

St Oswald's Hospice Limited – Company number 01166239, Registered Charity
number 503386

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022
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Welcome to the Annual Report of St Oswald's Hospice Limited for the financial year ended 31 March 2022.

Here you will find out all about our work, who we care for and how we operate. We have also detailed our mission and our objectives and highlighted both our achievements this year and our strategic plans going forward.

This report also includes a full set of audited financial statements for the year ended 31 March 2022. The financial statements comply with the Charities Act 2011, the Companies Act 2006, 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 September 2015).

Reference and Administrative Details

St Oswald's Hospice is a company limited by guarantee, number 01166239 (not having a share capital). The company is a Registered Charity, number 503386 and its Articles of Association govern its functions.

St Oswald's Hospice's Articles of Association were last amended on 29th November 2016.

Every member of the company undertakes to contribute to the assets if the company is wound up while he/she is a member, or within one year of ceasing to be a member, such amount as may be required not exceeding £1.00.

Our Registered Office

We are registered at St Oswald's Hospice, Regent Avenue, Gosforth, Newcastle upon Tyne, NE3 1EE. You can contact us by telephone on: 0191 285 0063, by email at: enquiries@stoswaldsuk.org or by fax on: 0191 284 8004

If you would like to find out more about our work, please go to our website: www.stoswaldsuk.org or follow us on [Facebook](#), [Twitter](#) and [YouTube](#).

Board of Trustees and Directors

The Board of Trustees who served during the year are set out on page 5, where you will also find details of the Hospice Management Team. Our professional advisors are detailed on page 6.

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Message from our Chair

St Oswald's Hospice is a North East based charitable hospice. Our fundamental aim is to make a difference to local people's lives by providing outstanding, specialist palliative and end of life care for babies, children, young people and adults from across our North East region who have incurable conditions.

At the time of writing, we are now over two years in to the pandemic. I took over as Chair part way through this financial year from my predecessor Marie Liston. In July 2021 we celebrated our 35th Birthday and while none of us could have predicted the enormous challenges the pandemic presented us with, I am incredibly proud of all of the staff and volunteers who have continued to adapt and innovate our services and income generation over the years, to ensure the needs of our patients and families, during these most difficult of times, have been met. Their commitment, passion and flexibility is palpable and is to be commended.

Challenges continue, however, being the innovative and proactive charity that St Oswald's Hospice is, we have also taken the opportunity to explore and establish some new services. Our pilot ambulatory care service for patients coming to us for planned procedures during the day was successful with patients telling us it is 'excellent', 'a brilliant service' and 'very reassuring'. The bereavement support training programme for employers was well evaluated and continues to go from strength to strength with training provided nationally and via Hospice UK. Lastly, our new care services volunteer initiatives continue to help staff to manage the increased demand for our services and improve patient experience, making sure we provide the best possible care. You can read more about these developments later in this year's annual report.

Our organisational and core staff objectives introduced last year, have been helpful for staff and volunteers to understand our direction and also their essential part in achieving these. We continue to work on improving the monitoring and reporting processes against these objectives which have been designed to make sure that we do three things - *Survive* the current situation, *Strive* to improve so that we can *Thrive* in a post-COVID world and beyond.

Our retail shops and face to face fundraising initiatives were largely impacted until more recently when life in our communities, slowly but surely started to re-open. Fortunately, we benefitted from some one-off income streams which, although can't be relied upon in future years, have helped bridge the gap until our activities fully recover. We continue to work with commissioners around our levels of contract funding and have received further Government support this financial year which has been helpful in addressing the ongoing financial challenges. Our teams' creativity and flexibility remains while we address this for the future, as we anticipate that the impact will continue into 2022/23 and beyond, and are planning accordingly.

Collaboration and building trusting relationships with partners across health, social care, research and the voluntary and community sector is crucial to drive improvements across palliative and end of life care across the region. We continue to develop ever-more stronger links beyond the North East too to support the improvement of specialist care.

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Message from Chair (cont.)

Finally, in these continuing uncertain times, it still remains our vision to make sure everyone in our region gets expert, dignified and compassionate care when they need it. Thank you for your continued support to help us make this a reality.

Christine English
Chair

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Board of Trustees and Management at 31 March 2022:

Vice-Presidents

Lady Craft
Professor Sir Michael D Rawlins
Mr J Docherty
Mrs D Van der Velde
Mr M P Robson
Dr K Mannix
Mrs M Liston

Board of Trustees

Mrs C English (Chair)
Mr S James (Vice Chair)
Mr B Hedley (Treasurer)

Mr D Hicks	Mrs T Phillips	Dr N Morris
Mr N Hobdey	Miss R Gair	Mr G Boulton
Miss L Lloyd	Mrs I Holland	Mr J Holmes
Mrs S Sinton	Mr R Taylor	

Changes in the year:

Resignations

Dr S Blades resigned as a Trustee on 9 September 2021
Mrs M Liston retired as a Trustee and chair on 24 November 2021
Dr H Lucraft retired as a Trustee on 24 November 2021
Mrs D Clasper retired as a Trustee on 24 November 2021

Appointments

Mr J Holmes appointed as a Trustee on 19 July 2021
Dr N Morris appointed as a Trustee on 9 September 2021
Mrs S Sinton appointed as a Trustee on 24 November 2021
Mr R Taylor appointed as a Trustee on 24 November 2021
Mrs C English appointed as Chair on 24 November 2021

The Hospice Management Team who, alongside the Board of Trustees, are also the Organisation's key Management Personnel

Ms S Edusei	Chief Executive
Mrs K Maclaren	Finance Director
Mrs H A Eadington	Director of Corporate Services and Company Secretary
Mrs A Egdell	Director of Care Services
Ms D I Heron	Director of People
Mrs A Ball	Director of Income and Marketing
Mr S Gordon	Director of Strategy and Development

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Our Professional Advisors at 31 March 2022

Statutory Auditor:

RSM UK Audit LLP
1 St James' Gate
Newcastle upon Tyne
NE1 4AD

Internal Auditor:

Azets Audit Services
Regent Centre
Newcastle upon Tyne
NE3 3LS

Solicitors:

Ward Hadaway
Sandgate House
102 Quayside
Newcastle upon Tyne
NE1 3DX

Hay & Kilner LLP
Merchant House
30 Cloth Market
Newcastle upon Tyne
NE1 1EE

Bankers:

Barclays Bank PLC
5 St Anne's Street, Quayside
Newcastle upon Tyne
NE1 2BH

Investment Managers:

UBS Wealth Management (UK) Ltd
2 St James' Gate
Newcastle upon Tyne
NE4 7JH

Health & Safety Advisors:

Green Dragon Solutions Ltd
8 Bamburgh Drive
Wallsend
NE28 6JX

Pension Advisors:

Azets Audit Services
Regent Centre
Newcastle upon Tyne
NE3 3LS

Insurance Advisors:

PIB Insurance Brokers
Poppleton Road
Low Poppleton Lane
York
North Yorkshire
YO26 6GZ

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Structure, Governance and Management

Our Board of Trustees

St Oswald's Hospice is governed by its Board of Trustees. Trustees are appointed for a four year term of office, by election at Trustee meetings. Trustees may be reappointed for a further term of four years if they put themselves forward for re-election and such reappointment is approved by the other Trustees, but at the end of that period they must step down. As an exception however, at the absolute discretion of Board of Trustees, the Chairman, Vice Chairman and Treasurer may be re-appointed for a maximum of a further five years. Trustees are not paid for the duties they undertake.

A minimum of two places are allocated for the appointment to Trustee posts from St Oswald's volunteer workforce. There are currently two Trustees who regularly volunteer at the Hospice. The Nomination and Remuneration Committee identify other Trustee posts and expertise required within the Board of Trustees.

Recruitment to Trusteeship is achieved by identifying and approaching potential members, advertising vacancies on our website and social media platforms and occasionally we advertise in appropriate media and professional associations. We look to create a Trustee board that offers St Oswald's Hospice diversity of skills and expertise and a balance of viewpoints.

All new Trustees follow an induction programme, which has a general component and a section tailored to their individual needs. Trustees are invited to provide feedback on this process, so we can continually look to improve the induction programme.

As part of their involvement in the work of St Oswald's Hospice, Trustees visit departments periodically during the year. Staff and volunteers can talk in confidence to Trustees, who then report their overall findings back to the Hospice Management Team (HMT) and recommend changes to be made, as they deem appropriate. Visits are valued by staff, volunteers and Trustees alike, providing insight into the day-to-day operations of St Oswald's Hospice and acting as an important communication tool for the organisation. Trustee visit reports are forwarded back to HMT for a management response to any issues raised and copies are made available to each team, members of the Clinical Governance and Quality Committee and all Trustees. Trustees visit our retail shops on a biennial basis, with HMT members undertaking an informal visit in the intervening year. We are pleased to report that departmental and retail visits are now fully back in operation.

Board of Trustee and Director Meetings

Our Board of Trustees and Directors meet on alternate months in each year and review achievements and progress made against strategic objectives. In October each year, a closed session is held to review its own performance in accordance with good practice. From this work Trustees are able to further define their training needs, as highlighted above.

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Committees

The Board of Trustees and Directors (also referred to as 'the Board' within this report) have three Committees that aid the conduct of their responsibilities. These are:

- Audit and Finance Committee;
- Nomination and Remuneration Committee; and
- Clinical Governance and Quality Committee.

Most Trustees and Directors serve on one or more of the Committees as noted below:

Committee Membership at 31 March 2022

Audit and Finance	Nomination and Remuneration	Clinical Governance and Quality
Trustees:	Trustees:	Trustees:
Mr B Hedley (Chair)	Mrs C English (Chair)	Mrs C English (Chair)
Mr S James	Mr S James	Mr S James
Mrs T Phillips	Mr B Hedley	Dr N Morris
Miss L Lloyd	Mr N Hobdey	Mrs S Sinton
Mr R Taylor	Mrs T Phillips	

Attending Directors:	Attending Directors:	Attending Directors:
Ms S Edusei	Ms S Edusei	Mrs H A Eadington
Mrs H A Eadington	Mrs H A Eadington	Mrs A Egdell
Mrs K Maclaren	Ms D I Heron	Ms D I Heron

Average Trustee attendance at Audit and Finance, Nomination and Remuneration and Clinical Governance and Quality Committee meetings during the year stood at 80%, 90% and 87.5% respectively.

Average Trustee attendance at the bi-monthly Board meetings stands at 79.2%.

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St Oswald's Hospice Promotions Limited

St Oswald's Hospice Promotions Limited is a wholly-owned, non-charitable subsidiary of St Oswald's Hospice Limited and is a company registered in England number 03146260.

The primary activities of the subsidiary are: to run a lottery and to co-ordinate other promotional or trading activities to generate funds for the charity. Taxable profits generated by the subsidiary are passed on to the parent company by Gift Aid.

The Board is currently made up of three Trustees from the holding company (one of whom is the Chair), the Chief Executive and Director of Corporate Services of the holding company and one independent Director. Our Director of Income and Marketing, Finance Director, Director of Strategy and Development, Head of Retail and Head of Fundraising also attend the meetings.

Hospice Management Team and Delegation of Powers

The management of St Oswald's is delegated to the Hospice Management Team (HMT), comprising the Chief Executive and six other Management Team members, each with responsibility for specific aspects of the work the Hospice undertakes (as outlined on page 5). The Chief Executive, with the support of the Management Team, reports to the Board, which approves major decisions and has overall responsibility for the Hospice's activities and direction.

The Board reviews and approves its Reservation of Powers, Delegation of Powers, Scheme of Delegation, Standing Orders and Standing Financial Instructions on a biennial basis to ensure high quality governance, the safeguarding of its assets and the good name of the charity.

Changes in our Management Team

There were no changes in our Management team during this financial year.

Related parties and co-operation with other organisations

We are contracted to provide care and support to local adults by three Clinical Commissioning Groups (CCGs) and one NHS Foundation Trust. We also have a Service Level Agreement with Northumberland, Tyne & Wear NHS Foundation Trust in respect of medical revalidation.

With regards to our Children and Young Adults Service, we are contracted to provide end of life care (when required) by all seven local CCGs. Joint health and social care contracts, with Local Authorities, are in place for under 18's provision of specialist short breaks.

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We train and educate undergraduates and postgraduate students in a range of health care professions from Newcastle University, Northumbria University and Teesside University.

One of our strategic objectives recognises the need to work more closely with other organisations to help develop palliative care and end of life services. Further details are included on this later in the report.

We are members of the umbrella organisations Together for Short Lives and Hospice UK, who provide a national voice for children and adult hospices respectively.

We are also a member of the Hospice Lotteries Association and the Lotteries Council.

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Objectives and Aims

The principal activity of the Hospice is to provide specialist palliative and end of life care to adults, children and young people from the North East of England.

Our Vision Statement, based upon our principal activity, is:

Together, we will make the most of time and improve quality of life for everyone in the North East living with an incurable condition, and their families.

Together, with the vital support of our staff, volunteers, donors and supporters, we will continue to develop and grow our services so that everyone in our region gets expert, dignified and compassionate care when they need it.

The Trustees have followed Charity Commission guidance on public benefit in section 4 of the Charities Act 2011 and believe that the above objectives and vision, and the activities described throughout this report are undertaken to further the charity's purposes for the benefit of the public.

Policies to Achieve Our Objectives

Recruitment, Retention and Development of Staff & Volunteers

We aim to ensure we have the right staff and volunteers in place to enable us to achieve our strategic objectives and to provide a quality service for everyone who accesses our services. We have systems and procedures in place to ensure we recruit, develop, support and manage our people, ensuring they have the skills, knowledge and values we need to deliver our services both now and in the future.

Our People related policies and procedures comply with legislative and regulatory requirements, reflect best practice and govern all our activities, ensuring our staff and volunteers work within safe and effective systems.

St Oswald's Hospice Criminal Records Policy requires all applicants for paid and voluntary, permanent or temporary posts to disclose, as a minimum, any unspent criminal convictions as part of their application. In addition, the Safeguarding Vulnerable Groups Act 2006 requires that certain roles (paid or voluntary) with access to children or vulnerable adults are subject to a criminal records check, via The Disclosure and Barring Service (DBS), before employment, volunteering or placements commence.

We have worked with our staff and volunteers to review our values and develop and launch a new "People Charter". Together the values and People Charter set out our core beliefs: the values explain who we are, how we work, what we believe in and stand for and the new People Charter describes the behaviours we expect of everyone working or volunteering at St Oswald's Hospice.

One of the main themes for our People Strategy continues to be wellbeing, and we were proud to achieve our bronze level award in 2021. We are now working with

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our Better Health at Work Advocates to prioritise future wellbeing plans. These will focus on enabling staff to connect with each other, support hybrid working where this is practicable and continue to provide support for mental wellbeing across St Oswald's Hospice.

The Engagement and Involvement group worked on developing a clear set of core objectives for all our staff and we ran our second pulse survey asking staff for their experiences during the pandemic.

Each year we deliver planned learning, development and education programmes to ensure our staff and volunteers are able to undertake their roles safely, in a well-managed environment, equipped to deliver high quality services. This has meant continuing to focus our attention on delivering a blended, digital heavy approach to training delivery.

The Equality, Diversity and Inclusion (EDI) group has continued to grow, and has a clearly defined strategy that supports EDI in service provision and in supporting and developing all our people. It was also the first year we introduced a common core objective for every member of staff and line manager linked to EDI.

Staff Remuneration

Job Evaluation is applied to every post at its creation, or when changes in responsibilities are required of the post holder. Remuneration is then set by matching the evaluation against the Hospice Pay Scales. The Nomination and Remuneration Committee sets the salaries of the Hospice Management Team and Medical Consultants.

Salaries for Medical Consultants mirror those set within the NHS Consultant contract. Proposed cost of living awards are set out in the Business Plan, which is presented to the Board of Trustees for approval before the start of each financial year.

Next year we are embarking on a review of our approach to remuneration, to ensure that we continue to address issues of fairness and competitiveness.

Pay Policy for Senior Staff

The Board of Trustees, the Chief Executive and the Hospice Management Team comprise the key management personnel of the charity in charge of directing and controlling the charity and running and operating the Hospice on a day to day basis. All trustees give their time freely and no trustee remuneration was paid in the year. Details of trustee expenses and related party transactions are disclosed in notes 12 and 26 of the financial statements.

Trustees are required to disclose all relevant conflicts of interest in line with St Oswald's Hospice Conflict of Interest policy including registering them with the Company Secretary and, in accordance with the policy, withdraw from decisions where a conflict of interest arises.

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The pay of the charity's Chief Executive and HMT is reviewed annually by St Oswald's Hospice Nomination and Remuneration Committee and any recommended uplift is approved by the Board of Trustees. The uplift normally matches that awarded to all other staff groups although every 3 years a full review of the salary of the Chief Executive and HMT will take place. This will be benchmarked to other charities of similar size and turnover and seek to compare like with like posts.

Equality of Opportunity

St Oswald's Hospice fully supports the principle of equality and diversity as reflected in the development of the now well established EDI group mentioned above. It is committed to ensuring that all current and potential staff and volunteers are treated with dignity, fairness and respect, regardless of their sex, marital status, age, sexual orientation, race, ethnic or national background, religion, beliefs or disability.

We promote an environment in which individual staff can utilise their skills and talents to the full, and that the best people are recruited for our jobs from as wide and diverse a pool of talent as possible.

Staff Involvement

The views of staff and volunteers are sought via line managers, feedback bank, special briefings, ad-hoc focus groups, surveys and departmental visits from HMT and Trustees. This includes information of particular interest to staff (including financial and economic factors) and for views on important matters of policy.

Disability in Employment

We are a Disability Confident employer and actively encourage applications for employment from people living with disabilities.

Volunteers

We are a volunteering organisation which is exceptionally proud of our volunteers. Volunteers are active in most departments across the Hospice and Promotions Company, lending their skills, experience, expertise and time. Together with our staff, our volunteers form our fantastic team of people who ensure we are able to provide vital hospice services to local people and families.

Building on the innovations to come out of lockdown the Volunteering Department has continued to focus on ensuring volunteer roles best support the needs of our clinical services as they continue to develop and change. As a part of this, a major review of our volunteering strategy took place, seeking the views of staff, trustees, and, most importantly, volunteers themselves. The new two year strategy will launch early next financial year.

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STRATEGIC REPORT – Achievements and Performance

Our fundamental aim is to make a difference to the lives of local people by providing excellence in specialist palliative and end of life care. Detailed below, we explain how we have supported local families over the last year and demonstrate the impact of our work.

Adult Services

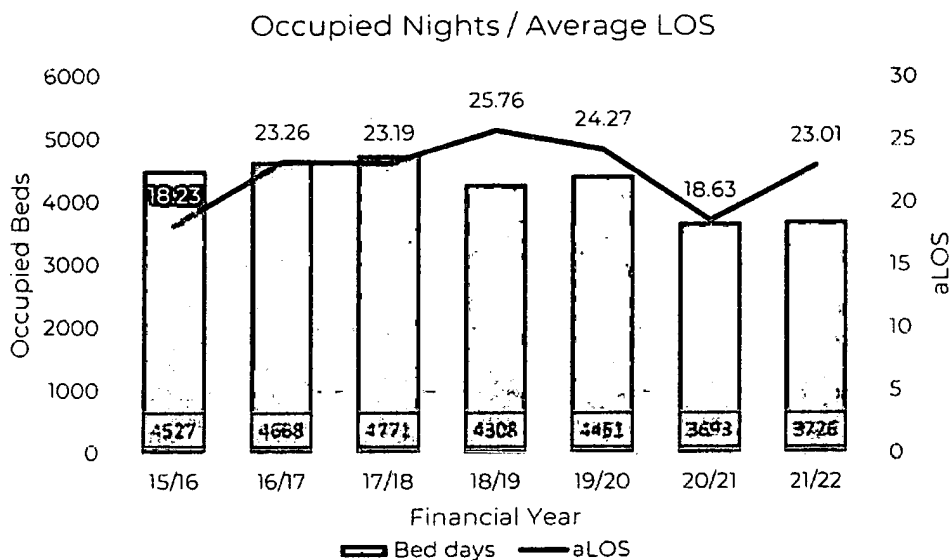
Our Adult Service offers an inpatient service; a lymphoedema service; 'focus on living centre' comprising of therapeutic activities in both group and one-to-one sessions; an ambulatory care service; complementary therapy; 'positive steps' programme for prospective patients and their carers; carer and bereavement support. Patients are usually referred to us from Newcastle, Gateshead, North Tyneside and Northumberland, with occasional specialist referrals from further afield.

Adult Inpatient Unit

Our inpatient service has fifteen beds and one emergency bed. Our multidisciplinary team works together to: ensure patients with specialist palliative care needs can maximise their quality of living by providing pain and symptom control, psychosocial, emotional and spiritual support; facilitate a safe and timely patient discharge to home or transfer to a continuing care service, as well as providing a supportive environment at the end of life.

Last year...

- 161 adult inpatient admissions, 66 patient discharges and 94 deaths.
- Patients stayed with us for an average stay of 23 days.



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STRATEGIC REPORT – Achievements and Performance (continued)

- 3,726 bed days were occupied during the year (2021: 3,693 bed days)
- average bed occupancy was 73% (2021: 67%)..

This year we have continued to make improvements to our building and gardens on the unit. Recognising the importance of providing a space for families to enjoy quality time together, especially throughout Covid-19, we have opened our 'family room' extension, which has been a wonderful space for families to spend time together outside of their bedrooms and we have held special events such as birthdays and other celebrations. In addition, the gardens, which are now a much more tranquil and peaceful spaces, have been particularly important throughout the pandemic when we have had to make changes to visiting.

Responding to patient needs, we've also developed a new volunteer role, Patient Support Volunteers, which has been vital during Covid-19. These volunteers are trained by us to provide support to in patients by providing companionship, helping with feeding, and even sitting with patients close to end of life if family are not available. They are also a great help if patients are at risk of falls, helping with patient safety.

What families said. . .

"Nana was a beautiful woman and she absolutely loved all the staff at the hospice. When I visited her I had never seen her happier in a medical setting as she was in St Oswald's and all the staff were so caring and friendly. They're not just there for the patients but for their family too and that's why we love to support St Oswald's hospice! Thank you for everything you all did to keep our nana smiling ♥♥xxxx"

"You are a very special breed of people. You shine a bright light in such dark and uncertain times."

"My husband died...at the age of 48, after a 15 month battle with cancer. The staff at St Oswald's walked alongside us throughout that journey and offered us not only therapies but also friendship. At the most difficult time of our lives St. Oswald's supported us and were there to listen. The work that they do is quite simply magnificent. We think there would be no greater gift that we could give as a family and his friends than to make this donation in xxx memory so that St. Oswald's may be able to help another family in the same situation. Thank you so much for everything you did for us."

Adult Day Services

There have been some significant changes to the way we deliver our day services.

Within our Focus on Living Centre, we would usually have around 80 patients a week attending the centre, but as this face to face contact is now not possible due to Covid-19 we have adapted services to offer virtual support, and face-to-face contact where needed.

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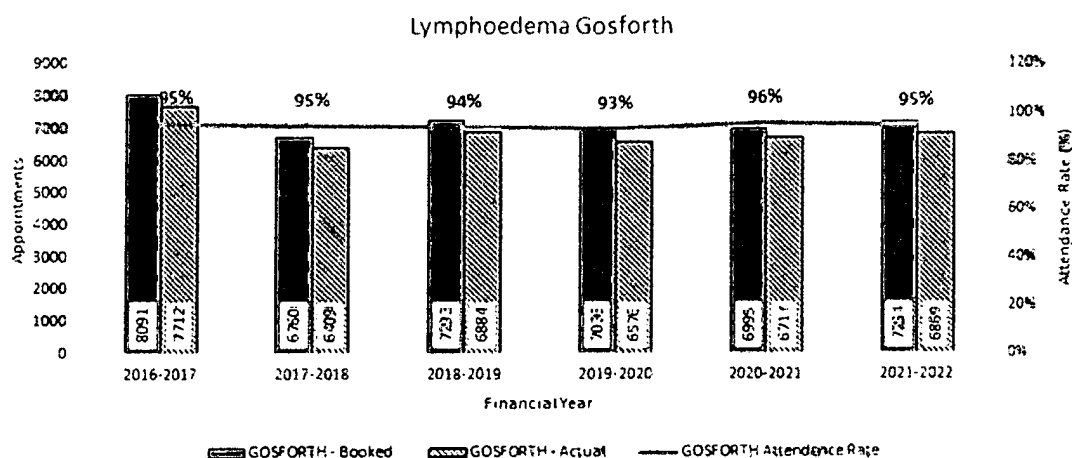
STRATEGIC REPORT – Achievements and Performance (continued)

This year we continued with our pilot ambulatory care service, working in partnership with Newcastle Hospitals NHS Foundation Trust. The service, which begun to see patients in April 2021, was setup for people with palliative care needs to attend for planned procedures, which initially includes transfusions/ blood product support and bisphosphonate/ iron infusions. This is an innovative new service with potential for long term sustainability.

Our Lymphoedema Service also continued to meet the changing needs of patients, offering appointments at home, at the Hospice and via telephone consultations.

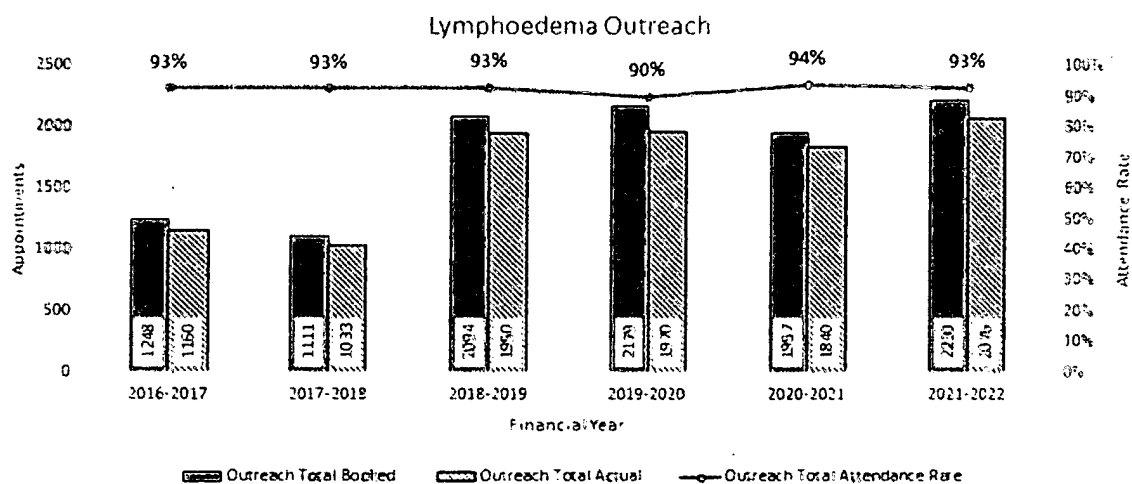
To support increased visits in the community, the service has introduced an extremely successful new volunteer role, 'Lymphoedema Community Volunteers'. The volunteers have accompanied and supported staff, which has provided an extra pair of hands to support removal of bandages and recording measurements and reduced pressure for staff. In November 2021 we won Hospice UK's Innovation in Care National Award for the joint efforts between our Lymphoedema Service and Volunteering Department to maintain and improve patient care during the pandemic.

- Within Focus on Living Centre, 294 **one-to-one contacts (2021: 1,189 one-to-one contacts)** were recorded for 79 patients (2021: 169 patients).
- 954 referrals to our Lymphoedema Service (2021: 644 referrals) and a total of 8,954 Lymphoedema attendances (2021: 8,557) across all of our clinics. Clinic appointments include new patient assessments, review appointments, garment fittings and intensive treatments which can involve attending clinic daily over a number of weeks.
- We continued to operate outreach clinics to care and support people living with lymphoedema closer to home in Shiremoor, Blaydon and South Tyneside. This included 1,430 appointments in South Tyneside (2021: 1,326), 202 appointments in our Shiremoor Outreach Clinic (2021: 224) and 444 appointments (2021: 290) held in Blaydon.



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STRATEGIC REPORT – Achievements and Performance (continued)



What our Day Services Patients and their families think...

"I cannot thank the Lymphoedema Team enough for the tremendous, super treatment over the years. They've controlled my lymphoedema and kept it from getting worse, which would not be the case if not for their treatment and care."

"Coming to the Hospice and talking to other patients is a real positive, I know they understand and won't judge me. It also gives me a purpose that day, a reason to get dressed, put my make up on and get out of the house."

"Since he has started coming to your new service in Day Services, his daughter has noticed that his confidence is returning and he feels absolutely cared for, through medical assessment and expert nursing care with kindness and really empowering him... it has also helped her cope with his increasing care requirements."

Children and Young Adults Service

We provide specialist short breaks and end of life care to babies, children and young adults, aged from 0 to 25, with progressive, life-shortening conditions. Specialist, medically-supported care is provided, 24 hours a day, seven days a week.

During this year as part of the funding agreement with the Children's Commissioners we were able to open an extra bed in our Children and Young Adults Service for Children and Young Adults with complex life limiting conditions. This means that up to seven children and young adults can stay at any one time in our relaxed, home-from-home environment.

During the summer our garden space was transformed for the children we support to enjoy. The space is now fully accessible and has some fantastic facilities. We are thrilled to now be re-introducing trips and outings again.

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STRATEGIC REPORT – Achievements and Performance (continued)

- 58 children and their families benefited from our Children's Service.
- A further 11 young adults were cared for at St Oswald's Hospice.
- We had 614 admissions, 1,995 bed days were occupied with a 96% occupancy rate.
- The average length of stay is 3 nights per visit for children and young adults.

We continue to work closely with Great North Children's Hospital, including the provision of on call support. We're working with them to increase access for children requiring end of life care where St Oswald's Hospice is the place of choice of the family.

We continue to develop our new outpatient service for young adults, and have extended the scope of the service to benefit more local young people. The service was initially set up to support young adults transitioning in to adulthood, however the initial plot has demonstrated that transition is just one of the unmet needs that these patients have, and so we have extended the service to support young people with complex needs.

What children, young adults and their families said . . .

"He really enjoyed his time at St Oswald's, the many friends he made and the many activities he experienced. We are all appreciative of how much this all added to the quality of his life. His time was limited by his condition but his life experience was massive."

"Thanks to St Oswald's Hospice we have experienced things together this summer I honestly never thought were possible. XXX has used the service for over three years now and I can't imagine our life without the support we receive from them."

"Priceless memories made. You're all awesome."

Bereavement and Family Support

Due to the devastating impacts of Covid-19, our bereavement and family support services have seen an increase in demand this year. Hundreds of families were supported by our Bereavement Service, and the service adapted to continue to support clients face-to-face, online and over the phone.

- 150 individual adults accessed the bereavement services with a total of 3,850 hours of contact.
- 219 individual children and young adults (3-18 years) accessed the bereavement services with a total of 2,082 hours of contact.
- 21 adult bereavement group sessions held (up to 7 adults per session), a total of 144 hours of contact.
- 21 Children and young adult group sessions held (up to 10 children and young adults per session), a total of 630 hours of contact.

We've also continued with the *grief, loss and bereavement* training programme for employers in response to the pandemic, supporting even more people in our

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT – Achievements and Performance (continued)

communities. The training programme for businesses was developed in September 2020, and continues to grow and develop. All support and training is delivered online by our Bereavement Team, who are specialists in supporting people following the death of a loved one, friend or colleague. In 2021/22:

- 182 people attended our 'grief, loss and bereavement' webinars for employers.
- 88% of attendees said their expectations of training were either met or exceeded.

"I felt I kept getting ambushed by grief. Talking every week and knowing there is someone there who will listen has really helped."

"Thank you so much for such a great session, I feel so much more confident in how to approach bereavement now. Was such a great informative session."

STRATEGIC REPORT – FINANCIAL PERFORMANCE

Summary of Financial Performance

Despite the financial year once again being clouded in uncertainty, we are pleased to report a positive financial result for the year to 31 March 2022 of £904,924 surplus (2021: £886,955 surplus) as detailed in the Statement of Financial Activities on page 42.

At the start of the year in April 2021 we emerged from the third national lockdown, and entered a period of gradual easing of covid-19 restrictions. Retail cautiously re-opened, whilst Fundraising was pivoted to fit within changing restrictions throughout the year. Staffing remained challenging across all areas of the hospice due to high community transition of the virus, which then alarmingly continued to rise into the winter months.

Despite these challenges, the reasons for the very positive financial result echo those relied on in the previous year:

- I. Our supporters – income from individual donors through regular giving, lottery and appeals has remained strong.
- II. Fundraising – the team rose to the challenge of revising the programme of campaigns and events, to exceed the net Fundraising target for the year.
- III. Legacies – for the third year in a row legacy income is extremely high at £1,950k, with one major legacy of £585k being unexpectedly notified and paid at the very end of the financial year.
- IV. Retail – supported by £83k in retail grants, the department achieved an above budget surplus in the year.
- V. NHS England grant income received via Hospice UK totalled £298k, as consideration for providing clinical capacity during the pandemic.

A number of these financial pillars which have supported the hospice's finances this year are not sources of recurring income, and while they have provided a welcome uplift to reserves, they cannot be presumed to provide a long term reliable flow of income.

A cautious five year plan, to guide the hospice through the uncertain years ahead, has been refreshed and ensures reserves are maintained within acceptable limits (details of our reserves policy is on page 32). This positive result does provide a solid basis on which to build a sustainable financial core to ensure the hospice remains financially fit into the future.

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TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT – FINANCIAL PERFORMANCE (continued)

Financial Performance in Detail

For the year ended 31 March 2022 the organisation recorded a net surplus, including grants but before accounting for movements in our investments, of £856,322 (2020/21: £721,343).

Total incoming resources for the year increased by 3.7% (2020/21: decrease of 8.5%) to £13,940,356. Total resources expended increased by 2.8% (2020/21: decrease of 7.4%) to £13,084,034.

During 2021/22 £850,767 (2020/21: £2,208,210) was gratefully received in grants and donations to cover specific projects. This is shown in the financial statements as "restricted income", and the appropriate expense is shown against it as "restricted expense". This differentiates it from the normal ongoing operations of the Hospice, which is named "general" income and expense. For the second year running, although to a lesser extent in 2021/22, a large restricted grant of £298,361 (2020/21: £1,550,709) was received from NHS England (via Hospice UK) which was funding towards the ongoing operations of the clinical services. The purpose of the funding was to allow the hospice to make available bed capacity and community support and to provide support to people with complex needs in the context of the Covid-19 situation. Therefore once again, a significant portion of expenditure which would ordinarily be funded from unrestricted funds was instead supported by the restricted fund.

Taking this into consideration, the financial effect of the ongoing operations of the Hospice funded by unrestricted income is shown in the table below:

	<u>2021/22</u>	<u>2020/21</u>	<u>Movement</u>
General income	13,089,589	11,236,979	1,852,610
General expenditure	(12,007,166)	(10,359,001)	(1,648,165)
Net income before movement on investments	<u>1,082,423</u>	<u>877,978</u>	<u>204,445</u>

Incoming Resources

Income is usually categorised as Generated Income (being Donations, Legacies, Trading Activity income and Investment income) or Income from Charitable Activities; there are separate categories for exceptional income on the face of the Consolidated Statement of Financial Activities, being of Job Retention Scheme grant income and Other income falling outside of these definitions; more detail about which is outlined below:

Incoming Resources from Generated Funds

Donations and income from regular donors totalled £1,410,189 (2020/21: £1,701,759) of which £267,853 was restricted (2020/21: £382,863). For the third year in a row, legacy income was extremely high at £1,950,256 (2020/21: £1,798,558). In 2021/22

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TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT – FINANCIAL PERFORMANCE (continued)

£81,337 (2020/21: £283,909) in retail grant income was recognised, being financial support towards the re-opening of retail outlets forced to close as a result of the covid-19 restrictions.

Income from other trading activities has recovered well from a dip last year to £4,745,437 (2020/21: £2,744,723).

St Oswald's Hospice Promotions Limited is our trading subsidiary, and this year was able to gift aid £917,535 (2020/21: £810,406) to the parent charity. The subsidiary's main activity is the Hospice lottery.

Investment income, comprising interest and dividends received was £45,050 for the year (2020/21: £55,343).

Incoming Resources from Charitable Activities

As in previous years our charitable activities received partial funding from the NHS and local social services, totalling £5,647,314 in the year (2020/21: £6,129,985). Work continues locally and nationally to try to improve the levels of funding received for each of our charitable services.

Income for adult inpatient services from block contracts with NHS bodies totals £1,930,966 (2020/21: £1,729,515). In addition, as in the previous year, the hospice welcomed a non-recurring restricted grant of £298,361 (2020/21: £1,550,709) from NHS England via Hospice UK for available bed capacity and community support throughout the pandemic.

Our Children and Young Adults' Service continues to be funded by local authorities on an activity-basis via a payment per night for each child or young adult accommodated, generating total income of £1,413,226 (2020/21: £864,187). As in previous years a grant was received from NHS England of £284,553 (2020/21: £274,638), to support the activities of our Children's Service.

Income for Adult Day Services is generated by fees for the provision of lymphoedema services for outpatients. Lymphoedema income for 2021/22 was £1,584,117 (2020/21: £1,613,541).

Job Retention Scheme Grant Income

A relatively minor amount of income, £60,023 (2020/21: £730,732) was claimed through the Job Retention Scheme this year. It had been necessary in the previous year to furlough some members of staff, particularly within the Retail, Fundraising and Support Services teams, given the covid-19 restrictions imposed on fundraising and trading activities. As the rules started to ease from April 2021 furlough was required to a much lesser extent as is reflected in the lower value of grant income claimed this year.

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT – FINANCIAL PERFORMANCE (continued)

Resources Expended

Resources Expended are classified as either Cost of Raising Funds, or Cost of Charitable Activities, of which a more detailed description is provided overleaf.

In accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in January 2015, costs of support services are shown relating to our direct charitable services. The costs of Human Resources, Corporate Services, Information Management and Technology and Finance departments have been allocated to each of the direct service departments or income generation departments. The allocation is calculated according to the most appropriate measure of usage for each area of expenditure. Note 10: Analysis of Support Costs gives greater understanding of the costs incurred and their allocation.

Costs of Raising Funds

The cost of raising funds totalled £4,247,306 overall (2020/21: £3,917,073). Notably, the increase in expenditure is due to the minimal use of the furlough scheme (and so most staff were back at work earning full pay throughout the year) while expenditure on fundraising and retail increased in line with activity in these areas, which had been curtailed somewhat last year due to Covid-19 restrictions.

Costs of Charitable Activities

Expenditure on our charitable activities of £8,836,728 (2020/21: £8,806,773), including property costs, depreciation charges and support costs, represents 67.5% of total expenditure (2020/21: 69.2%). Staff costs remain by far the greatest type of expenditure incurred.

Balance Sheet

The Balance Sheet at 31 March 2022 shows funds of £16,352,924 (2021: £15,448,000) of which £9,837,574 (2021: £10,047,445) is represented by fixed tangible and long term investment assets. Notes 15 and 16 to the financial statements set out expenditure and other movements relating to fixed assets and fixed asset investments.

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT – FINANCIAL PERFORMANCE (continued)

Key Performance Indicators

	Unit of measure	Target	2021/22	2020/21
Value of free reserves	£000's	6,338	7,592	6,394
Expenditure variance from budget	%	<5%	3%	(4%)
Retail profit	pence in £	21	20	(22)
Fundraising expenditure ratio	pence in £	24	32	37
Staff turnover	%	<5.00%	14%	10%
Completed staff appraisal returns	%	100%	80%	86%
Adult inpatient occupancy	%	84%	73%	67%
Children and young adults occupancy	%	85%	96%	78%

Of the KPIs reported above, several fall short of target, largely as a result of circumstances linked to the Covid-19 pandemic:

Retail profit (pence in £) is ever so slightly behind target when considering the profit net of retail grants received, however the team operated within frequently changing Covid-19 rules while managing staffing challenges, as many members of the team had to self-isolate throughout the year.

Staff turnover was higher than target, and the reason is thought to be linked to employees' change in circumstances resulting from the pandemic and the highly competitive employment market.

Staff appraisal returns, are lower than target for multiple reasons, including staff sickness, vacancies within teams and therefore less capacity to chase and monitor returns in some departments.

Occupancy within the Adults unit was reduced as capacity was limited due to Covid-19 distancing restrictions imposed.

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT - Monitoring and Compliance

Ensuring Quality Care: Monitoring and Compliance

We have a range of mechanisms in place to ensure we continue to provide an outstanding service to adults, children and young people.

We are monitored and regulated by the Care Quality Commission (CQC) and at last inspection (September 2015); we were awarded an overall rating of 'Good'. The CQC awarded us 'Outstanding' for care, and 'Good' for the following four outcomes: safe, effective, responsive and well-led. No recommendations for improvement were made. The inspection standards under which Hospices are inspected changed in 2018 and we continue to review our performance against the requirements. We continue to meet regularly with our CQC relationship manager.

Internally, patient experience is measured by questionnaires, face to face interviews, focus groups and submissions to our 'feedback bank' alongside our formal complaints policy and procedure. Our feedback bank serves as a central store for all patient experience data, as well as comments, complaints, compliments and suggestions from wider stakeholders. Stakeholder engagement and involvement continues to be a key priority for the organisation. A draft Service User Engagement and Involvement Strategy has been written and we are working with colleagues across the Hospice and beyond (Healthwatch) to ensure we review and formalise this work.

Our Clinical Quality Team is tasked with reviewing all issues relating to patient experience and providing a quality service. They are involved in Clinical audit, policy development and review, medicines management, safeguarding both vulnerable adults and children and many other areas of work, the team is made up of clinical quality leads from each service, Allied Health professionals and Medical staff lead by the Clinical Quality Lead. Regular updates are provided to Trustees via our Clinical Quality & Governance Committee.

St Oswald's Hospice income in 2021/22 was not conditional on achieving specific targets through the Commissioning for Quality and Innovation payment framework this year, to allow the hospice to focus on navigating the challenges presented by the pandemic.

Ensuring Quality in Fundraising Practice: Monitoring and Compliance

Donors to our Hospice can be assured that we comply with the regulatory standards for fundraising. We are registered with the Fundraising Regulator and are committed to the Fundraising Promise and adherence to the Code of Fundraising Practice. We encourage our fundraising service providers we engage with to also be signed up to the code. This report covers the requirements charities must follow as set out in the Charities Act 2016.

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT - Monitoring and Compliance (Continued)

It has cost us £8.8 million (2021: £8.8 million) to provide our charitable hospice services this year. Approximately two thirds of this of this came from statutory funding for the second year running in 2021/22 which is substantially more than usual, due to the one-off funding from NHS England via Hospice UK in light of support provided by the charity to the NHS during the pandemic. We aim to raise the balance of funding required through fundraising.

Our fundraising effort involves encouraging donations and legacies, running events and operating a lottery. Our in-house fundraising team engages professional face-to-face or telephone fundraisers via an agency to help us promote individual giving. We aim to ensure those agencies we employ also observe the highest standards in terms of fundraising practice.

We are registered with the Fundraising Regulator and comply with all the relevant standards set out in the Code of Fundraising Practice. Several of our in-house fundraising team are members of the Institute of Fundraising.

Our lottery and raffles are regulated by the Gambling Commission, and we comply with the conditions set out in our licence.

We ensure that the correct safeguards are in place with our suppliers and those who fundraise on our behalf. We require them to confirm that they comply with the Code of Fundraising Practice.

Our website outlines our complaints policy for the public and clearly explains how an individual can complain. We received three complaints in the 2021/22 financial year (in 2020/21 we received one complaint).

We respond to all complaints within 10 days. We encourage teams to register near misses, adverse events and feedback as well as formal complaints in order to identify possible or underlying areas in which we could improve. Complaints are dealt with in-line with our fundraising complaints policy. Most serious complaints would be escalated to our Hospice Management Team (HMT) and trustees so they can consider lessons learnt. We report to the Fundraising Regulator on the totality of our complaints.

We have published our vulnerable persons policy on our website. We are also signed up to the Fundraising Preference Service to enable individuals to opt out from receiving fundraising communications from us. We received, and therefore actioned, no requests from this service last year. In addition to our policy we have an agreed operating procedure to protect vulnerable people, which our fundraisers (both staff and third party) are familiarised with.

Under GDPR, our supporters have many legal rights over the way their personal data is used. We comply with The Code of Fundraising Practice which requires us to respect the public in how we process and protect their personal data. Processing data means doing something with it, including collecting, storing and using it.

Personal data is any information relating to a living individual who can be directly or indirectly identified from it. This could include keeping records, or using data for direct marketing. We ensure that we have an appropriate legal basis to use

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TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT - Monitoring and Compliance (Continued)

personal data, including when and how we contact supporters. For more information on how we use personal data in our fundraising, please see our [Privacy Policy](#) on the website. The Privacy Policy determines how supporters can ask us to stop processing their data for certain purposes. Our communications provide supporters with information on how to stop receiving them.

This year we reviewed and published a revised Fundraising Policy. The Policy sets out our guiding principles and practices across every aspect of fundraising. We have introduced a new Standard Operating Procedure in relation to due diligence on major donors and significant donations.

Ensuring Quality in Retail: Monitoring and Compliance

St Oswald's retail department works to a high quality to meet the standards required by the hospice policies. We work alongside other Hospice departments to ensure we comply with GDPR, DPIA and PCI. The department has several working relationships with other organisations which help to strengthen our quality standards.

We are a member of the Retail Charity Association, the primary membership organisation for charity shops in the UK. The association influences and monitors legislation and regulations that affect charity retailing, and promotes the benefits of charity retailing to communities.

All retail staff complete annual mandatory training covering, Health & Safety, Fire Safety, Data Security Training, Manual Handling and Gift Aid training. All shop record daily checks and complete task and environmental Risk Assessment. All transport vehicles are installed with data matrix equipment and dash cam to record driving standards and can be used to monitor and improve standards.

Our retail department runs a Gift Aid scheme which enables us as a registered charity to reclaim tax on a donation of goods made by a UK taxpayer, effectively increasing the amount of the donation made to us. We currently use E-productive to ensure we meet HMRC standards by providing training tools for all retail staff and volunteers and auditable processes and procedures.

Due to Covid-19, throughout the year our retail department have been monitoring, reviewing, implementing and auditing to ensure we are complying with government safety guidelines. All of our shops have sanitisation stations, customers are asked to wear a face covering, the till area is protected by safety screens, one way systems are in place where possible and shops are operating with restricted customer numbers to ensure social distancing. The service has also developed Covid-19 risk assessments for every area of the department. We will continue to adhere to all government and industry advice throughout 2021-22.

Our main purpose is to continue to deliver outstanding care to patients, children, young adults and their families during Covid-19 and beyond.

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT – Strategic Objectives 2021/22

In addition, the following objectives have been designed to make sure that we do three things - Survive the current situation, Strive to improve so that we can Thrive in a post-COVID world. In 2021/22, we continued to embed these objectives in to the organisation so that every staff member knows how they are contributing to delivering our strategic objectives.

SURVIVE

Maintain safety and quality of care at all levels, including:

- Continue service delivery across all Hospice services.
- Maintain patient, carer, staff and volunteer safety regarding COVID 19 following national and local infection control guidance.

Maintain sufficient cash flow to keep us operational, including:

- Limit year end loss position to less than £470k for the 2021/22 financial year
- Implement a swift cost savings exercise.

STRIVE

Develop flexible, high quality and innovative services, including:

- Develop services that meet patient, carer, staff and volunteer needs post COVID
- within budgetary constraints.
- Develop volunteer roles to deliver flexible and innovative services.
- Improve systems and processes and use digital solutions to support all our work.
- Embed coaching approach to support values led organisation.

Deliver the agreed budget and income, including:

- Re-modelling the business plan to achieve the agreed deficit budget for 2021/22, within our reserves policy limits.

THRIVE

Deliver an outstanding quality of care, including:

- Achieve CQC Outstanding in Care and minimum Good in other areas
- Continue to develop flexible and innovative services that meet patient, carer, staff and volunteer needs post COVID within budgetary constraints.

Be financially fit for the future, which will include:

- Achieve the agreed budget for 2022/23.
- Establish a development fund for investment in equipment, projects and people.

These objectives are owned by the relevant HMT member and will be continuously reviewed during the year to monitor successful progress.

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT - Managing Risk

Keeping patients, families, staff and visitors safe is a fundamental principle at St Oswald's Hospice and as such, risk management is firmly embedded in the culture and structure of the organisation.

Trustees and HMT review and update the Risk Register at Board meetings, as well as reviewing the rationale behind the risk score and the action being taken to remove or mitigate for any risk that scores over 15. Trustees are also made aware of any adverse events that score over 16.

There are a number of dedicated sub-groups which feed into the Hospice Management Team operational meetings.

We also have a Clinical Quality Team which is led by the Clinical Quality Lead. Other Team members include experienced nurses who represent, guide and support staff and volunteers to ensure that safe quality care is maintained across the Hospice based on best available evidence. The Clinical Quality Team monitors and reviews clinical activity, service user feedback, engagement and involvement, clinical data, service user information, clinical risks and adverse events as well as participating in Hospice UK's benchmarking safety programme. The Clinical Quality Team report into the Trustees' Clinical Governance and Quality Committee meetings. Each month a Clinical Quality Report is presented that provides the Clinical Governance and Quality Committee with a summary of the key elements of Risk Management and Clinical Quality Improvement work within St Oswald's. This report also gives a summary of various sub-groups and outlines the plans going forward.

A Safety Health Environment Fire/Risk Management Report is also presented to the Clinical Governance & Quality Committee at each of their meetings.

Impact of Covid-19 Pandemic Risk

Throughout the financial year the UK has been subject to restrictions to stem the spread of Covid-19. We have continued to respond dynamically to the national guidance and have successfully delivered our services in a Covid-safe way. Our clinical services continue to be managed closely via a daily Clinical Planning Group meeting chaired by Director of Care Services.

Environment and Fire Risks

Green Dragon Solutions Ltd continue to provide St Oswald's with safety, health environment and fire risk management advice and an additional layer of scrutiny to our operations. Green Dragon continue to provide advice on implementing a wide ranging action plan and offer ad-hoc advice and support, where necessary.

Clinical Risks

The Clinical Quality Team members are experienced nurses who represent, guide and support staff and volunteers to ensure that safe quality care is maintained

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT - Managing Risk (continued)

across the Hospice based on best available evidence. The team monitor and review clinical activity, service user feedback, engagement and involvement, clinical data, service user information, clinical risks and adverse events as well as participating in Hospice UK's benchmarking safety programme.

There are a number of dedicated sub-groups which feed into the Clinical Quality Team, namely: SystmOne and Clinical Records, Ethics, Infection Prevention and Control, Water Hygiene, Emergency Preparedness, Resilience and Response (EPRR), Clinical Audit, Nutrition and Hydration, Medicines Management, Manual Handling, Falls Prevention and Management, Clinical Education, Medical Gases, Palliative Care Advice Line, Outcome Assessment and Complexity Collaborative (OACC), Enablement Group, Equality, Diversity and Inclusion, Sexuality, Safeguarding, Bereavement, and the Clinical Research Department. The Clinical Quality Lead presents reports from the Clinical Quality Team to the Clinical Governance and Quality Committee.

The Clinical Quality Report includes a summary of the key elements of Risk Management, Clinical Quality Improvement work within St Oswald's, an update from all the dedicated sub-groups and outlines the plans going forward.

External Bodies

Our external auditor, RSM UK Audit LLP, bring with them the benefits of a firm large enough to have considerable expertise in the not-for-profit, public and private sectors.

Azets Audit Services (formerly MHA Tait Walker) has acted as internal auditor throughout the financial year, with a programme of works which covered all aspects of financial control, alongside review of non-financial controls and procedures.

Financial Risk Factors

Risks are reviewed annually by the Trustees and the most significant financial risks facing St Oswald's are as follows:

Income Risk

Income Risk is the reliance on potentially volatile income streams such as lottery income, voluntary donations, retail and fundraising income and legacies. The economic environment has changed markedly over the past two years due to the covid-19 pandemic, the increasing cost of living and latterly the war in Ukraine. The result is much uncertainty surrounding the charity's ability to generate income. The risk is mitigated as far as possible by redesigning and pivoting fundraising activities to be Covid-safe, operating shops in line with government guidance and remaining responsive to changes in the local environment.

Financial pressures within the NHS may result in some of the Hospice's services becoming economically unviable. Strenuous efforts are made to communicate regularly with Clinical Commissioning Groups and to instigate negotiations wherever necessary.

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

Fraud and Financial Crime Risk

Any business carrying out activities that involve handling large amounts of cash faces the risk of loss of income through fraud or theft. An Internal Financial Control policy has been established to outline operating procedures to minimise these risks.

For members of staff handling cash remotely, facilities are also in place to ensure that they are able to bank money quickly and locally rather than hold on to cash for long periods of time. Staff are made fully aware of their responsibilities in respect of handling cash and these procedures during induction, and are reminded of their responsibilities on an annual basis. Should any incident of theft or financial crime be suspected, the procedure detailed in the Fraud policy is followed and the appropriate authorities and Trustees are notified in a timely manner.

Investment Risk

The Hospice is exposed to fluctuations in the stock market which affect the value of its investment portfolio. The portfolio is monitored by the Audit and Finance Committee at each of their meetings throughout the year. The portfolio is designed both to generate a stream of dividend income and as a long term investment. Trustees recognise that its value is subject to fluctuations in the stock markets. The risk profile of the portfolio, is under constant review by the Audit and Finance Committee, which is advised by the Hospice's investment managers, UBS. The value of the investments has held steady throughout the year yielding just over 3%, despite the volatile markets which have been reported since the start of the Covid-19 pandemic.

Liquidity Risk

Trustees monitor the Hospice's liquidity by means of KPI reporting through the management accounts alongside cash flow forecasts. Since its establishment, the Hospice's inflow of cash income has been sufficient to service cash expenditure. Should problems arise in the future, Trustees have access to the hospice's investment portfolio to remedy a situation if needed, without compromising the Hospice's operations.

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TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT – Regulatory statements

We are required to make a number of statements to provide further understanding of how we manage our affairs and how we are governed.

Investment Policy and Performance

The objective of holding our fixed asset investments is to maintain the long-term purchasing power of the capital against inflation, whilst achieving a balance between capital growth and the generation of income for the charity, within a medium risk profile.

Once again this year no withdrawals were made from the investment portfolio (2020/21: £nil sold). Dividend income is paid over to the Hospice as it is received. The portfolio gradually increased in value over the first three quarters of the year, and then dipped slightly in the final quarter as the markets faced huge uncertainty from both high inflation and the impact of the Russian invasion in Ukraine. The value of the portfolio has, despite this, experienced a net gain of £49k (2020/21: £166k) during the year, as detailed in Note 16 of the financial statements.

The average return on our cash deposits was 0.0% (2020/21 0.1%). The Bank of England base rate rose from 0.1% at the start of the year to 0.25% in January, 0.50% in February and finally 0.75% in March 2022 (2020/21: 0.1% throughout the year).

Reserves Policy

Strategic financial plans are now updated on a rolling programme to create the next financial year's business plan with an accompanying projection for the following four years. This gives an outline of the likely financial impact on reserves over a five year period.

The annual business plan allows Trustees to recognise longer-term financial pressures and opportunities for St Oswald's, be they external factors or internal objectives. Our plans highlight the pressures and uncertainties placed on our resources by changes in the employment market, the fundraising and retail environments, the NHS, and changes in the demand for our various services, alongside our continued reliance on potentially volatile sources of income such as legacies. To counter these pressures we hold reserves to protect our ongoing commitment to beneficiaries to ensure we meet our contractual obligations and to provide a platform for our continuing activities. Where we feel it is appropriate, and we consider we have sufficient free reserves to allow, we will invest our reserves in capital assets to maintain or enhance our services.

In considering our policy on reserves, we establish a minimum level required to counter possible fluctuations in income and meet the costs of our legal obligations and anticipated medium term costs of maintenance to all our premises. We also established a maximum level of reserves based on income and expenditure expected in a twelve-month period.

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT – REGULATORY STATEMENTS (continued)

Our acceptable range of free reserves is reviewed annually and for this year the range is considered to be between £3.1 million and £9.5 million. Within this broad range, we have a target of £6.3 million, which we consider a reasonable amount to ensure the longer-term viability of the charity.

As at 31 March 2022, our group accumulated general funds stood at £11,051,772 (2021: £9,877,975). Free reserves, as defined by the Charity Commission, are those general funds that are not represented by tangible fixed assets and not designated and not held within the subsidiary trading reserve. Using this definition, the free reserves of the Charity at 31 March 2022 were £7,592,494 (2021: £6,393,642).

Although free reserves are above our target of £6.3 million, we recognise that a significant reason for this is the one-off funding which has been made available to the Hospice, to support it through the pandemic. Over the past two years this has included restricted funding which was used to cover costs which ordinarily would have been funded from general reserves. Whilst being mindful of cost restraint in terms of limiting new staffing posts, the employment market has recently become extremely buoyant and it has proved difficult to recruit to some roles. The Trustees have noted the financial risk of future increases in staffing costs, and the need to invest in our future workforce.

Taking this into consideration, our five year forecast has been refreshed, to cautiously guide the Hospice out of the pandemic, rebuilding Retail and Fundraising capacity over this timeframe. This has meant that we have had to expect a deficit financial result in the next few years, but this has been carefully planned with reference to the reserves balance, ensuring that at no point is the minimum acceptable level of free reserves breached.

Work on our 10 year vision continues, and trustees have decided that all vision work must be self-financing. Any new developments to our existing services must also be self-financing for the next few years; general reserves will not be used to fund such initiatives.

The Hospice designates certain reserves for specific purposes. Trustees approve a list of designated reserves each year. The total at 31 March 2022 was £65k (2020: £63k). These reserves are ring fenced for specific use in the following financial year and arise from a variety of sources.

Future Plans

The financial uncertainty experienced by all health and charitable organisations over the past two years has had a profound effect on trustees' view of the management of reserves. Trustees aim to preserve the financial stability of the Hospice by limiting expenditure of general reserves to that which is non-recurring and absolutely necessary. Any recurring new initiatives must be self-funding, rather than relying on funding from reserves on an ongoing basis. Plans for Fundraising and Retail strategies for future years remain fluid and responsive to government restrictions and social distancing measures. We have forecast for this to have an adverse effect on our income, and so adjustments have been made to our

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT – REGULATORY STATEMENTS (continued)

operations to reduce expenditure, while aiming to maintain delivery of all the services we provide.

Going Concern

The Trustees are aware of the ongoing risk to income from Covid-19, and rising costs from high inflation. Steps are being taken to ensure that the charity's core recurring expenditure is covered by the reduced forecast income anticipated in the coming year. The cautious five year plan mentioned above will be our guide to safeguarding the Hospice's financial security, and includes an Income and Expenditure Statement and a cashflow forecast to March 2024. Contingency plans, however, are in place to adjust the charity's obligations should it be required in the future. As such, we have an expectation that the charity has adequate reserves to continue its operations for the foreseeable future.

We are aware that the full long term impact of Covid-19 is still to be seen and acknowledge it is a test to any organisation's Reserves Policy. The financial position of the charity is under constant review, and action will be taken as needed to preserve the financial stability of the Hospice; the Risk Register is regularly reviewed and updated to reflect the new exposures faced. Therefore, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Trustees' Responsibilities Statement

The Trustees (who are also directors of St Oswald's Hospice Limited for the purposes of company law) are responsible for preparing the Annual 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 year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group 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 in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 charitable company will continue in business.

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

STRATEGIC REPORT – REGULATORY STATEMENTS (continued)

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Auditor

RSM UK Audit LLP have indicated their willingness to continue in office as auditor, and a resolution concerning their reappointment will be proposed at this year's Annual General Meeting.

By Order of the Board



C English
Chair

28/9/2022.

St Oswald's Hospice Limited – Company number 01166239, Registered Charity
number 503386

ST OSWALD'S HOSPICE LIMITED
(A Company Limited by Guarantee)

FINANCIAL STATEMENTS

For the Year Ended

31 March 2022

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ST OSWALD'S HOSPICE LIMITED

Opinion

We have audited the financial statements of St Oswald's Hospice Limited (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2022 which comprise the Consolidated Statement of Financial Activities, the Group and Company Balance Sheets, the Group Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 the parent charitable company's affairs as at 31 March 2022 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC'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 parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ST OSWALD'S HOSPICE LIMITED (CONTINUED)

Other information (continued)

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.

Opinions 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, which includes the Directors' Report and the Strategic Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report and the Strategic Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report or the Strategic Report included within the Trustees' Report.

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

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' responsibilities set out on page 35, 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ST OSWALD'S HOSPICE LIMITED (CONTINUED)

Responsibilities of trustees (continued)

In preparing the financial statements, the trustees are responsible for assessing the group's and 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 parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

The extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However, it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud, the group audit engagement team:

- obtained an understanding of the nature of the sector, including the legal and regulatory frameworks that the group and parent charitable company operates in and how the group and parent charitable company are complying with the legal and regulatory frameworks;
- inquired of management, and those charged with governance, about their own identification and assessment of the risks of irregularities, including any known actual, suspected or alleged instances of fraud;

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ST OSWALD'S HOSPICE LIMITED (CONTINUED)

The extent to which the audit was considered capable of detecting irregularities, including fraud (continued)

- discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to fraud.

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, Charities SORP (FRS 102), Companies Act 2006, the parent charitable company's governing document (articles of association), tax legislation and Charities (Protection and Social Investment) Act 2016.

We performed audit procedures to detect non-compliances which may have a material impact on the financial statements which included reviewing the financial statements including the Trustees' Report, remaining alert to new or unusual transactions which may not be in accordance with the governing documents, inspecting correspondence with local tax authorities and evaluating advice received from internal/external advisors.

The most significant laws and regulations that have an indirect impact on the financial statements are those in relation to the Care Act 2014. We performed audit procedures to inquire of management and those charged with governance whether the group is in compliance with these law and regulations and inspected correspondence with regulatory authorities.

The group audit engagement team identified the risk of management override of controls and income recognition as the areas where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed included but were not limited to testing manual journal entries and other adjustments, evaluating the business rationale in relation to significant, unusual transactions and transactions entered into outside the normal course of business, challenging judgments and estimates and reviewing income transactions around the year end to consider if it is recorded in the correct period.

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

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ST OSWALD'S HOSPICE LIMITED (CONTINUED)

Use of our report

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

Lucy Robson

LUCY ROBSON (Senior Statutory Auditor)

For and on behalf of RSM UK AUDIT LLP, Statutory Auditor
Chartered Accountants
1 St James' Gate
Newcastle upon Tyne
NE1 4AD

Date

26/10/22
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St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating the Income and Expenditure Account)**

FOR THE YEAR ENDED 31 March 2022

	Notes	General funds	Restricted funds	Total 2022	Total 2021
Income and Expenditure		£	£	£	£
Income from:					
Donations and legacies	2	3,173,929	267,853	3,441,782	3,784,226
Other trading activities	3	4,745,437	-	4,745,437	2,744,723
Investments	5	45,050	-	45,050	55,343
Charitable activities	6	5,064,400	582,914	5,647,314	6,129,985
Other Income		750	-	750	180
Coronavirus Job Retention Scheme Grant		60,023	-	60,023	730,732
Total income		13,089,589	850,767	13,940,356	13,445,189
Expenditure:					
Costs of raising funds					
Voluntary Income	7	365,784	-	365,784	294,859
Cost of activities for generating funds	7	3,864,418	-	3,864,418	3,613,375
Investment Management Fees		17,104	-	17,104	8,839
Cost of Charitable Activities	8	7,759,860	1,076,868	8,836,728	8,806,773
Total Expenditure		12,007,166	1,076,868	13,084,034	12,723,846
Net income/(expenditure) before movement in investments		1,082,423	(226,101)	856,322	721,343
Gain on investment assets	16	48,602	-	48,602	165,612
Net movement in funds		1,131,025	(226,101)	904,924	886,955
Total funds brought forward					
At 1 April 2021	22	10,110,400	5,337,600	15,448,000	14,561,045
Transfers between funds	22	-	-	-	-
Total funds carried forward at 31 March 2022	22	11,241,425	5,111,499	16,352,924	15,448,000

All of the activities were continuing. There were no recognised gains and losses other than those included in the surplus this year.

The notes on pages 46 to 79 form part of these financial statements.

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

BALANCE SHEET AS AT 31 March 2022

Group/Hospice

		Group		Hospice	
	Notes	2022	2021	2022	2021
		£	£	£	£
Fixed Assets					
Tangible assets	15	8,570,777	8,821,933	8,570,777	8,821,933
Investments	16	1,266,797	1,225,512	1,266,799	1,225,514
Long term deposit		-	-	-	-
		<u>9,837,574</u>	<u>10,047,445</u>	<u>9,837,576</u>	<u>10,047,447</u>
Current Assets					
Stocks		30,305	21,068	25,600	19,558
Debtors	17	3,161,454	3,667,361	3,179,452	3,665,850
Short term deposit		-	-	-	-
Cash at bank and in hand		4,277,031	2,954,446	4,036,123	2,697,200
		<u>7,468,790</u>	<u>6,642,875</u>	<u>7,241,175</u>	<u>6,382,608</u>
Creditors:					
Amounts falling due within one year	18	<u>(953,440)</u>	<u>(1,242,320)</u>	<u>(915,480)</u>	<u>(1,214,480)</u>
Net current assets		<u>6,515,350</u>	<u>5,400,555</u>	<u>6,325,695</u>	<u>5,168,128</u>
Total assets less current liabilities		16,352,924	15,448,000	16,163,271	15,215,575
Provisions for liabilities	19	-	-	-	-
Net assets		<u>16,352,924</u>	<u>15,448,000</u>	<u>16,163,271</u>	<u>15,215,575</u>
Funds					
Unrestricted funds:					
General funds	22	11,051,772	9,877,975	11,051,772	9,877,975
Non-Charitable Trading Reserve	22	189,653	232,425	-	-
		11,241,425	10,110,400	11,051,772	9,877,975
Restricted funds	22	5,111,499	5,337,600	5,111,499	5,337,600
Total funds		<u>16,352,924</u>	<u>15,448,000</u>	<u>16,163,271</u>	<u>15,215,575</u>

The net surplus before recognised gains and losses for the unconsolidated entity St Oswald's Hospice Limited was £947,676 (2021: net surplus £829,658).

The financial statements of St Oswald's Hospice Limited (registered number 01166239) on pages 36 to 79 were approved by the members of the Board of Trustees on 28 / 09 / 2022 and signed and authorised for issue on their behalf by:

C English
Chair

C. English

B Hedley
Treasurer

B. Hedley

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

**CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 March 2022**

	2022	2022	2021	2021
	£	£	£	£
Net cash inflow from operating activities		1,400,099		1,284,260
Cash flows from investing activities:				
Dividend, interest and rents from investments received	45,050		55,343	
Purchase of tangible fixed assets	(129,881)		(103,627)	
Proceeds of sale of investments	317,169		502,162	
Purchase of investments	<u>(218,938)</u>		<u>(489,015)</u>	
Net cash from / (used in) investing activities		13,400		(35,137)
Decrease in cash held in portfolio		<u>(90,914)</u>		<u>(30,475)</u>
Net cash increase		<u>1,322,585</u>		<u>1,218,648</u>

Reconciliation of net income to net cash flow from operating activities

	2022	2021
	£	£
Net incoming resources	856,322	721,343
Depreciation	381,037	491,596
Investment income	(45,050)	(55,343)
Loss on sale of Fixed Assets	-	2,104
Increase in stocks	(9,237)	(762)
Decrease / (increase) in debtors	505,907	(385,061)
(Decrease) / increase in creditors	<u>(288,880)</u>	<u>510,383</u>
	<u>1,400,099</u>	<u>1,284,260</u>

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

**CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 March 2022 (continued)**

**Reconciliation of net cash flow to movement
in net funds**

	2022	2021
	£	£
Increase in cash in the year	<u>1,322,585</u>	<u>1,218,648</u>
Movement in net funds in the year	1,322,585	1,218,648
Net funds at 1 April 2021	<u>2,954,446</u>	<u>1,735,798</u>
Net funds at 31 March 2022	<u>4,277,031</u>	<u>2,954,446</u>

	Opening net funds 1/4/21	Cash Flow	Closing net funds 31/03/22
	£	£	£
Cash at bank and in hand	<u>2,954,446</u>	<u>1,322,585</u>	<u>4,277,031</u>
	2,954,446	1,322,585	4,277,031

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS

1. ACCOUNTING POLICIES

(a) Basis of preparation and consolidation

Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and the preceding year.

Basis of accounting

St Oswald's Hospice Limited is a charitable company, limited by guarantee, registered in England. The address of the charity's registered office and principal place of business is Regent Avenue, Gosforth, Newcastle upon Tyne, NE3 1EE.

St Oswald's Hospice Limited meets the definition of a public benefit entity under FRS 102. The charity exists for the benefit of the public through the provision of hospice services to members of the public suffering from life-limiting illnesses.

These financial statements have been prepared in accordance with "Accounting and Reporting by Charities": Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)), and the Companies Act 2006. The financial statements have been prepared in pounds sterling and are rounded to the nearest £1.

The Statement of Financial Activities (SOFA) and balance sheet consolidate the financial statements of the charity and its subsidiary undertaking, St Oswald's Hospice Promotions Limited. The results of the subsidiary are consolidated on a line-by-line basis. The Charity has taken the opportunity presented by FRS 102 not to disclose related party transactions or balances with the subsidiary.

No separate SOFA has been presented for the charity alone as permitted by Section 408 of the Companies Act 2006.

The financial statements have been prepared on the assumption that the organisation will continue as a going concern for the foreseeable future. The financial position of the charity is under constant review, and action will be taken as needed to preserve the financial stability of the Hospice; the Risk Register has also been updated to reflect the new exposures faced. We have prepared a conservative business plan for 2022/23, which includes an Income and Expenditure Statement and a cashflow forecast to March 2024, and have reviewed the organisation's resources. As such, we have an expectation that the charity has adequate reserves and working capital to

NOTES TO THE FINANCIAL STATEMENTS (continued)

continue its operations for the foreseeable future. Therefore, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Reduced Disclosures

In accordance with FRS 102, the Charity has taken advantage of the exemptions from the following disclosure requirements:

- Section 7 'Statement of Cash Flows' – Presentation of a Statement of Cashflow and related notes and disclosures.

(b) Hospice status

The Hospice is a company limited by guarantee. The guarantors are the members of the company. The liability in respect of the guarantee, as set out in the memorandum, is limited to £1 per member.

(c) Fund accounting

General funds are available for use, at the discretion of the Trustees, in furtherance of the general objectives of the Hospice.

Also within unrestricted funds, the non-charitable trading reserve represents the reserves held within St Oswald's Hospice Promotions Ltd.

Restricted funds are subject to specific restrictive conditions imposed by funders or by the purpose of the appeal. The purpose and use of the restricted funds is set out in the notes to the financial statements.

Designated funds comprise general funds that have been set aside at the discretion of the Members of Council for specific purposes. The purpose and use of these designated funds is set out in the notes to the financial statements.

(d) Goods for resale

Goods donated for resale are recognised as income on their sale. No value is attributed to these items prior to sale.

(e) Legacies receivable

Income arising from legacies is recognised in the financial statements when the Hospice is notified of these entitlements, it is probable probate will be received and the amount receivable can be defined with reasonable accuracy.

(f) Deferred income

Income received in advance of entitlement is treated as a creditor and recognised as income in the period that it is entitled.

NOTES TO THE FINANCIAL STATEMENTS (continued)

(g) Gifts in kind

The economic value of services provided by volunteers is not recorded in the financial statements. Volunteers carry out a great variety of roles, both regular and ad hoc, utilising skills and experience with differing economic values. To try and measure the value of each service provided is considered an exercise that would be too time consuming and too costly, utilising resources that could be better used for the benefit of patients and their families.

(h) Grants receivable

Grants receivable are recognised in the Statement of Financial Activities as income. Where grants are received in relation to capital assets, the income is restricted as a reserve and written down in line with the depreciation relating to the asset concerned. Revenue grants are recognised in the year in which entitlement, certainty and measurable criteria are met.

Grants received under the Coronavirus Job Retention Scheme are recognised in the period to which the claim relates.

(i) Resources expended

All expenditure is accounted for on an accruals basis.

Costs of generating funds are those costs associated with the raising of funds from all the possible sources of incoming resources.

Cost of activities in furtherance of the charity's objects comprise expenditure incurred by the charity in meeting its main charitable objectives, namely the provision of hospice services.

Governance costs comprise those costs relating to the management of the charity's assets, an allocation of administration costs and compliance with constitutional and statutory requirements.

Support costs have been allocated to an activity in proportion to the income generated by that activity where appropriate.

(j) Pension costs

The company contributes to the National Health Service Pension Scheme in respect of employees who were members of the scheme prior to their employment with the Hospice. This scheme is an unfunded, defined benefit scheme that covers NHS employers, General Practices and other bodies, allowed under the direction of the Secretary of State in England and Wales. Consequently, it is not possible for the company to identify its share of the underlying assets and liabilities of the scheme. The scheme is therefore accounted for as a defined contribution scheme in accordance with FRS 102. For other employees the Hospice contributes to a defined contribution scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The contributions due for

NOTES TO THE FINANCIAL STATEMENTS (continued)

the year under both schemes are charged to the Statement of Financial Activities.

(k) Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense.

Employees are entitled to carry forward unused holiday entitlement at the reporting date. The cost of any unused entitlement is recognised in the period in which the employee's services are received.

(l) Operating leases

The annual rentals are recognised in the Statement of Financial Activities as incurred over the lease term.

(m) Irrecoverable VAT

Irrecoverable VAT in relation to capital assets is capitalised with the cost of the assets concerned. Irrecoverable VAT that is incurred in each financial period in relation to items of revenue expenditure is recognised as a separate category of expenditure which is then allocated as a support cost as under note (i) above.

(n) Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost including any incidental expenses of acquisition. Only assets with a cost of more than £500 are capitalised. Items costing less than this are treated as expenditure items.

Depreciation is provided on all tangible fixed assets other than freehold land at rates calculated to write off the cost on a straight-line basis over their expected useful economic lives as follows:

Freehold premises	- 2% straight line
Short lease premises	- Spread over the term of the lease
Motor vehicles	- 25% - 100% straight line
Fixtures, fittings and equipment	- 10%-25% straight line

No depreciation is charged on freehold land. Depreciation has been charged in relation to buildings from the date that each service became operational. These buildings are reviewed on an on-going basis to ensure their value is not subject to any impairment.

(o) Investments

Listed investments are stated in the balance sheet at mid-market value at the balance sheet date. Unlisted investments are stated at historic cost or, if gifted, at nominal value. Realised gains and losses on the disposal of investments are recognised in the Statement of Financial Activities.

NOTES TO THE FINANCIAL STATEMENTS (continued)

Unrealised gains and losses relating to movements in market value of investments are recognised in the Statement of Financial Activities.

(p) Stocks

Stocks are stated at the lower of cost and net realisable value. Net realisable value is based on estimated selling price less further costs to completion and disposal.

(q) Liquid Resources

Cash at bank and cash 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.

(r) Financial instruments

The charity has elected to apply the provisions of Section 11 "Basic Financial Instruments" and Section 12 "Other Financial Instruments Issues" of FRS 102, in full to all of its financial instruments.

All of the charities financial assets and financial liabilities qualify as basic financial instruments. Basic Financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Financial assets: Trade and other debtors

Trade, group and other debtors which are receivable within one year and which do not constitute a financing transaction are initially measured at the transaction price and subsequently measured at amortised cost, being the transaction price less any amounts settled and any impairment losses.

A provision for impairment of trade debtors is established when there is objective evidence that the amounts due will not be collected according to the original terms of the contract. Impairment losses are recognised in profit or loss for the excess of the carrying value of the trade debtor over the present value of the future cash flows discounted using the original effective interest rate. Subsequent reversals of an impairment loss that objectively relate to an event occurring after the impairment loss was recognised, are recognised immediately in profit or loss.

Financial liabilities: Trade and other creditors

Trade, group and other creditors (including accruals) payable within one year that do not constitute a financing transaction are initially measured at the transaction price and subsequently measured at amortised cost, being the transaction price less any amounts settled.

NOTES TO THE FINANCIAL STATEMENTS (continued)

(s) 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 areas of judgement

Legacy recognition - legacies are recognised on a case by case basis after considering whether probate has been granted, and when the executor of the estate has communicated in writing both the amount and settlement date.

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

2. DONATIONS AND LEGACIES

	General funds	Restricted funds	Total 2022	Total 2021
	£	£	£	£
Donations	1,142,336	267,853	1,410,189	1,701,759
Legacies	1,950,256	-	1,950,256	1,798,558
Retail grants	81,337	-	81,337	283,909
Total	3,173,929	267,853	3,441,782	3,784,226
2021 Total	3,401,363	382,863	3,784,226	

St Oswald's Hospice Limited has an established team of volunteers who offer their time to each department across both the Trading Company and the Charity. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts. The current headcount is in the region of 800 volunteers working side by side with paid staff to support them to fulfil their duties. Volunteers are a valued resource to the organisation and we recognise their commitment and value.

3. OTHER TRADING ACTIVITIES

	General funds	Restricted funds	Total 2022	Total 2021
	£	£	£	£
Special events	640,419	-	640,419	523,110
Sale of donated goods	2,779,221	-	2,779,221	919,939
Catering sales	17,692	-	17,692	15,163
Trading subsidiary income (Note 4)	1,308,105	-	1,308,105	1,286,511
Total incoming resources from other trading activities	4,745,437	-	4,745,437	2,744,723

Income from the sale of donated goods has recovered in comparison to the previous year, as shops re-opened in April 2021, having been closed for much of the prior year due to Covid-19 restrictions.

The income from Other Trading activities in both years all relates to unrestricted funds.

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

4. TRADING SUBSIDIARY INCOME AND EXPENDITURE

The Hospice controls the whole of the issued ordinary share capital of St Oswald's Hospice Promotions Limited, a company registered in England. The taxable profits of the subsidiary are transferred to the Hospice each year by Gift Aid.

The results of the subsidiary are summarised below:

	Total 2022	Total 2021
	£	£
Turnover	1,308,105	1,286,511
Cost of sales	(218,563)	(208,325)
Gross profit	1,089,542	1,078,186
Administrative expenses	(214,779)	(210,486)
Operating profit	874,763	867,700
Interest receivable	-	-
Profit on ordinary activities	874,763	867,700

The net assets of the subsidiary at 31 March 2022 amounted to £189,654 (2021: £232,426).

5. INVESTMENTS

	Total 2022	Total 2021
	£	£
Dividends received	45,050	55,308
Interest received - charity	-	35
	45,050	55,343

Dividends receivable arise from the fixed asset investment portfolio.

The income from investments in 2022 and 2021 all related to unrestricted funds.

NOTES TO THE FINANCIAL STATEMENTS (continued)

6. CHARITABLE ACTIVITIES

	General funds	Restricted funds	Total 2022	Total 2021
	£	£	£	£
Public Authority contributions:				
Adult inpatient services	1,930,966	298,361	2,229,327	3,280,224
Adult day care services	1,584,117	-	1,584,117	1,613,541
Children & Young Adults' services	1,413,226	284,553	1,697,779	1,138,825
Medical outreach	71,655		71,655	71,722
Educational activities	16,837	-	16,837	548
Other professional income	47,599	-	47,599	25,125
Total	5,064,400	582,914	5,647,314	6,129,985
2021 Total	4,304,638	1,825,347	6,129,985	

Within the restricted income for 2022 is a one-off grant of £298,361 (2021: 1,550,709) from NHS England, which was administered by Hospice UK, to allow the hospice to make available bed capacity and community support to provide support to people with complex needs in the context of the COVID-19 situation.

Also included in restricted income is a grant of £284,553 (2021: £274,638) received from the Department of Health for Children and Young Adults' services.

7. Raising funds: Other trading activity

	Direct Activity	Restricted funds	Total 2022	Total 2021
	£	£	£	£
Costs relating to donations & legacies	365,784	-	365,784	294,859
Event costs	574,553	-	574,553	597,099
Sale of donated goods	2,747,133	-	2,747,133	2,456,403
Catering and other sales	109,390	-	109,390	141,062
Costs of trading subsidiary (Note 4)	433,342	-	433,342	418,811
Investment management fees	17,104	-	17,104	8,839
Total	4,247,306	-	4,247,306	3,917,073
2021 Total	3,917,073	-	3,917,073	

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

8. COSTS OF CHARITABLE ACTIVITIES

	General funds	Restricted funds	Total 2022	Total 2021
	£	£	£	£
Adult inpatient services	2,617,151	627,178	3,244,329	3,298,388
Adult day care services	2,197,595	127,455	2,325,050	2,171,270
Children & Young Adults' services	2,160,419	221,857	2,382,276	2,295,336
Bereavement Centre	180,940	38,286	219,226	256,209
Medical outreach	73,376	-	73,376	110,380
Strategic projects	103,501	57,479	160,980	190,936
Education activities	167,375	4,613	171,988	200,693
Governance costs	259,503	-	259,503	283,561
Total costs of charitable activities	7,759,860	1,076,868	8,836,728	8,806,773
2021 Total	6,441,928	2,364,845	8,806,773	

9. NET INCOMING RESOURCES BEFORE RECOGNISED GAINS AND LOSSES

Net incoming resources before recognised gains and losses are stated after charging:

	Group 2022	Hospice 2022	Group 2021	Hospice 2021
	£	£	£	£
Depreciation	381,037	381,037	491,596	491,596
Audit fees	20,000	17,000	20,000	17,250
Other auditors' remuneration	1,125	-	775	-
Internal audit fees	8,000	8,000	-	-
Operating lease charges (land & buildings)	447,611	447,611	455,340	452,884
Pension costs	598,878	591,841	574,393	566,897
Loss on disposal fixed assets	-	-	2,104	2,104

NOTES TO THE FINANCIAL STATEMENTS (continued)

10. ANALYSIS OF SUPPORT COSTS

The expenditure shown in the Statement of Financial Activities includes the direct costs of each activity and a proportion of support costs incurred, as required by the Statement of Recommended Practice - Accounting and Reporting by Charities, effective 1 January 2019. The basis of allocation is explained in Note 1, Accounting Policies and a separate analysis of the costs that have been allocated is set out below:

	Human Resources £	Information Systems £	Finance £	Corporate Services £	Total Allocation £
Donations & Legacies	9,966	20,507	18,004	28,896	77,373
Commercial trading activities:					
Event costs	5,396	11,104	9,748	15,645	41,893
Sale of donated goods	47,247	97,220	85,352	136,988	366,807
Catering sales	4,895	10,073	8,844	14,194	38,006
	<u>67,504</u>	<u>138,904</u>	<u>121,948</u>	<u>195,723</u>	<u>524,079</u>
Charitable activities					
Adult inpatient services	31,021	63,833	56,040	89,944	240,838
Adult day services	18,897	38,884	34,137	54,790	146,708
Children's services	33,460	68,851	60,446	97,015	259,772
Medical outreach	4,653	9,574	8,405	13,490	36,122
Educational activities	1,975	4,064	3,568	5,726	15,333
Bereavement Centre	3,375	6,944	6,096	9,784	26,199
Strategic projects	1,499	3,084	2,708	4,346	11,637
Governance	4,752	9,778	8,584	13,777	36,891
	<u>99,632</u>	<u>205,012</u>	<u>179,984</u>	<u>288,872</u>	<u>773,500</u>
Total allocated support costs	<u>167,136</u>	<u>343,916</u>	<u>301,932</u>	<u>484,595</u>	<u>1,297,579</u>

NOTES TO THE FINANCIAL STATEMENTS (continued)

11. ANALYSIS OF TOTAL RESOURCES EXPENDED

	Direct Activity Costs	Support Costs (Note 10)	Depreciat -ion	Total 2022	Total 2021
	£	£	£	£	£
Voluntary	<u>284,281</u>	<u>77,373</u>	<u>4,130</u>	<u>365,784</u>	<u>294,859</u>
Cost of activities for generating funds:					
Event costs	530,424	41,893	2,236	574,553	597,099
Sale of donated goods	2,346,190	366,807	34,136	2,747,133	2,456,403
Catering and other sales	54,410	38,006	16,974	109,390	141,062
Costs of trading subsidiary (Note 4)	<u>433,342</u>	<u>-</u>	<u>-</u>	<u>433,342</u>	<u>418,811</u>
	3,364,366	446,706	53,346	3,864,418	3,613,375
Investment management fees	<u>17,104</u>	<u>-</u>	<u>-</u>	<u>17,104</u>	<u>8,839</u>
Total cost of activities for generating funds	<u>3,381,470</u>	<u>446,706</u>	<u>53,346</u>	<u>3,881,522</u>	<u>3,622,214</u>
Charitable activities:					
Provision of hospice services:					
Adult inpatient services	2,898,435	240,838	105,056	3,244,329	3,298,388
Adult day services	2,093,905	146,708	84,437	2,325,050	2,171,270
Children and Young Adults' services	2,024,844	259,772	97,660	2,382,276	2,295,336
Bereavement Centre	182,704	36,122	400	219,226	256,209
Medical outreach	57,973	15,333	70	73,376	110,380
Strategic projects	134,501	26,199	280	160,980	190,936
Educational activities	<u>159,931</u>	<u>11,637</u>	<u>420</u>	<u>171,988</u>	<u>200,693</u>
	7,552,293	736,609	288,323	8,577,225	8,523,212
Governance costs	222,321	36,891	291	259,503	283,561
Total	<u>11,440,365</u>	<u>1,297,579</u>	<u>346,090</u>	<u>13,084,034</u>	<u>12,723,846</u>

Governance costs comprise mainly the proportion of the costs of the Hospice Management Team and associated members of staff which relate to governance activities.

12. TRUSTEES

The trustees (who are also directors) were not entitled to receive any remuneration during the year and no remuneration was paid to them (2021: £Nil).

The amount of expenses reimbursed to Trustees during the year was £Nil (2021: £Nil).

NOTES TO THE FINANCIAL STATEMENTS (continued)

13. STAFF COSTS - GROUP

	2022	2021
	£	£
Wages and salaries	7,885,612	7,667,519
Social security costs	674,397	648,325
Pension costs	598,878	574,393
Redundancy costs	15,740	32,343
Staff costs	<u>9,174,627</u>	<u>8,922,580</u>

There were seven employees during the year (2021: six) whose emoluments amounted to over £60,000. Of these employees, four (2021: three) were consultants or senior medical staff, including the highest paid member of staff in each year. These staff can be analysed as follows:

	2022	2021
	Number	Number
£60,001 - £70,000	3	3
£70,001 - £80,000	-	-
£80,001 - £90,000	3	2
£90,001 - £100,000	-	-
£100,001 - £110,000	-	1
£110,001 - £120,000	1	-
£120,001 - £130,000	-	-

Pension contributions made in respect of those staff classified as higher paid employees were £52,146 (2021: £36,215) in aggregate. Of these staff three were accruing benefits under a defined contribution scheme (2021: three) and three were accruing benefits under a defined benefit scheme (2021: two), one employee did not receive employer pension contributions (2021: one).

	2022	2022	2021	2021
	Number	Whole time equivalent Number	Number	Whole time equivalent Number
Staff breakdown:				
Direct charitable services	194	154	198	157
Support services	31	24	30	23
Management and administration	7	6	7	7
Fundraising and publicity	27	25	32	25
Trading activities (including subsidiary)	76	63	70	63
	<u>335</u>	<u>272</u>	<u>337</u>	<u>275</u>

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

13. STAFF COSTS – GROUP (continued)

Average staff numbers have been stated as full time working equivalents, based on a full time working week of 37.5 hours.

The company makes contributions to approved pension schemes for staff based on their earnings.

Key management personnel

The key management personnel of the group comprise those of the charity and the key management personnel of its wholly owned subsidiary St Oswald's Hospice Promotions Limited. The total employee benefits of the key management personnel of the group were £487,374 (2021: £480,756).

The key management personnel of the charity comprise the Trustees and Hospice Management Team listed on page 5 of this report

The key management personnel of St Oswald's Hospice Promotions Limited are:

Ms S Edusei

Mrs HA Eadington

Mrs A Ball

Mrs K MacLaren

14. TAXATION

As a registered charity, the company is entitled to the exemptions from taxation in respect of income and capital gains received within categories covered by s252 Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied for charitable purposes only. It is therefore not normally liable to UK Corporation Tax.

Taxation of £Nil (2021: £Nil) has been accounted for in the results of the subsidiary.

NOTES TO THE FINANCIAL STATEMENTS (continued)

15. TANGIBLE FIXED ASSETS

Group	Freehold Land and Buildings £	Short Lease Premises £	Motor Vehicles £	Fixtures, Fittings and Equipment £	Total £
Cost					
1 April 2021	11,164,527	728,053	119,520	2,958,396	14,970,496
Disposals	-	(4,926)	-	(43,096)	(48,022)
Additions	-	-	-	129,881	129,881
Prior year reclassifications	-	-	-	(8,500)	(8,500)
31 March 2022	11,164,527	723,127	119,520	3,036,681	15,043,855
Depreciation					
1 April 2021	3,069,240	660,337	104,988	2,313,998	6,148,563
Disposals	-	(4,926)	-	(43,096)	(48,022)
Charge for the year	179,542	23,018	9,688	168,789	381,037
Prior year reclassifications	-	-	-	(8,500)	(8,500)
31 March 2022	3,248,782	678,429	114,676	2,431,191	6,473,078
Net book value:					
31 March 2022	7,915,745	44,698	4,844	605,490	8,570,777
31 March 2021	8,095,287	67,716	14,532	644,398	8,821,933

The freehold land and buildings, short lease premises, motor vehicles and fixtures, fittings and equipment are all used for charitable purposes.

Hospice	Freehold Land and Buildings £	Short Lease Premises £	Motor Vehicles £	Fixtures, Fittings and Equipment £	Total £
Cost					
1 April 2021	11,164,527	728,053	119,520	2,941,396	14,953,496
Disposals	-	(4,926)	-	(43,096)	(48,022)
Additions	-	-	-	129,881	129,881
Prior year reclassifications	-	-	-	-	-
31 March 2022	11,164,527	723,127	119,520	3,028,181	15,035,355
Depreciation					
1 April 2021	3,069,240	660,337	104,988	2,296,998	6,131,563
Disposals	-	(4,926)	-	(43,096)	(48,022)
Charge for the year	179,542	23,018	9,688	168,789	381,037
Prior year reclassifications	-	-	-	-	-
31 March 2022	3,248,782	678,429	114,676	2,422,691	6,464,578
Net book value:					
31 March 2022	7,915,745	44,698	4,844	605,490	8,570,777
31 March 2021	8,095,287	67,716	14,532	644,398	8,821,933

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

15. TANGIBLE FIXED ASSETS (continued)

The fixed asset register has been reviewed in the year and assets no longer in use have been reflected as disposals.

16. INVESTMENTS HELD AS FIXED ASSETS

	Listed £	Group Unlisted £	Total £	Listed £	Hospice Unlisted £	Total £
Listed investments						
Value at 1 April 2021	1,177,433	-	1,177,433	1,177,433	2	1,177,435
Additions	218,938	-	218,938	218,938	-	218,938
Disposals	(317,169)	-	(317,169)	(317,169)	-	(317,169)
Net investment gain	48,602	-	48,602	48,602	-	48,602
Value at 31 March 2022	1,127,804	-	1,127,804	1,127,804	2	1,127,806
At 1 April 2021	48,079	-	48,079	48,079	-	48,079
Movements in cash	90,914	-	90,914	90,914	-	90,914
At 31 March 2022	138,993	-	138,993	138,993	-	138,993
31 March 2022	1,266,797		1,266,797	1,266,797	2	1,266,799
31 March 2021	1,225,512	-	1,225,512	1,225,512	2	1,225,514

All of the investments are unrestricted.

Distribution of listed investments (Market Value)

	Group	
	2022	2021
	%	%
UK fixed interest	26.8%	27.3%
UK equities	47.8%	50.2%
Overseas equities	14.4%	18.6%
Alternative investments	0.0%	0.0%
Cash	11.0%	3.9%
	<u>100.0</u>	<u>100.0</u>

	Group	
	2022	2021
	£	£
Historical cost of listed investments at 31 March	<u>1,195,543</u>	<u>1,166,015</u>

The shareholding in the subsidiary trading company has been valued at the nominal value of the shares, to be consistent in the valuation of private company shares. The results of the trading subsidiary are set out in Note 4.

NOTES TO THE FINANCIAL STATEMENTS (continued)

17. DEBTORS

	Group		Hospice	
	2022	2021	2022	2021
	£	£	£	£
Amounts owed by subsidiary undertaking	-	-	21,055	-
Trade debtors	579,770	330,279	575,970	322,984
Prepayments	380,242	318,418	379,587	315,048
VAT Debtor	57,461	77,074	58,859	86,228
Accrued income	2,141,981	2,938,690	2,141,981	2,938,690
Other Debtor	2,000	2,900	2,000	2,900
	3,161,454	3,667,361	3,179,452	3,665,850

Accrued income includes legacy income notified but not received at year end of £1,475,505 (2021: £2,576,168). Trade debtors relate mainly to sources of statutory income and levels vary across the year depending on timing of invoicing.

18. CREDITORS: Amounts falling due within one year

	Group		Hospice	
	2022	2021	2022	2021
	£	£	£	£
Trade creditors	303,631	487,268	297,561	484,092
Amounts owed to subsidiary undertaking	-	-	-	25,298
Taxation and social security costs	166,404	215,649	166,404	215,649
Deferred income	163,858	155,028	139,136	121,556
Other creditors	112,342	123,324	112,342	123,324
Accruals	207,205	261,051	200,037	244,561
	953,440	1,242,320	915,480	1,214,480

Group deferred income in 2022 includes £Nil relating to grant income received but not recognised as income in the year (2021: £10,000). The balance also includes £127,146 paid by participants to enter the overseas trek challenge event which had to be postponed as a result of Covid-19 (2021: £109,556). The remaining balance is within the trading subsidiary is payments made in advance by players of the lottery.

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

18. CREDITORS: Amounts falling due within one year (continued)

The movement in deferred income is as follows:

	Group		Hospice	
	2022 £	2021 £	2022 £	2021 £
At 1 st April	155,028	161,115	121,556	122,983
Payments received	904,616	2,233,117	879,894	2,199,643
Income recognised	(895,786)	(2,239,204)	(862,314)	(2,201,070)
At 31 st March	<u>163,858</u>	<u>155,028</u>	<u>139,136</u>	<u>121,556</u>

19. PROVISIONS FOR LIABILITIES AND CHARGES

Group and Hospice

There were no provisions made relating to liabilities during the year ended 31 March 2022.

20. CONTINGENT LIABILITIES

In the year end 31 March 2021, the Hospice received £500 from a local solicitor's firm which was the distribution of dormant client funds totalling £500, and was recorded as voluntary income. Similarly in the year ended 31 March 2014, the Hospice received £26,972 of dormant client funds, also from another local solicitor's firm. Trustees consider it unlikely that either of the sums noted will be repayable but the Hospice has indemnified the solicitors' firms for the amounts recorded, and consequently notes a contingent liability for the same total amount.

21. ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS

At March 2022	General Funds £	Restricted Funds £	Total £
Tangible fixed assets	3,459,278	5,111,499	8,570,777
Fixed asset investments	1,266,797	-	1,266,797
Current assets	7,468,790	-	7,468,790
Current liabilities	(953,440)	-	(953,440)
Total net assets	<u>11,241,425</u>	<u>5,111,499</u>	<u>16,352,924</u>

Free reserves, as defined by the Charity Commission, are those general funds that are not represented by tangible fixed assets or designated funds. Using this definition, the free reserves of the Charity at 31 March 2022 were £7,592,494 (2021: £6,393,642).

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

21. ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS (continued)

At March 2021	General Funds	Restricted Funds	Total
	£	£	£
Tangible fixed assets	3,484,333	5,337,600	8,821,933
Fixed asset investments	1,225,512	-	1,225,512
Current assets	6,642,875	-	6,642,875
Current liabilities	(1,242,320)	-	(1,242,320)
Total net assets	10,110,400	5,337,600	15,448,000

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

22. STATEMENT OF FUNDS – GROUP (continued)

Statement of funds – Group – for the year ended 31st March 2022

	1 April 2021	Income	Expenditure	Transfers	Gift Aid	Gain on investments	31 March 2022
	£	£	£	£	£	£	£
General funds:							
Accumulated funds	9,815,105	11,736,465	(11,531,108)	-	917,535	48,602	10,986,599
Non-charitable trading reserve	232,425	1,308,105	(433,342)	-	(917,535)	-	189,653
Designated funds:							
Sundry donations for specific purposes – unrestricted	62,870	45,019	(42,716)	-	-	-	65,173
Total unrestricted funds	10,110,400	13,089,589	(12,007,166)	-	-	48,602	11,241,425
Restricted funds:							
Albert Hunt Trust	10,000	-	(10,000)	-	-	-	-
Assura - Cheshire Community Foundation	-	5,000	(5,000)	-	-	-	-
Angela Taylor	1,000	-	(1,000)	-	-	-	-
Barbour Foundation	1,123	-	(420)	-	-	-	703
Barbour Foundation 1	4,598	-	(1,128)	-	-	-	3,470
BBC Children in Need 1	2,089	9,000	(8,500)	-	-	-	2,589
BBC Children in Need 2	19,161	33,827	(41,733)	-	-	-	11,255
BGL Group	2,261	-	(2,261)	-	-	-	-
Bobby Dazzler Trust	-	900	(360)	-	-	-	540
Bridget Catherine Johnson Settlement Fund	3,750	-	(500)	-	-	-	3,250
Children's service building fund	2,043,976	-	(79,975)	-	-	-	1,964,001
Coleman fund	211,037	-	(4,613)	-	-	-	206,424
D'Oyly Carte Charitable Trust	-	3,000	(3,000)	-	-	-	-

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

Daisy Marr	1491	-	(165)	-	-	-	1,326
Day hospice building fund	430,291	-	(16,450)	-	-	-	413,841
Day services building fund	1,486,986	-	(38,097)	-	-	-	1,448,889
EP Robson	711	-	(110)	-	-	-	601
Family Room Upgrade Fund:	168,528	-	(3,451)	-	-	-	165,077
Guyll Leng Trust 1	2,779	-	-	-	-	-	2,779
Guyll Leng Trust 2	3,000	-	(3,000)	-	-	-	-
Guyll Leng Trust 3	2,204	-	(2,076)	-	-	-	128
Hadrian Trust	1,200	-	(465)	-	-	-	735
Hospice Building fund	646,543	-	(28,642)	-	-	-	617,901
Hospice UK 1	-	12,149	(12,149)	-	-	-	-
Hospice UK 2	-	18,800	(18,800)	-	-	-	-
Information centre	67,836	-	(5,078)	-	-	-	62,758
JGW Patterson Foundation	-	15,000	(15,000)	-	-	-	-
Karbon Homes	687	-	(155)	-	-	-	532
Karbon Homes 1	-	3,690	(158)	-	-	-	3,532
Kavli Trust	30,000	-	(2,253)	-	-	-	27,747
Macmillan	11,530	-	(11,530)	-	-	-	-
Main Kitchen upgrade	89,628	-	(12,958)	-	-	-	76,670
Mark Benevolent Fund	-	4,095	(485)	-	-	-	3,610
Mel Weir Charitable Trust	2,110	-	(234)	-	-	-	1,876
Mel Weir Charitable Trust 1	-	2,500	(2,452)	-	-	-	48
National Emergencies Trust - Community Foundation 2	1,983	-	(200)	-	-	-	1,783
National Emergencies Trust (via Community Foundation) 4	5,000	-	(5,000)	-	-	-	-
National Lottery Community Fund 1	12,319	26,529	(17,443)	-	-	-	21,405
Neighbourly Foundations	-	5,000	-	-	-	-	5,000
NEPAC 1	1,725	-	(150)	-	-	-	1,575
NEPAC 3	958	-	(101)	-	-	-	857

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

Newcastle Building Society (via Community Foundation)	1,745	-	(192)	-	-	-	1,553
NHS England via Hospice UK	-	298,361	(298,361)	-	-	-	-
NHS England and NHS Improvement	-	284,553	(284,553)	-	-	-	-
OSM Province	447	-	(128)	-	-	-	319
Prime Fund via Community Foundation	5,000	-	(498)	-	-	-	4,502
Proctor and Gamble 1	1,396	-	(171)	-	-	-	1,225
Rathbones	-	1,000	(1,000)	-	-	-	-
St James's Place Charitable Foundation	-	32,363	(32,363)	-	-	-	-
Screwfix	800	-	(800)	-	-	-	-
Seahouse and District Cancer Research and Relief fund	3,958	-	(500)	-	-	-	3,458
The Sir James Knott Trust	-	10,000	(5,876)	-	-	-	4,124
The Sir Jules Thorn Trust	9,008	-	(992)	-	-	-	8,016
The Shears Foundation	-	50,000	(50,000)	-	-	-	-
The Co-op Foundation #iwill fund	10,000	-	(10,000)	-	-	-	-
WA Handley Trust 1	1,534	-	(170)	-	-	-	1,364
WA Handley Trust 2	2,812	-	(434)	-	-	-	2,378
WA Handley Trust 3	2,338	-	(242)	-	-	-	2,096
Warburtons Community Fund	250	-	-	-	-	-	250
The William Leech Charity	26,250	35,000	(35,000)	-	-	-	26,250
Nurse call system (children) fund	35	-	(35)	-	-	-	-
Nurse Call System (outpatients) fund	5,523	-	(461)	-	-	-	5,062
Total restricted funds	5,337,600	850,767	(1,076,868)	-	-	-	5,111,499
Total funds	15,448,000	13,940,356	(13,084,034)	-	-	48,602	16,352,924

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

22. STATEMENT OF FUNDS – GROUP (continued)

Statement of funds – Group - for the year ended 31st March 2021

	1 April 2020	Income	Expenditure	Transfers	Gift Aid	Gain on investments	31 March 2021
	£	£	£	£	£	£	£
General funds:							
Accumulated funds	8,806,390	9,919,474	(9,904,277)	17,500	810,406	165,612	9,815,105
Non-charitable trading reserve	175,131	1,286,511	(418,811)	-	(810,406)	-	232,425
Designated funds:							
Sundry donations for specific purposes – unrestricted	67,789	30,994	(35,913)	-	-	-	62,870
Total unrestricted funds	9,049,310	11,236,979	(10,359,001)	17,500	-	165,612	10,110,400
Restricted funds:							
Adult inpatients' unit refurbishment fund	5,338	-	(5,338)	-	-	-	-
Albert Hunt Trust	-	10,000	-	-	-	-	10,000
Angela Taylor	1,000	-	-	-	-	-	1,000
Barbour Foundation	1,544	-	(421)	-	-	-	1,123
Barbour Foundation 1	5,500	-	(902)	-	-	-	4,598
BBC Children in Need 1	500	9,000	(7,411)	-	-	-	2,089
BBC Children in Need 2	-	37,123	(17,962)	-	-	-	19,161
BBC Children in Need 3	-	3,000	(3,000)	-	-	-	-
BCL Group	-	6,924	(4,663)	-	-	-	2,261
Bridget Catherine Johnson Settlement Fund	8,000	-	(4,250)	-	-	-	3,750
Children's service building fund	2,123,951	-	(79,975)	-	-	-	2,043,976
Coleman fund	215,650	-	(4,613)	-	-	-	211,037
Daisy Marr	1,656	-	(165)	-	-	-	1491

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

Day hospice building fund	446,741	-	(16,450)	-	-	-	430,291
Day services building fund	1,525,083	-	(38,097)	-	-	-	1,486,986
Dementia UK	1,220	-	(1,220)	-	-	-	-
EP Robson	821	-	(110)	-	-	-	711
Family Room Upgrade Fund:	171,979	-	(3,451)	-	-	-	168,528
Grace and Amber Charlton	-	5,000	(5,000)	-	-	-	-
Guyll Leng Trust 1	2,779	-	-	-	-	-	2,779
Guyll Leng Trust 2	3,000	-	-	-	-	-	3,000
Guyll Leng Trust 3	-	2,500	(296)	-	-	-	2,204
Hadrian Trust	-	1,200	-	-	-	-	1,200
Hospice Building fund	675,185	-	(28,642)	-	-	-	646,543
Information centre	72,914	-	(5,078)	-	-	-	67,836
Karbon Homes	-	1,000	(313)	-	-	-	687
Kavli Trust	-	30,000	-	-	-	-	30,000
Macmillan	26,184	-	(14,654)	-	-	-	11,530
Main Kitchen upgrade	102,586	-	(12,958)	-	-	-	89,628
Mel Weir Charitable Trust	2,344	-	(234)	-	-	-	2,110
Mini Bus Fund	17,500	-	-	(17,500)	-	-	-
National Emergencies Trust - Community Foundation 1	-	3,600	(3,600)	-	-	-	-
National Emergencies Trust - Community Foundation 2	-	1,600	(1,600)	-	-	-	-
National Emergencies Trust - Community Foundation 3	-	2,000	(17)	-	-	-	1,983
National Emergencies Trust (via Community Foundation) 4	-	10,000	(5,000)	-	-	-	5,000
National Lottery Community Fund 1	12,155	27,566	(27,402)	-	-	-	12,319
National Lottery Community Fund 2	-	21,476	(21,476)	-	-	-	-
National Lottery Community Fund 3	-	41,475	(41,475)	-	-	-	-
NEPAC 1	1,059	-	(101)	-	-	-	958
NEPAC 3	1,875	-	(150)	-	-	-	1,725
Newcastle Building Society (via Community Foundation)	1,937	-	(192)	-	-	-	1,745

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NHS England and NHS Improvement	-	274,638	(274,638)	-	-	-	-
NHS England via Hospice UK	-	1,550,709	(1,550,709)	-	-	-	-
OSM Province	-	1,000	(553)	-	-	-	447
Prime Fund via Community Foundation	-	5,000	-	-	-	-	5,000
Proctor and Gamble 1	1,567	-	(171)	-	-	-	1,396
Proctor and Gamble 2	-	25,000	(25,000)	-	-	-	-
Rank Foundation	-	25,000	(25,000)	-	-	-	-
Rods and Cods	277	-	(277)	-	-	-	-
Rose Joicey Fund (via Community Foundation)	650	-	(650)	-	-	-	-
Rothley Trust	-	1,250	(1,250)	-	-	-	-
Screwfix	-	800	-	-	-	-	800
Seahouse and District Cancer Research and Relief fund	4,458	-	(500)	-	-	-	3,958
The Sir Jules Thorn Trust	-	9,999	(991)	-	-	-	9,008
The Shears Foundation	-	50,000	(50,000)	-	-	-	-
The Social Enterprise Investment Fund	43,646	-	(43,646)	-	-	-	-
Tesco Bags of Help	-	500	(500)	-	-	-	-
The Co-op Foundation #iwill fund	-	10,000	-	-	-	-	10,000
Together for Short lives	11,611	-	(11,611)	-	-	-	-
WA Handley Trust 1	1,704	-	(170)	-	-	-	1,534
WA Handley Trust 2	3,246	-	(434)	-	-	-	2,812
WA Handley Trust 3	2,580	-	(242)	-	-	-	2,338
WA Handley Trust 4	-	2,600	(2,600)	-	-	-	-
Warburtons Community Fund	-	250	-	-	-	-	250
The William Leech Charity	-	35,000	(8,750)	-	-	-	26,250
Winter Family via Community Foundation	-	3,000	(3,000)	-	-	-	-
Young adults' service restricted fund 1	3,533	-	(3,533)	-	-	-	-
Young adults' service restricted fund 2	2,904	-	(2,904)	-	-	-	-
Nurse call system (children) fund	1,458	-	(1,423)	-	-	-	35

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

Nurse Call System (outpatients) fund	5,600	-	(77)	-	-	-	5,523
Total restricted funds	5,511,735	2,208,210	(2,364,845)	(17,500)	-	-	5,337,600
Total funds	14,561,045	13,445,189	(12,723,846)	-	-	165,612	15,448,000

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

22. STATEMENT OF FUNDS – GROUP (continued)

General Funds

Included with the general accumulation funds are the non-charitable trading reserves. These represent the retained profit of the trading subsidiary, St Oswald's Promotions Limited. The gross income and expenditure of the subsidiary have been shown and the transfer represents the amount of profit passed to the parent company by Gift Aid.

Designated funds

The Trustees of the Charity have decided to put aside part of the accumulated funds to meet specific future expenditure. As a general principle, these funds were given or raised with projects in mind, but their use is not restricted. The Trustees take the view that use of such funds should be designated.

Restricted Funds

Adult Inpatient Unit Refurbishment Fund

This refurbishment was carried out using funds from a grant from the Department of Health.

Albert Hunt Trust

This donation was used towards the cost of a dietician to work within the Adult Inpatient Unit.

Angela Taylor

This donation was used to purchase equipment for the Children & Young Adults Unit.

Assura – Cheshire Community Foundation

This donation was used towards the funding of a music therapist on the Adult Inpatient Unit.

Barbour Foundation

This donation was used to purchase a nurse call system in our Day Services Unit.

Barbour Foundation 1

This donation was made towards the cost of Rise & Recliner Chairs for our Day Services Unit.

BBC Children in Need 1

The grant is funding towards a music therapist in the Children and Young Adult's service.

BBC Children in Need 2

The grant was donated to fund a Family and Bereavement Practitioner (Children's Lead), along with supervision and equipment for children's bereavement programme.

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

22. STATEMENT OF FUNDS – GROUP (continued)

BBC Children in Need 3

This grant funded the purchase of laptops and a wifi upgrade in the Children and Young Adult's Service.

BGL Group

This donation was used to fund IT equipment and activities and play equipment for our Children's Service.

Bobby Dazzler Trust

This donation was used to lease a virtual reality headset for use by both our inpatients and Focus on Living participants.

Bridget Catherine Johnson Settlement Fund

This donation was used towards the funding of a music therapist on the Adult Inpatient Unit.

Children's Services Building Fund

This reserve was established from voluntary donations during the Jigsaw Appeal to cover the costs of developing and providing a service to children with life threatening illness and their family members. Expenditure during the year relates to depreciation on the assets used by the children's service.

Coleman Fund

This was established through donations specifically designated for upgrading and construction work to the Hospice, including the establishment of an education centre.

D'Oyly Carte Charitable Trust

This donation was used towards the funding of a music therapist on the Adult Inpatient Unit.

Daisy Marr

This donation was used to purchase two 'pea pod' chairs for our Children's Unit.

Day Hospice Building Fund

This was established to construct and equip a new Day Hospice. The figure shown represents the original money raised less accumulated depreciation on the original building cost.

Day Services Building Fund

This fund was established to cover the cost of the construction of the Day Services Building and includes a grant of £498,455 from the Department of Health under their Dignity in Care for Older People Capital Gains Programme for Hospices; donations from the family of a patient including gift aid; and the utilisation of £675,632 of free reserves.

Dementia UK

This donation was used to fund an admiral nurse post.

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

22. STATEMENT OF FUNDS – GROUP (continued)

EP Robson

This donation was used to purchase a sofa for Children's garden room.

Family Room Upgrade Fund

This project fund was set up to upgrade our family room in the adult inpatient unit.

Grace and Amber Charlton

This donation was used to fund a service to provide emotional support to our nurses and care staff.

Guyll Leng Charitable Trust 1

This donation was used towards the cost of a music therapist in the Children and Young Adult's Unit.

Guyll Leng Charitable Trust 2

This money was donated to purchase televisions and brackets for use by our young adults.

Guyll Leng Charitable Trust 3

This donation was made for the purchase of equipment and entertainment packages for the Children and Young Adults.

Hadrian Trust

This donation was made for the purchase of Syringe Drivers for the Adult Inpatient Unit.

Hospice Building Fund

This fund comprises moneys raised for the original building of the Hospice. The figure shown represents the original money raised less accumulated depreciation on the original building cost.

Hospice UK 1

This grant funded the development of a palliative care advice line.

Hospice UK 2

This grant funded further work on a single point of contact for palliative care advice.

Information Centre

This was established to construct and equip an information centre within the grounds of the main Hospice. The project was funded by a grant of £193,356 from the Community Fund, all of which was used to fund capital works. The reserve represents the original grant less accumulated depreciation.

JGW Patterson Foundation

This donation was used towards the funding of salaries for the Children's Research Project.

Karbon Homes

This donation was used to fund equipment for our Focus on Living Service.

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

22. STATEMENT OF FUNDS – GROUP (continued)

Karbon Homes 1

This donation was used to fund a 'silver rings' project for patients.

Kavli Trust

This donation was used to purchase outdoor play equipment for the Children's Service.

Macmillan

A project across the regions 10 independent hospices seeking to explore collaborative/joint ways of working to enable greater care provision for the regions patients and families.

Main Kitchen Upgrade Fund / Revenue Fund

The donations to this fund were used towards the cost of improving of our catering facilities (capital) and patient nutrition services (revenue).

Mark Benevolent Fund

This donation was made for the purchase of kitchen equipment.

Mel Weir Charitable Trust

This donation was used towards the purchase of a new washing machine for our Adult Inpatient Unit.

Mel Weir Charitable Trust 1

This donation was used towards the cost of a dietician to work within the Adult Inpatient Unit.

Mini Bus Fund

The donors of this money kindly agreed in 2021/21 to it being used to support the running costs of the hospice during the Covid-19 pandemic.

National Emergencies Trust (via Community Foundation) 1

This donation was used to purchase a virtual reality headset for the Adult Inpatient Unit.

National Emergencies Trust (via Community Foundation) 2

This donation was used to provide lockers for personal protective equipment (PPE) storage for the Adult Inpatient Unit.

National Emergencies Trust (via Community Foundation) 3

This donation was used to provide lockers for personal protective equipment (PPE) storage for the Children and Young Adult's Service.

National Emergencies Trust (via Community Foundation) 4

This donation was used towards the funding of staff for Bereavement Services.

National Lottery Community Fund 1

This money was donated to fund a patient and family befriending project.

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

22. STATEMENT OF FUNDS – GROUP (continued)

National Lottery Community Fund 2

This donation was used towards the funding of the salaries of the Bereavement Support Team.

National Lottery Community Fund 3

This donation was used towards the funding of a project to provide training and support to local companies on the subject of bereavement.

Neighbourly Foundations

This donation will support the refurbishment of the hospice cloisters area.

NEPAC 1

This donation was given towards the cost of a specialist bath chair for the Adult Inpatient Unit.

NEPAC 3

This donation was given towards the cost of clinical equipment for our Day Hospice unit.

Newcastle Building Society (via Community Foundation)

This donation was used for the purchase of clinical equipment.

JGW Patterson Foundation 1

This donation supported an expanded kitchen project including one year's salary of a dietician.

JGW Patterson Foundation 2

This funding was given towards the cost of funding a Palliative Care project.

NHS England and NHS Improvement

Funding received specifically to meet the needs of the Children's Service.

NHS England via Hospice UK

NHS England awarded funding to allow the hospice to make available bed capacity and community support from April 2021 to July 2022 and again from December 2021 to March 2022 and to provide support to people with complex needs in the context of the Covid-19 situation.

OSM Province

This donation was used for the purchase of IT equipment.

Prime Fund (via Community Foundation)

This money was donated for the purchase of IT equipment for our Focus on Living Service.

Proctor and Gamble 1

This donation was used towards furnishing the new accessible changing facility in the Day Hospice Unit.

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

22. STATEMENT OF FUNDS – GROUP (continued)

Proctor and Gamble 2

This donation was used towards the cost of nursing salaries for additional night shift staff.

Rank Foundation

This donation was used towards the cost of nursing salaries in the Adult Inpatient Unit.

Rathbones

This donation was used to fund a theatre trip and Christmas gifts and activities for our Children and Young Adults.

Rods and Cods

This money was donated towards the cost of fishing trips for children and young adults.

Rose Joicey Fund (via Community Foundation)

This donation was used towards patient outings and activities.

Rothley Trust

This donation was used to improve IT equipment for clinical staff.

St James's Place Charitable Foundation

This donation was used to fund clinical salaries for a "breathe easy" ventilation project.

The Sir James Knott Trust

This donation was used towards the funding of an Infection Control Nurse post

Screwfix

This donation was used to install a bicycle shelter for the hospice.

Seahouses and District Cancer Research and Relief Fund

This donation was used to purchase three syringe drivers and drugs storage facilities for our Inpatient Unit.

Sir Jules Thorn Trust

This donation was used to purchase two 'hi/lo' beds for the Adult Inpatient Unit.

The Shears Foundation

This donation was used to help fund three Senior Nurses in our Children's & Young Adults Service.

The Social Enterprise Investment Fund

A grant received towards the cost of refurbishment of the Day Hospice.

Tesco Bags of Help

This donation was used to purchase arts and crafts materials for Focus on Living Service.

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

22. STATEMENT OF FUNDS – GROUP (continued)

The Co-op Foundation #iwill Fund

This money was used towards the funding of the salaries of bereavement staff.

Together for Short Lives

This donation was used to pay for a young adults transition project.

WA Handley Trust 1

This donation was used to purchase an Oska mattress.

WA Handley Trust 2

This donation was used to purchase a powered bath chair.

WA Handley Trust 3

This donation was used to purchase an infusion pump.

WA Handley Trust 4

This donation was used towards the funding of salaries in the Focus on Living Service.

Warburtons Community Fund

This donation was used to purchase arts materials in the Focus on Living Service.

The William Leech Charity

This donation is helping us to develop our volunteer services.

Young Adults Restricted Fund 1

This fund was set up to refurbish the Young Adult unit fixtures and fittings.

Young Adults Restricted Fund 2

This fund was for new equipment for the Young Adult Unit.

Nurse Call System in Children's Fund

This donation was used to purchase a new nurse call system in the Children's Unit.

Nurse Call System in Outpatients Fund

These monies were donated towards the cost of a new nurse call system.

St Oswald's Hospice Limited – Company number 01166239, Registered Charity number 503386

NOTES TO THE FINANCIAL STATEMENTS (continued)

23. LEASING COMMITMENTS

Operating leases

The company's total future minimum lease payments under non-cancellable operating leases at 31 March 2022 relate to short leasehold land and buildings as set out below:

	2022	2021
	£	£
Operating leases that expire:		
Within one year	351,247	372,588
Within two to five years	774,977	1,898,124
Over five years	93,299	186,573
	<u>1,219,523</u>	<u>2,457,285</u>

The operating leases represent leases of premises. The leases are of varying terms.

24. CAPITAL COMMITMENTS

There were no capital commitments outstanding at the end of the year (2021: £nil).

25. PENSION COMMITMENTS

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund. Contributions totalling £31,946 (2021: £39,741) were payable to the fund at the balance sheet date.

The charity also makes contribution to the NHS Pension Scheme on behalf of existing members who remain in the scheme upon commencement of employment with the hospice. Contributions totalling £58,074 (2021: £63,370) were payable to the scheme at the balance sheet date.

26. RELATED PARTY DISCLOSURES

In the year to 31st March 2022, the charity made sales to its trading subsidiary, St Oswald's Hospice Promotions (SOHP) totalling £280,734 (2021: £266,915) and purchases totalling £134,493 (2021: £122,553). At 31 March 2022 a balance of £25,298 was due to SOHP (2021: £21,055 due from SOHP).

There are no other related party transactions to disclose.