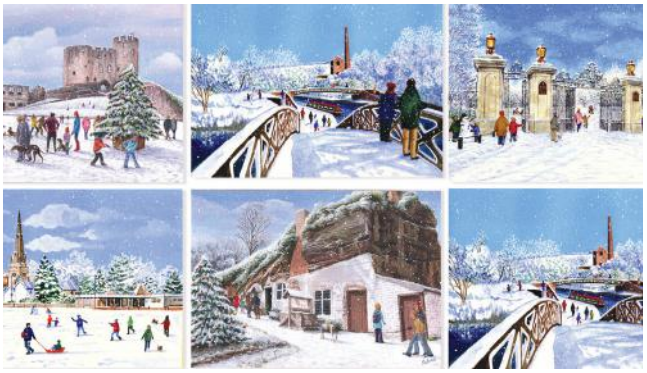
The year was never about sales, more survival, it was always going to be difficult. We did survive, but without furlough or the government grant payments we would be a very different company today. The costs were high, PPE was a constant cost, the way we worked slowed customer flow, there were fewer people allowed in the shop, fewer people on the street.

Online sales were our Christmas lifeline, they ensured our Christmas card sales did not fail during the second lockdown.

We finished the year and broke even, save for the cost of the redundancies and dilapidations for the closed shops, a great achievement. We then went into our last lockdown, in January, which took us to the end of the financial year. No January sales for Trading, but we were ready to reopen.

Trading achieved so much in this year, it had to adapt, make difficult decisions, learn almost a new way of working. We managed it through constant communication with each other, but above all we worked as a team, everyone wanting the same goal, everyone equally important in achieving it: something quite rare.

- William Whitechurch, Trading Director



Governing Document

The Mary Stevens Hospice Limited is a registered charity, number 517656 and is a company limited by guarantee governed by its Memorandum and Articles of Association dated 4 March 1986, as amended up to 2018. As outlined in our Articles of Incorporation, Mary Stevens Hospice exists first and foremost to promote welfare and relief of suffering so far as such purpose is charitable.

Recruitment and appointment of new Trustees

Diversity considerations have been focussed upon at Governance Committee and Main Board. Current policy includes advertising to recruit diverse interest in serving on the Board moving forward. Both Chair and CEO may be approached to discuss the role and responsibilities, and an induction programme is provided after interview.

Organisational Structure

The Hospice is governed by the Directors who form the Board of Trustees. The Directors are volunteers who have or have had careers in a wide variety of business and professional activities. They usually come from the Dudley Metropolitan Borough and its surrounding districts. All elected Directors are also Trustees; the names of the Directors are listed below. Two councillors are nominated by Dudley Metropolitan Borough Council to serve as Directors/Trustees. All nominees are subject to ratification by the Board of Trustees. The Charity is organised so that the Board of Directors of the Company meet regularly, with governance subcommittees (Hospice Governance, Finance & Resources, Clinical Standards, Fundraising Governance and Remuneration) reporting to it, whilst individual directors liaise with senior leadership on a regular basis. The CEO and her Senior Leadership Team are responsible to the Board of Directors for the day-to-day running of The Mary Stevens Hospice and the implementation of policies and strategies decided by the Board.

Statement of Public Benefit

Trustees aim to observe the 2017 3rd edition Charity Governance Code to support continuous improvement in purpose, leadership, integrity, decision making and risk control systems, Board effectiveness, Board diversity and transparent accountability. The charity operates a system of sub committees, each committee being focused on a particular aspect of the charity's operations. That system is frequently reviewed and changes have recently been introduced to the style of main board meetings to improve their effectiveness. The charity's objective and its principal activity is that of providing palliative and end-of-life care for those with progressive incurable life shortening illness. The activities of the Hospice are of benefit to the public generally and the Trustees actively encourage the availability of the services to all members of the public irrespective of race, gender or any other discriminatory factor. That system is frequently reviewed, and changes have been made to the style of Main Board meetings, independent Chairmanship of Lottery and Trading Boards established, and all Governance Committees strengthened in the 19/20 year. The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance.

Reference and Administrative Details

Registered Company Number: 1963989 (ENGLAND & WALES)
Registered Charity Number: 517656

Charity's Principal Address & Registered Office
221 Hagley Road | Oldswinford | Stourbridge | DY8 2JR

Trustees

Dr E J Flint-Bridgewater
B Coles
N Dace
S Waltho
Cllr K Shakespeare
S Hodgson
Cllr A Lees
P Marsh
J Turner
D Martin
B Blakemore
A Bagnall

There are no corporate Trustees and no Trustees hold title to any property belonging to the Charity.

Group Chief Executive

C Towns BSc (Hons) Palliative Care

Matron & Registered Manager

C Towns BSc (Hons) Palliative Care

Our Advisers

Auditors: Crowe U.K. LLP, Black Country House, Rounds Green Road, Oldbury, B69 2DG

Solicitors: Higgs & Sons, 3 Waterfront Business Park, Brierley Hill, West Midlands, DY5 1LX
Wall James Chappell, 15-23 Hagley Road, Stourbridge, West Midlands, DY8 1QW

Bankers: NatWest Bank PLC, 141 High Street, Stourbridge, West Midlands, DY8 1BF
Barclays, 1 Snowhill, Queensway, Birmingham, B4 6GN

Investment Advisers: Canaccord Genuity Wealth, Slip House, Princes Drive, Worcester WR1 2AB

Financial Review

The financial results for the year ended 31 March 2021 are given in the audited Financial Statements attached to this report. Those accounts and the related notes have been prepared in accordance with the relevant law and the Charities SORP (FRS102).

The surplus for the year of £425,000 was an extremely welcome improvement on the previous year's deficit of £1,173,000. The surplus includes £223,000 attributable to the rise in value of the Hospice's listed investments, thereby reversing the fall in value of the Hospice's investments of £224,000 suffered in the year ended 31 March 2020.

The year's results were greatly affected by the Covid 19 pandemic. The pandemic not only necessitated changes in the delivery of our services but it adversely affected the Hospice's various fundraising activities.

The Hospice's retail shops were closed for 7 months and even when open trading conditions were impacted by the need for enhanced health and safety measures and the general reduction in high street activity. Sales fell therefore from £1,927,000 in the year ended 31 March 2020 to £476,000. As a result of the management of costs and the government's financial support packages the loss for the year was limited to £25,000. The position has improved since the year end and the shops are now trading profitably.

The contribution of the Lottery company was also negatively impacted as doorstep collections were ceased and the process of conversion to other means of sale is a gradual one. Sales fell by 19% to £490,000 from £620,000 but through cost savings the company nevertheless realised a surplus of £268,000 (£304,000 in the previous year).

Legacy income was £343,000, a large reduction from the £660,000 received in the previous year. This was mitigated by an increase in donations from £480,000 to £632,000.

In a highly challenging fundraising environment during the COVID 19 pandemic, grants from charitable trusts and foundations performed extremely well with a total income of £305,000 for the year. This was an increase of around 90% over the previous year. This was in part due to grants supporting specific COVID related initiatives, and increased levels of funding from trusts and foundations with whom we have developed long standing relationships. The continued development of our services and facilities, improved internal processes, nurturing of current relationships and a renewed focus on bringing new funders on board should enable this success to continue in the new financial year.

The cost of patient care was well controlled, being reduced by £64,000 to £3,158,000, while the contribution from the local NHS commissioners was £504,000 (£532,000 the previous year).

The Hospice and its subsidiary companies benefited from very substantial support from the Government in the form of support for its high street properties (£395,000), the furlough scheme (£497,000) and most significantly grants targeted specifically at the Hospice sector (£1,441,000). This support has enabled the Hospice to increase its cash reserves from £529,000 at the beginning of the year to £956,000 at the year end.

The Hospice continues to face challenges in establishing its long-term viability. The exceptional funding will not continue but those funds have enabled the Hospice to confront those challenges from a more secure base. While the cost of providing the Hospice's services has been contained this year the pressures on salary levels occasioned by the need to remain competitive with market rates will add to those challenges.

Fundraising initiatives, particularly involving corporate supporters, improvements to the Lottery company structure and the return of high street activity are already producing signs of improvement. The legacy income after five months of the new year is already greater than that for the year ended 31 March 2021. The Hospice is strengthening its connections with the local NHS commissioners to improve the value of collaborative projects and to seek to expand its range of commissioned services and to play an effective role in the local healthcare economy.

The Trustees continue to monitor the resources of the Hospice as its long-term financial viability is their primary concern.

Reserves Policy

The total funds of the group at the year end were £6,078,000 (2020 £5,653,000) of which £1,158,000 were restricted (2020 £1,144,000). Funds of £3,842,000 (2020 £4,007,0000) were designated for specific purposes of a possible Hospice at Home service £200,000 (as last year) and fixed assets, £3,642,000 (2020 £3,807,000) the latter being capable of being realised only by a disposal of fixed assets. Unrestricted free reserves of the group at the year-end were £1,077,000 (2020 £501,000).

Reserves are unspent, unrestricted income and are held to assist in the management of the Hospice's cash requirements. This is important as approximately 85% of the Hospice's income is from volatile sources, namely donations, fundraising events and legacies.

Charities hold reserves only to ensure that they can continue to satisfy their charitable aims. The Hospice has sought to have reserves equivalent to 6 months' running costs and did so on 31 March 2021.

The financial performance in the year to 31 March 2021 which has led to a significant improvement in free reserves to £1,077,000 has been insufficient to attain that target but as already mentioned elsewhere allows the Hospice more time to establish improved financial viability.

Investment Policy

The Trustees have responsibility for the Hospice's investment policy and have delegated the management of the investment portfolio to professional investment advisers. The appointment of the advisers is reviewed at least every 5 years.

The advisers seek to achieve a reliable income, to assist in meeting the continuing costs of running the Hospice, by maintaining a balanced approach between income and capital growth. The advisers are instructed not to invest in assets which could be detrimental to the Hospice's charitable objects and, in particular, to make no direct investments in tobacco companies.

Following a review of the investment policy in 2019 with the advisers the Trustees moved the risk category from level 6 to level 5 (on a scale that runs from 1 to 9, with 1 being the most cautious). That move rebalanced the portfolio to include a higher proportion of fixed interest investments so reducing the volatility. At 31 March 2021 approximately 24 % of the fund was invested in fixed interest, 64% in equities and 11% in alternatives, with a small cash balance.

There remains the need to accept some short-term volatility, but the adoption of the risk category 5 is still considered appropriate and during the year the fund grew in value to £1,430,000 from £1,357,000 despite £150,000 having been withdrawn to support the hospice's cash requirements. The portfolio produced an impressive income yield during the year of more than 4%.

Going Concern

We have set out in the Trustees Report a review of the financial performance, risk management policies, the reserves position and other factors likely to affect future development, including the economic uncertainty on income. The impact of covid-19 was central to these assessments. Our Trustees have concluded that with agreed adjustments to our plans along with ongoing financial risk management, we believe there are no material uncertainties that call into doubt the charity's ability to continue. The financial statements have therefore been prepared on the basis that the charity is a going concern. More information is included in the accounting policies.

Trustees / Directors Indemnity Policy

Insurance arrangements are in place with AXA Insurance PLC to indemnify Trustees/Directors. The policy number is LS BDX 6985610/0108 and the indemnity limit is £3,000,000. The premium paid was £1,598.63

Pay & Remuneration

Remuneration of personnel and senior management is approved by the remuneration committee constituted as below. Whilst we are aware of NHS pay scales, we do not at this time offer matched salaries, but a comparable system which is governed by our financial constraints as an independent Hospice.

A 1.5% general pay rise was awarded across the organisation once again in April 2020.

Membership of the Remuneration Committee

CEO Claire Towns, Peter Marsh (Chair), John Turner (Vice Chair Finance & Resources Committee), Dr Jane Flint Bridgewater.

Quorum of Meetings

All present for annual meeting to make above decisions and any exceptional individual awards.

Accountability

To Finance and Resources and Governance Committee and Main Board

Statement of Trustee Responsibilities

The Trustees (who are also the directors of The Mary Stevens Hospice Limited for the purposes of company law) are responsible for preparing the Report of the Trustees 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 year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- [✓] Select suitable accounting policies and then apply them consistently
- [✓] Observe the methods and principles in the charity SORP
- [✓] Make judgements and estimates that are reasonable and prudent
- [✓] Prepare the financial statements on the going concern basis unless it is inappropriate ti presume that the charitable company will continue in business

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

In so far as the Trustees are aware:

- [✓] There is no relevant audit information of which the charitable company's auditors are unaware
- [✓] The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

Exemptions from disclosure
Nil.

The Board of Trustees declare that they have approved the Trustees' report incorporating the Directors' Report and the Strategic Report.

Signed on behalf of the charity's Trustees

Signature: Peter Marsh
Position: Chairman

Full Name: PETER MARSH
Date: 25/01/22

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY STEVENS HOSPICE

Opinion

We have audited the financial statements of The Mary Stevens Hospice (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2021 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 2021 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the 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 Trustee's 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.

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditor's report thereon. The Trustee 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 Trustee's Report including the Strategic Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustee's 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 Trustee's 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 Trustee's remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustee's 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.

Auditor's responsibilities for the audit of the financial statements

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

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

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, General Data Protection Regulation, health and safety legislation, taxation 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.

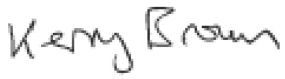
Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some

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 Auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



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 January 2022

THE MARY STEVENS HOSPICE

(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Income from:					
Donations and legacies	4	**2,684,116**	**570,192**	**3,254,308**	*1,139,635*
Charitable activities	5	**504,039**	**-**	**504,039**	*532,266*
Other trading activities	6	**1,358,603**	**-**	**1,358,603**	*2,967,157*
Investments	7	**53,445**	**-**	**53,445**	*86,858*
Other income		**40,656**	**-**	**40,656**	*25,890*
Total income		**4,640,859**	**570,192**	**5,211,051**	*4,751,806*
Expenditure on:					
Raising funds	8	**1,850,807**	**-**	**1,850,807**	*2,479,892*
Charitable activities	9	**2,601,735**	**556,219**	**3,157,954**	*3,221,995*
Total expenditure		**4,452,542**	**556,219**	**5,008,761**	*5,701,887*
Net income/(expenditure) before net gains/(losses) on investments		**188,317**	**13,973**	**202,290**	*(950,081)*
Net gains/(losses) on investments		**222,829**	**-**	**222,829**	*(223,562)*
Net movement in funds		**411,146**	**13,973**	**425,119**	*(1,173,643)*
Reconciliation of funds:					
Total funds brought forward		**4,508,371**	**1,144,246**	**5,652,617**	*6,826,260*
Net movement in funds		**411,146**	**13,973**	**425,119**	*(1,173,643)*
Total funds carried forward		**4,919,517**	**1,158,219**	**6,077,736**	*5,652,617*

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 54 to 80 form part of these financial statements.

THE MARY STEVENS HOSPICE

(A company limited by guarantee)
REGISTERED NUMBER: 1963989

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2021

	Note		2021 £		*2020* *£*
Fixed assets					
Tangible assets	14		**4,685,706**		*4,875,191*
Current assets					
Stocks	15	**4,052**		*3,870*	
Debtors	16	**376,341**		*397,857*	
Investments	17	**1,430,044**		*1,357,215*	
Cash at bank and in hand		**955,648**		*529,476*	
		2,766,085		*2,288,418*	
Creditors: amounts falling due within one year	18	**(405,554)**		*(574,655)*	
Net current assets			**2,360,531**		*1,713,763*
Total assets less current liabilities			**7,046,237**		*6,588,954*
Creditors: amounts falling due after more than one year	19		**(968,501)**		*(936,337)*
Total net assets			**6,077,736**		*5,652,617*

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2021

	Note		2021 £		*2020 £*
Charity funds					
Restricted funds	20		**1,158,219**		*1,144,246*
Unrestricted funds					
Designated funds	20	**3,842,407**		*4,007,032*	
General funds	20	**1,077,110**		*501,339*	
Total unrestricted funds	20		**4,919,517**		*4,508,371*
Total funds			**6,077,736**		*5,652,617*

The Trustee 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 Trustee and signed on their behalf by:

Peter Marsh

Mr P Marsh
Chair of Trustees
Date: 25/01/22

The notes on pages 54 to 80 form part of these financial statements.

THE MARY STEVENS HOSPICE

(A company limited by guarantee)
REGISTERED NUMBER: 1963989

COMPANY BALANCE SHEET
AS AT 31 MARCH 2021

	Note		2021 £		*2020 £*
Fixed assets					
Tangible assets	14		**4,610,187**		*4,765,392*
Current assets					
Debtors	16	**628,789**		*630,316*	
Investments	17	**1,430,044**		*1,357,215*	
Cash at bank and in hand		**598,061**		*209,509*	
		2,656,894		*2,197,040*	
Creditors: amounts falling due within one year	18	**(248,013)**		*(378,090)*	
Net current assets			**2,408,881**		*1,818,950*
Total assets less current liabilities			**7,019,068**		*6,584,342*
Creditors: amounts falling due after more than one year	19		**(921,001)**		*(936,337)*
Total net assets			**6,098,067**		*5,648,005*

COMPANY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2021

	Note		2021 £		2020 £
Charity funds					
Restricted funds	20	**1,158,219**		*1,144,246*	
Restricted funds	20		**1,158,219**		*1,144,246*
Unrestricted funds					
Designated funds	20	**3,766,888**		*3,897,233*	
General funds	20	**1,172,960**		*606,526*	
Total unrestricted funds	20		**4,939,848**		*4,503,759*
Total funds			**6,098,067**		*5,648,005*

The company's net movement in funds for the year was £450,062 *(2020 - £(1,173,529))*.

The Trustee 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 Trustee and signed on their behalf by:

Peter Marsh

Mr P Marsh
Chair of Trustees
Date: 25/01/22

The notes on pages 54 to 80 form part of these financial statements.

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	*2020* *£*
Cash flows from operating activities		
Net cash used in operating activities	**234,209**	*(702,775)*
Cash flows from investing activities		
Dividends, interests and rents from investments	**53,445**	*86,858*
Profit/loss on disposal of tangible fixed assets	**6,326**	*99*
Purchase of tangible fixed assets	**(52,472)**	*(131,465)*
Disposal of investments	**150,000**	*250,000*
Net cash provided by investing activities	**157,299**	**205,492**
Cash flows from financing activities		
Repayments of borrowing	**(15,336)**	*(6,658)*
New loans	**50,000**	-
Net cash provided by/(used in) financing activities	**34,664**	**(6,658)**
Change in cash and cash equivalents in the year	**426,172**	**(503,941)**
Cash and cash equivalents at the beginning of the year	**529,476**	*1,033,417*
Cash and cash equivalents at the end of the year	**955,648**	*529,476*

The notes on pages 54 to 80 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. General information

The Mary Stevens Hospice (the Charity) is a Company Limited by Guarantee (registered number 1963989), registered in England and Wales. Its charity registration number is 517656. The registered office and principal place of business is 221 Hagley Road, Oldswinford, Stourbridge, DY8 2JR.

Its principal activities are end of life care for people as well as provision of education and training in end of life care to healthcare professionals in the surrounding areas.

2. Accounting policies

2.1 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.

The Mary Stevens 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 undertaking. The results of the subsidiary 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.

2.2 Going concern

The Trustee Report sets out a review of the financial performance of the Hospice, its risk management policies and its reserves position as well as describing the factors that have significantly affected the years results. The Covd-19 pandemic has greatly affected the activities of the Hospice but the very significant government support has brought about an improvement in the Hospices financial position. That support has assisted the Trustees in concluding that these accounts be prepared on the basis that the Hospice is a going concern.

The Trustees nevertheless remain aware that the long term issues remain. In a competitive health care economy, with staff shortages in all sectors, the costs of providing our services are expected to continue to rise. The reserves held by the Hospice will assist in meeting these demands but work continues to make more secure all source of income, from trading subsidiaries top legacies, fundraising initiatives and Governmental support.

2. Accounting policies (continued)

2.3 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.

Grants are included in the Consolidated statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

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

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.4 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.

2. Accounting policies (continued)

2.5 Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.6 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated statement of financial activities as the related expenditure is incurred.

2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

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.

Depreciation is charged so as to allocate the cost of tangible fixed assets over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Motor vehicles	- 25% on cost
Fixtures and fittings	- 20% on cost
Computer equipment	- 25% on cost

Leasehold buildings prior to 2018 are depreciated on a straight line basis from the date the building is brought into use until the end of the original lease in October 2040 (this lease has since been extended). Leasehold buildings capitalised from 2018 are depreciated on a straight line basis over 50 years.

2.8 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.

2. Accounting policies (continued)

2.9 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.

2.10 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.

2.11 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.

2.12 Liabilities and provisions

Liabilities 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.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated statement of financial activities as a finance cost.

2.13 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.

2.14 Pensions

In respect of former qualifying National Health Service personnel the Company continues their participation in the NHS defined pension scheme. Other contracted staff are offered an opportunity to participate in a separate defined contribution scheme. Employer's contributions payable to both schemes for the year are charged in the Statement of Financial Activities.

2. Accounting policies (continued)

2.15 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustee 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 Trustee 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. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. 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.

£1,387,879 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 from April 2020 to July 2020 to provide support to people with complex needs in the context of the COVID-19 situation and to provide bed capacity and community support from November 2020 to March 2021 for the same purpose. On this basis the grant has been treated as unrestricted income with the exception of £284,800 for bed funding which has been treated as restricted income.

4. Income from donations and legacies

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Donations	346,756	285,392	**632,148**
Legacies	342,773	-	**342,773**
NHS Grants and contracts for patient care	1,103,079	284,800	**1,387,879**
Furlough Income	496,849	-	**496,849**
Business Rates Relief	394,659	-	**394,659**
	2,684,116	570,192	**3,254,308**

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 12.

The group has also been eligible for Business Rates Relief Grants awarded by the government to provide support for shop rates.

	Unrestricted funds 2020 £	*Restricted funds 2020 £*	*Total funds 2020 £*
Donations	*353,901*	*125,762*	*479,663*
Legacies	*659,972*	-	*659,972*
	1,013,873	*125,762*	*1,139,635*

5. Income from charitable activities

	Unrestricted funds 2021 £	Total funds 2021 £
Local Clinical Commissioning groups - Patient care	504,039	**504,039**

5. Income from charitable activities (continued)

	Unrestricted funds 2020 £	*Total funds 2020 £*
Local Clinical Commissioning groups - Patient care	*532,266*	*532,266*

6. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2021 £	**Total funds 2021 £**
Fundraising events	383,718	**383,718**
Shop income	475,549	**475,549**
Lottery income	499,336	**499,336**
	1,358,603	**1,358,603**

Included in Shop income is £96,420 (2020: £537,484) of gift-aided donated goods and £24,410 (2020: £133,746) of gift aided amounts.

	Unrestricted funds 2020 £	*Total funds 2020 £*
Fundraising events	*423,268*	*423,268*
Shop income	*1,927,439*	*1,927,439*
Lottery income	*616,450*	*616,450*
	2,967,157	*2,967,157*

7. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £
Investment income	52,237	**52,237**
Bank interest	1,208	**1,208**
	53,445	**53,445**

	Unrestricted funds 2020 £	*Total funds 2020 £*
Rents received	*7,672*	*7,672*
Investment income	*76,678*	*76,678*
Bank interest	*2,508*	*2,508*
	86,858	*86,858*

8. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2021 £	Total funds 2021 £
Costs of raising voluntary income	166,806	**166,806**
Costs of raising voluntary income - wages and salaries	160,263	**160,263**
Costs of raising voluntary income - NI	9,600	**9,600**
Costs of raising voluntary income - pension costs	9,600	**9,600**
	346,269	**346,269**

8. Expenditure on raising funds (continued)

Costs of raising voluntary income (continued)

	Unrestricted funds 2020 £	*Total funds 2020 £*
Costs of raising voluntary income	*206,514*	*206,514*
Costs of raising voluntary income - wages and salaries	*161,014*	*161,014*
Costs of raising voluntary income - NI	*9,600*	*9,600*
Costs of raising voluntary income - pension costs	*9,600*	*9,600*
	386,728	*386,728*

Fundraising trading expenses

	Unrestricted funds 2021 £	**Total funds 2021 £**
Fundraising trading expenditure	613,328	**613,328**
Fundraising trading expenditure - wages and salaries	727,607	**727,607**
Fundraising trading expenditure - pension costs	23,192	**23,192**
Fundraising trading expenditure - depreciation	29,070	**29,070**
	1,393,197	**1,393,197**

8. Expenditure on raising funds (continued)

Fundraising trading expenses (continued)

	Unrestricted funds 2020 £	*Total funds 2020 £*
Fundraising trading expenditure	*889,809*	*889,809*
Fundraising trading expenditure - wages and salaries	*1,039,333*	*1,039,333*
Fundraising trading expenditure - pension costs	*26,975*	*26,975*
Fundraising trading expenditure - depreciation	*36,177*	*36,177*
	1,992,294	*1,992,294*

Other trading expenses

	Unrestricted funds 2021 £	**Total funds 2021 £**
Administration expenses	23,105	**23,105**
Administration staff costs	88,236	**88,236**
	111,341	**111,341**

	Unrestricted funds 2020 £	*Total funds 2020 £*
Administration expenses	*6,854*	*6,854*
Administration staff costs	*94,016*	*94,016*
	100,870	*100,870*

9. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Patient care	2,601,735	556,219	**3,157,954**

	Unrestricted funds 2020 £	*Restricted funds 2020 £*	*Total funds 2020 £*
Patient care	*3,121,645*	*100,350*	*3,221,995*

10. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £
Patient care	2,857,321	300,633	**3,157,954**

	Activities undertaken directly 2020 £	*Support costs 2020 £*	*Total funds 2020 £*
Patient care	*2,729,627*	*492,368*	*3,221,995*

Analysis of direct costs

10. Analysis of expenditure by activities (continued)

Analysis of direct costs (continued)

	Total funds 2021 £	*Total funds 2020 £*
Staff costs	**2,476,728**	*2,327,523*
Depreciation	**192,894**	*201,272*
Management	**187,699**	*200,832*
Total 2021	**2,857,321**	*2,729,627*

Analysis of support costs

	Total funds 2021 £	*Total funds 2020 £*
Staff costs	**-**	*62,946*
Depreciation	**13,667**	*13,901*
Management	**221,219**	*261,100*
Support	**48,495**	*133,181*
Governance costs	**17,252**	*21,240*
Total 2021	**300,633**	*492,368*

11. Net income/(expenditure)

	2021 £	*2020 £*
Depreciation of tangible fixed assets	**242,738**	*251,350*
Auditors remuneration		
- audit	**16,020**	*13,150*
- other services	**1,300**	*1,300*
Pension costs	**152,989**	*129,272*
Operating Lease Rentals - Property	**286,151**	*345,775*

12. Staff costs

	Group 2021 £	*Group 2020 £*	Company 2021 £	*Company 2020 £*
Wages and salaries	**3,133,834**	*3,408,837*	**2,317,991**	*2,275,488*
Social security costs	**208,403**	*192,898*	**208,403**	*192,898*
Contribution to defined contribution pension schemes	**152,989**	*129,272*	**129,797**	*102,297*
	3,495,226	*3,731,007*	**2,656,191**	*2,570,683*

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

	Group 2021 No.	*Group 2020 No.*
Average number of employees	**188**	*203*

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

	Group 2021 No.	*Group 2020 No.*
In the band £70,001 - £80,000	**-**	*1*
In the band £80,001 - £90,000	**1**	-

The key management personnel of the charity trust comprise the trustees and senior management team. The total amount of employee benefits (including employer pension contributions) received by key management personnel for their services to the charity was £295,182 (2020: £414,165).

13. Trustee's remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2020 - £NIL)*.

During the year ended 31 March 2021, no Trustee expenses have been incurred *(2020 - £NIL)*.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

14. Tangible fixed assets

Group

	Long-term leasehold property £	Motor vehicles £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation					
At 1 April 2020	**6,321,478**	**32,905**	**641,072**	**191,019**	**7,186,474**
Additions	**-**	**-**	**28,883**	**23,589**	**52,472**
Disposals	**(18,343)**	**-**	**(89,186)**	**(51,049)**	**(158,578)**
At 31 March 2021	**6,303,135**	**32,905**	**580,769**	**163,559**	**7,080,368**
Depreciation					
At 1 April 2020	**1,676,822**	**8,226**	**461,108**	**165,127**	**2,311,283**
Charge for the year	**158,996**	**6,170**	**53,620**	**16,845**	**235,631**
On disposals	**(16,854)**	**-**	**(84,349)**	**(51,049)**	**(152,252)**
At 31 March 2021	**1,818,964**	**14,396**	**430,379**	**130,923**	**2,394,662**
Net book value					
At 31 March 2021	**4,484,171**	**18,509**	**150,390**	**32,636**	**4,685,706**
At 31 March 2020	*4,644,656*	*24,679*	*179,964*	*25,892*	*4,875,191*

14. Tangible fixed assets (continued)

Company

	Long-term leasehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2020	**6,097,358**	**405,527**	**86,038**	**6,588,923**
Additions	**-**	**28,883**	**22,473**	**51,356**
Disposals	**-**	**-**	**(14,915)**	**(14,915)**
At 31 March 2021	**6,097,358**	**434,410**	**93,596**	**6,625,364**
Depreciation				
At 1 April 2020	**1,507,600**	**252,044**	**63,887**	**1,823,531**
Charge for the year	**145,290**	**47,604**	**13,667**	**206,561**
On disposals	**-**	**-**	**(14,915)**	**(14,915)**
At 31 March 2021	**1,652,890**	**299,648**	**62,639**	**2,015,177**
Net book value				
At 31 March 2021	**4,444,468**	**134,762**	**30,957**	**4,610,187**
At 31 March 2020	*4,589,758*	*153,483*	*22,151*	*4,765,392*

15. Stocks

	Group 2021 £	*Group 2020 £*
Finished goods and goods for resale	**4,052**	*3,870*

16. Debtors

	Group 2021 £	*Group 2020 £*	Company 2021 £	*Company 2020 £*
Due within one year				
Trade debtors	**104,951**	*123,042*	**99,842**	*123,042*
Amounts owed by group undertakings	**-**	*-*	**274,715**	*290,003*
Other debtors	**28,506**	*44,824*	**20,365**	*32,624*
Prepayments and accrued income	**208,115**	*194,892*	**199,098**	*162,972*
Tax recoverable	**34,769**	*35,099*	**34,769**	*21,675*
	376,341	*397,857*	**628,789**	*630,316*

17. Current asset investments

	Group 2021 £	*Group 2020 £*	Company 2021 £	*Company 2020 £*
Listed investments	**1,430,044**	*1,357,215*	**1,430,044**	*1,357,215*

Within cash deposits the amount of £24,078 (2020: £24,078) in respect of funding for Registrars in Palliative care is held on behalf of designated hospices in the West Midlands region as part of a collaborative working arrangement. Mary Stevens Hospice act only as custodians of the funds and has no ownership of the funds or authority concerning the allocation of funds. The hospice conducts transactions when properly authorised by the appropriate authority in accordance with agreed protocols. Any interest earned on this sum will be retained by Mary Stevens Hospice to offset administrative costs involved in overseeing these funds. The liability for these funds is shown under other creditors.

18. Creditors: Amounts falling due within one year

	Group 2021 £	*Group 2020 £*	Company 2021 £	*Company 2020 £*
Loans	**59,505**	*57,005*	**57,005**	*57,005*
Trade creditors	**79,591**	*152,490*	**28,733**	*73,612*
Other taxation and social security	**80,410**	*66,885*	**69,096**	*54,708*
Other creditors	**24,078**	*35,613*	**24,078**	*24,078*
Accruals and deferred income	**161,970**	*262,662*	**69,101**	*168,687*
	405,554	*574,655*	**248,013**	*378,090*

	Group 2021 £	*Group 2020 £*
Deferred income at 1 April 2020	**143,197**	*87,561*
Resources deferred during the year	**138,224**	*143,197*
Amounts released from previous periods	**(143,197)**	*(87,561)*
	138,224	*143,197*

Deferred income comprises lottery income received in advance by Mary Stevens Hospice Lottery Limited and training income and sponsorship monies received in advance in Mary Stevens Hospice.

19. Creditors: Amounts falling due after more than one year

	Group 2021 £	*Group 2020 £*	Company 2021 £	*Company 2020 £*
Loans	**968,501**	*936,337*	**921,001**	*936,337*

Included within the above are amounts falling due as follows:

	Group 2021 £	*Group 2020 £*	Company 2021 £	*Company 2020 £*
Between one and two years				
Bank loans	**67,005**	*57,005*	**57,005**	*57,005*
Between two and five years				
Bank loans	**201,018**	*171,018*	**171,018**	*171,018*
Over five years				
Bank loans	**700,478**	*708,314*	**692,978**	*708,314*

There are two loans in this year's accounts.

The first loan was drawn down in December 2018 and is repayable over a term of 25 years. The total amount drawn down was £1,000,000 and repayment commenced on 21 January 2018. Repayment is paid interest only for the first twelve months, followed by monthly installments of £5,084 (including interest).

Interest is charged at 2.65% per annum over the Bank of England base rate.

The loan is secured by means of a legal mortgage and fixed and floating charge over 221 Hagley Road, Oldswinford, Stourbridge, DY8 2JR and any property or undertaking of The Mary Stevens Hospice.

The second bank loan is a term loan repayable in monthly installments over a 6 year term and bears interest at 2.5% per annum.

There is an unlimited guarantee in place for Mary Stevens Hospice Trading Company Limited and Mary Stevens Hospice Lottery Limited. There is a charge over 221 Hagley Road, Stourbridge, DY8 2JR on the bank accounts.

20. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Unrestricted funds						
Designated funds						
Fixed assets	**3,807,032**	**-**	**(170,619)**	**5,994**	**-**	**3,642,407**
Hospice at home	**200,000**	**-**	**-**	**-**	**-**	**200,000**
	4,007,032	**-**	**(170,619)**	**5,994**	**-**	**3,842,407**
General funds						
General Funds	**501,339**	**4,640,859**	**(4,281,923)**	**(5,994)**	**222,829**	**1,077,110**
Total Unrestricted funds	**4,508,371**	**4,640,859**	**(4,452,542)**	**-**	**222,829**	**4,919,517**
Restricted funds						
Donations	**76,087**	**285,392**	**(246,559)**	**-**	**-**	**114,920**
Additional Bed Funding	**-**	**284,800**	**(284,800)**	**-**	**-**	**-**
Restricted fixed assets	**1,068,159**	**-**	**(24,860)**	**-**	**-**	**1,043,299**
	1,144,246	**570,192**	**(556,219)**	**-**	**-**	**1,158,219**
Total of funds	**5,652,617**	**5,211,051**	**(5,008,761)**	**-**	**222,829**	**6,077,736**

20. Statement of funds (continued)

Statement of funds - current year (continued)

Restricted funds
The restricted funds relate to donations received for specific expenditure that have not yet been expensed.

Designated funds
The Hospice re-development and extension fund is earmarked for the Phase 3 development of the Hospice which commenced in June 2017.

The Hospice at Home fund is earmarked for the potential establishment of a "Hospice at Home" service in the future.

The fixed asset fund represents value embodied in the charity's buildings and equipment.

20. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2019 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Gains/ (Losses)* £	*Balance at 31 March 2020* £
Unrestricted funds						
Designated funds						
Fixed assets	*3,831,325*	-	*(178,265)*	*153,972*	-	*3,807,032*
Hospice at home	*200,000*	-	-	-	-	*200,000*
	4,031,325	-	(178,265)	*153,972*	-	*4,007,032*
General funds						
General Funds	*1,676,101*	*4,626,044*	*(5,423,272)*	*(153,972)*	*(223,562)*	*501,339*
Total Unrestricted funds	5,707,426	4,626,044	(5,601,537)	-	*(223,562)*	*4,508,371*
Restricted funds						
Donations	*237,540*	*125,762*	*(83,098)*	-	-	*280,204*
Department of Health grant	*430,282*	-	*(9,688)*	-	-	*420,594*
Capital appeal	*451,012*	-	*(7,564)*	-	-	*443,448*
	1,118,834	125,762	(100,350)	-	-	*1,144,246*
Total of funds	*6,826,260*	*4,751,806*	*(5,701,887)*	-	*(223,562)*	*5,652,617*

21. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Designated funds	**4,007,032**	**-**	**(170,619)**	**5,994**	**-**	**3,842,407**
General funds	**501,339**	**4,640,859**	**(4,281,923)**	**(5,994)**	**222,829**	**1,077,110**
Restricted funds	**1,144,246**	**570,192**	**(556,219)**	**-**	**-**	**1,158,219**
	5,652,617	**5,211,051**	**(5,008,761)**	**-**	**222,829**	**6,077,736**

Summary of funds - prior year

	Balance at 1 April 2019 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Gains/ (Losses) £*	*Balance at 31 March 2020 £*
Designated funds	*4,031,325*	*-*	*(178,265)*	*153,972*	*-*	*4,007,032*
General funds	*1,676,101*	*4,626,044*	*(5,423,272)*	*(153,972)*	*(223,562)*	*501,339*
Restricted funds	*1,118,834*	*125,762*	*(100,350)*	*-*	*-*	*1,144,246*
	6,826,260	*4,751,806*	*(5,701,887)*	*-*	*(223,562)*	*5,652,617*

22. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	3,642,407	1,043,299	**4,685,706**
Current assets	2,651,165	114,920	**2,766,085**
Creditors due within one year	(405,554)	-	**(405,554)**
Creditors due in more than one year	(968,501)	-	**(968,501)**
Total	4,919,517	1,158,219	**6,077,736**

22. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2020 £	*Restricted funds 2020 £*	*Total funds 2020 £*
Tangible fixed assets	*3,807,032*	*1,068,159*	*4,875,191*
Current assets	*2,212,331*	*76,087*	*2,288,418*
Creditors due within one year	*(574,655)*	*-*	*(574,655)*
Creditors due in more than one year	*(936,337)*	*-*	*(936,337)*
Total	*4,508,371*	*1,144,246*	*5,652,617*

23. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2021 £	*Group 2020 £*
Net income/expenditure for the year (as per Statement of Financial Activities)	**425,119**	*(1,173,643)*
Adjustments for:		
Depreciation charges	**235,631**	*251,350*
Gains/(losses) on investments	**(222,829)**	*223,562*
Dividends, interests and rents from investments	**(53,445)**	*(86,858)*
Increase in stocks	**(182)**	*(1,920)*
Decrease in debtors	**21,516**	*348,215*
Decrease in creditors	**(171,601)**	*(263,481)*
Net cash provided by/(used in) operating activities	**234,209**	*(702,775)*

24. Analysis of cash and cash equivalents

	Group 2021 £	*Group 2020 £*
Cash in hand	**955,648**	*529,476*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

25. Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	New loan £	Other non-cash changes £	At 31 March 2021 £
Cash at bank and in hand	529,476	426,172	-	-	955,648
Loans due within 1 year	(57,005)	-	(2,500)	-	(59,505)
Loans due after 1 year	(936,337)	15,336	(47,500)	-	(968,501)
Liquid investments	1,357,215	(150,000)	-	222,829	1,430,044
	893,349	291,508	(50,000)	222,829	1,357,686

26. Pension commitments

Staff may opt to join a defined contribution pension scheme, the assets of which are held separately from those of the charity in independently administered funds. The employer's contribution to this scheme is between 3% and 6.5% (2020: 3% and 6.5%) of pensionable pay. Future contributions are expected to be at a similar level.

Staff previously employed by the National Health Service and who were members of the NHS Superannuation Scheme continue to be members of that scheme. The NHS scheme is a defined benefit pension scheme. However, the scheme is a multiple employer 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. Contributions are charged to the SOFA so as to spread the cost of pensions over employees' working lives with the charity.

Details of the benefits payable under these provisions can be found on the NHS Pensions website at www.pensions.nhsbsa.nhs.uk.

The employer's contribution to the scheme is 14.38% (2020: 14.38%) of pensionable pay.

The pension cost charges, representing employer's contributions to both schemes, amounted to £152,989 (2020: £129,272). This is net of a NHS pension contribution of £43,563 (2020 - £43,563) received as part of the Dudley CCG grant. Contributions totalling £Nil (2020:£Nil) were payable at the year end and are included in other creditors.

No trustee qualified for benefits under either of these schemes.

27. Operating lease commitments

At 31 March 2021 the Group and the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2021 £	*Group 2020 £*	**Company 2021 £**	*Company 2020 £*
Not later than 1 year	**202,590**	*218,596*	**16,180**	*9,580*
Later than 1 year and not later than 5 years	**586,768**	*631,089*	**26,169**	*9,314*
Later than 5 years	**115,617**	*239,117*	**1,410**	-
	904,975	*1,088,802*	**43,759**	*18,894*

28. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before he/she ceases to be a member.

29. Related party transactions

There have been no other related party transactions that require disclosure other than the transactions with the subsidiary companies, The Mary Stevens Hospice Trading Company Limited and Mary Stevens Hospice Lottery Limited, as set out below:

	2021	*2020*
	£	*£*
The Mary Stevens Hospice Trading Company Limited - Recharge for management and operation of the retail gift aid scheme	**(678,010)**	*(671,230)*

Income from donated goods under the retail Gift Aid scheme are sales which were processed by The Mary Stevens Hospice Trading Company Limited on behalf of the Charity and are included under retail income.

The subsidiary companies also made a gift aid distribution to the Charity as disclosed in Note 30.

The balance outstanding at the year end owed from The Mary Stevens Hospice Trading Company Limited was £134,841 (2020 - £139,265).

The balance outstanding at the year end owed from Mary Stevens Hospice Lottery Limited was £139,874 (2020 - £304,899).

30. Principal subsidiaries

The Charity has two wholly owned trading subsidiaries which are registered and incorporated in England.

The following were subsidiary undertakings of the company:

Names	Company number	Registered office or principal place of business	Principal activity
The Mary Steven Hospice Trading Company Limited	02648133	221 Hagley Road, Oldwinsford, Stourbridge, DY8 2JR	Sells goods and gift aids taxable profits to The Mary Stevens Hospice
Mary Stevens Hospice Lottery Limited	03885815	221 Hagley Road, Oldwinsford, Stourbridge, DY8 2JR	Runs a lottery and gift aids taxable profits to The Mary Stevens Hospice

The financial results of the subsidiaries for the year were:

Name	Income	Expenditure	Profit/(Loss) for the year	Net assets/(liabilities)
The Mary Stevens Hospice Trading Company Limited	1,228,621	1,253,564	(24,943)	(24,943)
Mary Stevens Hospice Lottery Limited	530,093	262,526	267,567	4,612

At the end of the financial year, Mary Stevens Hospice Lottery Limited made a gift aid distribution of £267,567 (2020: £304,899) and The Mary Stevens Hospice Trading Company Limited made a gift aid distribution of £nil (2020: £139,265).

Hospice Care – 01384 443010 | **Fundraising** – 01384 377778 | **Lottery** – 01384 860011
Trading & Recycling Centre – 01384 671149 | **Telephone Advice & Support Service** – 01384 445417
Bereavement Information Hub – 01384 443010

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Registered Charity No. 517656