

# 2023/24

## Trustees Annual Report



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





# Contents

<b>03</b> Contents	<b>41</b> Lottery
<b>04</b> Foreword from the Chair of Trustees	<b>43</b> Trading
<b>05</b> Welcome from the Chief Executive Officer	<b>44</b> Structure, Governance and Management
<b>06</b> Meet the Trustees	<b>46</b> Reference and Administrative Details
<b>08</b> Charity Governance	<b>47</b> Reserves Policy and Investments
<b>11</b> Successes and Objectives	<b>48</b> Going Concern, Trustees/ Directors Indemnity Policy and Pay and Remuneration
<b>13</b> Reflections from a New Trustee	<b>49</b> Financial Review and Costs
<b>14</b> In-Patient Unit	<b>50</b> Statement of Trustee Responsibilities
<b>17</b> Day Services Unit	<b>51-55</b> Audit Report
<b>20</b> Medicines Management	<b>55</b> Statement of Financial Activities
<b>21</b> No Barriers Here: Research and Education	<b>56-59</b> Balance Sheet
<b>24</b> Bereavement	<b>60</b> Statement of Cash Flow
<b>27</b> Volunteer Service	<b>61-86</b> Notes to the Financial Statements
<b>29</b> Social Care	
<b>31</b> Spiritual Care	
<b>33</b> Creative Wellbeing	
<b>35</b> Trusts, Foundations and Legacies	
<b>36</b> Fundraising Events	
<b>39</b> Corporate Fundraising	
<b>40</b> Community and Third Party Fundraising	





## Foreword from the Chair of Trustees

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

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

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

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

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

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

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

Peter Marsh  
Chair of Trustees





## Welcome from the Chief Executive Officer

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

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

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

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

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

Claire Towns  
Chief Executive Officer & Matron



# Meet the Trustees

## **Peter Marsh (Chair)**

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

## **John Turner (Vice Chair)**

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

## **Arthur Baker (Chair of Lottery Board)**

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

## **Brian Blakemore (Chair of Trading Board)**

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

## **Dr Jane Flint Bridgewater (Chair of Clinical Standards)**

*(Vice Chair 2016-2018, Chair 2018-2020)*

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

## **Spencer Hodgson (Chair of Resources)**

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



**Barbara Coles**

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

**John Graham**

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

**Steve Waltho MBE**

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

**Angus Lees**

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

**Karen Shakespeare (resigned 26 October 2023)**

Karen has 25 years experience as a customer service manager in the manufacturing, utility and logistics industry. She has served as a councillor for Dudley Council for the past 19 years, including as the Cabinet Member for Environment.

**David Martin****Cllr Steve Clarke**



# Charity Governance

## Constitution

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

## Trustees

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

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

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

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

## Subsidiary Companies

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

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

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



### **Corporate Governance and Internal Control**

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

### **Charity Governance**

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

### **Senior Leadership Team**

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

### **Clinical Standards Committee**

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

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

Barbara Coles, Trustee



### **Remuneration Committee**

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

### **Finance and Resources Committee**

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

### **Fundraising Governance Committee**

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

### **Fundraising standards**

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

### **Principal risks and uncertainties**

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



# Successes and Objectives

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



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

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

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

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

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



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

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

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

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

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

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

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





## Reflections from a New Trustee

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

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

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

John Graham  
Trustee



## In-Patient Unit

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

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

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

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



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

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

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





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

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

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

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

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

Andrew Bagnall, Ward Manager



# Day Services Unit

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

## **New Patient Clinics**

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

## **Medical Review Clinics**

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

## **Educational Groups**

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

## **Exercise Groups**

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



### Monthly Support Sessions

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

### Therapy Sessions

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

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

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

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









# Medicine Management

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

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

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



# No Barriers Here: Research and Education

## **The Victoria and Stuart Project (NIHR funded)**

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

## ***'It's more than rainbows in receptions'* – Working with LGBTQ+ people in palliative and end of life care (Funded by Marie Curie UK)**

This research is led by The Mary Stevens Hospice and explores palliative and end of life care for LGBTQ+ people. During the time under report, a co-production team was recruited, and community workshops facilitated at MAC Birmingham.

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

## **No Barriers Here and people excluded by identity, culture, ethnicity and race (Funded by NHS Charities Together)**

Our research concluded its funding period with the publication of a national research report in April 2023. This was based on the two year qualitative study and shares the views and lived experiences of people who experience inequity accessing palliative care. It highlights racism, discrimination, biases, and underrepresentation encountered by people from minoritised ethnic communities within complex care systems. Each stage of this research was developed, guided, and challenged by a co-production team, with the report co-authored by every member of the team. Read the report [here](#).

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



We have to hide



who we really are.

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



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

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

**Education**

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

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

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

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





# Bereavement

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

## **Staff and volunteers**

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

## **Training and development**

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

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

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

## **Bereavement Services**

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

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



### **Bereavement Information Points**

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

### **Supportive Listening**

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

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

### **Counselling/Therapies**

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

### **Bereavement Hubs**

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

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

### **Children and young people**

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

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



### Wellbeing Baskets

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

### Events

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

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

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

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

### Connections and Networks

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





# Volunteer Service

## Recruitment and Training

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

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

## Celebrating Volunteers

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

## Community Companion Service

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

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









# Social Care

## Support for Carers

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

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

## Carers Week

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

## Carers Rights Day

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

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





### Community Focus

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

### Education

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

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

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

### Social Work Support

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

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

### International Social Work Day 2024

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



# Spiritual Care

## **Spiritual Care Team**

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

## **Day Services Unit**

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

## **In-Patient Unit**

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

## **Bereavement Support**

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

## **Education and Training**

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



### **Wassail**

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

### **Networking and Collaboration**

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

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





# Creative Wellbeing

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

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

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

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









## Trusts and Foundations

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

The National Lottery  
 Lasletts Charities  
 The Albert Gubay Foundation  
 Dudley Building Society  
 (Community Support Fund)  
 Paget Trust  
 The Ratcliff Foundation  
 Groundworks/ One Stop  
 The February Foundation  
 The Albert Hunt Trust  
 Baron Davenports Charity  
 The Blue Light Card Foundation  
 Wilmcote Charitrust  
 Rest-Harrow Trust  
 The Diana Startin Charitable Trust  
 The Roger and Douglas Turner Trust  
 The Grimmitt Trust  
 Michael and Anna Wix Charitable Trust  
 Dumbreck Charity  
 Co-op Local Community Fund  
 Ken Wrigley Memorial Trust

The M.K. Rose Charitable Trust  
 Joseph Hopkins and Henry James Sayer  
 Charity  
 Hospice Aid UK  
 DMF Ellis Charitable Trust  
 The Anthony and Gwendoline Wylde  
 Memorial  
 The C.B & H.H Taylor 1984  
 The Edward Cadbury Charitable Trust  
 Geoff Hill Charitable Trust  
 The G.J.W. Turner Trust  
 Albright Grimley Charity  
 The Birmingham District Nursing Charitable  
 Trust  
 The Muntz Trust  
 The Brian Shaw Memorial Trust  
 Orbis Investments  
 The W.E.D Charitable Trust  
 The Eric W. Vincent Trust Fund  
 Tipton and Coseley Charitable Foundation

## Legacies

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

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

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



# Fundraising Events

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

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



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



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



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



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





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



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



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



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

### Spotlight on Panto

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

**Total raised from Hospice led events: £280,000**







# Corporate Fundraising

## Corporate Sponsorship

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

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

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

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

## Corporate Volunteering Days

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

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

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

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





# Community and Third Party Fundraising

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

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

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

**Total raised from community events, fundraising groups and third party events: £118,137.24**

**Blue box collections: £15,608.88**

**In memory (funeral and commemorative) donations: £156,934.69**





# Lottery

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

## Retail Sales

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

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

## Weekly Draw

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

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





**Big Draws**

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

**Sponsorship**

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

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



# Trading

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

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

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

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

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

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





# Structure, Governance and Management

## Governing Document

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

## Recruitment and Appointment of New Trustees

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

## Organisational Structure

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

## Statement of Public Benefit

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

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

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



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

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



# Reference and Administrative Details

**Registered Company Number: 1963989 (England and Wales)**

**Registered Charity Number: 517656**

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

## **Trustees (2023/24)**

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

## **Chair of Lottery Board**

A Baker

## **Chair of Trading Board**

B Blakemore

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

## **Group Chief Executive**

C Towns BSc (Hons) Palliative Care

## **Matron and Registered Manager**

C Towns BSc (Hons) Palliative Care

## **Our Advisors**

**Auditors:** Crowe U.K. LLP, Black Country House, Rounds Green Road, Oldbury, B69 2DG.

**Solicitors:** Higgs & Sons, 3 Waterfront Business Park, Brierley Hill, DY5 1LX.  
Wall, James Chappell, 15-23 Hagley Road, Stourbridge, DY8 1QW.

**Banks:** Natwest Bank PLC, 141 High Street, Stourbridge, DY8 1BF.

Barclays, 1 Snowhill, Queensway, Birmingham, B4 6GN.

Metro Bank, 50 Two Woods Lane, Brierley Hill, DY5 1TA.

Co-op Bank, PO Box 250, Skelmersdale, WN8 6WT.

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



## Reserves Policy

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

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

## Investments

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

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



# Going Concern

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

## Trustees/ Directors Indemnity Policy

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

## Pay and Remuneration

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

### Membership of the Remuneration Committee

The following trustees are members of the Remuneration Committee:

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

Meetings are attended by:

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

### Quorum of Pay and Remuneration Meeting

All present for annual meeting to make above decisions and any exceptional individual awards.

### Accountability

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



# Financial Review

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

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

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

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

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

## Costs

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

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





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# Statement of Trustee Responsibilities

The trustees (who are also the Directors of The Mary Stevens Hospice Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which gives a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

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

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

In so far as the trustees are aware:

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

Exemptions from disclose: Nil

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

Signed on behalf of The Mary Stevens Hospice Trustees

Signature: *Peter Marsa*

Position: *Chair*

Full name: *PETER MARSA*

Date: *02/12/24*



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

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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 2024 which comprise the Consolidated statement of financial activities, the Consolidated balance sheet, the Company balance sheet, the Consolidated statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable 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 2024 and of the Group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with 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**  
**(A company limited by guarantee)**

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

We have nothing to report in this regard.

**Opinion on other matters prescribed by the Companies Act 2006**

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

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

**Matters on which we are required to report by exception**

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

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

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



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

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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**  
**(A company limited by guarantee)**

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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.



**Helen Blundell LLB FCA FCIE DChA (Senior statutory auditor)**

for and on behalf of

**Crowe U.K. LLP**

Black Country House

Rounds Green Road

Oldbury

West Midlands

B69 2DG

Date: 19 December 2024



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

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

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

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

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

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

**CONSOLIDATED BALANCE SHEET**  
**AS AT 31 MARCH 2024**

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



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

**CONSOLIDATED BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2024**

	Note	2024 £	2023 £
<b>Charity funds</b>			
Restricted funds	20	356,183	1,233,328
Unrestricted funds			
Designated funds	20	4,358,594	3,522,014
General funds	20	1,795,029	936,968
Total unrestricted funds	20	6,153,623	4,458,982
<b>Total funds</b>		<b>6,509,806</b>	<b>5,692,310</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 61 to 86 form part of these financial statements.

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

**COMPANY BALANCE SHEET**  
**AS AT 31 MARCH 2024**

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



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

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**COMPANY BALANCE SHEET (CONTINUED)**  
**AS AT 31 MARCH 2024**

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

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

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

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

Mr P Marsh

Date:

*Peter Marsh*  
*02/12/24*

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

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

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

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

The notes on pages 61 to 86 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 2024**

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

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

The Consolidated statement of financial activities (SOFA) and Consolidated balance sheet consolidate the financial statements of the Group and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

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

**2.2 Going concern**

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

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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 2024**

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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.

Donated services and facilities are recognised when the company has control over the item, any conditions associated with the item have been met, the receipt of economic benefit from the use of the company of the item is probable and that economic benefit can be reliably measured. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised.

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

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

**2.4 Expenditure**

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

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

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

All expenditure is inclusive of irrecoverable VAT.



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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 2024**

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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 Tangible fixed assets and depreciation**

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

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

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

Depreciation is provided on the following bases:

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

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

**2.7 Investments**

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

**2.8 Stocks**

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

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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 2024**

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**2. Accounting policies (continued)**

**2.9 Financial instruments**

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

**Debtors**

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

**Cash at bank and in hand**

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

**2.10 Liabilities and provisions**

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

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

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

**2.11 Pensions**

In respect of former qualifying National Health Service personnel the Company continues their participation in the NHS defined pension scheme. The NHS scheme is a defined benefit pension scheme. However, the scheme is a multiple employer scheme and the group is unable to identify its share of the underlying assets and liabilities. The scheme is therefore accounted for as a defined contribution scheme. Contributions are charged to the SOFA so as to spread the cost of pensions over employees' working lives with the charity.

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



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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 2024**

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**2. Accounting policies (continued)**

**2.12 Fund accounting**

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

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

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

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

**3. Critical accounting estimates and areas of judgement**

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

Critical accounting estimates and assumptions:

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

Critical areas of judgement:

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

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

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

**4. Income from donations and legacies**

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

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



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

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

**5. Income from charitable activities**

	<b>Unrestricted funds 2024 £</b>	<b>Total funds 2024 £</b>
Local Clinical Commissioning groups - Patient care	514,425	<b>514,425</b>
	<i>Unrestricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Local Clinical Commissioning groups - Patient care	519,424	519,424

**6. Income from other trading activities**

**Income from fundraising events**

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

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

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

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

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

**Income from fundraising events (continued)**

	<i>Unrestricted funds 2023 £</i>	<i>Total funds 2023 £</i>
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>

**7. Investment income**

	<b>Unrestricted funds 2024 £</b>	<b>Total funds 2024 £</b>
Investment income	60,206	<b>60,206</b>
Bank interest	22,890	<b>22,890</b>
	<u>83,096</u>	<u><b>83,096</b></u>

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



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

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

**8. Expenditure on raising funds**

**Costs of raising voluntary income**

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

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

**Fundraising trading expenses**

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

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

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

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

**Fundraising trading expenses (continued)**

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

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

**Summary by fund type**

	<b>Unrestricted funds 2024 £</b>	<b>Restricted funds 2024 £</b>	<b>Total 2024 £</b>
Patient care	3,491,386	134,071	<b>3,625,457</b>

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



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

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

**10. Analysis of expenditure by activities**

	<b>Activities undertaken directly 2024 £</b>	<b>Support costs 2024 £</b>	<b>Total funds 2024 £</b>
Patient care	3,161,274	464,183	<b>3,625,457</b>

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

**Analysis of direct costs**

	<b>Total funds 2024 £</b>	<i>Total funds 2023 £</i>
Staff costs	<b>2,632,745</b>	2,435,563
Depreciation	<b>217,649</b>	199,077
Management	<b>310,880</b>	222,804
<b>Total 2024</b>	<b>3,161,274</b>	2,857,444

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

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

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

**Analysis of support costs**

	<b>Total funds 2024 £</b>	<i>Total funds 2023 £</i>
Depreciation	<b>6,977</b>	12,597
Management	<b>301,287</b>	230,369
Support	<b>123,956</b>	74,681
Governance costs	<b>31,963</b>	24,495
<b>Total 2024</b>	<b>464,183</b>	342,142

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

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

**12. Staff costs**

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

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



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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 2024**

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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 2024 No.</b>	<i>Group 2023 No.</i>
Average number of employees	<b>151</b>	<i>159</i>

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

	<b>Group 2024 No.</b>	<i>Group 2023 No.</i>
In the band £60,001 - £70,000	<b>-</b>	<i>1</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 £272,510 (2023: £328,681).

**13. Trustee's remuneration and expenses**

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

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

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

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

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



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

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

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

**Company**

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

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

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

**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 2023	<b>1,151,076</b>	<b>122,401</b>	<b>1,273,477</b>
Additions	<b>177,717</b>	<b>(177,717)</b>	<b>-</b>
Disposals	<b>(85,657)</b>	<b>85,657</b>	<b>-</b>
Change in market value	<b>64,454</b>	<b>-</b>	<b>64,454</b>
Net movement of cash	<b>28,916</b>	<b>-</b>	<b>28,916</b>
Additions - Gifted investments	<b>183,827</b>	<b>19,680</b>	<b>203,507</b>
At 31 March 2024	<b>1,520,333</b>	<b>50,021</b>	<b>1,570,354</b>

**16. Stocks**

	<b>Group 2024 £</b>	<i>Group 2023 £</i>
Finished goods and goods for resale	<b>1,000</b>	<i>1,100</i>

**17. Debtors**

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



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

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

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

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

  

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

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

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

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

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

	<b>Group 2024 £</b>	<i>Group 2023 £</i>	<b>Company 2024 £</b>	<i>Company 2023 £</i>
Bank loans	<b>829,117</b>	863,860	<b>811,632</b>	837,269

Included within the above are amounts falling due as follows:

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

There are two loans in this year's accounts.

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

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

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

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

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



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

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

**20. Statement of funds**

**Statement of funds - current year**

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

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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.

Transfers between funds

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



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

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

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

**Statement of funds - prior year**

	<i>Balance at 1 April 2022 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Gains/ (Losses) £</i>	<i>Balance at 31 March 2023 £</i>
<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>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>

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

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

**21. Summary of funds**

**Summary of funds - current year**

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

**Summary of funds - prior year**

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



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

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

**22. Analysis of net assets between funds**

**Analysis of net assets between funds - current period**

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

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

	<i>Unrestricted funds 2023 £</i>	<i>Restricted funds 2023 £</i>	<i>Total funds 2023 £</i>
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>

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

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

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

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

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

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

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

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

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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% (2023: 3% and 6.5%) of pensionable pay. Future contributions are expected to be at a similar level.

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

Details of the benefits payable under these provisions can be found on the NHS Pensions website at [www.pensions.nhsbsa.nhs.uk](http://www.pensions.nhsbsa.nhs.uk).

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

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

No trustee qualified for benefits under either of these schemes.

**27. Operating lease commitments**

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

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

**28. Members' liability**

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

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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 2024**

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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 £85,483 (2023 - £98,539).

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

**30. Principal subsidiaries**

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

The following were subsidiary undertakings of the company:

<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	1,730,090	1,533,591	196,499	214,602
Mary Stevens Hospice Lottery Limited	419,152	181,739	237,413	241,893

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





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[www.marystevenshospice.co.uk](http://www.marystevenshospice.co.uk)

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