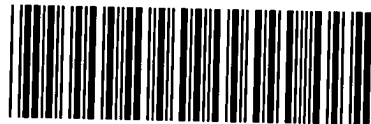


ST WILFRID'S HOSPICE (EASTBOURNE)
REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020



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Charity Registration Number: 283686
Company Registration Number: 01594410 (England and Wales)

ST WILFRID'S HOSPICE (EASTBOURNE)
REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

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ST WILFRID'S HOSPICE (EASTBOURNE)
LEGAL AND ADMINISTRATIVE INFORMATION
FOR THE YEAR ENDED 31 MARCH 2020

REGISTERED NAME OF CHARITY	St Wilfrid's Hospice (Eastbourne)
CHARITY NUMBER	283686
COMPANY NUMBER	1594410
PRINCIPAL OFFICE/REGISTERED OFFICE	1 Broadwater Way Eastbourne East Sussex BN22 9PZ
TRUSTEES	Ms F MacIntyre (Chair) Mr D Adams Dr M Barnes (co-opted 28 May 2019, appointed 1 Oct 2019) Mr A Breeze Mrs J Butler Ms L Chambers Dr J McGowan Mrs V Morrey Mrs K Planterose Mr P Slide (resigned 4 September 2019) Mr D Turner
CHIEF EXECUTIVE	Mr D Scott-Ralphs
LEADERSHIP TEAM	Mr D Barclay (Medical Director) Mr C Twomey (Clinical Services Director) Ms A Dechamps (Patient & Family Support Director) Mrs P Russell (Development Director) Ms H Mobberley (Head of People) (resigned 5 July 2019) Mrs J Stockley (Finance and IT Director) Ms L Dennis (Interim Head of Organisational Development) (appointed 1 July 2019, contract ended 1 July 2020)
PROFESSIONAL ADVISORS	Haysmacintyre LLP 10 Queen Street Place London EC4R 1AG

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2020

Chair's Introduction

I'm very pleased to introduce this report of the Trustees for the year ended 31 March 2020, which has been another year of good performance overall but one which was brought to an abrupt end by COVID-19.

It is good to report on yet further growth in both patient and overall reach, as we continue to put into effect our Closer to You strategy. When we launched Closer to You in 2017 we calculated that one in three people who could benefit from specialist hospice care were not receiving it. Three years on and we have made good inroads into this gap, although the need for our care continues to grow. During the year we saw growth in activity in all areas, with significantly more patients supported in the community and increased admissions into the hospice.

While most people will understand readily the role we play in providing pain and symptom control through our medical team, specialist nurses and healthcare assistants, perhaps fewer will have a clear view of other therapeutic work we do to enable people to live well until the end of their lives and to provide psychosocial and spiritual support. Last year our occupational therapy and physiotherapy activity grew, with additional support given in people's homes. We saw a 15% increase in counselling support and the number of children we helped under the Seahorse Project, which offers bereavement counselling to all children in our community, more than doubled. I'm delighted that at the present time we are also opening up our adult bereavement service to everyone in our community and we are playing an important role in helping families suffering bereavement due to COVID-19.

Whilst legacy income was reduced from the high level of the previous year, it was a record year for notifications and we thus ended the year with a good pipeline of legacies pending, which will be hugely important in the current year, when there has been so much disruption to our fundraising caused by the pandemic. General donations saw a healthy rise last year and we are hugely grateful to all in our community who support us with both time and money.

As I write this introduction we have just come through an extraordinary period of having to adjust to pretty much everything in the wake of COVID-19. However, we have managed to keep serving our local community with skilled end of life care, making full use of our inpatient facility and seeing a further increase in community patients. Our team of staff and volunteers have worked heroically to go above and beyond and they have both my gratitude and that of the whole Board of Trustees. The current year will nonetheless be one of deep reflection as we try to anticipate the longer term impact of the pandemic on funding and on need. I am confident however that we will emerge from this period with renewed focus and energy. We will also be making preparations for the hospice's 40th anniversary in 2021, which will be an opportunity to celebrate our past while continuing to build for our future.

HIGHLIGHTS FROM 2019/20

- Overall reach in our services grew by 7%, with **2,264 patients and family members supported**.
- 33% of patients supported had a non-cancer diagnosis.
- Our Community Nursing team made **5,271 face to face visits** to **1,337 patients**, an increase of 17% in visits and 21% in patients.
- We had **342 admissions** to our 20-bed Inpatient Unit, an increase of 6%. Total occupancy across the year was 83%, with the average length of stay **17 days**.
- Calls to our 24/7 NurseLine were up by 7% to **16,137 calls**.
- The Care@Home service provided personal care to **168 patients**, an increase of 45%, providing **11,600 hours** of support.
- Wellbeing attendances were down by 6% (due to the COVID-19 pandemic) but numbers attending were slightly up at **338**.
- Counselling support was provided to 494 patients and family members, an increase of 15%. This includes **146** children and young people under the Seahorse Project.

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

- 47 people were supported by our Community Support Volunteers, providing befriending and practical support in the home.
- There were 626 volunteers actively involved in the hospice's work at year end.
- We trained 255 health and social care staff externally in end of life support and advance care planning.
- General fundraising income, including Lottery was up by 15% at £2.156m. Total income was slightly ahead of last year at £8.33m.
- There was a 32% increase in outcome measures recorded overall using the OACC (Outcome Assessment and Complexity Collaborative) suite of measures.
- 81% of patients who responded said that the hospice had improved their quality of life.

OUR VISION

A community where people talk openly about dying, live well until the end of their life and where no one dies alone, afraid or in pain.

OUR MISSION

Reaching out to transform end of life care.

OUR VALUES

Compassionate
Professional
Progressive
Respectful

OBJECTIVES AND ACTIVITIES

About St Wilfrid's Hospice

St Wilfrid's is the local hospice for the town of Eastbourne and the surrounding area in East Sussex, including Seaford, Pevensey, Hailsham, Heathfield and Uckfield and all points in between. This comprises a population of c.235,000 people and an area of c.300 square miles.

Our focus is on providing specialist care and support for people living with a terminal illness and for their carers and families. People are generally referred to the hospice by their hospital team, GP or other healthcare professional, although we also now accept self-referrals. Our support is geared to deal with a range of issues including uncontrolled pain, nausea, breathlessness, fatigue, anxiety and low mood, as well as practical or family concerns.

We provide our support through a multidisciplinary team of palliative care doctors, clinical nurse specialists (CNS), registered nurses (RN) healthcare assistants (HCA), physiotherapists, occupational therapists, counsellors, social workers and spiritual support workers. This paid workforce is supported by a team of over 600 volunteers doing a range of roles: welcoming, catering, driving, providing respite sitting, befriending, gardening, serving in one of the hospice's community shops, to name but a few.

Our aim is to enable patients to live well for whatever period remains of their lives through our holistic support and ideally to become involved in the early stages of a terminal diagnosis.

The range of our services comprises:-

- An inpatient facility with 20 ground floor, en-suite bedrooms overlooking beautiful gardens, as well as facilities for families to stay over.
- A Community Nursing service providing support to patients and families in outpatient clinics and in their homes, 7 days a week.
- A 24/7 Nurseline offering advice and support at the time of need.

ST WILFRID'S HOSPICE (EASTBOURNE)

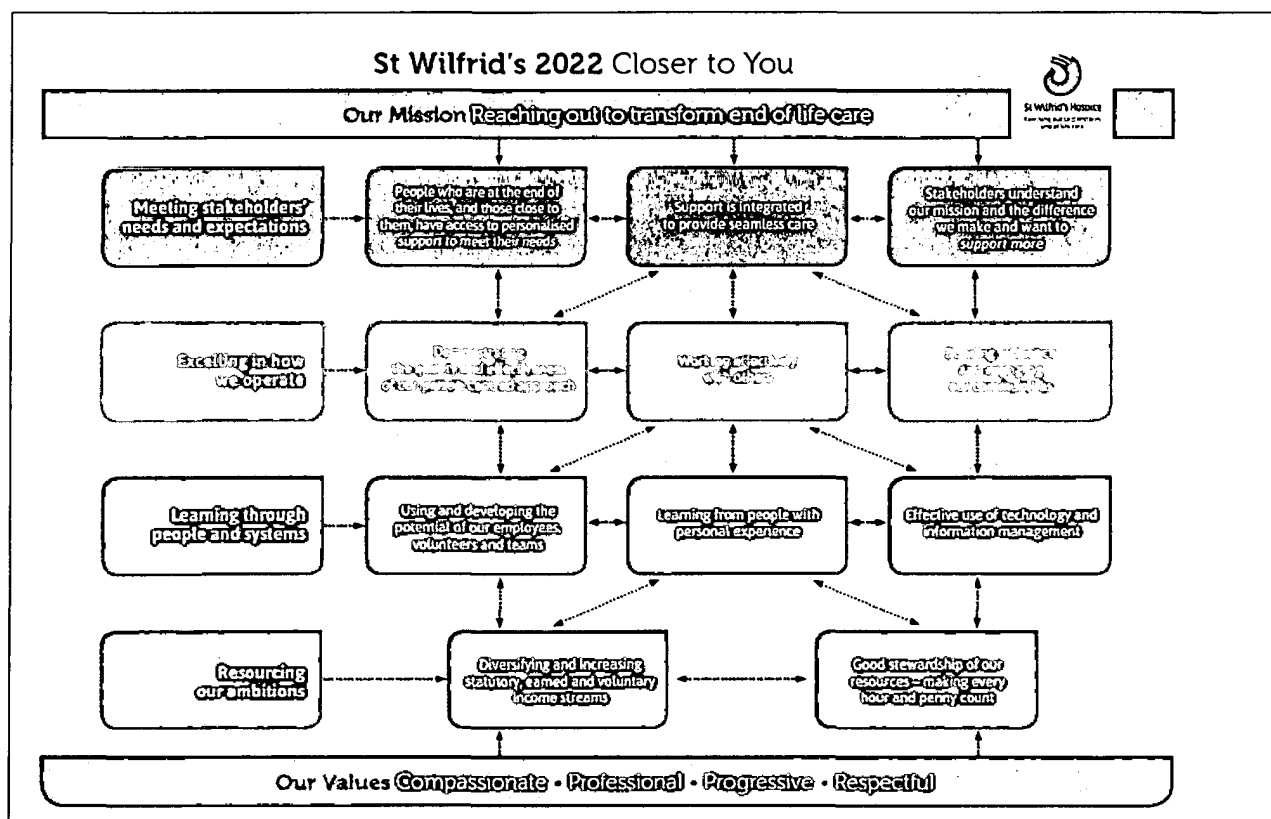
TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

- A Care@Home service providing personal care to help people remain at home.
- A Wellbeing centre with activity rooms, therapy suites and a gym for rehabilitative palliative care.
- Physiotherapy and occupational therapy (OT) support in the hospice and at home.
- Pre and post bereavement counselling.
- Social work support to deal with some of the practical and emotional challenges of a terminal diagnosis.
- Spiritual support to help people find meaning at the end of their lives.
- A befriending and connecting service in the community through Community Support Volunteers and Community Links with other organisations.
- Education about palliative care for other health and care professionals with whom we work in partnership.

Our strategy – Closer to You

In 2017 we launched our 5-year Closer to You strategy, which is encapsulated in a high level framework:



Public Benefit

St Wilfrid's serves a population of 235,000 living in Eastbourne, Seaford, Pevensey, Hailsham, Uckfield, Heathfield and all areas in between, an area of c.300 square miles. Any adult with a terminal illness can be referred by their GP or other healthcare professional and our support is provided without charge. Around 70% of the hospice's expenditure is funded

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

by voluntary income. The Trustees have considered and confirmed that the charity's activities, as described under the section 'Objectives and Activities', meet the Charity Commission's guidance on public benefit.

ACHIEVEMENTS AND PERFORMANCE

Meeting stakeholder's needs and expectations

Overall reach grew again last year by 7%, with 2,264 patients and family members supported directly by the range of services. Patient reach grew by 3.3% to 1,697. There was some slowing down of new patient referrals towards the end of the financial year, attributed to the onset of the COVID-19 pandemic, which has since picked up again.

We saw 6% growth in the number of inpatient admissions across the year, 342 in total. Our bed occupancy was 83% overall with an average length of stay of 17 days, the same as the previous year. Patients come into the hospice for pain and symptom control, support for psychological distress, or to provide relief for family carers. Our aim wherever possible is to support patients to return home, although an increased number of patients wish to die in the hospice, surrounded by loved ones. This was challenging throughout the onset of COVID-19, with the restrictions we had to bring in around visiting due to the coronavirus. However, we remained open to essential visitors throughout, particularly for those at end of life.

The hospice operates a 24/7 helpline called NurseLine and in the past year there was a 7% increase in calls to 16,137. We were able to strengthen the NurseLine team during the year, including the recruitment of the first paramedic in the hospice. The NurseLine sits within a Single Point of Contact team comprising a duty Clinical Nurse Specialist and duty Registered Nurse, alongside dedicated doctor and clinical administration support. This enables new referrals to be reviewed and triaged more effectively. During 2019/20 we responded to 86% of urgent referrals within 24 hours and we continue to seek improvement in this area. We have also begun to accept self-referrals, one of the goals set last year.

The Care@Home service was set up in 2017 to provide personal care in the home to complement nursing care. The service goes from strength to strength and supported 168 patients last year, an increase of 45%. Occasionally, to meet a pressing need, the Care@Home team will work outside of the hospice catchment area. We aim to operate this service on a full cost recovery basis using continuing healthcare funding, but make a small contribution from voluntary funds.

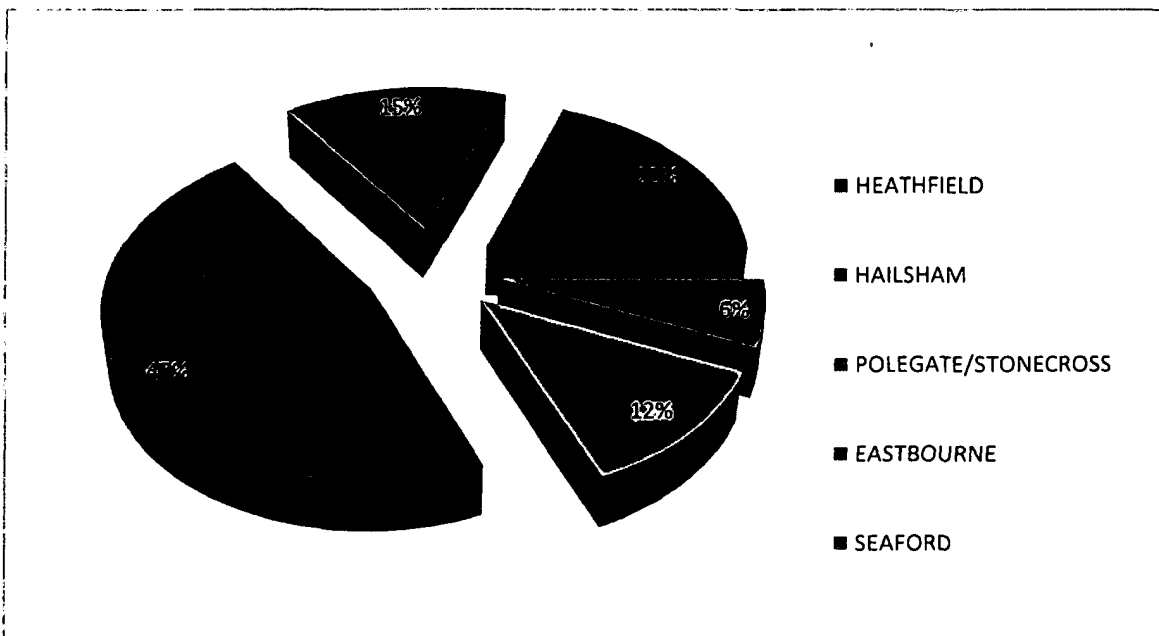
The hospice's Wellbeing Centre has been running a wide range of therapeutic and social groups, as well as individual therapies. The group programme in March was severely disrupted by the coronavirus outbreak and there was a 6% reduction in attendances for the year as a result. However, the number of people attending across the year was up slightly at 338. The pandemic has meant a move to providing wellbeing support virtually, using video and live online group activity. This has worked well and we are assessing the situation with patients in order to inform what will be of most benefit going forward.

"I have always found St Wilfrid's a safe place to be. There is something so warm and inviting that I always feels very comfortable. I have been very lucky to have had experience with some amazing things - counselling, reflexology, acupuncture, physiotherapy and the relaxation group. All the staff I have ever met are so supportive and great people."

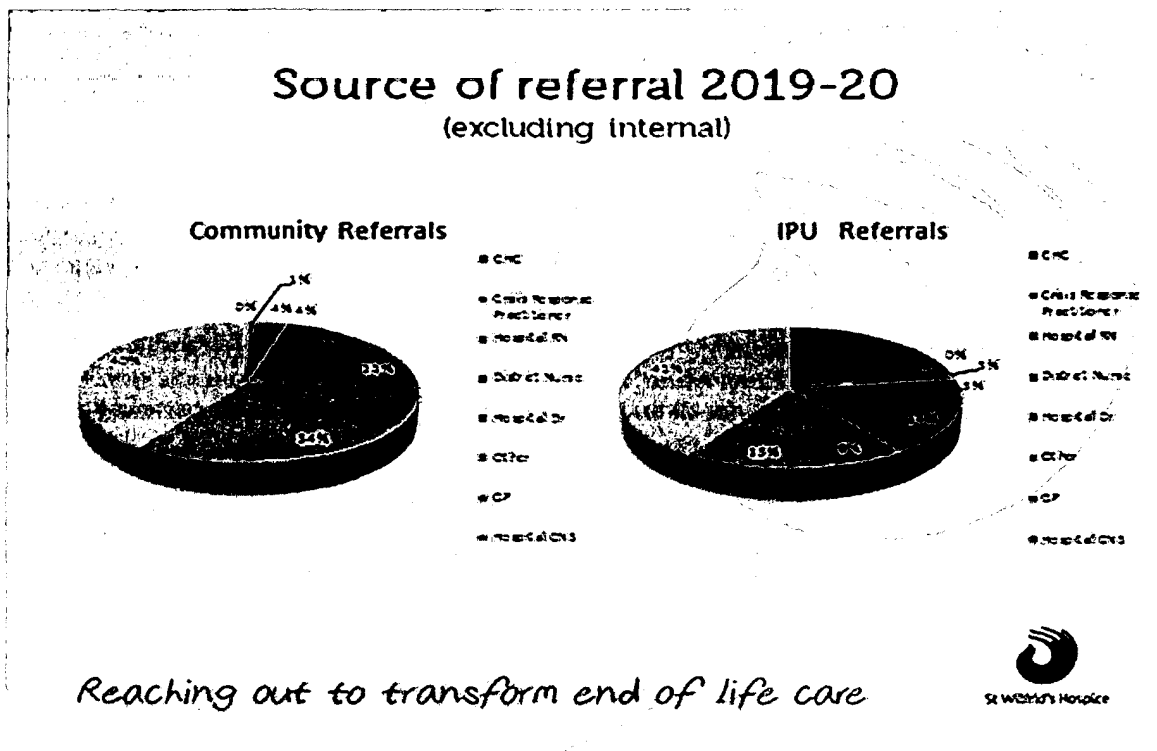
Providing both pre- and post-bereavement counselling is a core hospice activity. Last year we were able to support 494 patients and family members through almost 2,500 counselling sessions, an increase of 15%. This was the second year of the Seahorse Project, set up to provide support for all bereaved children and young people in our catchment area and there were 146 referrals over the 12-month period.

In addition to providing direct support, we aim to advise and support other care providers. Last year we provided education to 255 health and social care staff and to medical students. We are part of a collaboration with other Sussex hospices to provide tele mentoring to care homes across Sussex (the ECHO programme) and this will be rolled out during 2020. It will be even more important post-COVID.

Where our patients come from



Source of referral



ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

Excelling in how we operate

Each year the hospice sets a set of Quality Improvement Priorities to focus on continuous improvement in how we operate. Last year these were:-

- Further integration of the use of outcome measures in every aspect of our clinical activity
- Strengthening how we learn from people with personal experience
- Improving access to services, advice and information
- Being an exemplar for the rollout of the ReSPECT (recommended summary plan for emergency care and treatment) in Advance Care Planning
- Excelling in how we demonstrate safeguarding.

Training was completed for clinical staff in the use of OACC measures, including a new training film made within the hospice. Continuing progress was made in taking initial measures in both hospice and community settings (AKPS, measuring ability to perform daily activities, Phase of Illness and IPOS, monitoring how the patient feels about a range of symptoms). Multi-disciplinary meetings to discuss patients take their lead from this knowledge, with time prioritised to those with the greatest needs. The overall volume of measures recorded across the hospice grew by 32% compared with the previous year. There is still progress to make on taking follow-up assessments to measure progress made and this will remain a focus.

Feedback from people with personal experience is garnered in a number of ways. Views on Care is a key feedback mechanism for patients to complete and a VOICES questionnaire is sent out to family members around 6 weeks after someone dies. Of the Views on Care surveys completed by patients, 81% said that they were getting some or a lot of benefit from the hospice's support. While the feedback from the VOICES surveys is largely positive, it also highlights some areas of unmet expectations and where improvements can be made, particularly in terms of joining up services with other parts of the health system, out of hours support and around communication.

During 2019 a project was undertaken with male carers to understand how their support needs were being met and what was most important to them, using a technique called experience-based co-design. A number of important findings came out of this, which we will be looking to build on in future work.

The past year has seen a further strengthening of the Single Point of Contact hub to assess and triage new referrals. One of the key performance measures being tracked is hospital admissions avoided, whereby we record if in our judgment our intervention has meant someone has avoided going into hospital. During the past year we recorded 901 avoided admissions and we will continue to monitor this. An ambition during the year was to open up services to self-referral. Work was completed to document the processes for this and a small number of self-referrals have started to be made. For our NurseLine we have strengthened the team and done further training on managing telephone advice calls. We are also analysing waiting times and how this can be continually improved.

St Wilfrid's was an early adopter of the ReSPECT process for logging patients' wishes around emergency care. The hospice Medical Director is a trainer on this for the local hospital trust and wider local health system. ReSPECT has now been rolled out across all healthcare settings. The hospice's patient database was updated to capture this information electronically and there was cumulative growth in the number of patients with a ReSPECT form, although not quite at the 50% target for the year. This will remain a quality improvement priority for the coming year.

The hospice takes its safeguarding responsibilities very seriously. There is a Safeguarding Lead on the Board of Trustees and a small steering group set up comprising this person, the CEO and the Patient & Family Support Director, which oversees safeguarding processes and governance. We have been monitoring ourselves against the Charity Commission's ten actions to ensure good safeguarding governance. Safeguarding is a core element of departmental risk registers. Training has been increased to follow the UK Core Skills Training Framework for both children and adults set out by Skills for Health. Completion of levels 1 and 2 were very high, over 90% for both and a programme of classroom training for level 3 was undertaken by two thirds of those required to do it, before being interrupted by the coronavirus outbreak. This will be taken forward in the coming year.

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

Key phrases from patient feedback



Learning through people and systems

A key focus for the hospice in the past year has been a review of clinical workforce planning, to ensure that our workforce is fit for the future. We appointed an interim Head of Organisational Development to project manage this work, working in close collaboration with the clinical leadership team. We have done work to identify appropriate staffing establishments for our inpatient and community teams to meet growing need, looked at succession planning and started developing a competency framework to underpin career progression, which will eventually be for all frontline clinical roles. We also introduced the new role of Associate Nurse Practitioner to follow an apprenticeship programme towards becoming a Clinical Nurse Specialist. A new induction checklist was developed for clinical employees to build the right skillset. Further work was undertaken on embedding the hospice values, fostering diversity and developing employee wellbeing programmes. Staff turnover for the 12 months to the end of March 2020 was 16.8%, a little above the target of 15%.

St Wilfrid's benefits hugely from a volunteer workforce of over 600, providing support in most aspects of our operation, both clinical and non-clinical. Over 150 are involved as 'hosts', providing support around the hospice building, including serving meals and drinks to patients on the inpatient unit on a 7-day rota. Around 200 volunteers offer their time in our community shops. For 6-month stints we have cohorts of Young Clinical Volunteers who spend time each week on our inpatient unit while studying for the Care Certificate.

The hospice has had a small team of Community Support Volunteers for several years but took the opportunity of a Big Lottery Fund grant in 2018/19 to expand this as part of its Closer to You plans to provide more support in people's homes. Over the past year great progress had been made in developing this. At year end there were 38 Community Support Volunteers matched with patients, visiting typically once a week. With the onset of COVID-19, this support has more recently had to switch to the telephone but it continues to expand and currently around 75 patients are receiving this support. Feedback from patients has been excellent. Work has also begun to develop a cohort of Living Well Volunteers, able to support people at home during their rehabilitation programme.

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

During 2019 a digital transformation roadmap was developed, looking at new improved hardware and software and a move to more mobile technology. Upgrades were made to our patient database, Crosscare and to Raisers Edge, the fundraising relational database. The introduction of home working for non-clinical staff accelerated the move away from fixed screens to laptops and the full rollout will be completed over the summer of 2020.

Resourcing our ambitions

The hospice once again exceeded its income targets for the year, by 4%. Costs were on budget for the year. The Financial Review gives the full detail of this. Statutory income grew once again, by 11% on the previous year, as we enjoyed a full year of operating at 20 inpatient beds and Care at Home income was also higher as this vital service continued to develop.

In Fundraising, most individual income streams showed growth across the year. We put on an expanded programme of community events, which is clearly going to be adversely affected by COVID-19 during the 2020/21 financial year. In memoriam gifts were higher, as were individual and trust donations. Lottery income was down slightly. Trading income (including donated goods income) was adversely affected by our shops having to close for half of March but still ended the year 1% higher than the previous year.

We were fortunate to have a record number of legacy notifications during the year, 80 in total, of which 44 were for residual legacies. Legacy income for the year was 15% lower than the previous year, but a good number of unrealised notifications have been taken forward into the new financial year and thus underpin the budget for 2020/21.

Salary costs ended the year 3% over budget as we transitioned to have more permanent staff at the expense of temporary staffing. Membership of the Hospice Quality Partnership continued to bring savings on office supplies and other equipment.

Good progress was made during the year on the collaboration between 7 Sussex hospices, culminating in the signing of a Memorandum of Understanding and the commitment of funding for a number of collaborative projects. These have been stalled due to the pandemic but the hospices have maintained strong communication and will reinvigorate both these and other potential projects during 2020. It is anticipated that a key focus going forward will be on cost sharing.

Key measures used to assess performance

Performance of material fundraising activities against objectives

The main fundraising activities produced the following income:

	2019/20	2018/19	Increase/decrease	Variance
	£k	£k	£k	%
Legacies	2,814	3,316	-502	-15%
Donations and Gifts	1,841	1,544	+297	+19%
Lottery	314	327	-13	-5%
Trading	1127	1,115	+12	+1%

FINANCIAL REVIEW

Review of the financial position at the end of the year

The charity is reporting a consolidated net surplus of £446k this year against a surplus of £1,239k in 2018/19. Total income this year was £8,332k, a £12k increase (1%) on 2018/19 (£8,320k). The significant events explaining this increase are noted in the next section and in the fundraising performance review in the previous section.

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

Total expenditure this year amounted to £7,886k, which is an increase of 9.8% from £7,181k in 2018/19. Our expenditure profile was:

	2019/20		2018/19	
	£k	%	£k	%
Patient Care	6,026	76	5,442	76
Fundraising	883	11	813	11
Trading	977	13	926	13

The operating profit has led to an increase in cash to £4,518k (18/19 £3,516k). We received a legacy estate of one further investment property last year, which is shown in the assets held for resale account. This property was sold in May 2020.

Legacies have decreased by £502k (-15%) in the year. Notifications have however increased substantially this year. The amount of legacies receivable that was accrued in the 2019/20 accounts (£710k) was a decrease on the amount accrued for in 2018/19 (£1,056k). Of the £710k accrued in 2019/20 accounts, £142k relates to legacy income accrued in previous years still awaited.

NHS funding was increased by £111k (+6%) in the year. The grant received from Eastbourne, Hailsham & Seaford and High Weald, Lewes Havens CCGs included an uplift of £100k. There is also additional funding for the Clinical Nurse Specialist teams.

Investment Policy

The primary investment objective is to protect funds to meet the requirements of the reserves policy. Investment decisions are made and monitored by the Audit Committee, which is a formal governance committee of the Board of Trustees. The bulk of surplus funds are currently held in cash and short-term deposits. There is a small investment property portfolio (currently 2 properties with a shared interest in a third) which has resulted from properties bequeathed to the charity and let out for rental income rather than sold immediately.

Funding sources

Our funding comes from:

Legacies	34%	(18/19 40%)
Gifts and Donations	24%	(18/19 20%)
Statutory Funding	26%	(18/19 23%)
Trading	11%	(18/19 12%)
Lottery	4%	(18/19 4%)
Investments/other	1%	(18/19 1%)

Reserves Policy

Operating reserve

The key risk the charity faces is the challenge to financial sustainability as a result of a temporary or longer-term fall in its given, granted or earned income. Over 70% of the charity's income derives from public giving, with a heavy dependence upon general donations and legacy income, which can be unpredictable within a defined time period. The Trustees consider it prudent and desirable to ensure that the risks and challenges to income in the short and medium term can be met without significant disruption to services. The Trustees consider that an operating reserve of four to six months of full running costs is appropriate to mitigate this risk, with an aim to keep the reserve at the top end of this range.

Restricted Reserve

Some funds are given to the charity to use for specific purposes and where this is the case they are held on trust in a restricted reserve and drawn on as the funds are required for the purposes for which they were given. Where a capital asset is bought with the funds, the reserve is drawn down in line with the depreciation of the asset rather than in totality at the time of purchase.

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

Fixed Asset Reserve

This represents the amount of the total reserves that are tied up in tangible fixed assets that cannot be realised easily, mainly the hospice building, plant and equipment.

Legacy Equalisation Reserve

This reserve was set up in 2018 to smooth out any year on year fluctuations in legacy income. Legacies are an important income stream for the hospice, generally comprising around a third of total income. The charity therefore needs to include legacy income in its cost budgeting, so this reserve is an added contingency to avoid any disruption to day to day activity in the event of low legacy receipts in a given year.

Asset Management Reserve

A 15-year asset management survey has been completed, which identifies potential upgrading and repair work which will be required going forward to the building and plant. The Trustees have agreed therefore to set funds aside for any future work.

Strategic Development Reserve

The Trustees recognise their responsibility to ensure that monies given to the charity are used to further the charity's objects and meet the needs of its beneficiaries. Any funds surplus to those required for the other designated reserve funds are held in a strategic development reserve. The strategic development reserve is earmarked to contribute to the funding of the charity's "Closer to You" strategic plan for the period 2017-2022. Part of the strategic development reserve is held in investment properties yielding an income.

At 31 March 2020 the charity had total reserves of £16.2m (18/19 £15.8m), represented as follows:

Operating Reserve	£3.5m	(18/19 £3m)
Legacy Equalisation Reserve	£0.96m	(18/19 £0.91m)
Asset Management Reserve	£0.3m	(18/19 £0.2m)
Restricted Reserve	£0.39m	(18/19 £0.43m)
Fixed Asset Reserve	£10.13m	(18/19 £10.26m)
Strategic Development Reserve	£0.98m	(18/19 £1m)

RISK MANAGEMENT

A strategic risk register detailing and ranking the key risks the charity faces is reviewed by the leadership team on a regular basis and by the Board of Trustees twice a year. There are then individual risk registers for each area of operation. All risks faced by the charity are given a risk rating. A risk score is obtained by considering the likelihood of the risk occurring and the impact that occurrence would have on the charity. The top risks identified on the strategic register as at 31 March 2020 were:

Risk identified	Action taken to mitigate the risk
Uncertainty of income or escalation of costs leading to financial deficit. This is exacerbated by the disruption from COVID-19 to fundraising activity.	Income generation strategy focusses on diversification of income sources. Rolling 3-year financial and scenario planning. Regular in-year reforecasting to allow management of budget. Legacy Equalisation reserve established.
Insufficient cash and reserves.	Creation of Legacy Equalisation and Asset Management reserves. Monthly cashflow forecasting (weekly during the pandemic). Active debtor management. Contingency borrowing potential established.

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

Staffing and infrastructure capacity.	Increase to clinical staffing establishment. Workforce planning project to anticipate future need. Focus on employee wellbeing support. Continuing to build volunteer resource. Upgrades to IT system and wifi/internet improvements.
Safeguarding.	Trustee Safeguarding Lead established to work with staff lead and CEO. Benchmarking against Charity Commission guidance. Investment in mandatory training for clinical and non-clinical staff and volunteers. Freedom to Speak Up Guardians appointed.
Business continuity.	Major incident and recovery plan in place, with test exercises undertaken. Upgrading of IT system and migration to mobile working. Daily backups of key databases. Free flu jabs offered to all staff. Focus on infection control.
Cost of repairing or replacing fixed assets.	Fixed asset register in place. 15-year asset management plan created and Asset Management Reserve. Dilapidations provision now made for shops.
Fraud or theft including cyber crime.	Electronic payments double signed by the leadership team. Enhanced checks in place for home working. Servers and laptops have anti-virus software and patched regularly. Cyber awareness training.

FUNDRAISING APPROACH AND PERFORMANCE

Approach to monitoring of activities and membership of voluntary schemes for regulating fundraising.

The charity is registered with Fundraising Regulator and the Institute of Fundraising and undertakes fundraising activity with its supporters in line with the Fundraising Code of Practice. We encourage our fundraising service providers to also be signed up to the code. The charity regularly monitors changes in legislation. The charity is registered with the Fundraising Preference Service and received no requests from individuals via the Service to be removed from the mailing list last year.

St Wilfrid's lottery is run by Local Hospice Lottery Ltd, which is a member of the Hospice Lotteries Association and the Lotteries Council and licensed by the Gambling commission.

The charity's fundraising activities include hospice-arranged events and UK and overseas challenge events which are managed by commercial event providers. All events are risk assessed in accordance with hospice policies. Direct mailing campaigns are organised to generate single and regular gifts, legacies and in memory gifts and managed in line with our information governance and ethical fundraising policies.

The charity also fundraises through corporate campaigns; community talks, school activities, clubs, societies, and church involvement; and engaging with grant-making bodies including charitable foundations and trusts.

Monitoring of activities carried out by third parties

The charity has in place a lottery contract, which specifies that Local Hospice Lottery undertakes to conform to statutory and local authority requirements to ensure gambling is conducted in a fair, responsible and open way and to prevent being associated with crime or disorder. The hospice plays an active oversight role in the training and development of lottery canvassers and ensures that any complaints are dealt with promptly and responsibly, in line with the Fundraising Code of Practice.

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

Contracts with mailing fulfilment houses ensure that all data handling conforms to the requirements of the Data Protection Act (2018) and Privacy and Electronic Communications Regulations (PECR) (2003), and with the Hospice Information Governance Policy.

Hospice fundraising complies with the charity's ethical fundraising policy and the Fundraising Code of Practice. The charity's fundraising promise specifies what information about supporters is collected and how that information is used. Our policy sets out the circumstances in which information about a supporter may be disclosed; how personal information is stored; and the rights of data subjects. All written and email communication contains a statement about how information will be used, an option to state or change data preferences, and a link to our full fundraising promise on the hospice website.

Management of complaints

Our website outlines our complaints policy for the public and clearly explains how an individual can complain. We received 5 complaints related to fundraising in the 2019/20 financial year. We responded to all complaints within 10 days. Complaints are dealt with in line with our fundraising complaints policy. All complaints are escalated to our Leadership Team and Trustees so they can consider lessons learnt. We report to the Fundraising Regulator on the totality of our complaints.

Protection of vulnerable people and other members of the public

Our ethical fundraising policy outlines our policy and procedure to protect vulnerable people and our fundraisers (both staff and third party) are familiarised with the policy to ensure that it is applied properly.

PLANS FOR FUTURE PERIODS

The main aims and plans for the coming year were conceived to meet the aims of our Closer to You framework. These are now having to be reviewed and revised in light of COVID-19. The plans for the coming year also take into account that 2021 will be St Wilfrid's 40th anniversary.

Meeting stakeholders' needs and expectations

- Work to increase our community nursing presence across the week and out of hours. Develop 'mini hubs' matched to Primary Care Networks.
- Continue to develop the Single Point of Contact for new referrals to improve responsiveness.
- Keep developing pre- and post-bereavement counselling support and maintain a low waiting list.
- Set up a project to improve end of life support to people with learning disabilities.
- Achieve further growth and reach for Community Support and Living Well Volunteers.
- Increase identification of carers' needs and follow up support.
- Collaborate with other Sussex hospices in a tele mentoring support programme to care homes.
- Understand the impact of COVID-19 on clinical approach and core services.

Excelling in how we operate

- Continue progress with the use of OACC outcomes measures – in particular follow up IPOS assessment. Link this to a new care planning system.
- Develop and embed a systematic approach to learning from deaths.
- Make further progress on the way we collect and analyse patient and family feedback.
- Become a more research active hospice.
- Streamline business processes – e-payslips, e-rostering, introduction of Direct Debit.

Learning through people and systems

- Progress clinical workforce planning – professional pathways, apprenticeships, succession planning.
- Develop in collaboration with other Sussex hospices a leadership development programme for aspiring leaders.

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

- Rollout of hardware and software reconfiguration – Windows 10, Office 365, mobile working.
- Change the HR software system.
- Assess options for a new finance system and patient records system.
- Develop planning to support agile, resilient working, learning from the experience of COVID-19.

Resourcing our ambitions

- Meet revised fundraising and statutory income projections in light of COVID-19 (overall income £8.4m)
- Deliver a small surplus after depreciation.
- Maintain cashflow in 4-6 months' range.
- Develop a programme for the 40th anniversary.
- Review the impact of COVID-19 on medium term income and activity.

STRUCTURE, GOVERNANCE AND MANAGEMENT

St Wilfrid's Hospice (Eastbourne) is a company limited by guarantee. The Articles of Association were last amended in 2017. None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute up to £5 in the event of a winding up. The Trustees are also the directors for the purpose of company law.

Organisational structure

St Wilfrid's Hospice (Eastbourne) had 2 subsidiary companies at 31 March 2020:

- St Wilfrid's Hospice Eastbourne Trading Company Limited. Registered Company No: 2198239. Set up to run the retail and other trading activities of the hospice.
- St Wilfrid's Hospice (Eastbourne) Projects Limited. Registered Company No: 07054375. Set up to deal with the management, design and construction of the new hospice. This company will remain in existence for a period of up to 10 years following completion of the building.

The results of St Wilfrid's Hospice (Eastbourne) Projects Limited have not been consolidated into these financial statements as its results are immaterial to the Charity and the Group.

The decision was taken in 2018/19 to transfer the bulk of the shops trading activity (except for bought-in goods) and its assets and liabilities, including the shops leases, to the main charity. This transfer took effect from 1 April 2019, hence the reduction in turnover for the trading subsidiary.

Appointment of Trustees and committee structure

Trustees are recruited against a set of competencies and to bring a diverse set of skills and experience to the charity. The Board of Trustees and the leadership team work in partnership when developing policy and strategy. In their fiduciary role the Trustees account for the organisation's compliance with regulation and they monitor the performance of the organisation against the strategy and business plan. They receive a full induction and a governance development budget is set aside for training focused on strengthening governance performance.

Trustees may serve a maximum of three terms of three years. The Board meets 6 times a year and two of these meetings are concerned specifically with a review of strategy. There are Trustee sub-committees for Audit, Clinical Governance, People (formerly Remuneration & Appointments) and Income Generation (which also considers the business of the trading company). A Trustee sits on the Health & Safety committee, which is chaired by the Chief Executive and has staff representation. Terms of reference and Trustee membership for all committees are approved by the Board of Trustees annually. Trustees have individual reviews with the Chair each year and the Chair is also reviewed.

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

The Trustees who served during the year and their attendance at Board meetings were:

Ms F MacIntyre, Chair ♣ ^Chair of the People Committee 6
Mr D Adams # 6
Mr A Breeze ♦ 6
Mrs J Butler ♣ Chair of the Clinical Governance Committee 4
Ms L Chambers ♦ 5
Ms J McGowan ♣ 4
Mrs V Morrey ^ 6
Mrs K. Planterose ^ ♦ Chair of the Audit Committee 5
Mr P Slide ^ # 2 (resigned 4 September 2019)
Mr D Turner ♦ # Chair of the Income Generation Committee and
Trading Board 5
Dr M Barnes ♣ (appointed 28 May 2019) 6

Members of Trustee Committees:

♦ Audit Committee
♣ Clinical Governance Committee
■ Health and Safety Committee
^ People Committee
Income Generation Committee and Trading Board

Decision making

An annual business plan setting out the objectives for the year ahead is approved by the Board of Trustees before the start of a new financial year. This is accompanied by the setting of an annual budget and cashflow and the agreement of a set of corporate key performance indicators. The Audit Committee reviews a schedule of delegated authority within which the executive team operates. The Board of Trustees approves the schedule of delegated authority before the start of a new financial year. The day to day running of the charity is delegated to the Chief Executive and leadership team.

Committee activities

The main activities of the Board sub-committees during the year were as follows:-

Audit Committee

- Scrutinised the IT strategy.
- Monitored GDPR compliance.
- Oversaw the settlement of a contentious legacy.
- Scrutinised the audit findings report including the management response and recommended statutory accounts 2018/19 for Board approval.
- Oversaw an audit on cash handling processes.
- Scrutinised an annual H&S report.
- Scrutinised the Company Secretary's annual report.
- Conducted an annual review of contracts.
- Following notification of a change of accounting treatment for Gift Aid, explored options for payments from Trading Company to Hospice. Signed a deed of covenant.
- Recommended 2019/20 annual timetable of activity and schedule of delegated authority for Board approval.
- Scrutinised and recommended draft budget 2019/20 for Board approval.

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

Clinical Governance Committee

- Scrutinised annual report on Safeguarding. Ensured that safeguarding has increased prominence at the Board and CGC as a separate standing agenda item. Planning for a named trustee to assume a safeguarding role.
- Reviewed complaint themes from 2018/19.
- Reviewed quality and safety report at each meeting showing key data for falls, medication errors, pressure ulcers, incidents and outcomes data.
- Scrutinised research proposals.
- Monitored Care Quality Commission (CQC) inspection arrangements and quality assurance visits.
- Received presentations on nurse-led beds, medicines management, therapies and community nursing.

People Committee

- Reviewed key terms and conditions for hospice staff.
- Reviewed senior manager remuneration.
- Agreed cost of living increase for hospice staff.
- Reviewed proposals for changes to career progression framework.

Income Generation Committee

- Reviewed fundraising plans for 2019/20.
- Monitored performance against fundraising and trading budgets.
- Considered the Audit Findings Report, which included one advisory point for retail trading activity.
- Reviewed the income generation risk register.
- Considered the Code of Fundraising Practice and Trustee Handbook and agreed a programme of training on these for the Board of Trustees.
- Requested a list of fundraising-related policies and procedures for the committee to review.
- Reviewed the draft fundraising and trading strategy for 2020-2022 and draft budgets for 2020/21.
- Approved a recommendation to lease additional space at the Donations Hub for onward approval by the Audit Committee.

Arrangements for setting the pay and remuneration of key management personnel

Leadership team salaries are reviewed by the People Committee and ratified by the Audit Committee. The Board of Trustees reviews the salary of the Chief Executive following recommendations by the People Committee. Salaries are reviewed with reference to hospice sector and other relevant benchmarking surveys.

Any relationships with a wider network (e.g. umbrella group)

The charity is a member of Hospice UK, a national membership organisation that advocates for the interests of hospices in the United Kingdom. The hospice is also a member and partner in the Hospice Quality Partnership, established to provide better procurement for hospices across the country.

ST WILFRID'S HOSPICE (EASTBOURNE)

TRUSTEES REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2020

STATEMENT OF THE BOARD OF TRUSTEES' RESPONSIBILITIES FOR THE FINANCIAL STATEMENTS

The Trustees, who are also directors of St Wilfrid's Hospice (Eastbourne) for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts 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 and not approve the financial statements unless they are satisfied that the financial statements give a true and fair view of the state of the affairs of the Charity as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the year then ended.

In preparing those financial statements which give a true and fair view, the Trustees should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice 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 assume that the charitable company will continue on that basis.

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable Company's website.

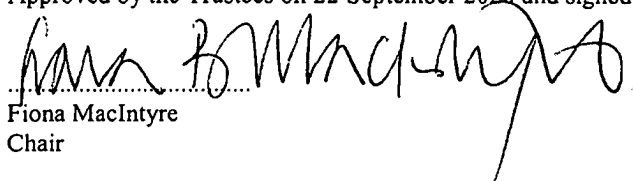
Each of the Trustees, who held office at the date of approval of this Trustees' Report, has confirmed that there is no information of which they are aware which is relevant to the audit but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are made aware of such information.

AUDITORS

Haysmacintyre LLP have expressed their willingness to continue in office as auditors. A resolution proposing that the charitable company will go to tender for its auditors for the forthcoming year has been agreed.

In signing this report, the Trustees are also approving the Strategic Report, in their capacity as company Directors.

Approved by the Trustees on 22 September 2020 and signed on their behalf by:


Fiona MacIntyre
Chair

INDEPENDENT AUDITORS' REPORT

TO THE MEMBERS OF ST WILFRID'S HOSPICE (EASTBOURNE)

Opinion

We have audited the financial statements of St Wilfrid's Hospice (Eastbourne) Limited for the year ended 31 March 2020 which comprise Consolidated Statement of Financial Activities, the Group and Parent Charitable Company Balance Sheets, the Consolidated Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2020 and of the group's and parent charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement set out on page 17, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or the parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

INDEPENDENT AUDITORS' REPORT

TO THE MEMBERS OF ST WILFRID'S HOSPICE (EASTBOURNE)

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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' Annual Report (which incorporates the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Annual Report (which incorporates the strategic report and the directors' report) has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

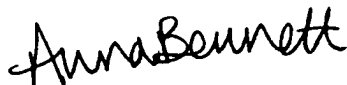
In the light of the knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report (which incorporates the strategic report and the directors' report).

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

- adequate accounting records have not been kept by the charitable company; 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.

Use of this 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.



Anna Bennett (Senior statutory Auditor)
For and on behalf of Haysmacintyre LLP, Statutory Auditors
Date: 22 September 2020

10 Queen Street Place
London
EC4R 1AG

ST WILFRID'S HOSPICE (EASTBOURNE)

STATEMENT OF FINANCIAL ACTIVITIES
(Including Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2020

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
INCOME FROM:						
Donations and legacies	2	4,231,501	-	424,372	4,655,873	4,860,295
Donated Goods Income	2,3	158,188			158,188	94,187
Charitable activities						
Statutory funding and grants	2	2,152,213	-	-	2,152,213	1,937,191
Other trading activities						
Income from trading	2,3	969,257	-	-	969,257	1,020,805
Income from lottery		314,910	-	-	314,910	327,026
Investments	4	56,882	-	-	56,882	47,851
Other	5	24,981	-	-	24,981	33,160
Total income		7,907,932	-	424,372	8,332,304	8,320,515
EXPENDITURE ON:						
Raising funds						
Fundraising costs	6	877,272	-	5,558	882,830	812,670
Trading costs of goods sold and other costs	3	977,547	-	-	977,547	926,366
Charitable activities						
In patient	6	3,672,242	-	45,737	3,717,979	3,564,999
Wellbeing	6	288,601	-	262,436	551,037	288,615
Community Nursing	6	1,609,793	-	147,212	1,757,005	1,587,910
Total expenditure		7,425,455	-	460,943	7,886,398	7,180,560
Net gains/(losses) on investments		-	-	-	-	98,640
Net income/(expenditure)		482,477	-	(36,571)	445,906	1,238,595
Gross transfers between funds		17,523	(17,523)	-	-	-
Net movement in funds		500,000	(17,523)	(36,571)	445,906	1,238,595
Fund balances at 1 April 2019		3,000,000	12,383,452	427,606	15,811,058	14,572,463
Fund balances at 31 March 2020	20,21	3,500,000	12,365,929	391,035	16,256,964	15,811,058

All income and expenditure arises from continuing activities.

Full details of income and expenditure by fund for the prior year are given in note 25.

The notes on pages 23 to 40 form part of the financial statements.

ST WILFRID'S HOSPICE (EASTBOURNE)

BALANCE SHEET

AS AT 31 MARCH 2020

		Hospice		Group	
	Notes	2020 £	2019 £	2020 £	2019 £
FIXED ASSETS					
Tangible assets	12	10,129,616	10,263,141	10,130,622	10,264,701
Investment properties	13	753,278	753,278	753,278	753,278
		<u>10,882,894</u>	<u>11,016,419</u>	<u>10,883,900</u>	<u>11,017,979</u>
CURRENT ASSETS					
Stocks		6,685	6,204	13,771	7,078
Assets Held for Resale	15	250,000	250,000	250,000	250,000
Debtors	14	2,137,956	2,375,776	2,118,374	2,250,943
Investments	16	56,440	2,280	56,340	2,179
Cash at bank and in hand		4,480,783	3,347,940	4,518,111	3,516,651
		<u>6,931,864</u>	<u>5,982,200</u>	<u>6,956,596</u>	<u>6,026,851</u>
CREDITORS: amounts falling due within one year	17	<u>(1,567,977)</u>	<u>(1,197,744)</u>	<u>(1,583,532)</u>	<u>(1,233,772)</u>
NET CURRENT ASSETS		<u>5,363,887</u>	<u>4,784,456</u>	<u>5,373,064</u>	<u>4,793,079</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>16,246,781</u>	<u>15,800,875</u>	<u>16,256,964</u>	<u>15,811,058</u>
NET ASSETS		<u>16,246,781</u>	<u>15,800,875</u>	<u>16,256,964</u>	<u>15,811,058</u>
FUNDS:					
Restricted funds	20	391,035	427,606	391,035	427,606
Unrestricted funds:					
Designated funds	21	12,365,929	12,383,452	12,365,929	12,383,452
Operating reserve		3,489,817	2,989,817	3,500,000	3,000,000
		<u>16,246,781</u>	<u>15,800,875</u>	<u>16,256,964</u>	<u>15,811,058</u>

The accounts were approved by the Trustees and authorised for issue on 2020 and signed on its behalf by:

Mrs K Planterose (Chair of Audit Committee)

The surplus for the charity only for the year is £445,906 (Surplus 2019: £1,238,595).

The notes on pages 23 to 40 form part of the financial statements.

ST WILFRID'S HOSPICE (EASTBOURNE)

STATEMENT OF CASH FLOWS

AS AT 31 MARCH 2020

	Note	2020 £	2019 £
Cash flows from operating activities:			
<i>Net cash provided by/(used in) operating activities</i>	23	1,184,372	460,517
Cash flows from investing activities:			
Dividends, interest and rents from investments		56,882	47,851
Proceeds from the sale of plant and equipment		441	-
Proceeds from the sale of property		-	363,751
Purchase of property, plant and equipment		(186,074)	(198,354)
Transfer of investment properties		-	100,703
Transfer of Share Capital		(54,161)	-
Net cash (used in)/provided by investing activities		<u>(182,912)</u>	<u>313,951</u>
Change in cash and cash equivalents in the reporting period		1,001,460	774,468
Cash and cash equivalents at the beginning of the reporting period		3,516,651	2,742,183
Cash and cash equivalents at the end of the reporting period		<u>4,518,111</u>	<u>3,516,651</u>

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS

YEAR ENDED 31 MARCH 2020

1. ACCOUNTING POLICIES

The principal accounting policies adopted, judgements and key sources of judgement, estimation and uncertainty in the preparation of the financial statements are as follows:

1.1 Statement of compliance

The 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 (FRS102), the Statement of Recommended Practice for Charities (SORP 2015) (Second Edition, effective 1 January 2019) and the Companies Act 2006.

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

1.2 General information

The charity is a private company limited by guarantee, incorporated in England and Wales (company number: 01594410) and a charity in England and Wales (charity number: 283686). The charity's registered office is 1 Broadwater way, Eastbourne, East Sussex, BN22 9PZ.

1.3 Preparation of accounts on a going concern basis

The accounts were approved during a period where there is still much uncertainty as a result of the emergence and international spread of a coronavirus (COVID-19). The ultimate impact of COVID-19 on the UK, the World, economy and Charity is yet to be seen. However, through appropriate consideration of risks as part of its normal risk management processes and mitigating actions both already taken and available to be taken, the Trustees consider there are no material uncertainties about the Charity's ability to continue as a going concern. The review of our financial position, reserves levels and future plans gives Trustees confidence the charity remains a going concern for the foreseeable future.

1.4 Group financial statements

The financial statements consolidate the results of the charity and its wholly owned subsidiary St Wilfrid's Hospice Eastbourne Trading Company Limited (registered number: 02198239). The results of the wholly owned subsidiary, St Wilfrid's Hospice (Eastbourne) Projects Limited, has not been consolidated into these financial statements as its results are immaterial to the charity and group. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the charity has taken advantage of the exemption afforded by section 408 of the Companies Act 2006. The registered office for these subsidiaries is the same as the parent.

The consolidated statement of financial activities, income and expenditure account and balance sheet include the financial statements of the company and its subsidiary undertaking made up to 31 March 2020. The company has taken advantage of the exemption from presenting its own income and expenditure account. The surplus of the company for the financial year amounted to £445,906 (2019: Surplus £1,238,595). All intercompany transactions are eliminated on consolidation.

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2020

1. ACCOUNTING POLICIES (continued)

1.5 Income

All income is included in the SOFA when the charity is legally entitled to the income, it is probable that the income will be received and the amount can be quantified with reasonable accuracy. For legacies, entitlement is when the charity is notified of an impending distribution with certainty of value, or when the legacy is received. We use information provided and judgement to conclude whether the legacy meets the revenue recognition criteria and is therefore accrued in the accounts.

Statutory funding comprise amounts receivable in the year from the NHS.

Lottery income represents ticket sales received in respect of lotteries held during the year. Income from tickets sold in advance of a draw being held is carried forward to the period in which the draw takes place.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold. Donated facilities are included at the value to the charity where this can be quantified and a third party is bearing the cost. No amounts are included in the financial statements for services donated by volunteers.

Rental income is recognised on a receivable basis.

1.6 Retail, Hospitality and Leisure Grant Fund Income

Income from the above fund has been recognised at the date that the funding details and entitlement criteria were published by the government in March 2020. There are no performance conditions attached to the funding that would prevent recognition at this date. £105k (2019: £nil) has therefore been included within grants receivable for core activities and accrued income at year end.

1.7 Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Expenditure is classified under the following activity headings:

- Costs of raising funds comprises of fundraising, charity shops, lottery and trading activities
- Expenditure on charitable activities comprises of adults and children services for families facing terminal illness
- Other expenditure represents the costs associated with investment properties

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resources.

Supports costs are those incurred directly in support of expenditure on the objects of the charity. These are allocated to charitable activities in proportion to other expenditure.

Governance costs relate to compliance with charity and company regulations and the strategic direction of the organisation.

1.8 Tangible fixed assets and depreciation

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Freehold land is not depreciated

Freehold buildings	2% p.a. on cost
Computer equipment	20% - 33.3% p.a. on cost
Plant and equipment	10% - 33.3% p.a. on cost
Fixtures and fittings	20% p.a. on cost
Motor vehicles	10% - 25% p.a. on cost

Investment properties are included in the balance sheet at their open market value. Depreciation is provided only on those investment properties which are leasehold and where the unexpired lease term is less than 20 years.

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2020

1. ACCOUNTING POLICIES (continued)

1.9 Financial instruments

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

1.10 Investments

Investments are a form of basic financial instruments and are initially shown in the financial statements at market value. Movements in the market values of investments are shown as unrealised gains and losses in the Statement of Financial Activities.

Profits and losses on the realisation of investments are shown as realised gains and losses in the Statement of Financial Activities. Realised gains and losses on investments are calculated between sales proceeds and their opening carrying values or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

1.11 Stock

Stock consists of purchased goods for resale. Stocks are valued at the lower of cost and net realisable value. Items donated for resale or distribution are not included in the financial statements until they are sold or distributed.

1.12 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due

1.13 Debtors

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

1.14 Cash at bank and in hand

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.

1.15 Pensions

The charity operates a defined contribution pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

1.16 Donated goods

The Trustees consider the valuation of donated goods for resale at the point of receipt is impractical, due to the high volume of low value items and the administrative costs involved in valuation. Goods donated for resale are therefore recognised in the accounts at the point of sale.

1.17 Fund accounting

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

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

Restricted funds comprise funds received for a specific expenditure as specified by the donor. The aim and use of each restricted fund is set out in the notes to the financial statements.

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2020

1. ACCOUNTING POLICIES (continued)

1.18 Estimates and judgements

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. Although these estimates are based on management's best knowledge of the amount, events or actions, actual results ultimately differ from those estimates. The Trustees consider the evaluation of useful economic life of fixed assets to be the area of judgement with a significant effect on the financial statements. Further details on this judgement are provided in the relevant section above.

1.19 Assets held for resale

Assets held for resale are shown in the financial statements at market value. Profit and losses on the realisation of assets held for resale are shown as realised gains and losses in the Statement of Financial Activities. Realised gains or losses are calculated between sales proceeds and their opening carrying values.

2. DONATIONS, LEGACIES AND STATUTORY FUNDING	Unrestricted Funds £	Restricted Funds £	2020 £
Donations and gifts	1,416,707	424,372	1,841,079
Donated Goods Income	158,188		158,188
Legacies receivable	2,814,794	-	2,814,794
Grants receivable for core activities	2,152,213	-	2,152,213
	<u>6,541,902</u>	<u>424,372</u>	<u>6,966,274</u>

DONATIONS, LEGACIES AND STATUTORY FUNDING	Unrestricted Funds £	Restricted Funds £	2019 £
Prior Year – 2019			
Donations and gifts	1,284,601	259,058	1,543,659
Donated Goods Income	94,187		94,187
Legacies receivable	3,316,636	-	3,316,636
Grants receivable for core activities	1,937,191	-	1,937,191
	<u>6,632,615</u>	<u>259,058</u>	<u>6,891,673</u>

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2020

3. ACTIVITIES FOR GENERATING FUNDS	2020		2019	
	£	£	£	£
Trading income and costs				
Trading income				
Donated goods income	748,293		806,246	
Donated Goods Income – Gift Aided	158,188		94,187	
Bought in goods income	22,063		14,834	
Street café income	198,901		199,725	
Lottery funding	-		-	
		1,127,445		1,114,992
Trading expenses				
Cost of sales	13,384		11,364	
Street café costs	172,494		160,121	
Staff expenses	428,829		403,961	
Property expenses	264,913		263,532	
Administration expenses	75,888		64,837	
Dilapidations/Depreciation	22,533		23,064	
	978,041		926,879	
Less interest received	(494)		(513)	
		977,547		926,366
Total (deficit)/surplus		<u>149,898</u>		<u>188,626</u>
Number of shops		<u>8</u>		<u>8</u>

Note: £6,500 management fee have been eliminated on consolidation, which increases the trading surplus compared to the Trading Company surplus shown in note 11.

All income included donated gift aided goods and gift aid has been included along with all costs associated with the Trading Company operations. Prior year income and costs have been amended to reflect this change.

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2020

4. INVESTMENT INCOME	2020 £	2019 £
Rental income from investment properties	35,492	35,734
Income from listed investments	3,070	51
Interest receivable	18,320	12,066
	<u>56,882</u>	<u>47,851</u>

5. OTHER INCOME	2020 £	2019 £
Education courses and recharges	17,538	24,776
Other income	7,443	8,384
	<u>24,981</u>	<u>33,160</u>

6. TOTAL EXPENDITURE	Staff Costs £	Other Direct Costs £	Support Costs Allocation £	Total 2020 £
Charitable expenditure				
Primary costs				
Inpatient	2,270,047	453,009	994,923	3,717,979
Wellbeing	340,877	60,702	149,458	551,037
Community Nursing	1,189,313	46,563	521,129	1,757,005
	<u>3,800,237</u>	<u>560,274</u>	<u>1,665,510</u>	<u>6,026,021</u>
Costs of generating funds				
Non-charitable trading	428,829	548,718	-	977,547
Fundraising	396,009	313,260	173,561	882,830
	<u>4,625,075</u>	<u>1,422,252</u>	<u>1,839,071</u>	<u>7,886,398</u>

SUPPORT COSTS	2020 Total £
Support staff	1,145,715
Office	238,013
Premises and utilities	439,430
Governance	15,913
	<u>1,839,071</u>

GOVERNANCE COSTS	
Legal and professional	2,413
Auditors' remuneration	13,500
	<u>15,913</u>

ST WILFRID'S HOSPICE (EASTBOURNE)**NOTES TO THE ACCOUNTS (continued)****YEAR ENDED 31 MARCH 2020**

A proportion of Allied Health Professionals costs are now included within Inpatient and Community Nursing – 2019 costs have been amended to reflect this change.

Restricted expenditure for 2020 £460,943 (2019 £279,504), unrestricted expenditure 2020 £7,425,455 (2019 £6,901,056).

6. TOTAL EXPENDITURE (continued)**Prior Year - 2019**

	Staff Costs £	Other Direct Costs £	Support Costs Allocation £	Total 2019 £
Charitable expenditure				
Primary costs				
Inpatient	2,111,645	453,160	1,000,194	3,564,999
Wellbeing	173,212	33,437	81,966	288,615
Community Nursing	1,046,608	45,706	495,596	1,587,910
	<u>3,331,465</u>	<u>532,303</u>	<u>1,577,756</u>	<u>5,441,524</u>
Costs of generating funds				
Non-charitable trading	403,961	522,405	-	926,366
Fundraising	372,205	264,212	176,253	812,670
	<u>4,107,631</u>	<u>1,318,920</u>	<u>1,754,009</u>	<u>7,180,560</u>

SUPPORT COSTS

	2019 Total £
Support staff	1,038,064
Office	213,163
Premises and utilities	484,362
Governance	18,420
	<u>1,754,009</u>

GOVERNANCE COSTS

Legal and professional	6,065
Auditors' remuneration	12,335
	<u>18,420</u>

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2020

7. NET INCOME/(EXPENDITURE)	2020 £	2019 £
Net income is stated after:		
Auditors' remuneration		
- Audit services	13,500	12,355
Depreciation	<u>319,142</u>	<u>344,816</u>

8. TRUSTEES

Two of the Trustees received expenses in respect of travel of £350 during the year (2019: One Trustee - £482).

None of the other trustees (or any persons connected with them) received any remuneration or reimbursement of expenses during the year.

9. EMPLOYEES	The Hospice		The Group	
	2020 Number	2019 Number	2020 Number	2019 Number
The average monthly number of employees during the year was:				
Inpatient	72	59	72	59
Wellbeing	22	27	22	27
Hospice at Home	46	47	46	47
Support staff	45	37	45	37
Fundraising	14	13	14	13
Trading company	-	-	21	22
	<u>199</u>	<u>183</u>	<u>220</u>	<u>205</u>
The full time equivalent number of employees at March was:				
Inpatient	52	38	52	38
Wellbeing	17	18	17	18
Hospice at Home	30	27	30	27
Support staff	32	31	32	31
Fundraising	13	12	13	12
Trading company	-	-	18	19
	<u>144</u>	<u>126</u>	<u>162</u>	<u>145</u>
Employment costs	£	£	£	£
Wages and salaries	4,946,539	4,101,690	4,946,539	4,428,076
National insurance	412,366	329,199	412,366	353,040
Pension costs	406,412	298,224	406,412	311,858
	<u>5,765,317</u>	<u>4,729,113</u>	<u>5,765,317</u>	<u>5,092,974</u>

ST WILFRID'S HOSPICE (EASTBOURNE)**NOTES TO THE ACCOUNTS (continued)****YEAR ENDED 31 MARCH 2020****9. EMPLOYEES (continued)**

The number of employees whose annual remuneration was £60,000 or more were:

	2020 Number	2019 Number
£60,000 - £70,000	2	2
£70,001 - £80,000	1	1
£80,001 - £100,000	1	1

Contributions totalling £ 24,018 (2019: £23,111) were made to defined contribution pension schemes on behalf of employees whose emoluments exceed £60,000.

The total employee benefits of the relevant key management personnel of the Charity/Group were £457,176 (2019: £441,367).

10. TAXATION

The company is a registered charity and as such is exempt from taxation on its income so long as this is applied for charitable purposes.

11. NET INCOME FROM TRADING ACTIVITIES OF SUBSIDIARY

The charity has a wholly owned group company which is incorporated in the UK. St Wilfrid's Hospice Trading Company Limited sells Brought In Goods from 8 different branches and the Street Café operations as shown in note 3 to the accounts. However, note 3 shows the full Retail operation income and costs, Donated Goods income is now recognised within the Charity Accounts. The company distributed its taxable profits to St Wilfrid's Hospice (Eastbourne) under a Gift Aid Declaration. A summary of its trading results is shown below.

	2020 £	2019 £
Turnover	234,179	1,020,806
Operating expenses	(191,840)	(872,823)
Operating profit	42,339	147,983
Interest receivable	494	513
Net income	42,833	148,496
Amount distributed to St Wilfrid's Hospice (Eastbourne) under Gift Aid declaration	(42,833)	(148,496)
Retained in subsidiary	-	-

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2020

12. TANGIBLE FIXED ASSETS

Charity	Land and Buildings £	Computer Equipment £	Plant and equipment £	Fixtures And Fittings £	Motor Vehicles £	Total £
Cost						
At 1 April 2019	11,061,022	608,544	70,093	750,904	72,062	12,562,625
Additions	-	65,646	32,197	85,722	2,509	186,074
Disposals	-	(48,726)	-	(6,156)	-	(54,882)
At 31 March 2020	11,061,022	625,464	102,290	830,470	74,571	12,693,817
Depreciation						
At 1 April 2019	1,114,377	539,575	17,915	614,768	12,849	2,299,484
Charge for the year	202,120	33,707	23,111	48,371	11,285	318,594
On disposals	-	(47,721)	-	(6,156)	-	(53,877)
At 31 March 2020	1,316,497	525,561	41,026	656,983	24,134	2,564,201
Net Book Value						
At 31 March 2020	9,744,525	99,903	61,264	173,487	50,437	10,129,616
At 31 March 2019	9,946,645	68,969	52,178	136,136	59,213	10,263,141
Group						
Cost						
At 1 April 2019	11,061,022	610,194	70,094	750,904	72,062	12,564,276
Additions	-	65,646	32,197	85,720	2,509	186,072
Disposals	-	(48,728)	-	(6,156)	-	(54,884)
At 31 March 2020	11,061,022	627,112	102,291	830,468	74,571	12,695,464
Depreciation						
At 1 April 2019	1,114,377	539,667	17,915	614,767	12,849	2,299,575
Charge for the year	202,120	34,255	23,111	48,371	11,285	319,142
On disposals	-	(47,719)	-	(6,156)	-	(53,875)
At 31 March 2020	1,316,497	526,203	41,026	656,982	24,134	2,564,842
Net Book Value						
At 31 March 2020	9,744,525	100,909	61,265	173,486	50,437	10,130,622
At 31 March 2019	9,946,645	70,527	52,179	136,137	59,213	10,264,701

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2020

13. FIXED ASSET INVESTMENTS - GROUP AND CHARITY	Investment Properties £
Market value at 1 April 2019	753,278
Disposals at cost	-
Revaluation	-
Market value at 31 March 2020	753,278
Historical cost:	
At 31 March 2020	516,851
At 31 March 2019	516,851

The Trustees are of the opinion that the market value of the properties held is not materially different from the carrying value in the financial statements. The last valuation was held in March 2019.

14. DEBTORS	The Hospice		The Group	
	2020	2019	2020	2019
	£	£	£	£
Legacies	709,625	1,056,344	709,625	1,056,344
Trade debtors	956,748	816,671	975,229	824,952
Amounts owed by group undertakings	48,959	162,028	-	-
Prepayments & accrued income	363,072	172,455	373,968	195,257
Other debtors	59,552	168,278	59,552	174,390
	2,137,956	2,375,776	2,118,374	2,250,943

15. ASSETS HELD FOR RESALE – GROUP AND CHARITY	2020	2019
	£	£
Assets held for resale – property	250,000	250,000
Total	250,000	250,000

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2020

16. CURRENT ASSET INVESTMENTS	2020 £	2019 £
Quoted investments	56,339	2,179
Total – the Group	56,339	2,179
Investment in subsidiaries		
Share capital		
- St Wilfrid's Hospice (Eastbourne) Projects Limited	1	1
- St Wilfrid's Hospice Eastbourne Trading Company Limited	100	100
Total – the Hospice	56,440	2,280

In the opinion of the trustees, the aggregate value of the company's investment in subsidiary undertakings is not less than the amount included in the balance sheet

17. CREDITORS: amounts falling due within one year	The Hospice		The Group	
	2020 £	2019 £	2020 £	2019 £
Trade creditors	190,022	107,904	190,022	123,009
Amounts owed to group undertakings	-	-	-	-
Taxes and social security costs	94,388	92,150	96,969	92,150
Other creditors	109,192	78,755	109,192	78,755
Accruals	181,462	169,512	194,436	190,435
Deferred Income	992,913	749,423	992,913	749,423
	1,567,977	1,197,744	1,583,532	1,233,772

18. PENSION AND OTHER POST-RETIREMENT BENEFIT COMMITMENTS

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £205,106 (2019: £161,273). The company also contributes to the NHS Pension Scheme on behalf of employees. Total pension costs in the year amounted to £382,808 (2019: £311,858).

19. COMPANY LIMITED BY GUARANTEE

The Trust has no share capital and is limited by guarantee. In the event of the Trust being wound up, the liability of each member is limited to £5.

ST WILFRID'S HOSPICE (EASTBOURNE)**NOTES TO THE ACCOUNTS (continued)****YEAR ENDED 31 MARCH 2020****20. RESTRICTED FUNDS – GROUP AND CHARITY**

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2019 £	Movement in funds		Balance at 31 March 2020 £
		Income £	Expenditure £	
IPU Capital and Improving Patient Care appeal	132,185	72,981	(40,918)	164,248
Hospice in the Community	138,909	29,226	(143,812)	24,323
Wellbeing Appeal	37,470	64,434	(63,025)	38,879
Minibus Appeal	52,878	-	(6,678)	46,200
Spiritual Support Fund	4,815	60,000	(22,663)	42,152
Garden Project	23,281	1,900	(4,622)	20,559
Big Lottery Volunteers Project	25,349	154,010	(144,328)	35,031
Bereavement Help Point	-	10,462	(10,302)	160
BBC Children In Need Seahorse Project	-	28,345	(20,187)	8,158
Other Restricted Funds	12,719	3,014	(4,408)	11,325
	<u>427,606</u>	<u>424,372</u>	<u>(460,943)</u>	<u>391,035</u>

- The IPU Capital and Improving Patient Care Appeal is fundraising for IPU capital items and continuing patient care including nursing.
- The Hospice in the Community fund is supporting the 'Closer to you' fund for growth in the community.
- The Wellbeing Appeal is a fund to support the Wellbeing clinics and facilities for our day care patients.
- The Minibus Appeal was set up to purchase a new minibus and the on-going running costs. This fund will be used over the life of the mini bus.
- The Spiritual Support Fund is set up to meet the expenditure for the running costs of the Hospice's spiritual support work.
- The Garden Project is to pay for a gazebo and new pavements around the Hospice and has been used during 2019-2020. The Balance on the fund is the remaining depreciation charge.
- The Big Lottery Volunteers Project is to fund a new community volunteers project over three years.
- The Bereavement Help Point fund is to support bereavement services.
- The BBC Children In Need Seahorse Project is to support children's bereavement services.
- Other Restricted Funds represents donations and fundraising given for specific projects.

ST WILFRID'S HOSPICE (EASTBOURNE)**NOTES TO THE ACCOUNTS (continued)****YEAR ENDED 31 MARCH 2020****20. RESTRICTED FUNDS (continued)**

Prior Year Restricted funds	Balance at	Movement in funds		Balance at
	1 April 2018 £	Income £	Expenditure £	31 March 2019 £
IPU Capital and Improving Patient Care appeal	99,745	72,090	(39,650)	132,185
Hospice in the Community	241,129	53,016	(155,236)	138,909
Wellbeing Appeal	21,811	59,412	(43,753)	37,470
Minibus Appeal	60,077	-	(7,199)	52,878
Spiritual Support Fund	14,342	14,971	(24,498)	4,815
Garden Project	1,326	22,302	(347)	23,281
Big Lottery Volunteers Project	-	25,660	(311)	25,349
Other Restricted Funds	9,622	11,607	(8,510)	12,719
	<u>448,052</u>	<u>259,058</u>	<u>(279,504)</u>	<u>427,606</u>

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2020

21. DESIGNATED FUNDS – GROUP AND CHARITY

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	Balance at 1 April 2019 £	Movement in funds			Balance at 31 March 2020 £
		Income £	Expenditure £	Transfers £	
Asset Management Reserve	200,000	-	-	100,000	300,000
Legacy Equalisation Reserve	905,621	-	-	54,556	960,177
Strategic Development Reserve	1,013,130	-	-	(38,000)	975,130
Fixed Asset Reserve	10,264,701	-	-	(134,079)	10,130,622
	<u>12,383,452</u>	<u>-</u>	<u>-</u>	<u>(17,523)</u>	<u>12,365,929</u>

	Balance at 1 April 2018 £	Movement in funds			Balance at 31 March 2019 £
		Income £	Expenditure £	Transfers £	
Asset Management Reserve	100,000	-	-	100,000	200,000
Legacy Equalisation Reserve	600,000	-	-	305,621	905,621
Strategic Development Reserve	1,013,130	-	-	-	1,013,130
Fixed Asset Reserve	10,411,281	-	-	(146,580)	10,264,701
	<u>12,124,411</u>	<u>-</u>	<u>-</u>	<u>259,041</u>	<u>12,383,452</u>

The Asset Management Reserve has been set up to cover any potential upgrading and repair work which will be required going forward to the building and plant. The Trustees have agreed to set funds aside for any future work and to transfer a further amount of £100k this year. The Trustees have agreed that in future a minimum of 10% of any surplus generated would be allocated to the Asset Management Reserve.

The Legacy Equalisation Reserve has been set up to smooth out any year on year fluctuations in legacy income. Legacies are an important income stream for the hospice, generally comprising around a third of total income. The charity therefore needs to include legacy income in its cost budgeting, so this reserve will help to avoid any disruption to day to day activity in the event of low legacy receipts in a given year. A further transfer to the fund has been agreed this year.

The Strategic Development Reserve fund represents all monies except those held in other reserves, which are earmarked to fund planned strategic developments to the service and buildings. The only movement this year is in respect of fees for Sussex Hospices Collaboration workstreams, which the Board agreed would come from the Strategic Development Reserve.

The Fixed Asset Reserve represents the charity's investments in fixed assets.
The transfers out this year represent the net position of additions, disposals and depreciation.

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2020

22. ANALYSIS OF NET ASSETS BETWEEN FUNDS	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total £
Fund balances at 31 March 2020 are represented by:				
Tangible fixed assets	-	10,130,622	-	10,130,622
Fixed Asset Investments	753,278	-	-	753,278
Current assets	4,330,254	2,235,307	391,035	6,956,596
Creditors: amounts falling due within one year	(1,583,532)	-	-	(1,583,532)
	<u>3,500,000</u>	<u>12,365,929</u>	<u>391,035</u>	<u>16,256,964</u>

ANALYSIS OF NET ASSETS BETWEEN FUNDS - Prior Year	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total £
Fund balances at 31 March 2019 are represented by:				
Tangible fixed assets	-	10,264,701	-	10,264,701
Fixed Asset Investments	753,278	-	-	753,278
Current assets	3,480,494	2,118,751	427,606	6,026,851
Creditors: amounts falling due within one year	(1,233,772)	-	-	(1,233,772)
	<u>3,000,000</u>	<u>12,383,452</u>	<u>427,606</u>	<u>15,811,058</u>

23. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES	2020 £	2019 £
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	445,906	1,238,595
Adjustments for:		
Depreciation charges	319,142	344,816
(Gains)/losses on investments	-	(98,941)
Dividends, interest and rent from investments	(56,882)	(47,851)
Loss/(profit) on the sale of fixed assets	570	118
Decrease/(increase) in stocks	(6,693)	2,626
(Increase)/decrease in debtors	132,569	(744,193)
Increase/(decrease) in creditors	349,760	115,347
Transfer to assets held for resale	-	(350,000)
Net cash provided by (used in) operating activities	<u>1,184,372</u>	<u>460,517</u>

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2020

24. OPERATING LEASES COMMITMENTS	2020	2019
	£	£
Group Leases which expire:		
Within one year	19,280	15,978
Within two to five years	19,840	35,684
Charity Leases which expire:		
Within one year	19,280	2,393
Within two to five years	19,840	8,374

At the year end, the charity was committed to make the above payments in total in respect of operating leases.

ST WILFRID'S HOSPICE (EASTBOURNE)

NOTES TO THE ACCOUNTS (continued)

YEAR ENDED 31 MARCH 2020

25. COMPARATIVE CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (2019):

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2019 £
INCOME FROM:					
Donations and legacies	2	4,695,424	-	259,058	4,954,482
Charitable activities					
Statutory funding and grants	2	1,937,191	-	-	1,937,191
Other trading activities					
Income from trading	3	1,020,805	-	-	1,020,805
Income from lottery		327,026	-	-	327,026
Investments	4	47,851	-	-	47,851
Other	5	33,160	-	-	33,160
Total income		8,061,457	-	259,058	8,320,515
EXPENDITURE ON:					
Raising funds					
Fundraising costs	6	808,757	-	3,913	812,670
Trading costs of goods sold and other costs	3	926,366	-	-	926,366
Charitable activities					
In patient	6	3,497,260	-	67,739	3,564,999
Wellbeing	6	236,654	-	51,961	288,615
Community Nursing	6	1,432,019	-	155,891	1,587,910
Total expenditure		6,901,056	-	279,504	7,180,560
Net gains/(losses) on investments		98,640	-	-	98,640
Net income(expenditure)		1,259,041	-	(20,446)	1,238,595
Gross transfers between funds		(259,041)	259,041	-	-
Net movement in funds		1,000,000	259,041	(20,446)	1,238,595
Fund balances at 1 April 2018		2,000,000	12,124,411	448,052	14,572,463
Fund balances at 31 March 2019	20,21	3,000,000	12,383,452	427,606	15,811,058