

Registered number: 01430090
Charity number: 509014

ST GILES HOSPICE
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

ST GILES HOSPICE
(A company limited by guarantee)

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2024**

Trustees	Robin Vickers, Chair Stephen Ridler Catherine Finn Simon James Paul Jennings Val Jones Sarbjit Basi Nighat Hussain Peter Ingham Nicholas Shanahan Emma Roderick (appointed 10 January 2024) Sally Bedford (appointed 25 March 2024)
Company registered number	01430090
Charity registered number	509014
Registered office	Fisherwick Road Whittington Lichfield Staffs WS14 9LH
Company secretary	Joanne Marie Lowe
Interim Chief executive officer	Elinor Kathryn Eustace
Independent auditors	Crowe U.K. LLP Black Country House Rounds Green Road Oldbury West Midlands B69 2DG
Solicitors	Pickerings Solicitors LLP Etchell House Bonehill Road Tamworth Staffordshire B78 3HQ Keely's LLP 28 Dam Street Lichfield Staffordshire WS13 6AA

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
(CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Investment Advisor

Cannacord Genuity
Wealth Management
41 Lothbury
London
EC2R 7AE

CCLA Investment Management Ltd
Senator House
85 Queen Victoria Street
London
EC4V 4ET

ST GILES HOSPICE
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their annual report together with the audited financial statements of the company for the year 1 April 2023 to 31 March 2024. The Annual report serves the purposes of both a Trustees' report and a Directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Introduction

The Trustees of the Charity St Giles Hospice, (sometimes referred to in this report as "the Company"), who are also Directors of the Company for the purposes of the Companies Act 2006 are pleased to publish their Annual Report, including the Strategic Report, and audited financial statements for the year ended 31 March 2024.

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

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

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

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

Structure, governance and management

a. Structure

St Giles Hospice was incorporated on 15 June 1979 and received its first in-patient on 12 April 1983. It is governed by a Memorandum and Articles of Association, which were last subject to full review in December 2023. The Charity's overriding objective, as defined in the Memorandum, continues to be the relief of sickness and the preservation of health. The Charity's aims fully reflect the legal objects and purposes the Charity was set up to further.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

b. The Governing Body

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

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

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

Trustees are elected for a term of office of three years, after which a Trustee may stand for re-election. Trustees may offer themselves for re-election up to a maximum of two times, the maximum term of office being nine years. The maximum term of nine years, was implemented in 2019, in accordance with 2017 Charity Governance Code. At the 2023 Annual General Meeting, seven Trustees were re-elected, Robin Vickers, Cath Finn, Paul Jennings, Noel Shanahan, Peter Ingham, Nighat Hussain and Sarbjit Basi. There were no resignations or appointments at the 2023 Annual General Meeting. During the financial year 2023 – 2024, Emma Roderick and Sally Bedford were appointed to the role of Trustee – for formal appointment at the AGM on 6 November 2024. As at 31 March 2024, there were twelve Trustees.

In 2023/2024, the Board and the Executive Leadership Team focused on the sustainability of the charity and the continuous challenges as a result of the cost-of-living crisis. There was one extra-ordinary Board meeting in this financial year.

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

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

During 2023/2024, there were four main governance committees: Strategy & Delivery Assurance; Finance, Audit and Risk Assurance; Research Assurance and the Combined Trading Companies (CTC) Board. Each committee, chaired by a Trustee, comprises of some Trustees and selected members of the Executive Leadership Team. The Assurance Committees meet four times a year or more frequently if required.

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

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FOR THE YEAR ENDED 31 MARCH 2024

The Trustees agree strategy and supporting objectives, delegating their execution to the Group Chief Executive and the Executive Leadership Team. During the financial year 2023 – 2024, the Executive Leadership Team met on a weekly basis to further establish the executive team and ensure high level discussion and communication between the executive leads. The Board of Trustees tasked the Executive Leadership Team with producing the new strategy for the hospice group by December 2022, which was implemented in April 2023. The Executive Leadership Team have focused on the delivery of Year 1 of the 2023-2026 Strategy during the financial year 2023-2024.

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

During 2023 – 2024, there were monthly Hospice Briefs for staff and volunteers across group, chaired by the CEO/wider ELT. A staff and volunteers survey was undertaken in June 2023, and there were six main categories that the survey focused on; communications and leadership; ways of working; your job; your wellbeing; people management and training and development.

We identified key themes from the survey results and have created an internal people and organisational development programme “SGH Thrive” that we focused on developing for positive impact. The five main themes of the programme are 1) Pay & Benefits, 2) Equality, Diversity & Inclusion, 3) Learning & Development, 4) Workplace Wellbeing and 5) Communications & Engagement. Survey communications are “You Said, We Did” for example, we conducted a full pay and benefits audit and rolled out a new organisational wide pay policy and structure; implemented new staff benefits and implemented an internal communications model including a new intranet.

Qualifying third party indemnity provision is in place for the benefit of all Trustees of the charitable Company. This cover is up to £5m and cost £1,364.40.

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

c. Subsidiary Companies

The Company had three subsidiary companies during the financial year 2023 – 2024; St Giles Hospice Shops Ltd, St Giles Hospice (Promotions) Ltd, and Walsall Hospice Trading Ltd, all limited by shares wholly owned by the Hospice.

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

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

d. Pay policy for key management personnel

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

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FOR THE YEAR ENDED 31 MARCH 2024

Objectives and activities

a. Objectives

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

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

Our focus remains on providing high quality care for patients with specialist palliative care needs. The majority of care that we provide is in the community.

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

Clinical Effectiveness & Activity

Our Advice and Referral Centre continue to maintain a high degree of responsiveness to referrals received.

A total of 1,743 referrals were received, of which 1,192 went on to receive care from our Community Specialist Palliative Care Team, and 121 were offered but declined our service.

- All referrals received were triaged within the 2 day, 5 day or 10 day urgency allocation of the referrer.
- 97% of urgent 2 day referrals were contacted within 1 day.
- 93% of 5 day referrals were contacted within 2 days.
- 92% of 10 day referrals were contacted within 3 days.

Of the referrals not proceeding, 68 patients died whilst their referral was being processed within the urgency allocated by the referrer, and the remaining referrals without identified Specialist Palliative Care Needs were signposted to other services.

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FOR THE YEAR ENDED 31 MARCH 2024

b. Activities

Core Charitable Activities Data - detailed below is the activity data outlining St Giles' performance of core charitable activities for 2023/2024. The data includes key quality measures that are reportable to statutory commissioners.

	2023/24
Total number outpatient attendances	2402
Total number of visits with patients by the community service	6469
Total number of Hospice at Home sessions provided	5922
Referrals received across our clinical departments	3634
Calls handled by our Advice and Referrals Centre (ARC)	14,455
Total number of complaints Whittington	2
The number of complaints which were investigated and upheld in full	0
The number of complaints which were investigated, resolved but only upheld in part	2
The number of complaints which were investigated and not upheld	0
The number of incidents reported to RIDDOR involving patients (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)	1
Total number of patients admitted to Whittington inpatient unit	299
% of patients who went home	27%
% Bed Occupancy	86%
Patients diagnosed with reportable infections whilst on the inpatient unit	0
Average length of stay on the inpatient unit (days)	12.37
Number of falls per occupied bed in a year (Number of beds multiplied by bed occupancy)	0.93

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

Number of Volunteers by Activity	2023/24
Advice Referral Centre Volunteers	0
Bereavement Help Point Volunteers	15
Calligrapher	2
Clinical Administrator	2
Community Volunteers	2
Complementary Therapy	4
Day Hospice Volunteers	0
Education Volunteers	1
Family Support and Bereavement	13
Finance Volunteers	1
Fundraising Volunteers	18
Fundraising Events Volunteers	186
Hospice at Home Volunteers	0
Housekeeping Volunteers (washing up volunteers)	18
Human Resources	1
IT Services	1
Lottery Volunteers	3
Lymphoedema Volunteers	11
Marketing Volunteers	0
Medical Volunteers	0
Medical Records Admin	3
Payroll	1
Quality Assurance	0
Quality Assurance & Clinical Education Volunteers	0
Main Reception Volunteers	18
Stewards Volunteers (gardening & stewards)	6
Supportive Care Volunteers	0
Sutton Volunteers (reception & gardening)	20
Transport Volunteers	12
Trustees / NEDs	11
Volunteer Services Volunteers	1
Ward Reception volunteers	16
Whittington IPU Ward Admin volunteers	2
Whittington IPU ward helper volunteers	17
Total	385

Subsidiary Company Volunteers	2023/24
Retail	527
Total	527

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FOR THE YEAR ENDED 31 MARCH 2024

Research

St Giles Hospice has made solid progress in becoming research active over the past twelve months through several research activities.

The following research studies have recruited at St Giles, and are now completed with dissemination activities being circulated to staff and volunteers involved:

1. Harding, R. Kings College London. Understanding and improving community palliative care out of hours – Delphi Study.
2. Allen, F. University of Nottingham. ACTiON falls prevention programme for use in hospice care.
3. Fisher, N. SGH / University of Birmingham Management of seizures in neurological cancer patients; a clinical audit.

SGH is currently recruiting or planing to recruit for the following studies:

1. Davies, A. Surrey University. A cluster randomised trial of clinically assisted hydration in patients in the last days of life. CHELsea II Trial (CHELsea II study). Investigates the use of clinically assisted hydration in patients who are end of life.
2. Bailey, C. SGH / University of Birmingham. Accelerated Hospice Beds Service Evaluation.
3. Weetman, K. University of Birmingham. Discharge communication from hospices and hospitals.
4. Millard, A. University of Birmingham (PhD under Bailey's supervision). Assessing and implementing spirituality at the end-of-life.

The hospice has also been involved in developing evidence-based education through the accreditation of study days with UoB (e.g. Dementia Course for Care Home Staff) and including research in mandatory training for clinical staff. St Giles has contributed to the design, development and delivery of a Midlands-wide online end-of life education toolkit for staff, carers, volunteers and patients' involvement which will go live later this year.

Assurance for NHS Commissioners in year

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

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

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

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FOR THE YEAR ENDED 31 MARCH 2024

Strategic report

a. Strategic Aims

Financial sustainability for St Giles Hospice, like many hospices across the UK, remains a significant challenge. Hospices face a number of issues including a real terms reduction in income received from the NHS and challenges in our ability to raise voluntary income in the current financial climate.

We have actively engaged with our Integrated Care Board (ICB) colleagues throughout 2023/2024 in order to raise awareness of the breadth and depth of services on offer for our population. Our main NHS commissioner, Staffordshire and Stoke-on-Trent Integrated Care Board (SSoT ICB) maintained our previous grant funding through 2023/24, which in real terms created a further financial challenge due to annual inflation in general running costs and staff cost of living increases.

Through this active engagement with statutory colleagues, we have seen small increases from Birmingham and Solihull Integrated Care Board (BSol ICB) and supported our NHS colleagues with a contract for the provision of Accelerated Discharge Beds through the winter months January – March, allowing hospice access to those at End of Life who may otherwise die in hospital.

At St Giles, our vision is for 'A world where everyone has fair access to specialist palliative and end of life care', and it is only with appropriate funding from the Government that we can meet this vision. We continue to work with our healthcare partners to negotiate adequate funding for hospice care, but the situation is critical.

In 2022, as we approached our 40th anniversary year, we started our journey on creating a new strategic plan to build resilience for the future of our hospice. After discussions and consultation with our patients and their loved ones, volunteers and staff we started to create a strategy based on engagement and feedback.

This collaborative approach enabled us to set out a plan that represented #TeamStGiles and identified our priorities for the next three years (2023-2026).

Our strategy for 2023-2026 focuses on delivering excellent care in a financially sustainable way and has 6 objectives upon which delivery plans have been developed that will help us reach our goals:

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

This strategy was formally launched on 1 April 2023 and will guide us in our direction of travel over the next three years so St Giles Hospice can continue to provide specialist palliative and end of life care for our communities in a sustainable way.

Year one (2023/2024) was an enabling period in which significant work was undertaken on operational processes and procedures, and operational cost reduction, to ensure we have the right foundations to deliver our long-term goals.

We continued to review and evolve our clinical and support service provision as the needs and expectations of our local population changed as a result of the pandemic, therefore as a hospice we have and continue to adapt our service provision and range of services to meet the requirements of this changing environment.

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FOR THE YEAR ENDED 31 MARCH 2024

Our income generation portfolio continues to evolve and has been challenged by the UK financial crisis. Rising costs and inflation has resulted in donors having less disposable income and therefore reduction in donation values were seen throughout 2023/2024. This financial situation has continued to support our retail growth, and income from the sale of donated goods continues to be strong.

2023/2024 also saw the launch of our retail growth strategy and estate refurbishment. At the end of 2023/2024 6 locations were refurbished and one new store opening was completed. However, this did result in some lost trading days due to shop closures for refurbishment.

A consequence of the economic climate was our decision to postpone the launch of our March of the Elephants art trail from Summer 2023 to Summer 2024. This decision was justified as 2023/2024 saw significant growth in the number of corporate sponsors and secured the trail which will be live from July to September 2024.

2024/2025 will build on the success of year one with our main focus on Objective 5 – To be Sustainable, with a strong focus on our financial position. We remain committed to delivering excellent care and therefore closing the deficit gap must be a priority.

b. Achievements and performance

Clinical services

We continued to provide our care and support services for our local communities throughout 2023/2024. We maintained our specialist bed capacity on IPU throughout the year and continued to provide Continuing Healthcare Bed provision. We also opened an additional four beds between January and March 2024 to support Accelerated Discharge allowing hospice access to those at End of Life who may otherwise die in hospital.

Workforce

Last summer we took part in the annual Hospice UK survey, which is a nationally recognised and approved volunteer and staff survey and allows us to benchmark against other Hospices. Following the survey, we published the full results for our workforce and hosted staff engagement sessions with all teams to focus on more detailed themes. It was apparent that 5 themes were important to our workforce, and we have since created a hub on our staff intranet as a central resource for staff and to ensure all updates in these 5 themes are communicated well. Transparent and clear communication was a strong theme for our workforce and as such the ELT have continued face to face sessions with teams to ensure staff feel listened too and ensure we create a feedback culture to allow for positive change.

Finances

Financial sustainability for St Giles Hospice, like many hospices across the UK, remains a significant challenge. Hospices face a number of issues including a real terms reduction in income received from the NHS and challenges in our ability to raise voluntary income in the current financial climate. A comprehensive financial review and assessment was undertaken in 2022/2023, including a full review of all contractual arrangements. This detailed programme of work enabled us to approach 2023/2024 with a clarity of our current financial status and develop an accurate and realistic cost improvement programme (CIP) to ensure we were identifying and delivering opportunities to drive efficiency and reduce costs across the hospice group.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Governance

The appointment of a Head of Governance in 2022 supported the development of an organisational governance framework throughout 2023/2024. This has enabled both clinical and corporate governance to align under a centralised governance team and supported a standardised approach. Furthermore, this has allowed the Governance and Quality and Audit functions to merge and align data analysis to ensure we comply with all our statutory requirements and provide necessary assurances to our Board. We continue to actively implement good organisational governance practices to ensure the safe and effective running of the hospice.

Communications

Clear communication was identified through our staff survey as being vital for staff and how they feel when at work. We have therefore worked hard to develop an internal communications framework that allows staff full access to organisational communications regardless of their role. This framework crosses many communication channels from face-to-face organisational updates and managers briefing sessions, to development of intranet pages and a weekly hospice round up email communication. Staff engagement sessions across the workforce were undertaken in response to the staff survey, and greater frequency of face-to-face meetings with teams and ELT has led to positive feedback from staff and volunteers in terms of the style, content and frequency which we now communicate. We continue to encourage feedback from the workforce to enable positive change.

c. Financial recovery

Our strategy for 2023-2026 focuses on delivering excellent care in a financially sustainable way and has 6 objectives upon which delivery plans have been developed that will help us reach our goals:

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

This strategy was formally launched on 1 April 2023 and will guide us in our direction of travel over the next three years.

2023/2024 was an enabling period in which significant work was undertaken on operational processes and procedures, and operational cost reduction, to ensure we have the right foundations to deliver our long-term goals. An accurate and realistic cost improvement programme (CIP) was applied in 2023/2024 to ensure we were identifying and delivering opportunities to drive efficiency and reduce costs across the hospice group.

2024/2025 will build on the success of year one with our main focus on Objective 5 – To be Sustainable, with a strong focus on our financial position. We remain committed to delivering excellent care and therefore closing the deficit gap must be a priority.

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d. Other activity

Other projects that St Giles took part in during 2023/2024 included:

Dementia Carer support, provided via dementia support worker

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

In the year 2023/2024, 89 residential and care homes were supported across the Walsall region. In addition, 6 carers courses were provided and helped to support 26 attendees.

End of life Care Home Project

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

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

The End-of-Life Care Home Project was scaled back at the end of January 2023. From February 2024, the project is now known as a 'NEEDS' visit. The same homes as the EOL project are being contacted on a monthly/six weekly basis. For the year 2023/2024 Q1-Q3, St Giles provided support to 23 care homes across Staffordshire and 17 care homes in Sutton Coldfield.

Total amount of residents supported in Staffordshire Care Homes = 727

Total amount of residents supported in the Sutton Coldfield Care Homes = 593

Enhanced Respite Service

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

Year 2023/2024 activity for the enhanced respite service:

Respite at Home: Apr 2023 - Mar 2024	Q1	Q2	Q3	Q4
Number of referrals received	160	145	149	148
Number of visits made to patients	1,662	1,523	1,306	1,431

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FOR THE YEAR ENDED 31 MARCH 2024

Connected parties

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

Financial review

a. Financial Review

These are very difficult financial times for all UK hospices and St Giles Hospice is no exception. Recent research by Hospice UK has found that, in relation to adults' hospices, there is now a £47m gap between the actual NHS funding received and what the figure would have been had it kept pace with inflation.

The year-ended 31st March 2024 saw an overall net decrease in funds. In March 2023, the Hospice Board approved a £1.2m deficit budget for 2023/24. This presented obvious risk and necessitated drawing on our existing reserves. It was agreed, however, to maintain our integrated portfolio of services whilst we focused on engaging in longer term funding discussion with the ICBs and other statutory partners.

The actual operational result achieved in-year was better than planned at £1.2m deficit, with a large adjustment to legacy income as a result of charity accounting requirements resulting in a final reported deficit of £0.6m.

The Hospice's principal sources of income are donations, legacies, NHS income, our Retail Outlets, Fundraising and Lottery and Trading surpluses. A total income of £12.069 million was achieved in the current financial year, a fall of 5% on the previous financial year - £12.692 million for the year ended 31st March 2023.

As a proportion of total expenditure on services, NHS income continued to decreased significantly this year from 31.5% in 2022/23 to 25% in 2023/24. We predict this steady decline will continue in the coming years.

St Giles Retail business contributed donations totalling £674,351 to the Hospice; a decrease of £86,039 on the prior year.

St Giles Promotions business, and its Lottery and Raffle activity, continued to provide a stable contribution to patient care of £856,300, an increase of £24,500 on the prior year.

The Hospice continued to see increases in the cost of goods and services, however, with an increased spend of almost £13.020 million, a small rise of 2.3% on the previous financial year.

Looking to the future, we find ourselves in a position that is comparable to many UK hospices and continue to forecast a sizeable deficit in 2024/25. There is significant political, economic and system instability facing hospices in the coming years together with increasing demand from an ever-aging population. Our costs are increasing faster than our income streams which presents us with challenges to ensure our long-term sustainability.

ST GILES HOSPICE
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

b. Reserves policy

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

The Board of Trustees has set a reserves policy:

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

Total funds of the group at the year-end stood at £20,876,234 (2023: £21,397,019). Restricted funds totalled £22,500 (2023: £4,486,698) and unrestricted funds totalled £20,853,734 (2023: £16,910,321).

Free reserves of the group at the year end, stood at £10,284,839 (2023: £10,352,979).

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

c. Investments policy

The Hospice has a portfolio of long-term investments, deposit accounts and an interest-bearing current account, to ensure appropriate liquidity of funds.

Canaccord Genuity and CCLA Investment Management Ltd. managed the Hospice's investments during 2023 2024. The Audit and Risk Assurance Governance Committee reviews the investment managers' reports every three months.

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

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

d. Going concern

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

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

e. Plans for 2024/2025

Our strategy for 2023-2026 focuses on delivering excellent care in a financially sustainable way and has 6 objectives upon which delivery plans have been developed that will help us reach our goals. This strategy was formally launched on 1 April 2023 and will guide us in our direction of travel over the next three years.

2023/2024 was an enabling period in which significant work was undertaken on operational processes and procedures, and operational cost reduction, to ensure we have the right foundations to deliver our long-term goals. An accurate and realistic cost improvement programme (CIP) was applied in 2023/2024 to ensure we were identifying and delivering opportunities to drive efficiency and reduce costs across the hospice group.

Future Strategy

In 2022, as we approached our 40th anniversary year, we started our journey on creating a new strategic plan to build resilience for the future of our hospice. After discussions and consultation with our patients and their loved ones, volunteers and staff we started to create a strategy based on engagement and feedback.

This collaborative approach enabled us to set out a plan that represented #TeamStGiles and identified our priorities for the next three years (2023-2026).

Our strategy for 2023-2026 focuses on delivering excellent care in a financially sustainable way and has 6 objectives upon which delivery plans have been developed that will help us reach our goals:

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

This strategy was formally launched on 1 April 2023 and will guide us in our direction of travel over the next three years so St Giles Hospice can continue to provide specialist palliative and end of life care for our communities in a sustainable way.

Delivery Assurance

Each strategic objective has clear aims in order to ensure delivery of the strategy in the three year term. ELT and senior leads across the organisation have further developed departmental delivery plans to ensure operational implementation.

The delivery of our strategic aims is overseen by our Board of Trustees and through 2023/2024 this was via a Strategy Programme Board in which ELT provided assurance of the delivery of year one aims. As we approached 2024/2025 the Programme Board evolved into an organisational Transformation Programme with the focus for year 2 (2024/2025) on reaching financial balance. The Transformation Programme is led by our ELT along with some members of our Senior Management Team known as the Transformation Delivery Group (TDG).

2024/2025 will build on the success of year one with our main focus on Objective 5 – To be Sustainable, with a strong focus on our financial position. We remain committed to delivering excellent care and therefore closing the deficit gap must be a priority.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Governance

The Transformation Programme is led by our ELT along with some members of our Senior Management Team known as the Transformation Delivery Group (TDG).

The Transformation Delivery Group provides assurance to the Board of Trustees that we are meeting our strategic objectives through monthly Transformation Assurance Committee (TAC) meetings.

It is through these forums that the Board, ELT and senior leaders are appraising all options to reach a financially stable position. The Transformation Assurance Committee reports directly to our quarterly organisation governance, including our Finance Audit & Risk and Strategy & Delivery sub-committees and Trustee Board.

Financial Sustainability

Our three-year strategy has an associated financial sustainability plan. This plan outlines our annual financial planning assumptions for the three-year period. Applying our "realistic scenario" financial planning assumptions will enable us to achieve an operational financial balance by the end of year three.

The Transformation programme aims to ensure that our delivery plans provide the assurances that we will achieve our financial planning assumptions.

Progress on the above is monitored weekly at Transformation Delivery Group meetings, monthly by the Transformation Assurance Committee and further reported to Assurance Committees and Trustee Board on a quarterly basis.

f. Principle risks and uncertainties

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

Key risks include:

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

g. Management of risks

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

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

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

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

Fundraising

St Giles Hospice Income Generation Directorate is made up of three core departments, these being Fundraising, Lottery and Retail. The Directorate is led by the Deputy Chief Executive and supported by a Deputy Director of Income Generation.

We are members of the Chartered Institute of Fundraising, we comply with the Fundraising Code of Practice and all relevant Statutory legislation and regulations to include the Charities Act 2011, The Charities Act 2016 and the Data Protection Act 2018.

Our Customer Relationship Management system (CRM), Donorflex captures all communication and relationship management with our supporters and donors. This system is used for both Fundraising and Lottery.

Our in-house Fundraising team is responsible for maximising all income stream opportunities that are in aid of raising funds for St Giles Hospice. Exceptional stewardship of our donors and supporters is paramount to our team; our processes are designed to ensure that we are continually reviewing and building a supporter journey that reflects our standards and that we're creating the right opportunities for future involvement. All people fundraising on our behalf have a point of contact within the fundraising team to offer help, advice and support and ensure all fundraising undertaken in our name is done so with the high standards we adhere to.

During 2023/2024 the Fundraising team have focused on a standalone project – March of the Elephants. This is a commercial and income generating activity working in partnership with an external company, Wild in Art. As a commercial endeavor, we have entered into these as tripartite agreements with the Charity, Trading Company (Lottery/Promotions) and commercial participator (sponsors) for the duration of the project.

In year 2023/2024, there were 0 complaints and 4 concerns involving Fundraising. These concerns were with regards to lack of communication following emails sent by supporters for information.

Lottery

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

Recruitment of players is outsourced to a third-party agent who canvass on behalf of St Giles Hospice Promotions Ltd. The external agent works closely with us and has a detailed understanding of our expectations. We have assurance on their standards through our own internal processes whereby quality checks are made with frequency.

As part of our internal safeguarding, our lottery age restriction is set at 18 years and above, higher than the legal age limit of 16. We have just one self-exclusion listed.

Our Fundraising, Lottery and Retail teams all have training at the point of induction and then on an annual basis to ensure standards and practices in dealing with the public are to the highest standard and compliant with current fundraising and gambling legislation and guidance.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

In year 2023/2024, there were 2 complaints and 1 concern involving Lottery. The 2 complaints were with regards to behaviour of Lottery collectors. These were fully investigated, one was upheld the other was found to be a potentially fraudulent caller.

Retail

St Giles Hospice Shops Ltd is a trading subsidiary of St Giles Hospice. They are an agent for the Hospice in the sale of new goods, donated goods and in reclaiming gift aid donations from the sale of donated items. As members of the Charity Retail Association, we, abide by its code of conduct and follow best practice.

During 2023/2024 there were 21 physical stores and an e-commerce operation making up the Retail estate. Furniture was sold in 6 of our outlets and we worked with an external company to manage the end-to-end collection and distribution of this product.

Within 2023/2024 focus on our refurbishment and new store acquisition began. During the course of the year, 5 stores were refurbished in line with our organisational strategy "to grow our income".

In the year 2023/2024 there were 38 concerns raised. Of these none were cited as a formal complaint, all concerns were reviewed and responded to with no further issue, however 4 of the concerns were responded to formally as further investigation was required.

- Reluctance of store to separate furniture.
- Regarding refurbishment of store.
- Upset by store making personal comments.
- Difficulty in donating goods, contacting shop and lack of assistance.

The highest theme for concerns remains as Customer services making up 61% of concerns reported. Boxmove made up 15% (6), and in 4 instances rudeness was also cited.

Greenhouse gas emissions, energy consumption and energy efficiency action

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

Scope 1 of the SECR relates to the direct emissions from gas and transport fuel combustion. For St Giles this will include gas consumption from our Lichfield and Sutton sites, as well as transport fuel used for our in-house fleet. Scope 2 of the SECR relates to the indirect emissions from electricity generation. For St Giles this will include gas consumption from our Lichfield and Sutton sites.

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

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

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

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

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

Statement of engagement with employees

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

The hospice circulates the CEO's weekly "Hospice Round Up" email to increase communication with staff and volunteers which is well received. Round Up updated staff and volunteers on what was happening across the hospice group, both internally and externally, and highlighted important changes, promoted events, success stories, introduced new starters and updated on leavers. There is a communications email address for suggestions and/or requests for future topics.

Monthly Hospice Briefs are held for staff and volunteers across group, chaired by the CEO with the Executive Leadership Team attending and contributing. This is an open forum meeting, staff are updated on current areas of work, there are spotlight sessions on services, issues on the horizon and a Q&A session at the end.

All important communications with our staff are circulated from the communications email address. These can range from policies and procedures, messages from the Trustees, CEO or ELT and newsflashes/highlighting current issues. This has been well received by staff across the group.

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

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

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

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

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

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

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

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

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

Annual General Meeting

The Annual General Meeting of the Charity will be held on Wednesday 6 November 2024.

ST GILES HOSPICE
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Statement of Trustees' responsibilities

The Trustees (who are also the Directors of the company for the purposes of company law) are responsible for preparing the Trustees' report including the Strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Group and the company and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Group will continue in business.

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

Disclosure of information to auditors

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

Auditors

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

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



Rob Vickers
(Chair of the Board of Trustees)
Date: 6 November 2024

ST GILES HOSPICE
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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ST GILES HOSPICE

Opinion

We have audited the financial statements of St Giles Hospice (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

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

Other information

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

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

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

Responsibilities of Trustees

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

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

Auditors' responsibilities for the audit of the financial statements

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

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

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

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

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing and completeness of income recognition and the override of controls by management.

Our audit procedures to respond to these risks included enquiries of management and the Finance and Audit Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, income testing on a sample basis, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, and reading minutes of meetings of those charged with governance.

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

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

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

Use of our report

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



Helen Blundell LLB FCA FCIE DChA (Senior statutory auditor)

for and on behalf of

Crowe U.K. LLP

Statutory Auditor

Black Country House

Rounds Green Road

Oldbury

West Midlands

B69 2DG

Date: 6 December 2024

6 November 2024

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

	Note	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	3	3,926,814	101,160	4,027,974	4,501,307
Charitable activities	4	3,391,220	-	3,391,220	3,291,525
Other trading activities	5	4,737,208	-	4,737,208	4,965,302
Investments	6	151,529	-	151,529	120,530
Total income		12,206,771	101,160	12,307,931	12,878,664
Expenditure on:					
Raising funds	7,8	3,833,999	-	3,833,999	3,516,961
Charitable activities	9	9,164,578	145,255	9,309,833	9,459,615
Total expenditure		12,998,577	145,255	13,143,832	12,976,576
Net expenditure before net gains/(losses) on investments					
		(791,806)	(44,095)	(835,901)	(97,912)
Net gains/(losses) on investments	15	315,116	-	315,116	(233,843)
Net expenditure		(476,690)	(44,095)	(520,785)	(331,755)
Transfers between funds	20	4,420,103	(4,420,103)	-	-
Net movement in funds		3,943,413	(4,464,198)	(520,785)	(331,755)
Reconciliation of funds:					
Total funds brought forward		16,910,321	4,486,698	21,397,019	21,728,774
Net movement in funds		3,943,413	(4,464,198)	(520,785)	(331,755)
Total funds carried forward		20,853,734	22,500	20,876,234	21,397,019

The notes on pages 31 to 57 form part of these financial statements.

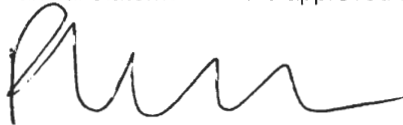
ST GILES HOSPICE
(A company limited by guarantee)
REGISTERED NUMBER: 01430090

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	14	10,568,895	10,902,706
Investments	15	3,976,098	3,679,408
		14,544,993	14,582,114
Current assets			
Stocks	16	11,296	16,256
Debtors	17	1,570,584	2,717,147
Cash at bank and in hand		5,901,571	5,065,823
		7,483,451	7,799,226
Creditors: amounts falling due within one year	18	(1,077,210)	(909,321)
Net current assets		6,406,241	6,889,905
Total assets less current liabilities		20,951,234	21,472,019
Provisions for liabilities	19	(75,000)	(75,000)
Total net assets		20,876,234	21,397,019
Charity funds			
Restricted funds	20	22,500	4,486,698
Unrestricted funds	20	20,853,734	16,910,321
Total funds		20,876,234	21,397,019

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

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



Rob Vickers
Chair of Trustees
Date: 6 November 2024

The notes on pages 31 to 57 form part of these financial statements.

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

COMPANY BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	14	10,568,895	10,902,706
Investments	15	3,976,203	3,679,513
		14,545,098	14,582,219
Current assets			
Debtors	17	3,312,139	3,570,814
Cash at bank and in hand		3,919,065	3,947,996
		7,231,204	7,518,810
Creditors: amounts falling due within one year	18	(825,150)	(629,092)
Net current assets		6,406,054	6,889,718
Total assets less current liabilities		20,951,152	21,471,937
Provisions for liabilities	19	(75,000)	(75,000)
Total net assets		20,876,152	21,396,937
Charity funds			
Restricted funds	20	22,500	4,486,698
Unrestricted funds	20	20,853,652	16,910,239
Total funds		20,876,152	21,396,937

The company's net movement in funds for the year was a deficit of £520,785 (2023 - deficit £331,755).

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

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


Rob Vickers
Chair of Trustees
Date: 6 November 2024

The notes on pages 31 to 57 form part of these financial statements.

ST GILES HOSPICE
(A company limited by guarantee)

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

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash provided by operating activities	23	775,674	244,160
Cash flows from investing activities			
Dividends, interests and rents from investments		151,529	120,530
Purchase of tangible fixed assets		(109,881)	(531,887)
Net movement in cash held as investments		(31,925)	68,206
Net cash provided by/(used in) investing activities		9,723	(343,151)
Change in cash and cash equivalents in the year		785,397	(98,991)
Cash and cash equivalents at the beginning of the year		5,135,739	5,234,730
Cash and cash equivalents at the end of the year	24	5,921,136	5,135,739

The notes on pages 31 to 57 form part of these financial statements

ST GILES HOSPICE
(A company limited by guarantee)

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

1. Accounting policies

1.1 Basis of preparation of financial statements

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

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

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

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

1.2 Company status

The company is a company limited by guarantee. The 6 members of the company in the event of the company being wound up, their liability in respect of the guarantee is limited to £10 each.

1.3 Going concern

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

ST GILES HOSPICE
(A company limited by guarantee)

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

1. Accounting policies (continued)

1.4 Income

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

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

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

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

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

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

ST GILES HOSPICE
(A company limited by guarantee)

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

1. Accounting policies (continued)

1.5 Expenditure

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

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

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

All expenditure is inclusive of irrecoverable VAT.

1.6 Tangible fixed assets and depreciation

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

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

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

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

Depreciation is provided on the following bases:

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

ST GILES HOSPICE
(A company limited by guarantee)

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

1. Accounting policies (continued)

1.7 Investments

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

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

1.8 Stocks

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

1.9 Debtors

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

1.10 Cash at bank and in hand

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

1.11 Liabilities

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

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

1.12 Financial instruments

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

1.13 Pensions

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

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ST GILES HOSPICE
(A company limited by guarantee)

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

1. Accounting policies (continued)

1.14 Fund accounting

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

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

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

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

2. Critical accounting estimates and areas of judgement

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

Critical accounting estimates and assumptions:

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

Critical areas of judgement:

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

ST GILES HOSPICE
(A company limited by guarantee)

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

3. Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Donations	1,860,300	101,160	1,961,460
Legacies	2,066,514	-	2,066,514
	<u>3,926,814</u>	<u>101,160</u>	<u>4,027,974</u>
	<i>Unrestricted funds 2023 £</i>	<i>Restricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Donations	1,674,813	177,000	1,851,813
Legacies	2,639,494	10,000	2,649,494
	<u>4,314,307</u>	<u>187,000</u>	<u>4,501,307</u>

4. Income from charitable activities

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
NHS grants and contracts for patient care	2,736,732	2,736,732	2,465,500
Recharged services	619,038	619,038	800,181
Other income	35,450	35,450	25,844
	<u>3,391,220</u>	<u>3,391,220</u>	<u>3,291,525</u>

All income from charitable activities in the prior period was unrestricted.

ST GILES HOSPICE
(A company limited by guarantee)

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

5. Income from other trading activities

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Income from trading subsidiaries	1,471,721	1,471,721	1,510,940
Sale of donated goods	3,110,223	3,110,223	3,261,432
Fundraising events	-	-	60,758
Merchandise	-	-	10
Catering & refreshments	36,955	36,955	28,470
Room hire	43,167	43,167	57,719
Training & course fees	75,142	75,142	45,973
	<u>4,737,208</u>	<u>4,737,208</u>	<u>4,965,302</u>

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

6. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Investment income	151,529	151,529	120,530
	<u>151,529</u>	<u>151,529</u>	<u>120,530</u>

All income from investments in prior year was unrestricted.

ST GILES HOSPICE
(A company limited by guarantee)

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

7. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Costs of raising voluntary income	78,067	78,067	108,321
Costs of raising voluntary income - wages and salaries	563,082	563,082	474,896
	<u>641,149</u>	<u>641,149</u>	<u>583,217</u>

Fundraising trading expenses

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Fundraising trading expense	1,709,586	1,709,586	1,590,164
Fundraising trading expenses - wages and salaries	1,313,580	1,313,580	1,182,096
Fundraising trading expenses - NI	95,026	95,026	86,692
Fundraising trading expenses - pension costs	40,914	40,914	37,919
Fundraising trading expenses - depreciation	18,406	18,406	21,852
	<u>3,177,512</u>	<u>3,177,512</u>	<u>2,918,723</u>

8. Investment management costs

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Investment management fees	15,338	15,338	15,021
	<u>15,338</u>	<u>15,338</u>	<u>15,021</u>

ST GILES HOSPICE
(A company limited by guarantee)

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

9. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Operation of the Hospice	9,164,578	145,255	9,309,833
	<i>Unrestricted funds 2023 £</i>	<i>Restricted funds 2023 £</i>	<i>Total 2023 £</i>
Operation of the Hospice	9,204,379	255,236	9,459,615

ST GILES HOSPICE
(A company limited by guarantee)

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

9. Analysis of expenditure on charitable activities (continued)

Summary by expenditure type

	Staff costs 2024 £	Depreciation 2024 £	Other costs 2024 £	Total 2024 £
Operation of the Hospice	6,650,924	423,159	2,235,750	9,309,833
	<i>Staff costs 2023 £</i>	<i>Depreciation 2023 £</i>	<i>Other costs 2023 £</i>	<i>Total 2023 £</i>
Operation of the Hospice	6,732,839	397,479	2,329,297	9,459,615

10. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £
Operation of the Hospice	6,774,845	2,534,988	9,309,833
	<i>Activities undertaken directly 2023 £</i>	<i>Support costs 2023 £</i>	<i>Total funds 2023 £</i>
Operation of the Hospice	6,913,663	2,545,952	9,459,615

ST GILES 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

	Total funds 2024 £	<i>Total funds 2023 £</i>
Wages & salaries	1,079,174	1,503,701
Depreciation	423,159	397,479
Support services and overheads	124,727	78,212
Executive and PR	73,927	25,077
Estate and facilities	633,481	372,703
IT	200,520	168,780
	<u><u>2,534,988</u></u>	<u><u>2,545,952</u></u>

During the year ended 31 March 2024, the Group incurred the following Governance costs:

£28,767 (2023: £28,235) in respect of audit and accountancy fees, £177,938 (2023: £281,628) in respect of professional fees and staff costs of £128,302 (2023: £96,398).

11. Net income/(expenditure)

	2024 £	<i>2023 £</i>
Depreciation of tangible fixed assets	443,692	419,331
Fees payable to the company's auditor in respect of:		
Auditors' remuneration - audit	25,800	24,130
Auditors' remuneration - other services	4,385	4,105
Operating lease rentals	<u><u>539,862</u></u>	<u><u>520,107</u></u>

ST GILES HOSPICE
(A company limited by guarantee)

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

12. Staff costs

	Group 2024	<i>Group 2023</i>	Company 2024	<i>Company 2023</i>
	£	£	£	£
Wages and salaries	7,461,108	7,598,302	7,319,916	7,455,886
Social security costs	701,177	520,512	690,305	508,250
Contribution to defined contribution pension schemes	501,241	395,628	492,507	384,384
	<u>8,663,526</u>	<u>8,514,442</u>	<u>8,502,728</u>	<u>8,348,520</u>

During the year, the group made redundancy and termination payments amounting to £23,301 (2023: £89,061) with respect to 2 (2023: 2) individual cases.

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

	Group 2024	<i>Group 2023</i>
	No.	No.
Hospice services	145	158
Fundraising & communications	32	30
Support staff	35	38
Management & finance	11	12
Retail	69	68
	<u>292</u>	<u>306</u>

ST GILES HOSPICE
(A company limited by guarantee)

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

12. Staff costs (continued)

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

	Group 2024 No.	<i>Group 2023 No.</i>
In the band £60,001 - £70,000	2	1
In the band £70,001 - £80,000	2	-
In the band £80,001 - £90,000	1	2
In the band £100,001 - £110,000	2	1
In the band £140,001 - £150,000	1	-

Senior management

The key management personnel of the hospice are represented by the Executive Leadership Team CEO and 4 other Directors, 2 of whom are responsible for clinical services. The total employee benefits of the key management personnel (inclusive of employers national insurance) were £731,297 (2023: £613,934).

Volunteers

During the year, the hospice has benefited substantially from the regular services of 175 (2023: 324) volunteers as per accounting policy 1.4. Additionally, volunteers working at St. Giles Hospice Shops Limited and its associated warehouse number approximately 550 (2023: 537). St. Giles Hospice (Promotions) Limited has also received the assistance of 5 (2023: Nil) volunteers during the year.

13. Trustees' remuneration and expenses

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

During the year ended 31 March 2024, expenses totalling £110 was reimbursed or paid directly to 1 Trustee (2023 - £247, 1 Trustee)

ST GILES HOSPICE
(A company limited by guarantee)

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

14. Tangible fixed assets

Group and Company

	Freehold property £	Long-term leasehold property £	Short-term leasehold property £	Motor vehicles £	Fixtures, fittings and equipment £	Total £
Cost or valuation						
At 1 April 2023	13,865,107	1,669,246	15,250	181,815	3,000,718	18,732,136
Additions	2,185	-	-	-	107,696	109,881
At 31 March 2024	<u>13,867,292</u>	<u>1,669,246</u>	<u>15,250</u>	<u>181,815</u>	<u>3,108,414</u>	<u>18,842,017</u>
Depreciation						
At 1 April 2023	4,414,484	509,328	15,250	173,738	2,716,630	7,829,430
Charge for the year	271,485	33,384	-	5,108	133,715	443,692
At 31 March 2024	<u>4,685,969</u>	<u>542,712</u>	<u>15,250</u>	<u>178,846</u>	<u>2,850,345</u>	<u>8,273,122</u>
Net book value						
At 31 March 2024	<u>9,181,323</u>	<u>1,126,534</u>	<u>-</u>	<u>2,969</u>	<u>258,069</u>	<u>10,568,895</u>
At 31 March 2023	<u>9,450,623</u>	<u>1,159,918</u>	<u>-</u>	<u>8,077</u>	<u>284,088</u>	<u>10,902,706</u>

ST GILES HOSPICE
(A company limited by guarantee)

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

15. Fixed asset investments

Group	Listed investments £	Other fixed asset investments £	Total £	
Cost or valuation				
At 1 April 2023	3,609,492	69,916	3,679,408	
Revaluations	347,041	(31,925)	315,116	
Investment manager fee	-	(18,426)	(18,426)	
At 31 March 2024	<u>3,956,533</u>	<u>19,565</u>	<u>3,976,098</u>	
Net book value				
At 31 March 2024	<u>3,956,533</u>	<u>19,565</u>	<u>3,976,098</u>	
At 31 March 2023	<u>3,609,492</u>	<u>69,916</u>	<u>3,679,408</u>	
Company				
Company	Investments in subsidiary companies £	Listed investments £	Other fixed asset investments £	Total £
Cost or valuation				
At 1 April 2023	105	3,609,492	69,916	3,679,513
Revaluations	-	347,041	(31,925)	315,116
Investment manager fee	-	-	(18,426)	(18,426)
At 31 March 2024	<u>105</u>	<u>3,956,533</u>	<u>19,565</u>	<u>3,976,203</u>
Net book value				
At 31 March 2024	<u>105</u>	<u>3,956,533</u>	<u>19,565</u>	<u>3,976,203</u>
At 31 March 2023	<u>105</u>	<u>3,609,492</u>	<u>69,916</u>	<u>3,679,513</u>

ST GILES HOSPICE
(A company limited by guarantee)

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

15. Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the company:

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

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Profit/(Loss) for the year £	Net assets £
St. Giles Hospice (Promotions) Limited	1,377,407	(562,841)	814,566	2
St. Giles Hospice Shops Limited	100,559	(53,474)	47,085	2

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

16. Stocks

	Group 2023 £	<i>Group 2022 £</i>
Finished goods and goods for resale	11,296	<i>16,256</i>

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17. Debtors

	Group 2024 £	<i>Group 2023 £</i>	Company 2024 £	<i>Company 2023 £</i>
Due within one year				
Trade debtors	326,486	229,970	283,186	229,070
Amounts owed by group undertakings	-	-	1,789,400	866,560
Other debtors	300,241	303,136	299,492	303,136
Prepayments and accrued income	943,857	2,184,041	940,061	2,172,048
	<u>1,570,584</u>	<u>2,717,147</u>	<u>3,312,139</u>	<u>3,570,814</u>

18. Creditors: Amounts falling due within one year

	Group 2024 £	<i>Group 2023 £</i>	Company 2024 £	<i>Company 2023 £</i>
Trade creditors	416,025	318,037	411,660	305,929
Other taxation and social security	156,773	45,363	156,773	45,363
Other creditors	108,917	113,676	78,372	83,995
Accruals and deferred income	395,495	432,245	178,345	193,805
	<u>1,077,210</u>	<u>909,321</u>	<u>825,150</u>	<u>629,092</u>

19. Provisions for liabilities

Group and company

	Dilapidation provision £
At 1 April 2023	75,000
At 31 March 2024	<u>75,000</u>

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20. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Unrestricted funds						
Designated funds						
March of the Elephants Art Trail	390,000	-	(129,140)	-	-	260,860
General funds						
General Funds	16,520,321	12,206,771	(12,869,437)	4,420,103	315,116	20,592,874
Total Unrestricted funds	16,910,321	12,206,771	(12,998,577)	4,420,103	315,116	20,853,734
Restricted funds						
IPU fund	1,144,024	-	-	(1,144,024)	-	-
Barn Farm fund	1,045,163	-	-	(1,045,163)	-	-
Capital appeal fund	1,564,258	-	-	(1,564,258)	-	-
Day Therapies Centre	381,930	-	-	(381,930)	-	-
John Haller memorial fund	10,000	-	(10,000)	-	-	-
Day Room transformation	38,981	-	-	(38,981)	-	-
The Advice and Referral Centre fund	51,595	-	(51,595)	-	-	-
Other restricted funds	14,871	-	-	(14,871)	-	-
Restricted donation	118,504	50,000	(50,000)	(118,504)	-	-
Lymphodema Clinic	10,000	160	(160)	(10,000)	-	-
Bladder Scanner	7,830	-	-	(7,830)	-	-

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20. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Roof Refurbishment	94,542	-	-	(94,542)	-	-
Patient Chairs	5,000	1,500	-	-	-	6,500
Sponsor a Nurse	-	33,500	(33,500)	-	-	-
Brandons Boxes	-	16,000	-	-	-	16,000
	<u>4,486,698</u>	<u>101,160</u>	<u>(145,255)</u>	<u>(4,420,103)</u>	<u>-</u>	<u>22,500</u>
Total of funds	<u><u>21,397,019</u></u>	<u><u>12,307,931</u></u>	<u><u>(13,143,832)</u></u>	<u><u>-</u></u>	<u><u>315,116</u></u>	<u><u>20,876,234</u></u>

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**NOTES TO THE FINANCIAL STATEMENTS
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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>
	£	£	£	£	£	£
Unrestricted funds						
Designated funds						
Roof replacement fund	424,500	-	-	(424,500)	-	-
March of the Elephants Art Trail	390,000	-	-	-	-	390,000
	<u>814,500</u>	<u>-</u>	<u>-</u>	<u>(424,500)</u>	<u>-</u>	<u>390,000</u>
General funds						
General Funds	16,359,340	12,691,664	(12,721,340)	424,500	(233,843)	16,520,321
Total Unrestricted funds	<u>17,173,840</u>	<u>12,691,664</u>	<u>(12,721,340)</u>	<u>-</u>	<u>(233,843)</u>	<u>16,910,321</u>
Restricted funds						
IPU fund	1,174,874	-	(30,850)	-	-	1,144,024
Barn Farm fund	1,078,380	-	(33,217)	-	-	1,045,163
Capital appeal fund	1,638,460	-	(74,202)	-	-	1,564,258
Day Therapies Centre	391,950	-	(10,020)	-	-	381,930
John Haller memorial fund	10,000	-	-	-	-	10,000
Day Room transformation	39,918	-	(937)	-	-	38,981
The Advice and Referral Centre fund	52,795	-	(1,200)	-	-	51,595

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**NOTES TO THE FINANCIAL STATEMENTS
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20. Statement of funds (continued)

Statement of funds - prior year (continued)

	<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>
Other restricted funds	68,557	2,500	(56,186)	-	-	14,871
Restricted donation	100,000	25,000	(6,496)	-	-	118,504
Lymphodema Clinic	-	10,000	-	-	-	10,000
Bladder Scanner	-	7,830	-	-	-	7,830
Roof Refurbishment	-	95,470	(928)	-	-	94,542
Patient Chairs	-	5,000	-	-	-	5,000
Sponsor a Nurse	-	41,200	(41,200)	-	-	-
	<u>4,554,934</u>	<u>187,000</u>	<u>(255,236)</u>	<u>-</u>	<u>-</u>	<u>4,486,698</u>
Total of funds	<u><u>21,728,774</u></u>	<u><u>12,878,664</u></u>	<u><u>(12,976,576)</u></u>	<u><u>-</u></u>	<u><u>(233,843)</u></u>	<u><u>21,397,019</u></u>

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Restricted funds

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

The Barn Farm fund represents monies raised to fund out the leasehold property occupied on Lindridge Road, for the purpose of providing palliative and end of life services in Sutton Coldfield. Depreciation on the leasehold property and the fixtures, fittings and equipment is charged against the fund.

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

The Day Therapies Centre fund represents primarily a Department of Health grant awarded to the hospice in order to reconfigure the original In-Patient Unit attached to the Rectory to create an integrated Day Therapies Centre. This area of the building previously provides services such as a Day Hospice, prior to Covid-19, and wrap-around Family Support and Bereavement, Complementary Therapies and Education.

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

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

The Hospice received a £100,000 gift from a major donor in quarter 4 of the year. £50k was restricted to the upgrade of syringe drivers to meet compliance requirements and £50k to the ERS service in Sutton. The restriction has been fulfilled on purchase of the assets and transferred to unrestricted funds.

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

The Bladder Scanner fund represents funds received to facilitate the purchase of a bladder scanner for use by the community team. The restricted has been fulfilled on purchase of the assets and transferred to unrestricted funds.

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

The Sponsor A Nurse fund relates to funds received for the provision of an enhanced respite nurse which covers regular annual salary costs of a respite nurse, expensed each year.

Designated funds

The Roof Refurbishment fund relates to funds received to carry out roof and drainage improvements and maintenance. The value shown on the fixed asset register has been released into general funds.

A decision was taken on 24th November 2021 to set aside designated reserves for the March of the Elephants art trail sculpture due to take place in 2023, a major fundraising campaign recognising 40 years of providing hospice care. Expenditure has been incurred during the year and the remainder of the fund will be released during 2024/5.

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Transfers between funds

During the year, management conducted a review of restricted funds. As a result of this review transfers were made of £4,420,103 (2023: £nil) from restricted funds to general funds, representing the net book value of fixed assets purchased with restricted donations, now used for general purpose.

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

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	390,000	-	(129,140)	-	-	260,860
General funds	16,520,321	12,206,771	(12,869,437)	4,420,103	315,116	20,592,874
Restricted funds	4,486,698	101,160	(145,255)	(4,420,103)	-	22,500
	<u>21,397,019</u>	<u>12,307,931</u>	<u>(13,143,832)</u>	<u>-</u>	<u>315,116</u>	<u>20,876,234</u>

Summary of funds - prior year

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

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22. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	10,568,895	-	10,568,895
Fixed asset investments	3,976,098	-	3,976,098
Current assets	7,460,951	22,500	7,483,451
Creditors due within one year	(1,077,210)	-	(1,077,210)
Provisions for liabilities	(75,000)	-	(75,000)
Total	20,853,734	22,500	20,876,234

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

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

	Group 2024 £	<i>Group 2023 £</i>
Net expenditure for the period (as per Statement of Financial Activities)	(520,785)	<i>(331,755)</i>
Adjustments for:		
Depreciation charges	443,692	<i>419,331</i>
(Gains)/losses on investments	(315,116)	<i>233,843</i>
Dividends, interests and rents from investments	(151,529)	<i>(120,530)</i>
Decrease/(increase) in stocks	4,960	<i>(4,926)</i>
Decrease in debtors	1,146,563	<i>336,378</i>
Increase/(decrease) in creditors	167,889	<i>(293,172)</i>
Increase in provisions	-	<i>4,991</i>
Net cash provided by operating activities	775,674	<i>244,160</i>

24. Analysis of cash and cash equivalents

	Group 2024 £	<i>Group 2023 £</i>
Cash in hand	5,901,571	<i>5,065,823</i>
Cash on deposit awaiting interest	19,565	<i>69,916</i>
Total cash and cash equivalents	5,921,136	<i>5,135,739</i>

25. Analysis of changes in net debt

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank and in hand	5,065,823	835,748	5,901,571

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NOTES TO THE FINANCIAL STATEMENTS
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26. Pension commitments

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

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

The pension cost charges, representing employer's contributions to all schemes, amounted to £501,241 (2023: £474,424). Contributions totalling £75,307 (2023: £70,826) were payable at the year end and are included in other creditors.

27. Operating lease commitments

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

	Group 2024 £	<i>Group 2023 £</i>
Not later than 1 year	276,953	311,203
Later than 1 year and not later than 5 years	612,395	723,807
Later than 5 years	5,167	63,875
	<hr/> 894,515 <hr/>	<hr/> 1,098,885 <hr/>

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28. Related party transactions

Transactions with the subsidiary companies are set out below. The balance outstanding at the year end owed from St. Giles Hospice Shops Limited was £1,100,713 (2023: £736,827). The balance outstanding at the year end owed from St. Giles Hospice (Promotions) Limited was £668,689 (2023: £129,733).

Gift aid was received from St Giles Hospice Shops Limited for £47,085 (2023: £67,699) and from St. Giles Hospice (Promotions) Limited for £814,566 (2023: £823,832).

During the year, income of £2,500 (2023: £nil) was received from Lichfield Municipal Charities, an entity in which S James, Trustee, is also a Trustee. The balance outstanding at the year end was £Nil (2023: £Nil).

During the year, income of £69,124 (2023: £43,622) was received from NHS Black Country ICB, an entity in which S Basi, Trustee, is a member of Key Management Personnel. The balance outstanding at the year end was £20,124 (2023: £28,616).

During the year, income of £1,760,429 (2023: £1,552,662) was received from NHS Staffordshire & Stoke-on-Trent ICB, an entity in which the Spouse of A Harkness, Chief Executive, is a member of Key Management Personnel. The balance outstanding at the year end was £64,053 (2023: £95,323).

During the year, income of £1,560 (2023: £nil) was received from Hospice UK and the Company purchased services valued at £12,000 (2023: £2,971) from Hospice UK, an entity in which P Jennings, Trustee, is also a Trustee. The balance outstanding at the year end was £Nil (2023: £Nil).

During the year, expenditure of £467 was paid to John Fellows LLP, an entity in which N Wint, Director of St Giles Hospice Shops Ltd, is also a Director. The balance owed at the year end was £Nil (2023: £Nil).

29. Post balance sheet events

Since the year end the charity embarked on a significant restructuring exercise. This is due to an urgent need to reduce its budget deficit by £1.5million. This is expected to result in the potential loss of 42 staff members within the hospice with a one off cost to the charity but with an ongoing annual saving.