



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 Annual Report 2022/2023



## Table of Contents

01	Contents
02	A word from our Chair
	Brief Financial Overview
03	Clinical progress overview
	A word from the CEO
04	Meet the Trustees
06	Charity Governance
10	Summary of Main Activities
11	Strategic Report
12	In Patient Unit
15	Medicines Management
16	Day Unit Activity
18	Trusts that supported us during 2022/23
20	Equity, Diversity and Inclusion
24	Bereavement Services
28	Key achievements from education perspective
30	Social Work
32	Spiritual Care
34	Volunteer Service
36	Fundraising
40	Lottery
41	Trading Report
42	Structure, Governance and Management
43	Reference and Administrative Details
44	Reserves Policy
	Investment Policy
45	Going Concern
	Trustees / Directors Indemnity Policy
46	Financial Reviews
47	Statement of Trustee Responsibilities
48	Accounts

## 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 KPIs 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 its 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

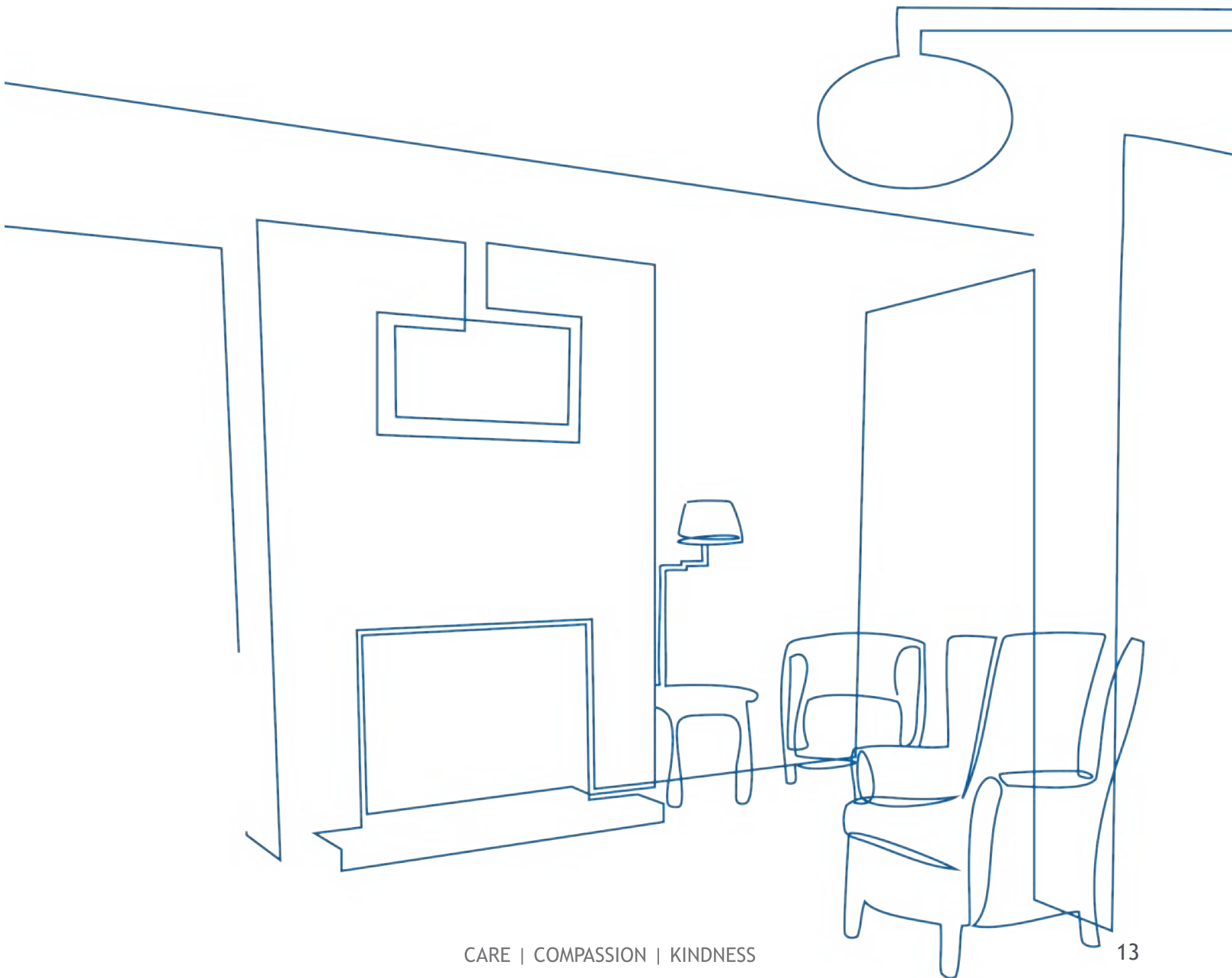
Admissions

# 115

Deaths

# 348

Referrals







## Medicines Management

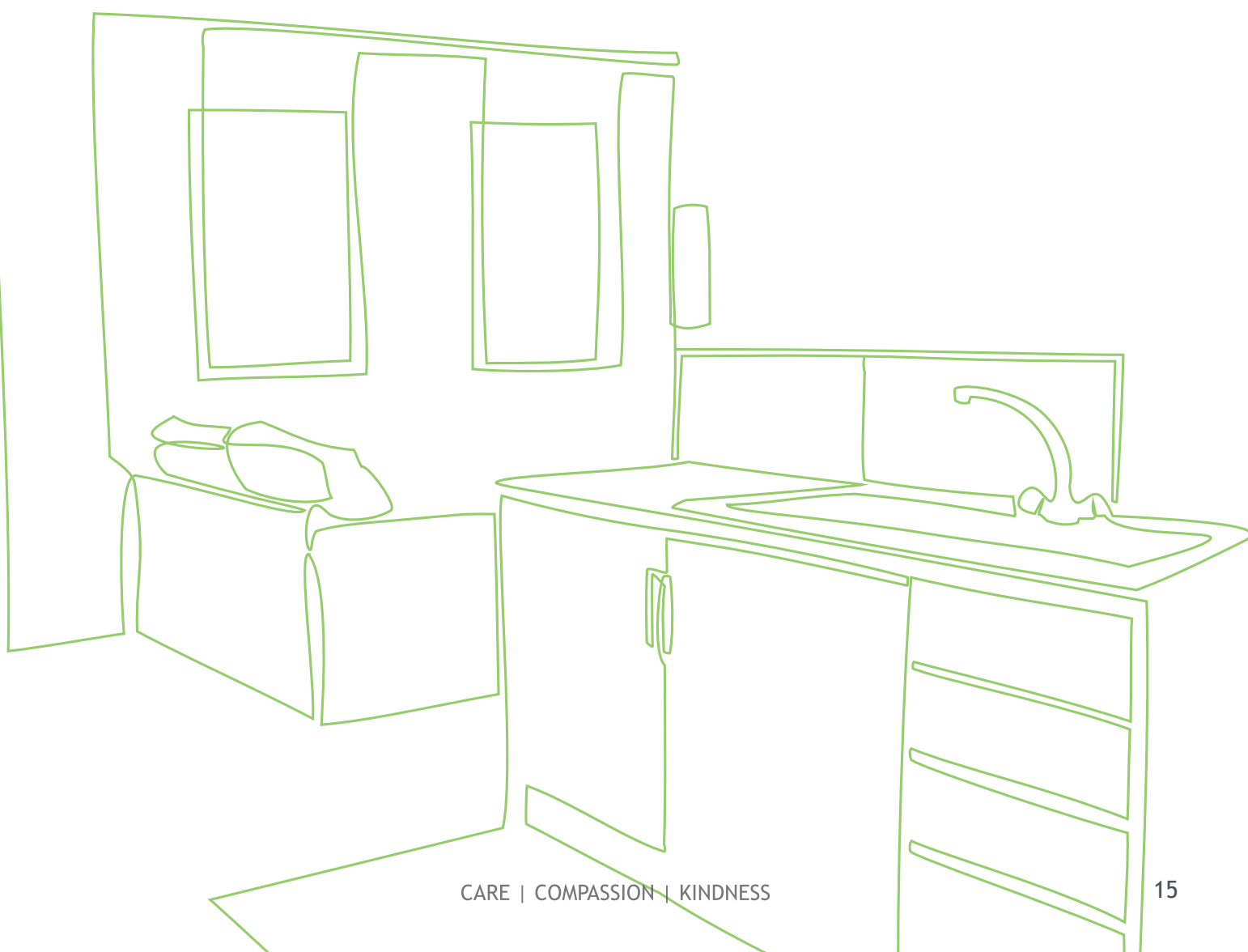
April 2022 - March 2023

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](http://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 roll 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

### 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.







CARE | COMPASSION | KINDNESS



Fundraising

April 2022 - March 2023

Q1

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.

Charity auction: £4,200  
Corporate sponsorship: £500  
**Total raised: £10,015**



Ladies Day at Royal Ascot



**Gross: £22,805**  
Net: £10,149

Three coaches full of supporters were taken to Ladies Day at Royal Ascot

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.

The Black Country Duck Race



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.

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.

## Panto



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.

## 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, 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

### Accountability

To Finance and Resources and Governance Committee and Main Board

## 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.

## 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 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'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

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

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**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.

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**THE MARY STEVENS HOSPICE**  
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**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY STEVENS HOSPICE**  
**(CONTINUED)**

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**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.

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**THE MARY STEVENS HOSPICE**  
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**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY STEVENS HOSPICE**  
**(CONTINUED)**

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**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.



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**THE MARY STEVENS HOSPICE**  
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**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE MARY STEVENS HOSPICE**  
**(CONTINUED)**

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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](http://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 £
<b>Income from:</b>					
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
<b>Total income</b>		<b>4,719,945</b>	<b>213,972</b>	<b>4,933,917</b>	<b>4,762,937</b>
<b>Expenditure on:</b>					
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
<b>Total expenditure</b>		<b>4,996,199</b>	<b>178,619</b>	<b>5,174,818</b>	<b>4,755,678</b>
<b>Net (expenditure)/income before net losses on investments</b>		<b>(276,254)</b>	<b>35,353</b>	<b>(240,901)</b>	<b>7,259</b>
Net losses on investments		(144,216)	-	(144,216)	(7,568)
<b>Net movement in funds</b>		<b>(420,470)</b>	<b>35,353</b>	<b>(385,117)</b>	<b>(309)</b>
<b>Reconciliation of funds:</b>					
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)
<b>Total funds carried forward</b>		<b>4,458,982</b>	<b>1,233,328</b>	<b>5,692,310</b>	<b>6,077,427</b>

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 £
<b>Fixed assets</b>			
Tangible assets	14	4,343,236	4,526,815
Investments	15	1,273,477	1,422,476
		<u>5,616,713</u>	<u>5,949,291</u>
<b>Current assets</b>			
Stocks	16	1,100	250
Debtors	17	260,542	413,864
Cash at bank and in hand		1,048,345	983,511
		<u>1,309,987</u>	<u>1,397,625</u>
Creditors: amounts falling due within one year	18	<u>(370,530)</u>	<u>(342,179)</u>
<b>Net current assets</b>		939,457	1,055,446
<b>Total assets less current liabilities</b>		<u>6,556,170</u>	<u>7,004,737</u>
Creditors: amounts falling due after more than one year	19	(863,860)	(927,310)
<b>Total net assets</b>		<u><u>5,692,310</u></u>	<u><u>6,077,427</u></u>

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

**CONSOLIDATED BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2023**

	Note	2023 £	2022 £
<b>Charity funds</b>			
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
<b>Total funds</b>		<b>5,692,310</b>	<b>6,077,427</b>

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:

The notes on pages 86 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 £
<b>Fixed assets</b>			
Tangible assets	14	4,281,857	4,471,852
Investments	15	1,273,477	1,422,476
		<u>5,555,334</u>	<u>5,894,328</u>
<b>Current assets</b>			
Debtors	17	501,107	676,325
Cash at bank and in hand		660,354	613,546
		<u>1,161,461</u>	<u>1,289,871</u>
Creditors: amounts falling due within one year	18	(209,799)	(221,501)
<b>Net current assets</b>		<u>951,662</u>	<u>1,068,370</u>
<b>Total assets less current liabilities</b>		<u>6,506,996</u>	<u>6,962,698</u>
Creditors: amounts falling due after more than one year	19	(837,269)	(889,810)
<b>Total net assets</b>		<u><u>5,669,727</u></u>	<u><u>6,072,888</u></u>

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

**COMPANY BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2023**

	Note	2023 £	2022 £
<b>Charity funds</b>			
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
<b>Total funds</b>		<b>5,669,727</b>	<b>6,072,888</b>

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

Date:

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 £
<b>Cash flows from operating activities</b>			
Net cash used in operating activities	23	90,346	89,456
<b>Cash flows from investing activities</b>			
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)
<b>Net cash provided by/(used in) investing activities</b>		<b>130,107</b>	<b>(28,094)</b>
<b>Cash flows from financing activities</b>			
Repayments of borrowing		(36,865)	(33,690)
<b>Net cash used in financing activities</b>		<b>(36,865)</b>	<b>(33,690)</b>
<b>Change in cash and cash equivalents in the year</b>		<b>183,588</b>	<b>27,672</b>
Cash and cash equivalents at the beginning of the year		987,158	959,486
<b>Cash and cash equivalents at the end of the year</b>	24	<b>1,170,746</b>	<b>987,158</b>

The notes on pages 58 to 84 form part of these financial statements

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**THE MARY STEVENS HOSPICE**  
**(A company limited by guarantee)**

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

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**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 Covid-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.



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**THE MARY STEVENS HOSPICE**  
**(A company limited by guarantee)**

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

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**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.

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**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

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**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.

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**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

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**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.

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**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

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**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.



**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**4. Income from donations and legacies**

	<b>Unrestricted funds 2023 £</b>	<b>Restricted funds 2023 £</b>	<b>Total funds 2023 £</b>
Donations	543,860	213,972	<b>757,832</b>
Legacies	919,265	-	<b>919,265</b>
NHS Grants and contracts for patient care	93,600	-	<b>93,600</b>
Other grant income	42,722	-	<b>42,722</b>
	<u>1,599,447</u>	<u>213,972</u>	<u><b>1,813,419</b></u>
	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total funds 2022 £</i>
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
	<u>1,601,100</u>	<u>281,789</u>	<u>1,882,889</u>

**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**5. Income from charitable activities**

	<b>Unrestricted funds 2023 £</b>	<b>Total funds 2023 £</b>
Local Clinical Commissioning groups - Patient care	519,424	519,424

	<i>Unrestricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Local Clinical Commissioning groups - Patient care	538,032	538,032

**6. Income from other trading activities**

**Income from fundraising events**

	<b>Unrestricted funds 2023 £</b>	<b>Total funds 2023 £</b>
Fundraising events	370,004	370,004
Shop income	1,630,572	1,630,572
Lottery income	419,665	419,665
	<u>2,420,241</u>	<u>2,420,241</u>

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.

**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**6. Income from other trading activities (continued)**

**Income from fundraising events (continued)**

	<i>Unrestricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Fundraising events	365,765	365,765
Shop income	1,365,126	1,365,126
Lottery income	482,134	482,134
	<u>2,213,025</u>	<u>2,213,025</u>

**7. Investment income**

	<b>Unrestricted funds 2023 £</b>	<b>Total funds 2023 £</b>
Investment income	52,833	<b>52,833</b>
Bank interest	7,102	<b>7,102</b>
	<u>59,935</u>	<u><b>59,935</b></u>

	<i>Unrestricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Investment income	51,968	51,968
Bank interest	96	96
Interest receivable	1,441	1,441
	<u>53,505</u>	<u>53,505</u>

**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**8. Expenditure on raising funds**

**Costs of raising voluntary income**

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

	<i>Unrestricted funds 2022 £</i>	<i>Total funds 2022 £</i>
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
	<u>309,200</u>	<u>309,200</u>

**Fundraising trading expenses**

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



**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**8. Expenditure on raising funds (continued)**

**Fundraising trading expenses (continued)**

	<i>Unrestricted funds 2022 £</i>	<i>Total funds 2022 £</i>
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
	<u>1,441,713</u>	<u>1,441,713</u>

**9. Analysis of expenditure on charitable activities**

**Summary by fund type**

	<b>Unrestricted funds 2023 £</b>	<b>Restricted funds 2023 £</b>	<b>Total 2023 £</b>
Patient care	<u>3,020,967</u>	<u>178,619</u>	<u>3,199,586</u>

	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total 2022 £</i>
Patient care	<u>2,762,732</u>	<u>242,033</u>	<u>3,004,765</u>

**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**10. Analysis of expenditure by activities**

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

	<i>Activities undertaken directly 2022 £</i>	<i>Support costs 2022 £</i>	<i>Total funds 2022 £</i>
Patient care	2,713,230	291,535	3,004,765

**Analysis of direct costs**

	<b>Total funds 2023 £</b>	<i>Total funds 2022 £</i>
Staff costs	2,435,563	2,291,961
Depreciation	199,077	206,876
Management	222,804	214,393
<b>Total 2023</b>	<b>2,857,444</b>	<i>2,713,230</i>

**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**10. Analysis of expenditure by activities (continued)**

**Analysis of support costs**

	<b>Total funds 2023 £</b>	<i>Total funds 2022 £</i>
Depreciation	12,597	12,813
Management	230,369	207,712
Support	74,681	45,654
Governance costs	24,495	25,356
<b>Total 2023</b>	<b>342,142</b>	<b>291,535</b>

**11. Net income/(expenditure)**

	<b>2023 £</b>	<i>2022 £</i>
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**

	<b>Group 2023 £</b>	<i>Group 2022 £</i>	<b>Company 2023 £</b>	<i>Company 2022 £</i>
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
	<b>3,562,174</b>	<b>3,267,360</b>	<b>2,673,462</b>	<b>2,494,961</b>

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**THE MARY STEVENS HOSPICE**  
**(A company limited by guarantee)**

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

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**12. Staff costs (continued)**

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

	<b>Group 2023 No.</b>	<i>Group 2022 No.</i>
Average number of employees	<b>159</b>	<i>149</i>

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

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

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).



**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**14. Tangible fixed assets**

**Group**

	Long-term leasehold property £	Motor vehicles £	Fixtures and fittings £	Computer equipment £	Total £
<b>Cost or valuation</b>					
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
<b>Depreciation</b>					
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
<b>Net book value</b>					
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

**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**14. Tangible fixed assets (continued)**

**Company**

	Long-term leasehold property £	Fixtures and fittings £	Computer equipment £	Total £
<b>Cost or valuation</b>				
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	<u>6,114,593</u>	<u>520,208</u>	<u>93,596</u>	<u>6,728,397</u>
<b>Depreciation</b>				
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	<u>1,943,815</u>	<u>414,676</u>	<u>88,049</u>	<u>2,446,540</u>
<b>Net book value</b>				
At 31 March 2023	<u>4,170,778</u>	<u>105,532</u>	<u>5,547</u>	<u>4,281,857</u>
At 31 March 2022	<u>4,299,178</u>	<u>154,530</u>	<u>18,144</u>	<u>4,471,852</u>

**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**15. Fixed asset investments**

<b>Group and Company</b>	<b>Listed investments £</b>	<b>Cash £</b>	<b>Total £</b>
<b>Cost or valuation</b>			
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	<u>1,151,076</u>	<u>122,401</u>	<u>1,273,477</u>
<b>Net book value</b>			
At 31 March 2023	<u>1,151,076</u>	<u>122,401</u>	<u>1,273,477</u>
At 31 March 2022	<u>1,418,829</u>	<u>3,647</u>	<u>1,422,476</u>

**16. Stocks**

	<b>Group 2023 £</b>	<b>Group 2022 £</b>
Finished goods and goods for resale	<u>1,100</u>	<u>250</u>

**17. Debtors**

	<b>Group 2023 £</b>	<b>Group 2022 £</b>	<b>Company 2023 £</b>	<b>Company 2022 £</b>
<b>Due within one year</b>				
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
	<u>260,542</u>	<u>413,864</u>	<u>501,107</u>	<u>676,325</u>

**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**18. Creditors: Amounts falling due within one year**

	<b>Group 2023 £</b>	<b>Group 2022 £</b>	<b>Company 2023 £</b>	<b>Company 2022 £</b>
Bank loans	<b>93,591</b>	67,006	<b>83,591</b>	57,006
Trade creditors	<b>70,103</b>	85,661	<b>35,908</b>	72,350
Other taxation and social security	<b>56,401</b>	16,856	<b>48,458</b>	-
Other creditors	<b>35,382</b>	24,245	<b>24,078</b>	24,245
Accruals and deferred income	<b>115,053</b>	148,411	<b>17,764</b>	67,900
	<b>370,530</b>	342,179	<b>209,799</b>	221,501

	<b>Group 2023 £</b>	<b>Group 2022 £</b>
Deferred income at 1 April 2022	<b>125,139</b>	138,224
Resources deferred during the year	<b>70,302</b>	125,139
Amounts released from previous periods	<b>(125,139)</b>	(138,224)
	<b>70,302</b>	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.

**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

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

	<b>Group 2023 £</b>	<i>Group 2022 £</i>	<b>Company 2023 £</b>	<i>Company 2022 £</i>
Bank loans	<b>863,860</b>	<i>927,310</i>	<b>837,269</b>	<i>889,810</i>

Included within the above are amounts falling due as follows:

	<b>Group 2023 £</b>	<i>Group 2022 £</i>	<b>Company 2023 £</b>	<i>Company 2022 £</i>
<b>Between one and two years</b>				
Bank loans	<b>93,590</b>	<i>67,006</i>	<b>83,590</b>	<i>57,006</i>
<b>Between two and five years</b>				
Bank loans	<b>267,362</b>	<i>198,518</i>	<b>250,771</b>	<i>171,018</i>
<b>Over five years</b>				
Bank loans	<b>502,908</b>	<i>661,786</i>	<b>502,908</b>	<i>661,786</i>

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.



**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

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

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**THE MARY STEVENS HOSPICE**  
**(A company limited by guarantee)**

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

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**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.

**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**20. Statement of funds (continued)**

**Statement of funds - prior year**

	<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2022 £</i>
<b>Unrestricted funds</b>						
<b>Designated funds</b>						
Fixed assets	3,642,407	-	(130,401)	-	-	3,512,006
Hospice at home	200,000	-	-	-	-	200,000
	<u>3,842,407</u>	<u>-</u>	<u>(130,401)</u>	<u>-</u>	<u>-</u>	<u>3,712,006</u>
<b>General funds</b>						
General Funds	<u>1,077,110</u>	<u>4,481,148</u>	<u>(4,383,244)</u>	<u>-</u>	<u>(7,568)</u>	<u>1,167,446</u>
<b>Total Unrestricted funds</b>	<u>4,919,517</u>	<u>4,481,148</u>	<u>(4,513,645)</u>	<u>-</u>	<u>(7,568)</u>	<u>4,879,452</u>
<b>Restricted funds</b>						
Donations	114,920	276,789	(208,543)	-	-	183,166
Restricted fixed assets	<u>1,043,299</u>	<u>5,000</u>	<u>(33,490)</u>	<u>-</u>	<u>-</u>	<u>1,014,809</u>
	<u>1,158,219</u>	<u>281,789</u>	<u>(242,033)</u>	<u>-</u>	<u>-</u>	<u>1,197,975</u>
<b>Total of funds</b>	<u><u>6,077,736</u></u>	<u><u>4,762,937</u></u>	<u><u>(4,755,678)</u></u>	<u><u>-</u></u>	<u><u>(7,568)</u></u>	<u><u>6,077,427</u></u>

**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**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
	<u>6,077,427</u>	<u>4,933,917</u>	<u>(5,174,818)</u>	<u>-</u>	<u>(144,216)</u>	<u>5,692,310</u>

**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
	<u>6,077,736</u>	<u>4,762,937</u>	<u>(4,755,678)</u>	<u>(7,568)</u>	<u>6,077,427</u>

**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

**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)
<b>Total</b>	<b>4,458,982</b>	<b>1,233,328</b>	<b>5,692,310</b>

**Analysis of net assets between funds - prior year**

	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Tangible fixed assets	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)
<b>Total</b>	<b>4,879,452</b>	<b>1,197,975</b>	<b>6,077,427</b>

**THE MARY STEVENS HOSPICE**  
(A company limited by guarantee)

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

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

	<b>Group 2023 £</b>	<i>Group 2022 £</i>
Net expenditure for the year (as per Statement of Financial Activities)	<b>(385,117)</b>	<i>(309)</i>
<b>Adjustments for:</b>		
Depreciation charges	<b>236,944</b>	<i>240,299</i>
Losses on investments	<b>144,216</b>	<i>7,568</i>
Dividends, interests and rents from investments	<b>(59,935)</b>	<i>(53,505)</i>
Decrease/(increase) in stocks	<b>(850)</b>	<i>3,802</i>
Decrease/(increase) in debtors	<b>153,322</b>	<i>(37,523)</i>
Increase/(decrease) in creditors	<b>1,766</b>	<i>(70,876)</i>
<b>Net cash provided by operating activities</b>	<b>90,346</b>	<i>89,456</i>

**24. Analysis of cash and cash equivalents**

	<b>Group 2023 £</b>	<i>Group 2022 £</i>
Cash in hand	<b>1,048,345</b>	<i>983,511</i>
Cash held in investments	<b>122,401</b>	<i>3,647</i>
<b>Total cash and cash equivalents</b>	<b>1,170,746</b>	<i>987,158</i>

**25. Analysis of changes in net debt**

	<b>At 1 April 2022 £</b>	<b>Cash flows £</b>	<b>Other non- cash changes £</b>	<b>At 31 March 2023 £</b>
Cash at bank and in hand	<b>983,511</b>	<b>64,834</b>	<b>-</b>	<b>1,048,345</b>
Cash held in investments	<b>3,647</b>	<b>118,754</b>	<b>-</b>	<b>122,401</b>
Debt due within 1 year	<b>(67,006)</b>	<b>36,865</b>	<b>(63,450)</b>	<b>(93,591)</b>
Loans due after 1 year	<b>(927,310)</b>	<b>-</b>	<b>63,450</b>	<b>(863,860)</b>
	<b>(7,158)</b>	<b>220,453</b>	<b>-</b>	<b>213,295</b>



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**THE MARY STEVENS HOSPICE**  
**(A company limited by guarantee)**

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

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**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](http://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:

	<b>Group 2023 £</b>	<b>Group 2022 £</b>	<b>Company 2023 £</b>	<b>Company 2022 £</b>
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	-	-
	<b>574,088</b>	<b>647,775</b>	<b>54,886</b>	<b>27,237</b>

**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.

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**THE MARY STEVENS HOSPICE**  
**(A company limited by guarantee)**

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

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**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).

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**THE MARY STEVENS HOSPICE**  
**(A company limited by guarantee)**

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

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**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:

<b>Names</b>	<b>Company number</b>	<b>Registered office or principal place of business</b>	<b>Principal activity</b>
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:

<b>Name</b>	<b>Income</b>	<b>Expenditure</b>	<b>Profit/(Loss) for the year</b>	<b>Net assets/(liabilities)</b>
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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