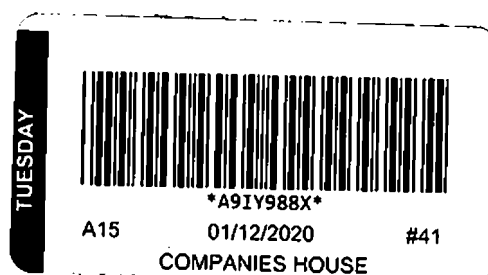


Registered number: 01430090  
Charity number: 509014

**ST GILES HOSPICE**  
(A company limited by guarantee)

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**



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**ST GILES HOSPICE**  
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 MARCH 2020**

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<b>Trustees</b>	Joanne Maidment, Chair Charles Theaker, Deputy Chair (resigned 27 November 2019) Alison Fowler Margaret Wood Bernie Creaven Lindsey Williams Stephen Ridler Robert Andrew Donald Sukie Shemar Dr Paul Joshi Sue Read Dr Magnus Harrison Dr Rashi Negi
<b>Company registered number</b>	01430090
<b>Charity registered number</b>	509014
<b>Registered office</b>	Fisherwick Road Whittington Lichfield Staffs WS14 9LH
<b>Company secretary</b>	Emma Jane Hodges
<b>Chief executive officer</b>	Emma Jane Hodges
<b>Independent auditors</b>	Crowe U.K. LLP Black Country House Rounds Green Road Oldbury West Midlands B69 2DG
<b>Solicitors</b>	Pickerings Solicitors LLP Etchell House Bonehill Road Tamworth Staffordshire B78 3HQ  Keely's LLP 28 Dam Street Lichfield Staffordshire WS13 6AA

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS**  
**(CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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<b>Investment Advisor</b>	Cannacord Genuity Wealth Management 41 Lothbury London EC2R 7AE
	CCLA Investment Management Ltd Senator House 85 Queen Victoria Street London EC4V 4ET

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**ST GILES HOSPICE**  
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**TRUSTEES' REPORT  
FOR THE YEAR ENDED 31 MARCH 2020**

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The Trustees present their annual report together with the audited financial statements of the St Giles Hospice for the year 1 April 2019 to 31 March 2020. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) as amended by Update Bulletin 1 (effective January 2015).

### **Introduction**

The Trustees of the Charity St Giles Hospice, (sometimes referred to in this report as "the Company"), who are also directors of the Company for the purposes of the Companies Act 2006 are pleased to publish their Annual Report, including the Strategic Report, and audited financial statements for the year ended 31 March 2020. The financial statements comply with the Companies Act 2006, the Memorandum and Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015). The Trustees also have due regard to the requirements of the Charities Act 2011 and to the public benefit guidance published by the Charity Commission.

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

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

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

### **Structure, governance and management**

#### **a. Constitution**

St Giles Hospice was incorporated on 15 June 1979 and received its first in-patient on 12 April 1983. It is governed by a Memorandum and Articles of Association, which were last subject to full review in 2015. The Charity's overriding objective, as defined in the Memorandum, continues to be the relief of sickness and the preservation of health. The Charity's aims fully reflect the legal objects and purposes the Charity was set up to further.

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**ST GILES HOSPICE**  
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**Structure, governance and management (continued)**

**b. The Governing Body**

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

All Trustees give their time voluntarily and receive no benefits from the Charity. When new Trustees are appointed, an induction programme is arranged, including a tour of the Hospice sites and visits to the subsidiary companies, a briefing on current developments both at the Hospice and in palliative care more generally, a full day's attendance at the staff and volunteers' induction day and meetings with the Chairman and members of the Senior Management Team.

The Board meets once every three months to review performance in the previous quarter, plus additional Board Meetings should the need arise. The quorum for Board and Governance meetings is two Charity Trustees or the number nearest to one third of the total number of Charity Trustees, whichever is greater, or such larger number that the Charity Trustees may decide from time to time. The total attendances were eighty-five out of a possible total of ninety – eight. In addition to this the Chair, Deputy Chair and Group Chief Executive meet on a monthly basis or more often if it is required.

Trustees are elected for a term of office of three years, after which a Trustee may stand for re-election. Trustees may offer themselves for re-election up to a maximum of three times, the maximum term of office being nine years. The maximum term of nine years, was implemented in 2019, in accordance with 2017 Charity Governance Code. At the 2019 Annual General Meeting Charles Theaker retired after nineteen years as a Trustee. As at 31 March 2019, there were twelve Trustees.

During 2019 – 2020 the Board and Senior Management Team dealt with the challenges that came as a result of the Covid-19 pandemic. The Board have met on a fortnightly basis during the peak of the crisis. There have been four extra-ordinary Board meetings in this financial year.

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

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

The governance committees have become more streamlined. The two main governance committees: Care and Workforce Assurance and Audit and Risk reporting directly to the Board of Trustees in 2019/20.

In 2019/20 the following sub group committees were established; Marketing/ Communications Task and Finish and Workforce for the Future Programme Board. These sub groups were created to help achieve the Strategic Priorities.

Each committee, chaired by a Trustee, comprises of some Trustees and selected members of the Senior Management Team. The aspect governance committees meet at least three times a year. In addition, the Board of Trustees oversees corporate governance assurance.

The Trustees agree strategy and supporting objectives, delegating their execution to the Group Chief Executive and the Senior Management Team. The full Senior Management Team meets at least fortnightly, chaired by the Chief Executive, and the Clinical Directors meet fortnightly, chaired by the Deputy CEO. There is a management forum quarterly, notes of which are circulated to all staff and volunteers.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**Structure, governance and management (continued)**

Qualifying third party indemnity provision is in place for the benefit of all Trustees of the charitable company. This cover is up to £1m and cost £460.80.

The Trustees sponsor and are committed to a culture of continuous improvement. They have adopted the 2017 Charity Governance Code, and endeavour to meet its recommended practices and outcomes based upon its seven principles: Organisational purpose; Leadership; Integrity; Decision making; Risk and control; Board effectiveness; Diversity; Openness and accountability. The Board have begun to carry out a Board effectiveness review, which has been incorporated into our Strategic Priorities for 2020 – 2021.

**c. Pay policy for key management personnel**

Remuneration of senior management is approved by a Remuneration Committee made up of the Chair, Deputy Chair, Chair of Audit & Risk and one other trustee. For clinical staff we attempt to match the salary and condition of those employed in the NHS.

**d. Subsidiary Companies**

The Company has four subsidiary companies, St Giles Hospice Shops Ltd, St Giles Hospice (Promotions) Ltd, Walsall Hospice Trading Ltd, St Giles Hospice Commercial Enterprises Ltd, all limited by shares wholly owned by the Hospice.

The Shops Company acts as an agent for the Hospice in both the sale of donated goods and in reclaiming gift aid on donations arising from the sale of donated goods. The Shops Company also sells new, bought-in goods. The Promotions Company runs the Hospice Lottery. Walsall Hospice Trading holds shops' leases but otherwise does not trade; St Giles Hospice Commercial Enterprises (formerly St Giles Hospice Care Agency) does not trade.

The Combined Trading Company Board that meets quarterly and reports to the main Board. This year, we reviewed the purpose, structure and oversight of the trading companies controlled by St Giles. The outcome of the review decided that the statutory entities are to be retained, but that the constituency of the boards should change. The board structure was ineffective as the "external" directors carried responsibility but had little influence over the strategy and operational management of the businesses. As the review of the trading companies' performance is carried out at a number of compliance / assurance meetings within the St Giles organisation, it was decided that the structure was in essence redundant, as a result all volunteer directors resigned from the Subsidiary Company Board. From 2020 – 2021 there will be an annual Trading Board meeting with the Board comprising of SMT in addition to the Chair and Chair of Audit and Risk.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

**e. Activities**

Core Charitable Activities Data - detailed below is the activity data outlining St Giles' performance of core charitable activities for 2019-2020. The data includes key quality measures that are reportable to statutory commissioners.

	2019/20
Total number outpatient attendances	2,223
Total number of attendances by patients at the Day Hospice	1,234
Total number of visits with patients by the community service	5,832
Total number of Hospice at Home sessions provided	3,477
Total number of complaints Whittington	13
The number of complaints which were investigated and upheld in full	1
The number of complaints which were investigated, resolved but only upheld in part	8
The number of complaints which were investigated and not upheld	6
The number of incidents reported to RIDDOR involving patients (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)	0
<b>Whittington Inpatient Unit</b>	
Total number of patients admitted to inpatient unit	369
% of patients who went home	23%
% Bed Occupancy	71%
Patients diagnosed with reportable infections whilst on the inpatient unit	0
Average length of stay on the inpatient unit (days)	14.12
Number of falls per occupied bed in a year (Number of beds multiplied by bed occupancy and divided by number of falls)	6.28
<b>Walsall Inpatient Unit</b>	
Total number of patients admitted to inpatient unit	253
% of patients who went home	37%
% Bed Occupancy	74%
Patients who were diagnosed with reportable infections whilst on the inpatient unit	0
Average length of stay on the inpatient unit (days)	11.49
Number of falls per occupied bed (Number of beds multiplied by bed occupancy and divided by number of falls)	2.49

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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

Number of Volunteers by Activity	2019/20
ARC	1
Clinical Admin Support	6
Community Team	1
Inpatient Unit	45
Day Hospice	21
Education	4
Finance and Payroll Admin	4
Flower Arrangers/Gardening/Stewards	13
Fundraising (including Walsall)	50
Uttoxeter Cares	12
Housekeeping	32
Lymphoedema	8
Marketing	2
Reception and Ward Reception	61
Supportive Care (including Comp Therapy, Community Engagement etc.)	79
Sutton Coldfield (including Gardeners, Activities and Reception)	19
Transport Services	41
Walsall IPU	16
Volunteer Services	1
Trustees	12
<b>Total</b>	<b>428</b>

Subsidiary Company Volunteers:

Promotions (Lottery)	11
Shops (including Shenstone Warehouse)	579
<b>Total</b>	<b>590</b>

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**Research**

The Hospice has significantly increased its research activity and is currently undertaking a number of research studies including:

1. With Manchester University a study entitled "Implementing person-centred assessment and support of patients and carers in a hospice inpatient setting. An evaluation study."  
This will provide information on how sage and thyme and CSNAT support person centred assessment on the IPU's which will inform future education plans and clinical practice.
2. With Keele University a study entitled "Exploring hospice care from the perspective of people living with multiple sclerosis : An exploratory case study"  
Impact on practice /Outcomes for St Giles: The aim is that this influences on SGH's future plans for MS group & other supportive care groups. Particularly acknowledging the theme of disenfranchised loss.
3. With Sheffield Teaching Hospitals NHS Foundation Trust a study entitled "A multi-centre evaluation of excessive saliva management in patients with motor neurone disease."  
Impact on practice /Outcomes for St Giles: To gain further experience in undertaking portfolio studies. The study findings will inform the management of excessive saliva in MND patients which can then be incorporated into clinical practice.

Completed research activity includes work with:

- Glasgow University. – a study entitled A study into how Intrinsic Motivation and Job Satisfaction relate in Non-profit Organisations..
- St Vincent's Hospital and the University of Melbourne, Australia. – a study entitled Responding to urgency of need in palliative care
- University of Huddersfield - a study entitled The extent of pharmaceutical care services available in hospices..
- Surrey University - a study entitled An Observational Study of Diagnostic Criteria, Clinical Features and Management of Opioid Induced Constipation (OIC) In Patients With Cancer Pain - The StOIC Project.
- Oxford University – a study entitled Affect and materiality in therapeutic spaces. A contemporary archaeology of hospices.

We have expressed interest in a number of other research studies that are planned for 2020 - 2021.

**Assurance for NHS Commissioners in year**

St Giles Hospice has sent the three principle Clinical Commissioning Groups ("CCGs") with which it contracts a Quarterly Quality Report. We have met regularly with these Commissioners throughout the year, where the content of these reports form the basis for discussion and review.

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

The Hospice has been awarded the rating outstanding by the Care Quality Commission ("CQC") at both its Whittington and Walsall sites. The Hospice was inspected under the CQC category of Independent Hospitals.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**f. Objectives and activities**

**Objectives**

The objectives of St Giles Hospice, as detailed in the Memorandum and Articles are specifically restricted to the relief of sickness and the preservation of health, in such ways as the Charity shall from time to time determine, within England and Wales. This purpose is further detailed in the Charity Commission return as providing high quality individual care for local people with cancer and other serious illnesses, as well as offering support for their families and carers. This care includes a range of services including specialist care at home, inpatient care, lymphoedema, day hospice, bereavement, spiritual care, and a range of therapies. In addition to direct patient care services, St Giles has a proactive Community Engagement agenda encouraging more discussion regarding issues to do with dying and bereavement and an Education and Research Agenda aiming to improve palliative and end of life care.

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

During 2019 - 2020, we supported over 7,500 people. Our focus remained on providing high quality care for patients with specialist palliative care needs. Even though the majority of care that we provide is in the community, this year we have seen a rise in our inpatient unit occupancy rates.

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

**Clinical Effectiveness & Activity**

We are especially proud of being able to evidence that we positively enable people to remain at home at the end of their lives, where we know they choose to be.

- 100% of patients who receive care from our Hospice at Home team were enabled to die at home.
- Overall, people who receive care from the hospice are nearly 25% less likely to die in hospital.
- 93% of urgent referrals took one day or less to be received and initial contact made by the Advice and Referral team.
- 82% of triage were made within one day; we were pleased to be able to maintain our high degree of responsiveness to referrals.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**Strategic report**

**a. Strategic Aims**

During 2019-2020 the Board and Senior Management Team worked on year three of the five-year strategy that was launched in 2017. The strategy, which defined the strategic aims, highlighted our commitment to care and the estimated additional one thousand people in the community who could benefit from our support.

It outlined the need to challenge preconceptions around hospice care and tackle some of the taboos surrounding death, dying and bereavement. We believe that encouraging open, honest conversations around end of life issues can encourage people living with palliative illnesses to seek help at an earlier stage. We also believe that having these conversations, whether as individuals, organisations or health care providers, can help to create more compassionate communities, who are better equipped to support people who are grieving or at the end of their life.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**b. Achievements and performance**

In addition to our ongoing commitment to providing exceptional levels of care through our core clinical services, there were three specific priorities to enhance support to St Giles' beneficiaries, which were reportable to the board in 2019/20.

1. During 2019 – 2020 to continue to develop and implement a comprehensive Carers and Family Support.

Given the changing demographic background within which our services are provided there is an ever-increasing pressure on services with more people with complex needs being cared for at home. As such, carers require support that enables them to fulfil their caring role effectively and maintain their own physical and mental well-being. The strategy was developed collaboratively with carers and partner organisations and approved by the Board. Some progress has been made, however full implementation is currently subject to funding.

2. During 2019 – 2020 to continue to develop and implement a Digital Strategy regarding Digital Health economy systems interoperability.

The first key area is centred around changes to our clinical information system, allowing us to be a part of an interoperable solution within the NHS. This was an essential development which enabled us to better share information to improve patient care, work efficiently or coordinate care for a wider population. The project team is in place and a phased approach to changing our system is in place.

The second element is the use of Information Technology when contributing to the demand for service/efficient working. Throughout the pandemic we have been heavily reliant on the use of Information Technology using Zoom video conference to ensure sufficient working could be continued throughout the pandemic. Some of our services such as the Bereavement Help Point were transferred to virtual platform for service users. We have been commissioned by Birmingham and Solihull CCG to run a nursing home project using Project ECHO video conferencing.

The final element of this work stream relates to the digital communication.

Egton Medical Information System (EMIS) licences have been ordered. This stream will continue to be developed as part of our 2020 – 2021 Strategic Priorities.

3. During 2019 – 2020 to continue to prepare for the changing demographics regarding Clinical Services design, Financial plan and Workforce plan.

As a result of Covid-19 we have redesigned our Day Care and Outpatients services. These services will continue to be developed throughout the next financial year. The financial outcomes and challenges will be shaped by the service requirements and associated funding stream. Our workforce plan has been developed and will continue to be developed as part of our 2020 – 2021 Strategic Priorities.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**c. Other activity**

Other projects that St Giles took part in during 2019-20 included:

**My Wishes**

The South Staffordshire End of Life Action Alliance, supported by funding from NHS England, progressed Stage 1 of a project in conjunction with My Wishes, a general website that covers a wide range of matters associated with dying.

Whether someone has a care plan in place or a statement of wishes depends mainly on healthcare professionals. The voluntary/community sector have contact with a wide variety of people, many of whom are in later life and have a long-term condition, or a terminal disease. The concept of 'flipping care planning' is to explore how a community based approach may increase the number of care plans that are completed and shared with primary care.

The project, which was determined by consulting with local community groups, branded 'How I want to go' ran between November and March 2020. The first phase was to assess which people access the site and how they use the site. The Hospice is the lead partner in this project. Although interrupted by Covid-19 and brought to a premature end, the first phase is now considered complete and the outcome being written up. The second phase will relate to the integration of the community based care plan into the clinical record.

**Nursing Home Project**

St Giles Hospice has supported 26 care homes in the South East Staffordshire area since March 2018. This project was extended in April 2020 to support 18 care homes in the North Birmingham area and this was increased to 26 care homes in May. There have been 4 Care Homes within the North Birmingham area who have declined involvement in the project. All care homes involved in the project are engaging well with the facilitators. The Covid-19 pandemic has been a particularly difficult time for care homes and their staff, the facilitators have provided general support/debriefs for staff whilst also supporting with the project. Facilitators have also been supporting care home staff to put in place future planning for their residents to prevent avoidable admissions to hospital and support residents to die in the care homes.

**Social prescribing**

Through links with our community engagement and compassionate communities work we have been involved in working alongside East Staffs and Mercian PCN to develop the role of social prescribing within the local community. This work which is funded through the CCG and is being delivered with a number of local third sector partners, including Age UK and Support Staffordshire is enabling us to work with local communities to address local social issues such as bereavement, social disconnection, and concern regarding end of life plans. The partnership between social prescribers and the hospice clinical teams is building helping to ensure that community clinical staff are linking in and utilising existing community resources.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**d. Fundraising**

All St Giles Hospice Fundraising activities are managed by the Finance and Commercial Director and are split broadly in to the 3 income generating departments of Fundraising, Retail and Lottery.

All Fundraising activities are managed by the internal fundraising team and we comply with all relevant statutory regulations including the Charities Act 2011, The Charities Act 2016 and the Data Protection Act 2018. We are registered with the Fundraising Regulator and use their trust mark on all relevant materials to show our commitment to best practice. As part of our registration with the Fundraising Regulator we follow all Fundraising Codes of Practice and are members of the Institute of Fundraising.

Our Supporter Care team and internal fundraisers manage all of our in aid of activities and mass participation events and are committed to excellent stewardship of our donors and supporters to ensure an excellent supporter journey. Every in aid of supporter will receive a 'Letter of Authority' upon registration outlining our expectations and codes of practice as well as offering advice on fundraising techniques that require specific management eg raffles. All participants in our mass participation events sign up to relevant terms and conditions associated with the event upon registration. All people fundraising on our behalf will have a point of contact within the fundraising team to offer help, advice and support and ensure all fundraising undertaken in our name is done so with the high standards we adhere to.

Any commercial participator agreements we enter in to are done so as a tripartite agreement with the charity, trading company and commercial participator.

Lottery canvassing is carried out by both employed lottery representatives and external agents. Staff receive an in depth induction on joining St Giles Hospice Lottery and ongoing review and training to ensure their standards and practices in dealing with the public are to the highest standard and compliant with current fundraising and gambling legislation and guidance. Any agencies we work with are experienced in charity fundraising and have to meet our required standard of quality checks and training. External agents are required to visit the hospice and undertake a hospice tour and induction training prior to representing St Giles. Regular checks and quality calls are made to ensure agents are representing the hospice to the required standard.

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

Our lottery age restriction is set at 18yrs and above – higher than the legal age limit of 16.

All Fundraising and Lottery communications with a donor, whether administration, relationship management or marketing are recorded using our centralised database Donorflex.

St Giles Hospice Shops are members of the Charity Retail Association and abide by its code of conduct. We operate a retail network, house clearance and furniture collection schemes. Majority of goods sold are donated and all donors have the option of joining the Retail Gift Aid scheme. No undue pressure is put on our donors who have signed up to the scheme as our compulsory notifications state the value of the goods sold and allow donors to claim back monies raised on donated goods if they wish. The scheme also provides donors with a regular update of monies raised for the charity, supporting our commitment to excellent stewardship.

We also sell a small range of new goods, with Christmas cards being our biggest seller. We collaborate with external commercial outlets to sell St Giles Christmas cards and monitor sales and monies raised regularly – this is managed by our Bought Goods Manager who regularly visits these outlets and arranges cash uplifts. Once stock is reconciled we issue a VAT invoice at the end of the season and balances paid.

All shops staff had Dementia Friends training which identified the protection of vulnerable people and to watch for unnecessary shopping habits and how to raise the alarm if shops were concerned about a regular shopper.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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In Year 19/20 there were 9 Complaints/Concerns involving Fundraising or Lottery. Of these 3 were in relation to care and not with lottery services but complainant cancelled lottery due to those concerns. One was in regards to the telephone manner of the hospice receptionist.

In the year 19/20 there were 42 complaint or concerns relating to retail. All complaints were handled via the complaint process, were resolved and are now closed.

**Financial review**

**a. Going concern**

We have set out in the Trustees' Report a review of the financial performance, risk management policies, the charity's reserves position and other factors likely to affect future development, including the impact of economic uncertainty on voluntary income. The impact of coronavirus was central to these assessments. Our trustees have concluded that with agreed adjustments to our plans, which include some shop closures, changes to working behaviours and the incorporation of social distancing along with ongoing financial risk management, we believe that there are no material uncertainties that call into doubt the charity's ability to continue. The financial statements have therefore been prepared on the basis that the charity is a going concern.

**b. Reserves policy**

The Trustees have reviewed the reserves of the Charity including the nature of the income and expenditure streams, the need to match variable income and fixed commitments, and the nature of the reserves. The Board of Trustees has set a reserves policy:

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

Total funds of the group at the year end stood at £16,311,698 (2019: £17,184,870). Restricted funds totalled £4,765,538 (2019: £4,952,289) and unrestricted funds totalled £11,546,160 (2019: £12,325,581).

Free reserves of the group at the year end, stood at £4,789,789 (2019: £5,541,677). Designated funds totalled £Nil (2019: £3,896,351) which was made up of the investment fund.

The Trustees apply a risk assessment and mitigation approach to arriving at a figure for the minimum level of reserves to be held. At the year end, the threshold calculated provided a figure of £3.27m in free reserves. Over the past few years there has been a deliberate use of excess reserves as surplus cash has been applied to fund the extension of care services. With the impact of the Covid 19 crisis, and its ongoing effects St Giles is working hard to assess and then match its anticipated levels of income and expenditure over the coming years.

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**ST GILES HOSPICE**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**c. Investments policy**

Canaccord Genuity and CCLA Investment Management Ltd. manage the Hospice's investments. The Finance and Estates Aspect Governance Committee reviews the investment managers' reports every six months. The investment objectives are to achieve long-term capital and income growth in a moderately conservative manner, following guidelines agreed by the Trustees. The investment managers have discretion in the management of a portfolio within given criteria.

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

**d. Principal risks and uncertainties**

The principal risks to the Charity are:

- Reduced income from subsidiary companies and fundraising activities creating risk to financial sustainability and service delivery
- Loss of NHS income creating risk to financial sustainability and service delivery
- Ageing workforce combined with a national skills shortage for both healthcare professionals and volunteers may impact on recruitment and therefore delivery of services

The principal uncertainties arise from the external environment:

- The economic impact of Covid-19 in particular on trading
- Uncertainty on the structure, timing and impact of new models by NHS CCGs for end of life care services
- Changing complexity and disease profiles of patients, and the increase in demand

**e. Management of risks**

The Risk Register identifies the governance committee primarily responsible for monitoring the risk and seeks assurance of the management of that risk. Every risk is set a target consequence; likelihood and score set with a timeline set for attainment, and is allocated to a member of the senior team for management oversight. Risk is a standing item on the SMT meeting agenda and they receive and respond to newly identified organisational risks, adding them to the register. In addition, each division formally reviews the risk register quarterly, noting mitigating actions undertaken and revising risk scores accordingly.

**f. Income**

As a proportion of total expenditure on services, NHS income increased slightly to 34.5% from 32.3%. Strategic discussions continued during the year with the NHS in an attempt to ensure a more robust pattern of statutory funding but continuing uncertainties around NHS funding streams continues to frustrate negotiations.

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**ST GILES HOSPICE**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**g. Financial Review**

To enable the Charity to continue offering its end of life services free of charge means continuing discussions over funding with the NHS, the maximisation of existing income streams, the development of new initiatives and being cost effective in the delivery of services.

The Trustees report that the Statement of Financial Activities shows a deficit, as planned, for the year of £873,172 (2019: deficit of £1,092,695).

The Covid-19 crisis which materialised just at the end of the financial year, has had a dramatic and materially adverse impact on St Giles financial condition and future prospects. St Giles' ability to continue to fund care for our patients and their families is at risk, as some sources of planned income through fundraising and in the shops business came to an abrupt end in March. St Giles took the difficult decision to close some shops permanently. The rest of the shops estate has been re-opened but not unexpectedly, performance is not at the levels experienced in the past. With the crisis on going the viability of charity shops remains unknown. Like many charities, St Giles has reserves to help manage any unexpected shock reductions to fundraising income. These reserves allow us to manage financial risk and short term volatility in our income, so that we can sustain our services over the long term and meet our financial commitments. While these reserves mean that we can continue to operate in the immediate future, given the significant financial uncertainty ahead, they are not sufficient to sustain us in the long term. If our ability to generate additional income does not recover and there is no further funding from the NHS, St Giles will draw on these reserves to support its work. However this will further erode the financial resilience of the charity and put its future sustainability in jeopardy.

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**ST GILES HOSPICE**  
**(A company limited by guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**h. Plans for 2020-21**

Strategic Priorities for 2020-2021:

There are two Strategic Priorities which will be developed in 2020-2021.

**Strategic Priority 1: Workforce of the Future**

The Patients of the Future project proposed and accepted a care model for St Giles that clarifies its core charitable purpose and response to the wider challenges of palliative and end of life care. Two workforce workshops took place during the Patients of the Future project and these findings have been used to formulate six work streams sitting under Workforce for the Future. The work streams pick up on feedback raised at engagement events and from the staff survey. Each of these will have a project document with more details regarding the purpose of the piece of work, timescales and resource allocation.

What we aim to achieve:

The strategy is to ensure the workforce has the skills required to deliver the Patients of the Future strategy. In addition, Workforce for the Future considers organisational culture, staff morale, education and pay and reward.

Progress will be monitored and reported:

The development of this strategy will be overseen and monitored directly by the Board to whom we will report quarterly progress.

**Strategic Priority 2: Restoration and Recovery**

The second strategic priority has been revised as a consequence of Covid-19.

During 2020 – 2021 to continue and implement plans regarding the following:

- a. Financial Recovery including trading
- b. Service Recovery including digital and information governance

Looking to the future it is crucial that we are in the best position possible when recovering from the pandemic. We aim to continue to provide a high level of care we are able to, whilst adjusting to the world post Covid-19. To do this we need to consider our financial sustainability, digital innovation and our service provision needs.

We are aiming to achieve:

A sustainable financial model that continues to deliver high quality care. In addition to restore and redesign where necessary our clinical service as a consequence of Covid -19.

Progress will be monitored and reported:

This year we will produce three plans to assist us in achieving our overall aim; the plans will consider our financial plans, digital innovation and our services. The development and implementation of these plans are fundamental to the strategy for our organisation; they will be overseen and monitored directly by the Board to whom we will report quarterly progress.

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**ST GILES HOSPICE**  
(A company limited by guarantee)

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**Statement of engagement with employees**

*Our Senior Management Team (SMT) is made up of Directors who meet on a weekly basis to discuss the performance of the Charity in line with our strategic priorities.*

Managers are asked to join a bi monthly Managers forum at which any specific changes and decisions are discussed. Hospice Brief is held one a month, which all staff can attend, here staff are updated on matters of concern and progress of projects that are ongoing.

Directors have the results of the employee survey to review at the Board meeting in order to understand the morale and key concerns of the workforce. In addition there is a Workforce Governance committee as part of the corporate structure to review data that may suggests there are issues within the workforce such as increased turnover, grievances, sickness etc and also to review the ongoing development of employees with regards to training, education and appraisals.

Directors undertake Trustee visits as part of their induction and annually in order to engage directly with teams from across the Hospice and attend many of the employee engagement and/or fundraising events that are held throughout the year.

Board decisions are made with consideration to the impact on employees by bringing together the views of the executive team and directors.

**Annual General Meeting**

The Annual General Meeting of the Charity will be held on Wednesday 25 November 2020.

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**ST GILES HOSPICE**  
(A company limited by guarantee)

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**Statement of Trustees' responsibilities**

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

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

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

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

**Disclosure of information to auditors**

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable group's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable group's auditors are aware of that information.

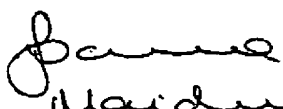

**Auditors**

The auditors, Crowe U.K. LLP, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Joanne Maidment  
(Chair of Trustees)

Date:

  
  
01/11/2020

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**ST GILES HOSPICE**  
**(A company limited by guarantee)**

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

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**Opinion**

We have audited the financial statements of St Giles Hospice (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2020 which comprise the Consolidated Statement of Financial Activities, the Consolidated balance sheet, the Company balance sheet, the Consolidated statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Conclusions relating to going concern**

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.

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**ST GILES HOSPICE**  
**(A company limited by guarantee)**

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

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**Other information**

The Trustees are responsible for the other information. The other information comprises the information included in the Annual report, other than the financial statements and our Auditors' report thereon. 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.

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

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

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

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

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

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

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

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**ST GILES HOSPICE**  
**(A company limited by guarantee)**

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

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**Responsibilities of trustees**

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

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

**Auditors' responsibilities for the audit of the financial statements**

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

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

**Use of our report**

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

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**ST GILES HOSPICE**  
**(A company limited by guarantee)**

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

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*Kerry Brown*

**Kerry Brown (Senior statutory auditor)**

for and on behalf of  
**Crowe U.K. LLP**

Statutory Auditor

Black Country House

Rounds Green Road

Oldbury

West Midlands

B69 2DG

Date: 9 November 2020

**ST GILES HOSPICE**  
(A company limited by guarantee)

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND  
EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2020**

	Note	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
<b>Income from:</b>					
Donations and legacies	3	4,257,968	6,000	4,263,968	3,648,897
Charitable activities	4	3,909,720	-	3,909,720	3,638,939
Other trading activities	5	5,525,179	-	5,525,179	5,819,071
Investments	6	130,842	-	130,842	154,446
<b>Total income</b>		<b>13,823,709</b>	<b>6,000</b>	<b>13,829,709</b>	<b>13,261,353</b>
<b>Expenditure on:</b>					
Raising funds	7	4,524,928	-	4,524,928	4,370,795
Charitable activities	9	9,836,737	192,751	10,029,488	10,287,538
<b>Total expenditure</b>		<b>14,361,665</b>	<b>192,751</b>	<b>14,554,416</b>	<b>14,658,333</b>
<b>Net (losses)/gains on investments</b>		<b>(148,465)</b>	<b>-</b>	<b>(148,465)</b>	<b>304,285</b>
<b>Net movement in funds</b>		<b>(686,421)</b>	<b>(186,751)</b>	<b>(873,172)</b>	<b>(1,092,695)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		12,232,581	4,952,289	17,184,870	18,277,565
Net movement in funds		(686,421)	(186,751)	(873,172)	(1,092,695)
<b>Total funds carried forward</b>		<b>11,546,160</b>	<b>4,765,538</b>	<b>16,311,698</b>	<b>17,184,870</b>

The notes on pages 28 to 52 form part of these financial statements.

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

**CONSOLIDATED BALANCE SHEET**  
**AS AT 31 MARCH 2020**

	Note	2020 £	2019 £
<b>Fixed assets</b>			
Tangible assets	14	11,461,835	11,555,713
Investments	15	2,975,782	3,896,351
		<u>14,437,617</u>	<u>15,452,064</u>
<b>Current assets</b>			
Stocks	16	45,953	41,357
Debtors	17	1,625,779	1,430,546
Cash at bank and in hand		1,353,193	1,455,285
		<u>3,024,925</u>	<u>2,927,188</u>
Creditors: amounts falling due within one year	18	(1,150,844)	(1,194,382)
<b>Net current assets</b>		<u>1,874,081</u>	<u>1,732,806</u>
<b>Total assets less current liabilities</b>		<u>16,311,698</u>	<u>17,184,870</u>
<b>Net assets excluding pension asset</b>		<u>16,311,698</u>	<u>17,184,870</u>
<b>Total net assets</b>		<u>16,311,698</u>	<u>17,184,870</u>
<b>Charity funds</b>			
Restricted funds	20	4,765,538	4,952,289
Unrestricted funds	20	11,546,160	12,232,581
<b>Total funds</b>		<u>16,311,698</u>	<u>17,184,870</u>

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.  
The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Joanne Maidment  
Chair of Trustees  
Date:

 01/11/2020

The notes on pages 28 to 52 form part of these financial statements.

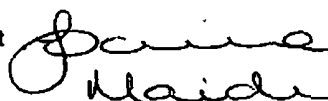
**ST GILES HOSPICE**  
(A company limited by guarantee)  
REGISTERED NUMBER: 01430090

**COMPANY BALANCE SHEET**  
**AS AT 31 MARCH 2020**

	Note	2020 £	2019 £
<b>Fixed assets</b>			
Tangible assets	14	11,454,570	11,552,699
Investments	15	2,976,887	3,896,456
		<u>14,430,457</u>	<u>15,449,155</u>
<b>Current assets</b>			
Stocks	16	10,969	10,969
Debtors	17	1,848,425	1,829,334
Cash at bank and in hand		823,931	749,456
		<u>2,683,325</u>	<u>2,589,759</u>
Creditors: amounts falling due within one year	18	(801,986)	(854,044)
<b>Net current assets</b>		<u>1,881,339</u>	<u>1,735,715</u>
<b>Total assets less current liabilities</b>		<u>16,311,796</u>	<u>17,184,870</u>
<b>Net assets excluding pension asset</b>		<u>16,311,796</u>	<u>17,184,870</u>
<b>Total net assets</b>		<u>16,311,796</u>	<u>17,184,870</u>
<b>Charity funds</b>			
Restricted funds	20	4,765,538	4,952,289
Unrestricted funds	20	11,546,258	12,232,581
<b>Total funds</b>		<u>16,311,796</u>	<u>17,184,870</u>

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.  
The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Joanne Maidment  
Chair of Trustees  
Date:

  
Maidment 01/11/2020

The notes on pages 28 to 52 form part of these financial statements.

The income and expenditure account for the year dealt with in the accounts of the company was a deficit of £873,074 (2019: £1,092,695).

**ST GILES HOSPICE**  
(A company limited by guarantee)

**CONSOLIDATED STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

	Note	2020 £	2019 £
<b>Cash flows from operating activities</b>			
Net cash used in operating activities	23	(598,499)	(1,185,175)
<b>Cash flows from investing activities</b>			
Dividends, interests and rents from investments		130,842	154,446
Purchase of tangible fixed assets		(332,207)	(111,052)
Proceeds from sale of investments		1,371,373	1,575,453
Purchase of investments		(645,442)	(140,589)
<b>Net cash provided by investing activities</b>		<b>524,566</b>	<b>1,478,258</b>
<b>Change in cash and cash equivalents in the year</b>		<b>(73,933)</b>	<b>293,083</b>
Cash and cash equivalents at the beginning of the year		1,474,965	1,181,882
<b>Cash and cash equivalents at the end of the year</b>	24	<b>1,401,032</b>	<b>1,474,965</b>

The notes on pages 28 to 52 form part of these financial statements

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**ST GILES HOSPICE**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**1. Accounting policies**

**1.1 Basis of preparation of financial statements**

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

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

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

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

The income and expenditure account for the year dealt with in the accounts of the company was a deficit of £873,074 (2019: £1,092,695).

**1.2 Company status**

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

**1.3 Going concern**

We have set out in the Trustees' Report a review of the financial performance, risk management policies, the charity's reserves position and other factors likely to affect future development, including the impact of economic uncertainty on voluntary income. The impact of coronavirus was central to these assessments. Our trustees have concluded that with agreed adjustments to our plans, which include some shop closures, changes to working behaviours and the incorporation of social distancing along with ongoing financial risk management, we believe that there are no material uncertainties that call into doubt the charity's ability to continue. The financial statements have therefore been prepared on the basis that the charity is a going concern.

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**ST GILES HOSPICE**  
**(A company limited by guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**1. Accounting policies (continued)**

**1.4 Income**

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

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

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

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

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

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

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**1. Accounting policies (continued)**

**1.5 Expenditure**

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

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

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

All expenditure is inclusive of irrecoverable VAT.

**1.6 Tangible fixed assets and depreciation**

Tangible fixed assets costing £2,500 or more are capitalised.

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

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

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

Depreciation is provided on the following bases:

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

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**NOTES TO THE FINANCIAL STATEMENTS  
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**1. Accounting policies (continued)**

**1.7 Investments**

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

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

**1.8 Stocks**

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

**1.9 Debtors**

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

**1.10 Cash at bank and in hand**

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

**1.11 Liabilities and provisions**

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

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

**1.12 Financial instruments**

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

**1.13 Pensions**

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

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**1. Accounting policies (continued)**

**1.14 Fund accounting**

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

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

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

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

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

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

Critical accounting estimates and assumptions:

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

Critical areas of judgement:

The company successfully applied for the Government's Retail, Hospitality and Leisure Grant, our application was not approved until after the year end. With this in mind we have adopted the policy to recognise this income in 2020/21.

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**3. Income from donations and legacies**

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Donations	1,868,806	6,000	1,874,806
Legacies	2,389,162	-	2,389,162
	<u>4,257,968</u>	<u>6,000</u>	<u>4,263,968</u>
	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Donations	2,099,402	77,795	2,177,197
Legacies	1,471,700	-	1,471,700
	<u>3,571,102</u>	<u>77,795</u>	<u>3,648,897</u>

**4. Income from charitable activities**

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
NHS grants and contracts for patient care	3,463,259	3,463,259	3,322,677
Recharged services	356,106	356,106	231,776
Other income	90,355	90,355	84,486
	<u>3,909,720</u>	<u>3,909,720</u>	<u>3,638,939</u>
<b>Total 2020</b>			

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**NOTES TO THE FINANCIAL STATEMENTS  
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**5. Income from other trading activities and fundraising events**

**Income from fundraising events**

	<b>Unrestricted funds 2020 £</b>	<b>Total funds 2020 £</b>	<b>Total funds 2019 £</b>
Income from trading subsidiaries	1,970,890	1,970,890	2,085,159
Sale of donated goods	3,284,384	3,284,384	3,403,163
Social care services	-	-	78,917
Fundraising events	66,195	66,195	36,954
Merchandise	2,032	2,032	3,825
Catering & refreshments	115,022	115,022	121,724
Room hire	34,271	34,271	33,806
Training & course fees	52,385	52,385	55,523
	<u>5,525,179</u>	<u>5,525,179</u>	<u>5,819,071</u>

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**NOTES TO THE FINANCIAL STATEMENTS  
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**6. Investment income**

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Investment income	130,842	130,842	154,446

**7. Expenditure on raising funds**

**Costs of raising voluntary income**

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Expenditure on raising voluntary income	178,314	178,314	128,093
Expenditure on raising voluntary income - staff costs	467,214	467,214	439,333
	<u>645,528</u>	<u>645,528</u>	<u>567,426</u>

**Fundraising trading expenses**

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Fundraising trading expenses	1,694,211	1,694,211	1,725,873
Fundraising trading expenses – staff costs	2,108,829	2,108,829	1,997,618
Fundraising trading expenses - depreciation	61,405	61,405	68,078
	<u>3,864,445</u>	<u>3,864,445</u>	<u>3,791,569</u>

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**NOTES TO THE FINANCIAL STATEMENTS  
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**8. Investment management costs**

	<b>Unrestricted funds 2020 £</b>	<b>Total funds 2020 £</b>	<b>Total funds 2019 £</b>
Investment management fees	14,955	14,955	11,800

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

**Summary by fund type**

	<b>Unrestricted funds 2020 £</b>	<b>Restricted funds 2020 £</b>	<b>Total funds 2020 £</b>
Operation of the Hospice	9,836,737	192,751	10,029,488

	<b>Unrestricted funds 2019 £</b>	<b>Restricted funds 2019 £</b>	<b>Total funds 2019 £</b>
Operation of the Hospice	10,105,995	181,543	10,287,538

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**NOTES TO THE FINANCIAL STATEMENTS  
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**9. Analysis of expenditure on charitable activities (continued)**

**Summary by expenditure type**

	Staff costs 2020 £	Depreciation 2020 £	Other costs 2020 £	Total funds 2020 £
Operation of the Hospice	7,199,576	364,681	2,465,231	10,029,488

	Staff costs 2019 £	Depreciation 2019 £	Other costs 2019 £	Total funds 2019 £
Operation of the Hospice	7,767,580	347,127	2,172,831	10,287,538

**10. Analysis of expenditure by activities**

	Activities undertaken directly 2020 £	Support costs 2020 £	Total funds 2020 £
Operation of the Hospice	8,309,550	1,719,938	10,029,488

	Activities undertaken directly 2019 £	Support costs 2019 £	Total funds 2019 £
Operation of the Hospice	8,597,747	1,689,791	10,287,538

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**NOTES TO THE FINANCIAL STATEMENTS  
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**10. Analysis of expenditure by activities (continued)**

**Analysis of support costs**

	NHS grants and contracts 2020 £	Total funds 2020 £	Total funds 2019 £
Support services and overheads	93,776	93,776	85,420
Executive and PR	75,091	75,091	120,903
Estates and facilities	255,332	255,332	276,232
IT	195,961	195,961	164,980
Wages and salaries	735,097	735,097	695,129
Depreciation	364,681	364,681	347,127
	<u>1,719,938</u>	<u>1,719,938</u>	<u>1,689,791</u>

During the year ended 31 March 2020, the company incurred the following Governance costs:

£10,130 (2019 - £18,400) in respect of audit and accountancy fees, £6,113 (2019 - £4,245) in respect of professional fees and staff costs of £94,861 (2019 - £87,595).

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

	2020 £	2019 £
Depreciation of tangible fixed assets	426,086	415,205
Fees payable to the company's auditor in respect of:		
Auditors' remuneration - audit	19,990	19,500
Auditors' remuneration - other services	5,085	5,000
Operating lease rentals	<u>643,535</u>	<u>643,535</u>

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**NOTES TO THE FINANCIAL STATEMENTS  
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**12. Staff costs**

	Group 2020 £	Group 2019 £	Company 2020 £	Company 2019 £
Wages and salaries	8,412,035	8,842,781	8,005,888	8,429,157
Social security costs	698,367	767,048	667,219	735,948
Contribution to defined contribution pension schemes	665,218	594,702	646,311	576,833
	<u>9,775,620</u>	<u>10,204,531</u>	<u>9,319,418</u>	<u>9,741,938</u>

During the year, the group made redundancy and termination payments amounting to £5,341 (2019: £59,331) with respect to 3 (2019: 2) individual cases

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

	Group 2020 No.	Group 2019 No.
Hospice services	262	268
Fundraising	17	17
Education & training	4	4
Merchandising	114	115
	<u>397</u>	<u>404</u>

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

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**12. Staff costs (continued)**

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

	Group 2020 No.	Group 2019 No.
In the band £60,001 - £70,000	1	2
In the band £70,001 - £80,000	1	-
In the band £80,001 - £90,000	1	1
In the band £90,001 - £100,000	1	2
In the band £140,001 - £150,000	-	1

**Senior management**

The key management personnel of the hospice are represented by the senior management team who are the Group Chief Executive and 4 other directors, 3 of whom are responsible for clinical services. The total employee benefits of the key management personnel (inclusive of employers national insurance) were £467,639 (2019: £409,850)

**Volunteers**

During the year, the hospice has benefited substantially from the regular services of 582 (2019: 493) volunteers. Additionally, volunteers working at St. Giles Hospice Shops Limited and its associated warehouse number approximately 764 (2019: 764). St. Giles Hospice (Promotions) Limited has also received the assistance of 10 (2019: 10) volunteers during the year.

**13. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2019 - £NIL).

During the year ended 31 March 2020, expenses totalling £28 were reimbursed or paid directly to 1 Trustee (2019 - £144 to 2 Trustees).

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2020**

**14. Tangible fixed assets**

**Group**

	Freehold property £	Long-term leasehold property £	Short-term leasehold property £	Motor vehicles £	Fixtures, fittings and equipment £	Total £
<b>Cost or valuation</b>						
At 1 April 2019	13,350,525	1,669,246	15,250	174,908	2,657,690	17,867,619
Additions	154,511	-	-	26,725	150,971	332,207
Disposals	-	-	-	(18,630)	(34,466)	(53,096)
At 31 March 2020	13,505,036	1,669,246	15,250	183,003	2,774,195	18,146,730
<b>Depreciation</b>						
At 1 April 2019	3,354,914	375,787	15,250	153,001	2,412,954	6,311,906
Charge for the year	263,217	33,385	-	8,909	120,575	426,086
On disposals	-	-	-	(18,630)	(34,467)	(53,097)
At 31 March 2020	3,618,131	409,172	15,250	143,280	2,499,062	6,684,895
<b>Net book value</b>						
At 31 March 2020	9,886,905	1,260,074	-	39,723	275,133	11,461,835
At 31 March 2019	9,995,611	1,293,459	-	21,907	244,736	11,555,713

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2020**

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

**Company**

	<b>Freehold property £</b>	<b>Long-term leasehold property £</b>	<b>Short-term leasehold property £</b>	<b>Motor vehicles £</b>	<b>Fixtures, fittings and equipment £</b>	<b>Total £</b>
<b>Cost or valuation</b>						
At 1 April 2019	13,350,525	1,669,246	15,250	174,908	2,625,942	17,835,871
Additions	154,511	-	-	20,785	149,900	325,196
Disposals	-	-	-	(18,630)	(34,153)	(52,783)
At 31 March 2020	13,505,036	1,669,246	15,250	177,063	2,741,689	18,108,284
<b>Depreciation</b>						
At 1 April 2019	3,354,914	375,787	15,250	153,001	2,384,220	6,283,172
Charge for the year	263,217	33,385	-	8,315	118,408	423,325
On disposals	-	-	-	(18,630)	(34,153)	(52,783)
At 31 March 2020	3,618,131	409,172	15,250	142,686	2,468,475	6,653,714
<b>Net book value</b>						
At 31 March 2020	9,886,905	1,260,074	-	34,377	273,214	11,454,570
At 31 March 2019	9,995,611	1,293,459	-	21,907	241,722	11,552,699

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**NOTES TO THE FINANCIAL STATEMENTS  
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**15. Fixed asset investments**

Group and company	Listed investments £	Other fixed asset investments £	Total £
<b>Cost or valuation</b>			
At 1 April 2019	3,876,671	19,680	3,896,351
Additions	216,847	(216,847)	-
On acquisition of subsidiaries	-	(300,025)	(300,025)
Disposals	(1,371,374)	445,546	(925,828)
Revaluations	(222,796)	-	(222,796)
Amounts written off	-	262	262
Transfers intra group	428,595	116,977	545,572
Foreign exchange movement	-	(17,754)	(17,754)
<b>At 31 March 2020</b>	<b>2,927,943</b>	<b>47,839</b>	<b>2,975,782</b>
<b>Net book value</b>			
At 31 March 2020	2,927,943	47,839	2,975,782
At 31 March 2019	3,876,671	19,680	3,896,351

**Principal subsidiaries**

The following were subsidiary undertakings of the company:

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

The financial results of the subsidiaries for the period were:

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**NOTES TO THE FINANCIAL STATEMENTS  
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**15. Fixed asset investments (continued)**

Names	Income £	Expenditure £	Profit/(Loss) / Surplus/ (Deficit) for the period £	Net assets £
St. Giles Hospice (Promotions) Limited	1,772,434	863,924	908,510	4
St. Giles Hospice Shops Limited	200,675	127,860	72,815	2

The following companies remained dormant throughout the year:  
St Giles Hospice Commercial Enterprises Limited, net assets of £1  
Walsall Hospice Trading Limited, net assets of £100

**16. Stocks**

	Group 2020 £	Group 2019 £	Company 2020 £	Company 2019 £
Raw materials and consumables	10,969	10,969	10,969	10,969
Finished goods and goods for resale	34,984	30,388	-	-
	<u>45,953</u>	<u>41,357</u>	<u>10,969</u>	<u>10,969</u>

**17. Debtors**

	Group 2020 £	Group 2019 £	Company 2020 £	Company 2019 £
<b>Due within one year</b>				
Trade debtors	229,512	243,401	229,472	242,801
Amounts owed by group undertakings	-	-	228,712	404,721
Other debtors	128,937	105,384	128,517	105,385
Prepayments and accrued income	1,267,330	1,081,761	1,261,724	1,076,427
	<u>1,625,779</u>	<u>1,430,546</u>	<u>1,848,425</u>	<u>1,829,334</u>

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**NOTES TO THE FINANCIAL STATEMENTS  
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**18. Creditors: Amounts falling due within one year**

	Group 2020 £	Group 2019 £	Company 2020 £	Company 2019 £
Trade creditors	278,377	211,992	276,088	209,545
Corporation tax	-	252	-	-
Other taxation and social security	167,922	183,236	160,515	176,137
Other creditors	126,839	145,643	104,401	124,068
Accruals and deferred income	577,706	653,259	260,982	344,294
	<u>1,150,844</u>	<u>1,194,382</u>	<u>801,986</u>	<u>854,044</u>

**19. Financial instruments**

	Group 2020 £	Group 2019 £
<b>Financial assets</b>		
Financial assets measured at fair value through income and expenditure	2,975,782	3,896,351
Financial assets measured at amortised cost	<u>2,526,510</u>	<u>2,477,214</u>
	Group 2020 £	Group 2019 £
<b>Financial liabilities</b>		
Financial liabilities measured at amortised cost	<u>(730,220)</u>	<u>(848,759)</u>

Financial assets measured at fair value through income and expenditure comprise of investments.

Financial assets measured at amortised cost comprise of trade debtors, other debtors, accrued income and cash.

Financial liabilities measured at amortised cost comprise of trade creditors, other creditors and accruals.

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**NOTES TO THE FINANCIAL STATEMENTS  
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**20. Statement of funds**

**Statement of funds - current year**

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers In/out £	Gains/ (Losses) £	Balance at 31 March 2020 £
<b>Unrestricted funds</b>						
Investment fund	3,896,351	-	-	(3,747,886)	(148,465)	-
General Funds - all funds	8,336,230	13,823,709	(14,361,665)	3,747,886	-	11,546,160
<b>Restricted funds</b>						
IPU fund	1,267,424	-	(30,850)	-	-	1,236,574
Barn Farm fund	1,178,031	-	(33,217)	-	-	1,144,814
Capital appeal fund	1,861,066	-	(74,202)	-	-	1,786,864
Day Therapies Centre	421,726	-	(10,020)	-	-	411,706
John Haller memorial fund	10,000	-	-	-	-	10,000
Day Room transformation	42,731	-	(1,877)	-	-	40,854
The Advice and Referral Centre fund	56,605	-	(1,410)	-	-	55,195
Other restricted funds	114,706	6,000	(41,175)	-	-	79,531
	4,952,289	6,000	(192,751)	-	-	4,765,538
<b>Total of funds</b>	<b>17,184,870</b>	<b>13,829,709</b>	<b>(14,554,416)</b>	<b>-</b>	<b>(148,465)</b>	<b>16,311,698</b>

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2020**

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

**Statement of funds - prior year**

	<i>Balance at 1 April 2018</i> £	<i>Income</i> £	<i>Expenditure</i> £	<i>Transfers in/out</i> £	<i>Gains/ (Losses)</i> £	<i>Balance at 31 March 2019</i> £
<b>Unrestricted funds</b>						
Investment Fund	5,007,882	-	-	(1,415,816)	304,285	3,896,351
General Funds - all funds	8,167,949	13,183,558	(14,476,790)	1,461,513	-	8,336,230
<b>Restricted funds</b>						
IPU fund	1,298,274	-	(30,850)	-	-	1,267,424
Barn Farm fund	1,211,249	-	(33,218)	-	-	1,178,031
Capital appeal fund	1,935,269	-	(74,203)	-	-	1,861,066
Day Therapies Centre	431,746	-	(10,020)	-	-	421,726
John Haller memorial fund	10,000	-	-	-	-	10,000
Day Room transformation	50,528	-	(7,797)	-	-	42,731
The Advice and Referral Centre fund	59,091	-	(2,486)	-	-	56,605
Other restricted funds	105,577	77,795	(22,969)	-	-	114,706
	5,101,734	77,795	(181,543)	-	-	4,952,289
<b>Total of funds</b>	<b>18,277,565</b>	<b>13,261,353</b>	<b>(14,658,333)</b>	<b>45,697</b>	<b>304,285</b>	<b>17,184,870</b>

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**Restricted funds**

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

The Barn Farm fund represents monies raised to fund the construction of a hospice in Sutton Coldfield. Depreciation on the leasehold property and the fixtures, fittings and equipment is charged against the fund.

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

The Day Therapies Centre fund represents primarily a Department of Health grant awarded to the hospice in order to reconfigure the old In-Patient Unit to create an integrated Day Therapies Centre. This provides services such as a Day Hospice, Family Support and Bereavement, Complementary Therapies and Education.

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

The Day Room transformation, which involved significantly improved facilities for patients, was funded in part by a grant from the Department of Health.

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

**21. Summary of funds**

**Summary of funds - current year**

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2020 £
Designated funds	3,896,351	-	-	(3,747,886)	(148,465)	-
General funds	8,336,230	13,823,709	(14,361,665)	3,747,886	-	11,546,160
Restricted funds	4,952,289	6,000	(192,751)	-	-	4,765,538
	<u>17,184,870</u>	<u>13,829,709</u>	<u>(14,554,416)</u>	<u>-</u>	<u>(148,465)</u>	<u>16,311,698</u>

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**21. Summary of funds (continued)**

**Summary of funds - prior year**

	<i>Balance at 1 April 2018</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers in/out</i>	<i>Gains/ (Losses)</i>	<i>Balance at 31 March 2019</i>
	£	£	£	£	£	£
Designated funds	5,007,882	-	-	(1,415,816)	304,285	3,896,351
General funds	8,167,949	13,183,558	(14,476,790)	1,461,513	-	8,336,230
Restricted funds	5,101,734	77,795	(181,543)	-	-	4,952,289
	<u>18,277,565</u>	<u>13,261,353</u>	<u>(14,658,333)</u>	<u>45,697</u>	<u>304,285</u>	<u>17,184,870</u>

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

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

	<i>Unrestricted funds 2020</i>	<i>Restricted funds 2020</i>	<i>Total funds 2020</i>
	£	£	£
Tangible fixed assets	6,756,371	4,705,464	11,461,835
Fixed asset investments	2,975,782	-	2,975,782
Current assets	2,964,850	60,074	3,024,924
Creditors due within one year	(1,150,843)	-	(1,150,843)
<b>Total</b>	<u>11,546,160</u>	<u>4,765,538</u>	<u>16,311,698</u>

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**22. Analysis of net assets between funds (continued)**

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

	<i>Unrestricted funds 2019 £</i>	<i>Restricted funds 2019 £</i>	<i>Total funds 2019 £</i>
Tangible fixed assets	6,690,904	4,864,809	11,555,713
Fixed asset investments	3,896,351	-	3,896,351
Current assets	2,839,708	87,480	2,927,188
Creditors due within one year	(1,194,382)	-	(1,194,382)
<b>Total</b>	<b>12,232,581</b>	<b>4,952,289</b>	<b>17,184,870</b>

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

	<i>Group 2020 £</i>	<i>Group 2019 £</i>
Net expenditure for the period (as per Statement of Financial Activities)	(873,172)	(1,092,695)
<b>Adjustments for:</b>		
Depreciation charges	426,086	415,205
Gains/(losses) on investments	222,796	(298,524)
Dividends, interests and rents from investments	(130,842)	(154,446)
Increase in stocks	(4,596)	(1,222)
Increase in debtors	(195,233)	(15,207)
Decrease in creditors	(43,538)	(38,286)
<b>Net cash used in operating activities</b>	<b>(598,499)</b>	<b>(1,185,175)</b>

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

	Group 2020 £	Group 2019 £
Cash in hand	1,353,193	1,455,285
Cash on deposit awaiting investment	47,839	19,680
<b>Total cash and cash equivalents</b>	<b>1,401,032</b>	<b>1,474,965</b>

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

	At 1 April 2019 £	Cash flows £	At 31 March 2020 £
Cash at bank and in hand	1,455,285	(102,092)	1,353,193
	<b>1,455,285</b>	<b>(102,092)</b>	<b>1,353,193</b>

**26. Pension commitments**

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

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

The pension cost charges, representing employer's contributions to all schemes, amounted to £665,218 (2019: £594,702). Contributions totalling £84,750 (2019: £85,892) were payable at the year end and are included in other creditors.

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**27. Operating lease commitments**

At 31 March 2020 the Group and the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2020 £	Group 2019 £
Not later than 1 year	408,498	94,690
Later than 1 year and not later than 5 years	800,675	628,070
Later than 5 years	84,863	719,274
	<u>1,294,036</u>	<u>1,442,034</u>

**28. Related party transactions**

Transactions with the subsidiary companies are set out below. The balance outstanding at the year end owed from St. Giles Hospice Shops Limited was £90,306 (2019: £206,307). The balance outstanding at the year end owed from St. Giles Hospice (Promotions) Limited was £138,407 (2019: £198,414).

	2020 £	2019 £
Gift aid from St. Giles Hospice Shops Limited	72,815	78,871
Gift aid from St. Giles Hospice (Promotions) Limited	908,608	952,557
	<u>981,423</u>	<u>1,031,428</u>

There are no other related party transactions to disclose.

**29. Post balance sheet events**

The impact of the COVID-19 pandemic on St Giles has been significant and it will continue to impact the Hospice into the future. Towards the end of the reporting period the hospice was required to close its shops and cancel or postpone a number of its planned fundraising events significantly affecting our income stream.

In order to reduce the impact NHSE have provided one off short-term funding support and as well as this St Giles have taken advantage of the Government's Job Retention Scheme and the Retail, Hospitality and Leisure Grant Fund in an attempt to maintain our current service provision. The hospice has acted quickly to reduce costs and to insulate the Charity's financial well-being.

Following on from the year end investment valuation of £2,975,782 our combined portfolio valuation has increased to £3,357,564 as at 30th June 2020 indicating recovery in the markets.