



Audited annual report and financial
statements

For the year ended 31 March 2024

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Acknowledgements

The Trustees would like to warmly thank supporters, donors and partners of Hospice UK.

Thousands of members of the public donate and raise funds for the charity in various ways – leaving a gift in their will, taking on a fundraising challenge, donating through their payroll or donating online. We thank them all.

We are hugely grateful to our corporate partners, in particular 4G Textiles, Accora, Anchor Group, Aspire Pharma Ltd, Aviva, Barclays Bank UK PLC, Becton Dickinson UK LTD, Blackbaud Europe, Blue Stream Academy, Convatec, Dignity Plc, HTM Television, LINET UK, Local Hospice Lottery, MEMORIA Limited, mhance, National Garden Scheme, Neutral Home, Northern Trust, Peridot Partners, PIB Insurance Brokers, Players of People's Postcode Lottery, Rathbones Investment Management, Rothesay Life Plc, RBC Brewin Dolphin, St. James's Place, The Care Database, The Co-operative Bank, The PwC Foundation, Towergate Insurance, Tyl by NatWest, Vantage and Weatherbys Bank Ltd.

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We thank our Vice-Presidents, Ambassadors and the London Fundraising Committee for their significant commitment to Hospice UK. These dedicated individuals give their valuable time to support hospice care across the UK. They make a significant difference.

We are grateful to the staff and trustees of member hospices who give their time, expertise and wisdom to inform our work, particularly this year as we developed our new strategy and brand.

Finally, we thank our staff and volunteers whose dedication, expertise and commitment is what ultimately drives the charity's mission forward.

Strategic report

Who we are

Hospice UK is the national charity for hospice and end of life care. We work to ensure everyone affected by death, dying and bereavement gets the care and support they need, when they need it.

Our vision

We believe that everyone, no matter who they are, where they are or why they are ill, should receive the best possible care at the end of their life. No one should die in avoidable pain or suffering.

Our mission

Our mission is to transform the way society cares for the dying and those around them. To empower individuals, communities and populations to embrace the ethos of hospice care and extend its breadth and reach to improve everyone's experience of death, dying and bereavement.

Strategic priorities

With our existing strategy expiring in March 2023, we created a bridging strategy and business plan to continue our work over the year which the trustees agreed for 2023-24.

We began the development of our new five-year strategy with a widespread scoping exercise with both members and external stakeholders. The new strategy was launched in April 2024, and focussed on three strategic priorities:

- To improve equity of access to hospice care;
- To enhance quality care;
- To achieve sustainability for the hospice sector.

Public benefit

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, we consider how our planned activities will contribute to the aims and objectives we have set.

We are here to support the hospice and palliative and end of life care sector improve people's end of life experience in the UK. Hospice care is free for however long it is needed, and whether provided in someone's home, at the hospice or elsewhere in the community.

The following sections give an overview of our activities undertaken this year to meet our charitable objectives.

Activities, achievements and performance

The hospice sector continues to operate in a significantly challenging environment, with clear risks to its operations and ability to support communities with end of life care. While there are also clear opportunities, and room for optimism, these pressures have continued to shape the work of Hospice UK over the past 12 months.

Our activities provide our hospice members with a mix of immediate and longer-term strategic support to meet the escalating challenges of diminishing resources and the growing demand of an ageing population with more complex needs.

While it provides care for a growing number of people at or nearing the end of life, or living with complex illness, the charitable hospice sector is now under significant financial pressure. Hospice UK's data suggests that a significant and permanent increase in running costs has left the collective finances of the sector in their most perilous state for two decades. While some hospices remain in robust financial health, a growing number of others are now actively cutting back services, or at least considering doing so.

Our approach to supporting the sector through another difficult year remains multifaceted. We continue to work closely with governments across the UK to make clear both the pressure that hospices are under, and the opportunity that closer working with the hospice sector can bring in terms of alleviating pressure on the NHS and social care. We have made encouraging progress in some of the UK's four nations, while across the country, we are seeing strong cross-party support for the hospice sector. We have also focused on providing support to local hospices to engage and grow their relationships with their local healthcare systems across the nations.

In this context, a hugely important part of Hospice UK's role is to facilitate the sharing and spreading of ideas, knowledge and best practice across the more than 200 independent hospices. We do this through our grant funding programmes, our learning and training offer, and our conferences. This year's national conference in Liverpool broke records for attendance.

Internally, we have embarked on a significant programme of reform to create a membership body fit for the future. Engaging more proactively with our members is a major priority and is paying off as we see increased membership engagement and mobilisation to advocate nationally for hospice care. Our new organisation structure allows for a more cohesive programme of work to support and represent the hospice sector, while our continued investment in digital technology, and investment in a new brand to be launched in May 2024, set us up for a future in which end of life care is set to be more important than ever.

The sections that follow look in detail at our projects and activities over the last year.

Priority 1: extend our reach and enable hospice quality care to be delivered in any setting

Influencing the policy agenda

Supporting hospices with rising costs

Across the UK, rising costs have hit the hospice sector hard. The need for emergency and sustainable funding for the sector has become an urgent priority. As a result of the momentum we built around this issue in January-March 2023, we met with the Minister for Energy Consumers and Affordability in April 2023 to press for the need for greater support for hospices to help them to pay their energy bills. We also held a roundtable on energy costs hosted by a Minister in the UK Government's Scotland Office to highlight the impact of rising costs on people with a terminal illness and the hospice sector in Scotland, which led to the Minister highlighting our concerns with OFGEM.

To highlight the challenges being faced by hospices across the UK, we secured and briefed MPs for a Westminster Hall debate on support for hospice services in June 2023. 26 MPs spoke in support of the sector, including Labour's Shadow Minister for Social Care, and the Government's Minister for Social Care responded.

In England, we met with the Minister for Social Care for England, Helen Whately MP, to discuss pressures on hospice services, the impact of the NHS pay awards, and the importance of Integrated Care Boards taking action to support hospice services in July 2023.

We supported the All Party Parliamentary Group on Hospice and End of Life Care to run an inquiry into Government funding for hospices between August 2023-January 2024. This inquiry consisted of a written call for evidence, which received over 80 responses, two oral evidence sessions, a report with recommendations relating to hospice funding in England and a launch event in Parliament attended by 39 MPs and Peers.

Building an evidence base on the approaches being taken to commission hospice services across England was a priority this year, and our Freedom of Information requests to all Integrated Care Boards in England showed huge inconsistencies. This data informed our media and influencing work throughout the year.

Our media work to highlight the financial strain in the sector has been particularly successful this year, with a consistent flow of top-tier national media coverage in broadsheet, broadcast and tabloid outlets, including BBC and ITV exclusives, a Daily Mirror front page, and a number of special reports by senior health correspondents across the media. We were pleased that this work was acknowledged with a PRCA award in November 2023.

We have supported the children's hospice sector with their call to extend the children's hospice grant to 2024-5, and while the Department for Health and Social Care have made positive noises, we continue to communicate challenges around the distribution mechanism and longevity of this funding.

In Scotland, we worked with the Scottish Hospice Leaders Group to assess the impact of rising costs on the sector and put forward policy asks to Scottish Government around addressing the £16 million deficit facing the sector, producing a new national funding framework for hospice care and agreeing a dynamic funding mechanism to enable funding to grow in line with increasing demand. The Minister for Public Health and Women's Health has recognised the challenges facing the hospice sector and agreed that there is a need for a new funding framework, with discussions now ongoing with politicians and civil servants about its further development and implementation.

We secured a debate on hospices in the Scottish Parliament in December 2023 and were encouraged by the strong and consistent messaging from MSPs across all the main parties. Nearly 50 MSPs have supported our calls for sustainable funding, while we have seen coverage across the Scottish media, in particular on the day before the

Scottish budget was published.

In Wales, close working with Hospices Cymru has yielded some positive results and an optimism for further positive outcomes for hospices in Wales. Working to quantify the impact on Welsh hospices of keeping pace with NHS pay rises, we have secured significant support across the year from a majority of Members of the Senedd. Momentum built as we helped to secure increased funding for community palliative care capacity, particularly out of hours care, identified as one of three key priorities for a recurrent funding allocated of nearly £12m.

The Minister for Health and Social Services formally recognised the challenges Welsh hospices are facing, agreeing to ringfence existing Welsh Government hospice funding and a Health Board level, and to the creation of a task force to develop and implement an all-Wales commissioning framework. We are confident of further progress in the coming year.

We have supported hospices in Northern Ireland by providing secretariat support to Hospices Alliance Northern Ireland meetings throughout the year. We also facilitated a successful in-person workshop in November 2023, which brought together a wide range staff from all the Northern Ireland hospices to identify agreed priorities and create an action plan to co-ordinate action between the hospices, and with Hospice UK. We have also written to the First Minister, Deputy First Minister, Minister for Health and Chair of the Health Committee in Northern Ireland now that Stormont has been restored to highlight the challenges facing the sector and the contribution made by hospices to support statutory services in Northern Ireland.

Our wider influencing work across the nations

Throughout the year, we have worked with Marie Curie, Sue Ryder, Together for Short Lives and the National Bereavement Alliance to raise the profile of palliative and end of life care ahead of a General Election which will happen within the next financial year.

We jointly produced a manifesto for palliative and end of life care, launched at the Labour and Conservative party conferences in autumn 2023, which sets out what we collectively want to see from the next government. A key focus has been building relationships with the Labour party's health team, and we are consistently encouraged by strong cross-party support for improved end of life and palliative care.

As an authority and voice of end of life care in the UK, we also submitted evidence to a number of public consultations, including on the right to visitation in hospices and the Scottish COVID-19 public inquiry. Across the nations, we have strong, productive relationships with both elected representations and civil servants, and continue to provide the secretariat to the All Party Parliamentary Group on Hospice and End of Life care at Westminster, and the Senedd Cross Party Group on Hospice and Palliative Care in Cardiff. Through these and other fora, we ensure that the voice and expertise of the hospice sector is heard in the corridors of power.

Assisted Dying

Assisted dying is firmly back on the agenda across the UK, particularly in Scotland, but with growing political interest across all nations. Hospice UK does not take a position on either side of the debate, but has a vital role to play to facilitate discussion about this topic among a sector with the most directly relevant expertise in society, as well as to represent their views, questions and concerns. We gave written and oral evidence to the House of Commons Health & Social Care Select Committee inquiry into assisted dying, highlighting the inequity in funding for hospice services and the need for improving end of life care to be a higher priority for the NHS.

In Scotland, to prepare for an expected Private Member's Bill on assisted dying, we held a series of in-person and online safe space events for hospice trustees, staff and volunteers. These events, facilitated by Dr Naomi Richards, Director of the Glasgow End of Life Studies Group at the University of Glasgow, were designed to support hospices to discuss their feelings and concerns about the issue as well as help us to identify key policy considerations. They were attended by more than 100 people from hospices across Scotland. When the Assisted Dying for Terminally Ill Adults (Scotland) Bill was published at the end of March we prepared a briefing for all members on the Bill.

Sharing knowledge through Project ECHO

We continue to make use of the well known Project ECHO (Extension of Community Healthcare Outcomes) methodology to share knowledge, skills, trends and best practice. This year we supported nine ECHO networks to deliver 53 sessions with 1,823 attendances. We looked at topics including the use of data; race equity; clinical best practice; and end of life care for people with needs including patients with frailty, with dementia, and who are in prison.

90% of participants from the Palliative and End of Life Care in Prisons ECHO Network agreed that taking part increased their knowledge of service initiatives across other services/teams. Nearly two-thirds (62%) applied knowledge gained through the ECHO Network into practice.

We continue to work with our 'superhub' partners in Sheffield and Inverness, and this year we trained hospices and not-for-profit organisations in the UK and Ireland to become ECHO hubs. Fifteen people from four organisations completed Partner Launch Training.

Project ECHO in Northern Ireland

In Northern Ireland, we started delivery of a new two-year contract with the Strategic Planning & Performance Group at the Department of Health. This builds on the previous contract which ran for five years and enables ECHO to continue providing valuable support for the health and social care sector in Northern Ireland.

Throughout the year our Project ECHO team in Belfast provided extensive support and training to health and social care partners across the UK and Ireland. In total the Project ECHO team supported 34 ECHO Networks, delivered 114 ECHO Sessions with 4,429 attendances.

Our Clinical Communities of Practice

Transitions – children to adult care

Our quarterly Transitions Community of Practice delivered in partnership with Together For Short Lives continues as a space for professionals to share and learn from each other and continue to improve care. During 2023 we held four sessions covering specific topics including the National Confidential Inquiry into Patient Outcome and Death report 2023, and model of care within adult services. There are 280 members of this Community of Practice with 40 regularly attending meetings and others contributing to the online discussion forum. In January we launched a grants programme to help hospices support the transition process for young adults with complex and life-limiting conditions.

Patient Safety Community of Practice

Our Patient Safety Community of Practice members have had four meetings and two special additional educational meetings covering Implementation of the Patient Safety Incident Response Framework and learning from the Health Safety Services Investigation Body Report into end of life care. The membership continues to grow with up to 90 people attending sessions to discuss safety incident data and quality improvement.

National Clinical Leaders

Four executive meetings were held with attendance from all regions and nations where colleagues focused on key priorities of clinical quality and safety, safe staffing and strategy and governance. The group have covered a range of clinical priorities including safe practice in medicine management, safe staffing, research and evidence into practice, liberty protection and safeguards, and the workforce and activity data surveys. We also held a clinical and HR leaders conference attended by over 100 people with a focus on quality and safety.

Education Network

Our education network has grown during 2023, and now has 263 members across the four nations with an average 70 people per meeting. Since May 2023 we have covered topics such as Post-registration Standards for Community Nursing Specialists, Practice Qualifications, understanding and evaluating the impact of educational interventions, and collaborating with the ICB to deliver palliative education.

Extending frailty care

With frailty becoming more and more recognised as a condition affecting older people, our Extending Frailty Care programme invites hospices to think differently to support frail patients in their communities. The programme commenced in April 2022 and will run through to March 2025. We have helped 11 hospices pilot creative partnerships with local care homes, prisons, ambulance services, physios and more, to reduce the loneliness, hospital admissions and fragmentation of care experienced by frail patients.

Supporting the workforce

Workforce has remained a top priority for the hospice sector and for Hospice UK throughout the year. We undertook a major workforce survey, in order to better understand the current size and profile of the clinical workforce, what pressures it is under, its vacancy, recruitment and retention rates. This survey will inform our ongoing work to support the workforce and will be repeated regularly.

Health and social care workers are potentially at greater risk of experiencing both moral distress and moral injury. Our Resilience Based Clinical Supervision (RBCS) programme, aims to build capacity to deliver greater access to supervision and support across the hospice sector. We aim to complement and enhance local wellbeing and supervision strategies, enabling wider access to supervision for more people. The programme goes from strength to strength with some 40 hospices now taking part.

We have secured funding to expand our work supporting the hospice workforce over the next 18 months. This broader programme of work commenced in February 2024, and planning has begun on expanding the Resilience Based Clinical Supervision project to a further 34 hospices, building on our successful hospice educators network, and helping the sector collate and analyse invaluable workforce data.

Priority 2: tackle inequality and widen access to hospice care**End of life care for trans and gender diverse communities**

After last year's release of our report, 'I Just Want To Be Me', Hospice UK has established itself as a leading voice on access to palliative and end of life care for trans and gender diverse communities. The work has been very well received by hospices at a number of networks and events, as well as being cited in a number of academic articles. We have supported our partner, GIRE (Gender Identity Research & Education Society) to design and deliver training for professionals on the needs of trans and gender diverse people during all stages of death, dying and bereavement.

The findings were presented to NHS England, and as Hospice UK we have been invited to contribute to the end of life care chapter of the NHS England LGBTQ+ Health Action Plan.

We have secured additional trust funding to extend the work in a project that has recently commenced, looking at supporting hospices from an HR perspective to make sure as workplaces they are inclusive of both staff and patients.

Supporting end of life care in prisons

Our work in this little understood area continues. We established an ECHO hub bringing together colleagues from HM Prisons and Probations Service, the UK Health Security Agency and NHS England, as well as clinicians working in prison settings.

In total ten sessions of this group enabled successful sharing and learning about how to bring about improvements to the end of life and bereavement care to people in custody.

A resource for young people with a life-limiting illness.

Our Dying Matters resources supporting people to talk about death and grief and are downloaded approximately 17,000 times a year. As the campaign works to widen the resources on offer, we secured funding from a corporate partner, Dignity, to co-produce a new resource with young people with a life-limiting illness.

Building on Hospice UK's transitions work, which has sought to improve the move for young people from children's to adult hospice care, Dying Matters formed a co-production group of people aged between 16-25 with a life-limiting condition. Sessions are facilitated by palliative care and inclusion expert Gemma Allen. Using the co-production model will ensure the campaign develops informed resources shaped by people's lived experience.

So far the group have shared their frustrations at being offered resources for children or adults, and at advice not being tailored for their particularities as a teenager or young adult. The project will culminate in a resource for young people near the point of diagnosis that is made and shaped by people their own age, with lived experience.

Digital health inclusion

In January 2024, we published a report on digital health and inclusion in palliative and end of life care. This report highlights the growing role of digital services, considers the risk potential risk of digital exclusion and makes recommendations about how providers can integrate digital tools and services in a way that includes and empowers people at the end of their lives. We presented our findings from this work to 80 attendees at Hospice UK's Innovation ECHO in May 2023 and a Good Things Foundation seminar on 'Exploring the barriers that exclude people from digital health services, and how to remove them'.

Hearing patient voices in Wales

We supported the development and promotion of the 'What Matters Most' Welsh lived experience visual storytelling project, in partnership with the community interest company Same but Different and Marie Curie Cymru. This project was publicly launched in Autumn 2023 with exhibitions, screenings and presentations at the All Wales Palliative Care Conference and Hospice UK National Conference. We then held an event at the Senedd, followed by a six-week exhibition viewed by nearly 7000 people, which was attended by nine Members of the Senedd from across the political parties, as well as hospices, Welsh Government officials, NHS staff and third sector partners.

Collaborating with others

Through our work in the Health and Wellbeing Alliance, we have improved the collection of hospice demographic data and piloted and promoted approaches hospices can take to comparing their local population data to the demography of their patients. This should help hospices tailor their services to the needs of their specific community.

Building our equity work for the future

Equity and inclusion has been clearly identified in our future strategy development work as a priority for our members, our supporters and our staff. We continue to build our portfolio of work in this area.

Over the coming year, we will publish two further 'deep dive' reports looking at the needs of specific communities in terms of end of life care. These are people facing financial hardship and people living in remote and rural communities. Planning and early research is under way for both pieces of work, including contributing to the Scottish Parliament Health, Social Care and Sport Committee's inquiry into remote and rural healthcare in October 2023, in which we emphasised the growing demand for palliative care in rural areas and the challenges faced in rural areas.

Priority 3: work with communities to build capacity and resilience to care for those at the end of life

Driving public conversations about dying and grief

The Dying Matters campaign is a growing community of people who believe, like us, that open conversation about death, dying and grief is in all of our interests. In recent years our focus has been taking the campaign message to more communities, in ways that are engaging and relevant for them.

The Dying Matters Community Grants programme, funded by Dignity, has continued to go from strength to strength with a new range of eight creative arts projects funded and delivered in communities across the UK this year. Highlights included a 'Talkaoke' approach with young people affected by violence and gang culture in Tower Hamlets, and a project run by the Ballynaveigh Methodist Church in Northern Ireland using theatre and storytelling to encourage the local community to share their stories.

For Dying Matters Awareness Week 2023, we focused on the importance of talking openly about death and grief in the workplace, in partnership with our Compassionate Employers programme. Our 'Compassionate Superpower' online quiz – a simple and engaging way to think about starting conversations about dying and bereavement – was completed by nearly 5,000 members of the public.

Meanwhile, nearly 300 community events took place during the week, with all manner of innovative and creative approaches to getting people talking. It's been great to see consistent growth in the number of community events since the end of the pandemic, which have now nearly doubled in the past two years. We thank all those who give their time and energy to support the campaign in this way. And we got the wider country talking too, with nearly 250 pieces of media coverage about the campaign week this year.

Providing information and support for the public

At the most vulnerable time in their lives, thousands of people turn to us for help in navigating end of life care and finding bereavement support for themselves, family members, friends and colleagues.

With an emphasis on supporting people at scale, we offer advice and signposting through our comprehensive online end of life care information hub. This year, nearly a quarter of a million people have accessed our guides and resources on topics such as planning ahead and what to expect when people are in their last days and moments of life.

Complementing the end of life care guides, our online hospice care finder is a unique resource, which this year has helped nearly 50,000 people find out about hospice care support for adults and children across the UK. Providing an at-a-glance overview of services on offer at every hospice, this hugely popular tool has seen a 63% increase in use this year.

Working in partnership with companies

We receive significant support from our corporate partners and are proud to have long-term partnerships and welcome those who are new to working with Hospice UK. Thanks to their generous donations and awareness raising, our vital work can continue.

The National Garden Scheme is the largest funder of our work. Following a £500,000 donation in 2023 they have now donated more than £7million in support of hospice care since 1996. As well as their significant contribution to our work, together we promote the wellbeing benefits of gardens through a number of community initiatives.

We are thrilled to have secured a new partnership with the Postcode Care Trust, funded by players of People's Postcode Lottery. This incredible support includes a first instalment of £125,000 received in March 2024. This flexible funding will allow us to direct resources where they are needed most to support the vital work of hospices across the UK. We look forward to working together over the next few years.

Our partnership with PwC began in July 2020, since then up to the end of March 2024, PwC colleagues have helped to raise over £585,000. Their brilliant fundraising efforts centre on their 'One Firm One Day' initiative, during which colleagues dedicate a day to give back to their local communities. As a charity partner, we're incredibly grateful for the hundreds of colleagues who used this time to support Hospice UK through various fundraising and volunteering activities.

As well as financial donations, PwC have also supported Hospice UK through their Emerging Leaders Programme three times in the past year. It is designed to develop the capabilities of employees who are soon to move into leadership positions. For Hospice UK, these were invaluable opportunities to put business challenges to a group and benefit from their insights and expertise.

Dignity continue to demonstrate their unwavering commitment to support Hospice UK's Dying Matters campaign. In the past year they have donated £153,000 to fund several important projects, including Dying Matters Community Grants programme, detailed above. Thanks to their £100,000 donation, projects have been able to go ahead in 2024 and funding is secured for projects in 2025. They have also pledged a further £50,000 to ensure the programme can run in 2026.

In 2023 we proudly celebrated 20 years of partnership with The Co-operative Bank. From the start of our partnership to the end of March 2024 they have donated over £533,000 to Hospice UK. This year, thanks to Co-operative Bank customers their Everyday Rewards donations generated £26,059 in donations. We were also selected as the beneficiary partner of new scheme between The Co-operative Bank and Co-operative Legal Services which resulted in a £25,000 donation.

We would also like to thank all our commercial partners who generously supported us throughout our Conference and Events programme. Our annual National Conference saw record-breaking sales through our sponsors and exhibitors. A special thank you to our Gold sponsors: Accora, mhance, Neutral Home and RBC Brewin Dolphin. Additionally, we would like to thank some of our long-term commercial partners: PIB Insurance Brokers, Towergate Insurance, Barclays and Rathbones for their continued support.

Growing our Compassionate Employers programme

Hospice UK's Compassionate Employers programme is designed to help organisations support their employees through grief, dying, and caring. We offer organisations the opportunity to benchmark themselves against the market and evaluate their employee support offer. This includes looking at their policies, employee networks, and line manager support.

The Compassionate Employers programme continues to grow steadily. The number of members tripled to 24, including 11 hospice members. We are now reaching over 160,000 employees. We're proud to have companies like The Co-operative Bank, The Co-operative Group and Deutsche Bank come on board, as well as our first NHS partner, Hampshire and Isle of Wight ICS.

Our e-learning tool, which we created with the help of the PwC Learning Lab team, was recognised again. This time it was shortlisted for the Best Use of Tech at the Great British Workplace Wellbeing Awards. In early 2024 the team introduced our new Kickstart products to reach more employers and help raise more funds for Hospice UK.

Our supporters

We've had an exceptional year in engaging with the public, as evidenced by the addition of 16,464 new supporters through our digital supporter acquisition efforts. As a result of this heightened engagement, we surpassed our target for individual donations by £53,000.

Our special events saw record attendance, and we achieved higher fundraising results than in previous years for our Carol Service, Fashion Lunch, and Gala Dinner. We had our usual portfolio of challenge events, among them our second Dragon Boat Race, and collectively these events drew participation from 336 individuals.

The Hospice UK London Marathon team was smaller than previous years, due to post-pandemic adjustments but the team still raised an amazing £286,774. In addition, we had 37 local hospices join us on the event day at our post-race reception, inviting an additional 461 runners. We continue to support local hospices through our payroll giving work and this year raised over £121,000 to directly benefit them.

Priority 4: empower a strong, dynamic and responsive hospice sector

Sharing resources and learning with our hospices

Following the successful launch of several online platforms last year we have seen growth in the engagement of our members in learning and sharing of practice and information. The Innovation Hub is the area of our website for hospice and end of life professionals, with practical resources, best practice examples and spaces to engage with peers. Launched in September 2022, there has been huge appetite for the resource; having set a target of 35,000 users across its first full year, we were pleased that more than 50,000 users visited the Hub. Popular resources have included information on digital health inclusion, effective use of data, tackling workforce challenges and assisted dying, along with a newly launched thought leadership series with guest blogs from hospice leaders on a range of topics.

Our conferences

National conference

Our flagship conference broke records this year, indicating a huge appetite from our community to collaborate with and learn from each other. This year, we were honoured to welcome Professor Chris Whitty, Chief Medical Officer for England, to open the conference. Professor Whitty shared his admiration for the hospice sector, and his conviction that the whole healthcare system can and should learn from the holistic approach taken in palliative care.

A record 950 delegates attended in November 2023. We also had the biggest ever contribution from the call for papers, with over 250 posters displayed. The event represents a vital opportunity for in-person networking and sharing, made possible by our corporate partners and exhibitors, including our Gold sponsors Accora, mhance, Neutral Home and RBC Brewin Dolphin. For the third year running we also offered the live streaming option, and received feedback on how inclusive this option made the event for our attendees, particularly those with neurodiversity.

Trustee Conference

Our virtual Trustees Conference, took place in September 2023, with more than 260 participants, while our quarterly trustee network meetings, where trustees from across the UK can share and learn from one another, are regularly attended by more 100 delegates from senior positions and boards, to share strategic challenges and opportunities facing the sector. The network has increased to over 400 members.

Clinical and HR conference

In April 2023 the Clinical Leaders Group and HR Leaders group came together for a one-day conference in London, with the title 'Hospice Career Pathways – the road less travelled'. 100 attendees from both disciplines heard sessions on how to tackle the many challenges facing the hospice and end of life care workforce.

Fundraising Conference

In June 2023 we hosted over 80 attendees in London for our annual Fundraising Leaders Conference. The theme for the conference was 'Moving with the times' and offered a strategic look at the complex challenges facing fundraising leaders and how innovation can offer solutions.

Hospice Data Programme

In 2023, we restarted our hospice data collections after a year's hiatus. The data collections involve hospices

across the UK sending us annual figures on their service activity, patient demographics, workforce numbers, staffing issues. This data is vital for Hospice UK's ability to advocate on behalf of the sector, and for our members to learn from each other's operations. We thank hospice colleagues for their time and effort in sharing data with us.

We also collect quarterly data on patient safety incidents and on hospice finances which we use both nationally and so individual hospices can see how they are doing over time and in comparison, to others. Together the data builds a current picture of the hospice sector.

The data collection revealed that in 2023, hospices cared for 300,000 patients with palliative and end of life care needs. Only 18% of this care is delivered in hospice beds in a hospice building, the rest is looking after people in their homes, care homes or with living well support. The care is delivered by 16,000 staff with as many again supporting in other roles and 95,000 giving their time as volunteers.

We have built on our sector specific population needs assessment tool, PopNAT, to enable hospices to look at the reach of their hospice care within their local population. And we continue to roll out patient centred outcome measures to really show the individual nature of quality palliative care and the value that hospices deliver for those patients, those close to them, and the wider health system.

National Legacy Campaign to promote local hospice care

Legacy income is a vital part of how hospices can provide their services. But, like many streams of income, it is under pressures. We are therefore pleased to be collaborating with 141 hospice members to launch a national legacy campaign to promote leaving a gift in will to local hospices. This is the first time that so many local hospices have worked together in this way. The campaign will launch early 2025.

Improving care through our grant programmes

Our grants programmes continue to support innovative projects in hospices throughout the UK. The grants represent one of the most important parts of Hospice UK's work; directly supporting hospices with financing to set up new projects and initiatives which may otherwise not have been possible. The grants focus on how we can improve hospice care and make sure it reaches more people who need it. This year we awarded 344 (2023: 336) grants worth £1.8 million (2023: £1.6 million)

With generous support from the Masonic Charitable Foundation (MCF), we have awarded 25 project grants to hospices within England and Wales totalling £788,074. MCF also funded a programme of Bursaries aimed at supporting the education and training of hospice staff – 150 Bursaries have been awarded this year totalling almost £150,000.

St. James's Place Charitable Foundation continues to support hospices through a generously funded programme which this year was focused on Dying at Home with Dignity. A total of 14 grants were awarded, allocating £547,445.

We are grateful for the Wolfson Foundation's fantastic support for hospice staff with Professional Development Grants awarded by Hospice UK. This year 130 (2023: 183) staff were awarded a Wolfson grant, with a total value of £86,000 (2023: £130,000).

A new grant programme focussed on supporting local care home staff to deliver end of life care was funded through the Wolfson Foundation's Hospice Care Home Training programme. Five grants were awarded, allocating almost £10,000.

A new Professional Development Grant programme was launched in January 2024 funded by the National Garden Scheme (NGS) to support the education and training of hospice staff. Nine grants were awarded, totalling almost £4,000.

The Linder Foundation generously supported six hospices in England and Wales with a grant to develop end of life care in prisons. A total of £80,000 was allocated.

Celebrating Hospice Care Week 2023

Hospice Care Week is our annual moment to recognise and celebrate the brilliance of hospice care across the UK. Each year we spotlight a different theme or aspect of hospice care, and this year our focus was on the workforce.

While there remain clear and growing pressures on our workforce – and Hospice UK is undertaking various initiatives to relieve these – our focus for the campaign was to celebrate and thank those brilliant people who make hospice care what it is. Nearly 150 hospices took part, with 11,000 people viewing our campaign film which featured a variety of staff sharing why they loved working at their local hospice. We generated more than 160 pieces of media coverage, and also facilitated the visits of 17 MPs to hospices to learn about their work and to encourage them to consider the importance of the hospice workforce in national healthcare planning.

Financial review

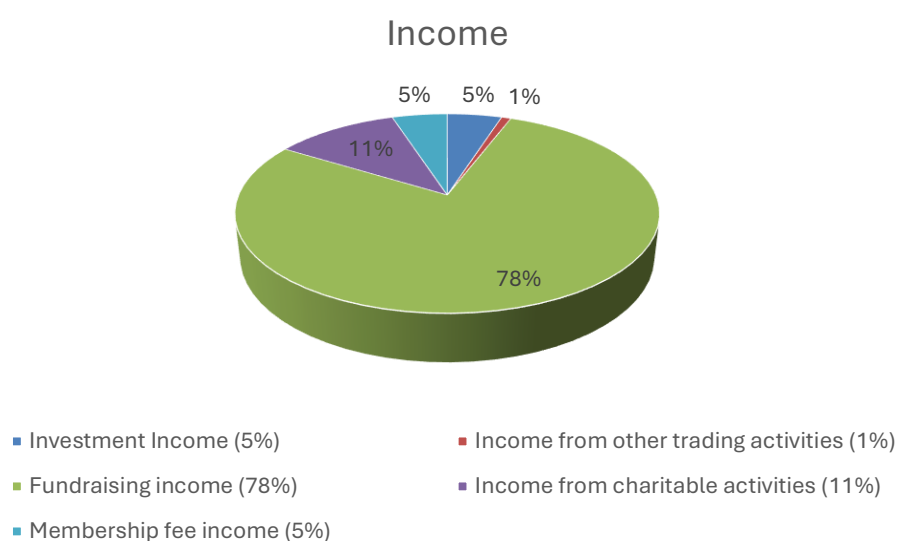
Overall Financial Performance

Our net movement on funds, before investment gains, was a deficit of £1.5M (2022/23: surplus £0.8M).

The key indicator by which the trustees measure our financial performance is the surplus or deficit on unrestricted general funds before any investment gains / losses. We recorded a deficit on unrestricted general funds of £1M (2022/23: £1.2M surplus) before investments loss. The trustees were satisfied with the financial performance.

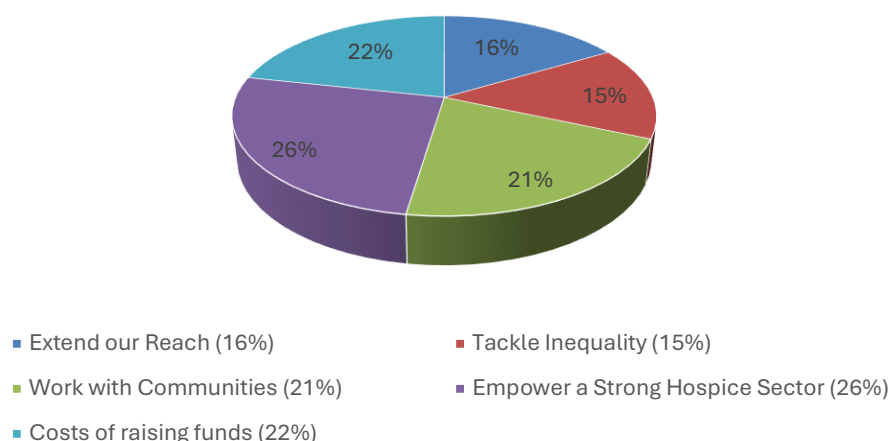
Our total income for 2023/24 was £6.7M. This was down on the prior year (£8.6M), as the previous year had been affected by exceptional legacy income.

The chart below shows the proportion of our income coming from various sources and highlights that, unusually for a membership organisation, we are very reliant on fundraising income, which represents 78% per cent of our total income.



Total expenditure increased from £7.8M in the previous year to £8.2M. We spent 78% of our expenditure on charitable activities, split across our four strategic priorities and 22% on our fundraising activities.

Expenditure



Our trading subsidiary Help the Hospices Trading made a profit of £220k (2022/23: £177k), which was donated to the charity under Deed of Covenant. As well as advertising income, the trading subsidiary runs education and training events, and carries out some fundraising activities, all under the control of and for the benefit of the charity. The improved financial performance was primarily due to a very successful annual conference.

Investment policy and performance

Our investment performance and holdings are regularly reviewed by the Finance Committee against a benchmark of similar investments. Our investments are held in line with our investment policy, which lays out guidelines for risk and asset mix, as well as ensuring there are appropriate ethical policies in place. In the financial year under review, our investments decreased in value by £156,000 (2022/23: £220,000 decrease).

During the year, the trustees carried out a detailed review of our investment strategy in the new financial year, and, following a competitive tender process, appointed Rathbones to manage our investment portfolio. Following an impairment review, the trustees also agreed to write down the unlisted shares we hold to their nominal value.

Principal Funding Sources and Fundraising Strategy

Most of the charity's income comes from fundraising income. More than half of this income is non-recurring, and therefore significant new fundraising income needs to be generated each year. The biggest sources of fundraising income are income from corporate partnerships and charitable trusts. Legacies, payroll giving and fundraising events are also important sources. Our fundraising strategy focussed on maximising donations from existing income sources, while developing new income streams. To that end, we hope to grow our donations from corporate partners, commercial sponsors, major donors and individuals in future years.

Reserves policy

The trustees have reviewed the reliability of income streams, our commitment to future expenditure and the risks we face as a charity. We are dependent on some volatile forms of fundraising income and much of our income is only committed for one year. However, we do have some forms of more reliable income, and our income streams are becoming more diverse as we seek to reduce our risk.

Based on an analysis of our commitments, and the risks associated with various income streams, the trustees have determined that we should aim to hold free reserves (defined as unrestricted general funds) of at least £4.3M. This is to ensure that we can meet our commitments to member hospices, our staff and other stakeholders, should our annual income not meet our expectations. Should our free reserves significantly exceed the levels set out in this policy, we will review our activities appropriately and authorise additional expenditure on specific projects.

At 31 March 2024, the charity had total funds of £10.5M (2023 £12.2M). Of these, £4M (2023 £4.6M) represent free reserves and therefore we are holding funds in line with our reserves policy.

Grant making policy

Hospice UK aims to make a real, practical difference in everything we do. Our grant programmes demonstrate this commitment with a range of grants to hospices, including supporting their staff.

Our grant programmes are funded by the generous donations received from external sources, including trusts and foundations. We are grateful for their support. The criteria for each programme are agreed by the Hospice UK Governance Committee and each respective funder, considering any restrictions that funders wish to be included.

Applications for funding for individuals, e.g. through the Professional Development Grants programme, are considered and approved by the Head of Grants.

Applications for funding from major grant programmes are considered by the Major Grants Committee, which makes recommendations for approval as follows:

- to the Chief Executive for grants of up to a maximum of £25,000
- to the Governance Committee for grants of between £25,000 and £50,000
- to the Board for grants over £50,000 following their consideration by the Governance Committee.

Risk assessment

The Trustees, together with the Senior Leadership Team, regularly identify and monitor risks to which Hospice UK is exposed and ensure that appropriate systems and controls are in place to manage significant risks.

During the year, the trustees and senior management devoted several meetings (at full Board, Governance Committee and senior leadership team) to carrying out a full review of the risks facing the charity and the mitigations that are in place to address them.

This led to the development of a new risk register, which was subsequently approved by the Board in July 2023, and will be reviewed by the Board biannually going forward.

The revised risk register has identified key risks in seven categories:

- Membership engagement – mitigated by regular communication and feedback mechanisms, including through our Advisory Council, consultations and surveys.
- The impact of our programmes – mitigated strategic leadership to ensure the sector is fit for the future, sharing best practice and regular evaluation of our impact.
- Our brand and reputation – mitigated by proactive comms work.
- Workforce – mitigated by regular feedback mechanisms, including new pulse surveys, staff forums and monitoring by the People Committee.
- Financial – mitigated by regular monitoring by the finance committee, management accounts and dual authorisation / separation of responsibility.
- IT & Data – mitigated by an IT transformation programme which is overseen by a programme board.
- Governance – mitigated by overview from the Governance Committee, and an internal review of our governance arrangements in the year.

Compliance with Fundraising Standards

Staff employed by Hospice UK carry out most of our fundraising activities. For some activities, we work with other organisations or individuals to assist with our fundraising. For example, we work with payroll giving agencies to sign up supporters to our payroll giving schemes and specialist organisations to organise charity challenge events. All arrangements are governed by written agreements that cover the responsibilities of both parties and ensure that anyone working on our behalf adheres to our strict ethical standards, and we take all recent steps to protect vulnerable people.

Hospice UK is registered with the Fundraising Regulator and complies with the Code of Fundraising Practice and the Fundraising Promise. No instances of non-compliance with any relevant regulations or guidelines have been identified, and nor have we received any complaints about our fundraising activities.

Much of our income is generated from companies or trusts. When seeking to raise money from the public, we only send marketing material to those who have previously said they are happy to be contacted by us (and individuals are free to change their minds at any time). We take great care to ensure that our level of communication with our supporters is proportional and appropriate. In the past year we have not engaged in telephone marketing or in raising money from door to door or street collections

Plans for Future Periods

During the year, we consulted widely on our new strategy, which we launched in April 2024.

The new strategy has three key priorities:

- 1) To improve equity of access: We will work so people get the end of life care they need, and support hospices to reach those we know are missing out
- 2) To enhance quality care: We will support hospices to deliver individualised care amid rapidly changing demands
- 3) To achieve sustainability: We will fight for hospice services, making sure they are well funded, governed and well staffed long into the future.

These strategic priorities will be underpinned by three ways of working that we will also be measuring:

- a) Working as a community to learn, advocate and deliver better end of life care for all in the UK. We will generate support from the wider palliative care community, national charities, volunteers, patients, families and those who want to see equitable end of life care in this country.
- b) Being an outstanding organisation. We will strive to be a super place to work to attract talent and foster a positive employee experience. Our charity will have good governance and stewardship of resources. We will deploy the right technology with

data analytics driving our decision-making.

- c) Being a great fundraising organisation. We will create a culture where fundraising is embedded into the DNA of the organisation and we have well-designed and attractive projects for funders. Enabling us to secure the funds we need from diverse sources in order to achieve our goals.

Structure, governance and management

Objectives

The objectives of the charity are:

- to facilitate and promote the relief, care and treatment of the sick, especially of the dying, and the support and care of their families and carers and of the bereaved;
- to facilitate and promote the charitable activities of those persons (whether individuals or organisations) which provide and/or support hospice care;
- to provide or facilitate education and training for professionals and volunteers engaged in palliative care and increase awareness among the public of the values, principles and practice of hospice and palliative care.

Governance documents and constitution

Hospice UK is a charitable company limited by guarantee constituted on 29 September 1992 and governed by articles and memorandum of association. The trustees are also directors of the charity for the purposes of the Companies Act. No specific restrictions are imposed by the governing documents.

The charity has a wholly owned trading subsidiary, Help the Hospices (Trading) Ltd, (company number 2000660), which is used as a vehicle for fundraising.

The Board of Trustees

The charity has a membership for organisations whose primary purpose is to provide and / or support hospice care. Each member can nominate individuals to stand for election as trustees of the charity. Nominations are based on the skills, experience and competencies needed to ensure a representative balance of professional expertise on the Board of Trustees and voted on by all members.

Hospice UK trustees are detailed on page 26. Following a governance review, our constitution was updated at our AGM in November 2023, and trustees are now appointed for an initial three year term, which can be extended to three, three year terms. The majority of the trustees are elected from within the membership, with additional trustees from outside of the membership being co-opted to fill specific skills gaps, so long as the majority of the Board is always made up of member trustees. The full Board met seven times during the year.

New trustees receive a wide-ranging induction information pack and complete conflict of interest and eligibility statements on joining the charity. Trustees are welcomed with at least one familiarisation day visit to Hospice House, to meet with staff and other trustees. Further induction information is supplied as new trustees join Board committees and become involved in the charity's activities.

Several trustees serve on Board committees or advisory panels, and the Chair of the Board is an ex-officio member of each. The Board monitors and controls the programme of the charity through at least four Board meetings each year and through a number of Board committees.

■ Governance Committee

Responsibilities are to oversee the governance of the organisation including Board composition, associated trustee appointments, election processes, and reviewing Board performance and succession planning. The committee is responsible for overseeing all grant programmes including setting the eligibility criteria for each grant programme, the basis for making awards, and ensuring compliance with these criteria. It also oversees our risk management processes. The committee met four times during the year, and the main activity during the year was to oversee a governance review to ensure that our processes were up to date and reflected best practice, and implementing a new strategic risk register.

■ People Committee

Sets the broad framework for remuneration packages of the leadership team, oversees the HR strategy of the organisation and approves key HR policies. The committee is also responsible for making sure our remunerations policy is appropriate and ensures that we have a consistent, objective and clear process across the charity for how we set individual salaries. The aim is to ensure that the salaries are realistic, sustainable but competitive against the external market and correctly aligned when the role is broken down and evaluated against others in the charity; to help ensure this a service provided by Croner Consulting, which compares salaries with comparative roles in the charity sector, is used. The People Committee approve the Senior Management Team salaries, and salaries of other staff proposed by the Chief Executive Officer. The committee met four times during the year, and in particular approved a new pay policy and a new staff structure for the charity.

■ Finance Committee

Responsibilities include advising and monitoring budgets, financial controls and financial reporting, overseeing audit matters and ensuring adequate risk management and compliance. The committee met four times in the year, and the key activity during the year was approving a new five year financial plan, setting the charity's budget and regular monitoring of performance against it.

Day-to-day management of the charity is delegated to the Chief Executive Officer and then across the organisation through a regularly reviewed schedule of delegation.

Membership

The membership structure of Hospice UK came into being in April 2007. On 31st March 2024, there were 212 members (31 March 2023: 208)

Members of Hospice UK engage to shape our future programmes and priorities by:

- helping to shape the governance of the organisation by nominating and electing trustees to the Board – more than half of the trustees of Hospice UK are elected from within and by member hospices.
- ensuring country and regional views are represented at a national level by electing representatives to the Advisory Council and Hospice Boards Council (formerly known as the Forum of Chairmen) and contributing their expertise to support our work through expert committees and other project steering committees

In the event of winding-up, each member is liable to pay a maximum of £1.

The Advisory Council and the Hospice Boards Council

The Advisory Council plays a key role in Hospice UK and is the forum through which members formally communicate with Hospice UK. Member hospices, via elected representatives, advise our Board and Senior Leadership Team on key issues and priorities relating to hospice philosophy, policy, practice and professional development. Hospice UK communicates the work of the charity back to the members and seeks views.

The Forum of Hospice Chairs, formerly the Forum of Chairmen of Independent Hospices, is a national network that promotes the role of hospice chairs and trustees and feeds back to Hospice UK issues relating to the governance of hospices in order to help shape our governance support programmes.

The Chairs of the Advisory Council (Tony Collins) and the Forum of Chairs (Ros Keeton) each hold a place on the Board of Hospice UK.

Reference and administrative information

Trustees

Paul Jennings #	Chair, Appointed November 2020
Chloe Chik ^{#,3}	Appointed September 2021
Tony Collins ^{* 2}	Deputy Chair, Appointed May 2015
Emma Reynolds ^{#,}	Appointed July 2020
Stephen Roberts ^{*1}	Appointed July 2017
Dr Mike Miller ^{* 1,2}	Appointed May 2018
Michelle Rollinson ^{*2,3}	Appointed May 2019
David Smith ^{*3}	Appointed November 2019
Rhian Edwards [*]	Appointed June 2022
Sharon Allen ^{*1,2}	Appointed Sept 2021
Ros Keeton [*]	Appointed March 2023

A co-opted trustee

* A trustee elected by the membership

Membership of Board committees as of 31 March 2024

- 1 – Governance Committee
- 2 – People Committee
- 3 – Finance Committee

Founder

Anne, Duchess of Norfolk CBE

Vice-Presidents

Baroness Finlay of Llandaff		
Martyn Lewis CBE	Prof. David Clark	Lord Howard of Lympne
Robert Peston		

Senior Leadership Team (as at date of approval)

Toby Porter	Chief Executive
Craig Duncan	Chief Operating Officer
Jonathan Ellis (until Nov 23)	Director of Policy, Advocacy and Clinical Programmes
Catherine Bosworth	Director of Income Generation and Grants
Rowena Lovell (until Nov 23)	Director of Member Engagement and Support
Sarah West	Director of External Affairs
Steve Thorlby-Coy	Director of IT and Digital Services
Paul Schofield (until Jun 24)	Director of People and Culture
Annette Alcock (from Nov 23)	Director of Programmes

Registered office

34-44 Britannia Street
London
WC1X 9JG

Charity and company registration

Registered charity in England and Wales: 1014851
Registered charity in Scotland: SC041112
Company limited by guarantee: 2751549

Solicitor

Bates, Wells and Braithwaite
2-6 Cannon Street
London
EC4M 6YH

Auditors

Price Bailey LLP
1 Dane Street
Bishop's Stortford
Hertfordshire, CM23 3BT

Bank

Coutts and Co.
440 Strand
London
WC2 0QS

Statement of trustees' responsibilities

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

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the situation of the charitable company and group and of the incoming resources and application of resources, including the income and expenditure, of the charitable company and group for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for ensuring proper accounting records are kept that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

As far as trustees are aware:

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

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

Auditors

Price Bailey LLP have expressed their willingness to continue as the charitable company's auditors, and a resolution to this effect will be proposed at the AGM.

Approved by the Trustees on 12 September 2024 and signed on their behalf by

A handwritten signature in black ink, appearing to read 'Paul Jennings', written in a cursive style.

Paul Jennings

Chair of Trustees

Independent Auditor's Report to the Trustees and Members of Hospice UK

Opinion

We have audited the financial statements of Hospice UK (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2024 which comprise of the Group Statement of Financial Activities, the Group and Parent Charitable Company Balance Sheet, the Group Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 parent charitable company's affairs as of 31 March 2024, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities and Trustees Investment (Scotland) Act 2005 and Charities Accounts (Scotland) Regulations 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the parent 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 and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either

intend to liquidate the group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

We have been appointed auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with those Acts.

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

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

We gained an understanding of the legal and regulatory framework applicable to the Charitable Group and the sector in which it operates and considered the risk of the Charitable Group not complying with the applicable laws and regulations including fraud in particular those that could have a material impact on the financial statements. This included those regulations related to the financial statements, including financial reporting, and tax legislation. In relation to the operations of the Charitable Group this included compliance with the Charities Act 2011 and Companies Act 2006.

The risks were discussed with the audit team, and we remained alert to any indications of non compliance throughout the audit. We carried out specific procedures to address the risks identified. These included the following:

Reviewing minutes of Board meetings, reviewing any correspondence with the Charity Commission, agreeing the financial statement disclosures to underlying supporting documentation, and enquiries of management and officers of the Charitable Group. We have also reviewed the procedures in place for the reporting of any incidents to the Trustee Board including serious incident reporting of these matters as necessary with the Charity Commission.

Management override: To address the risk of management override of controls, we carried out testing of journal entries and other adjustments for appropriateness. We also assessed management bias in relation to the accounting policies adopted and in determining significant accounting estimates, including treatment of legacies and grant income, and the valuation of investments.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and its trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Shaun Jordan ACA (Senior Statutory Auditor)

For and on behalf of

Price Bailey LLP

Chartered Accountants

Statutory Auditors

3rd Floor,

24 Old Bond St,

Mayfair,

London

W1S 4AP

Date: 31 October 2024

Consolidated statement of financial activities
(Incorporating an income and expenditure account)
For the year ended 31 March 2024

	Note	Unrestricted Funds		Restricted Funds	2024	2023
		General £'000	Designated £'000	Funds £'000	Total £'000	Total £'000
Income						
Donations and legacies:	2					
Funds raised for Hospice UK		2,744	-	2,330	5,074	7,276
Government grants to support Covid response		-	-	-	-	96
Funds raised for independent hospices		-	-	121	121	135
Income from other trading activities		57	-	-	57	86
Investment income		331	-	-	331	145
Income from charitable activities:						
Supporting those providing end of life care		1,083	-	-	1,083	840
Total income		4,215	-	2,451	6,666	8,578
Expenditure						
Expenditure on charitable activities:	3					
Extend our Reach		877	70	401	1,348	1,736
Tackle Inequality		721	70	443	1,234	769
Work with Communities		1,035	70	600	1,705	1,262
Empower a Strong Hospice Sector		998	258	872	2,128	2,074
COVID-19 response in England		-	-	-	-	469
Costs of raising funds	3	1,580	187	-	1,767	1,472
Total expenditure		5,211	655	2,316	8,182	7,782
Net income/(expenditure) before gains/(losses) on investments		(996)	(655)	135	(1,516)	796
Realised (losses) on investments	10	(33)	-	-	(33)	-
Unrealised (losses) on investments	10	(156)	-	-	(156)	(220)
Net income/(expenditure) for the year	5	(1,185)	(655)	135	(1,705)	576
Transfer between funds	15	717	(717)	-	-	-
Net movement in funds		(468)	(1,372)	135	(1,705)	576
Reconciliation of funds						
Total funds brought forward	1	4,561	6,125	1,520	12,206	11,630
Total funds carried forward	15	4,093	4,753	1,655	10,501	12,206

Statement of financial activities - The charity
(Incorporating an income and expenditure account)
For the year ended 31 March 2024

for the year ended 31 March 2024						
		Unrestricted Funds		Restricted Funds	2024	2023
	Note	General £'000	Designated £'000	Funds £'000	Total £'000	Total £'000
Income						
Donations and legacies:	2					
Funds raised for Hospice UK		2,744	-	2,330	5,074	7,276
Government grants to support COVID response		-	-	-	-	96
Funds raised for independent hospices		-	-	121	121	135
Income from other trading activities		-	-	-	-	-
Investment income		331	-	-	331	145
Income from charitable activities:						
Supporting those providing end of life care		339	-	-	339	277
Total income		3,414	-	2,451	5,865	7,929
Expenditure						
Expenditure on charitable activities:	3					
Extend our Reach		877	70	401	1,347	1,736
Tackle Inequality		721	70	443	1,234	769
Work with Communities		1,035	70	600	1,705	1,262
Empower a Strong Hospice Sector		197	258	872	1,327	1,425
COVID-19 response in England		-	-	-	-	469
Costs of raising funds	3	1,580	187	-	1,767	1,472
Total expenditure		4,410	655	2,316	7,380	7,133
Net income/(expenditure) before gains/(losses) on investments		(996)	(655)	135	(1,515)	796
Realised (losses) on investments	10	(33)	-	-	(33)	-
Unrealised (losses) on investments	10	(156)	-	-	(156)	(220)
Net income/(expenditure) for the year	5	(1,185)	(655)	135	(1,705)	576
Transfer between funds	15	717	(717)	-	-	-
Net movement in funds		(468)	(1,372)	135	(1,705)	576
Reconciliation of funds						
Total funds brought forward	1	4,543	6,125	1,520	12,188	11,612
Total funds carried forward	15	4,075	4,753	1,655	10,483	12,188

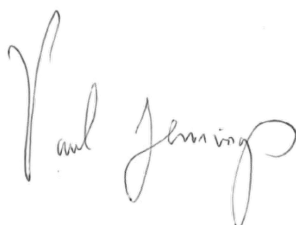
Balance sheet
As at 31 March 2024

	Note	The group		The charity	
		2024	2023 (restated)	2024	2023 (restated)
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible fixed assets	9	1,102	1,167	1,102	1,167
Investments	10	4,642	4,818	4,642	4,818
		<u>5,744</u>	<u>5,985</u>	<u>5,744</u>	<u>5,985</u>
Current assets					
Debtors	13	1,263	918	1,517	892
Short-term deposit - Investments		2,085	4,675	2,085	4,675
Cash at bank and in hand		6,505	4,130	6,008	3,937
		<u>9,853</u>	<u>9,723</u>	<u>9,610</u>	<u>9,504</u>
Creditors					
Amounts due within one year	14	5,096	3,502	4,871	3,301
Net current assets		<u>4,757</u>	<u>6,221</u>	<u>4,739</u>	<u>6,203</u>
Total net assets	12	<u>10,501</u>	<u>12,206</u>	<u>10,483</u>	<u>12,188</u>
Funds	15				
Restricted funds		1,655	1,520	1,655	1,520
Unrestricted funds					
General funds		4,093	4,561	4,075	4,543
Designated funds		4,753	6,125	4,753	6,125
Total funds		<u>10,501</u>	<u>12,206</u>	<u>10,483</u>	<u>12,188</u>

The notes on pages 41 to 62 form part of these financial statements.

Approved by the trustees 12 September 2024 and signed on their behalf by:

Paul Jennings
CHAIR OF TRUSTEES



Company number 2751549

Statement of cashflows
For the year ended 31 March 2024

	The group		The charity	
	2024	2023 (restated)	2024	2023 (restated)
	£'000	£'000	£'000	£'000
Net cash generated by operating activities	(519)	(24,620)	(824)	(24,564)
Capital expenditure & financial investment				
Payments to acquire tangible fixed assets	(14)	(155)	(14)	(155)
Receipts on the disposal of investments	3,031	-	3,031	-
Receipts on the disposal of short-term investments	4,590	-	4,590	-
Payments to acquire investments	(3,064)	(1,500)	(3,064)	(1,500)
Payments to acquire short-term investments	(1,980)	(4,675)	(1,980)	(4,675)
Investment income	331	145	331	145
Change in cash and cash equivalents in the reporting period	2,375	(30,805)	2,070	(30,749)
Reconciliation of net movement in funds to net cash flow from operating activities				
	2024	2023 (restated)	2024	2023 (restated)
	£'000	£'000	£'000	£'000
Net movement in funds for the year	(1,705)	576	(1,705)	576
Non-operating cashflows eliminated				
Depreciation	78	57	78	57
Investment income	(331)	(145)	(331)	(145)
Losses/(gains) on investments	190	220	190	220
Decrease/(increase) in debtors	(345)	57,398	(625)	57,373
(Decrease)/increase in creditors	1,594	(82,726)	1,569	(82,645)
Net cash generated by operating activities	(519)	(24,620)	(824)	(24,564)
Cash and cash equivalents at 01 April 2023	4,130	34,935	3,937	34,686
Cash and cash equivalents at 31 March 2024	6,505	4,130	6,008	3,937
Analysis of cash and cash equivalents				
	2024	2023 (restated)	2024	2023 (restated)
	£'000	£'000	£'000	£'000
Cash in hand at the beginning of the year	4,130	34,935	3,937	34,686
Increase in cash in hand	2,375	(30,805)	2,071	(30,749)
Cash in hand at the end of the year	6,505	4,130	6,008	3,937
Analysis of changes in net debt				
Cash and cash equivalents 01 April 2023	4,130	34,935	3,937	34,686
Cash flows	2,375	(30,805)	2,071	(30,749)
Other non cash changes				
Cash and Cash equivalents 31 March 2024	6,505	4,130	6,008	3,937

Notes to the financial statements

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the Financial Statements are shown below.

a. Basis of Preparation

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

The charity 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 financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £1000.

b. Legal status of the charity

Hospice UK is a charitable company limited by guarantee incorporated in England, Wales and Scotland and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is 34-44 Britannia Street, London, WC1X 9JG. The principal activity of the charity is to support those providing end of life care.

c. Going concern

At the balance sheet date the Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Future cash flows forecasts and budgets indicate that the charity can continue to operate into 2026.

With regard to the following year, the most significant area of uncertainty is the level of donations which need to be raised each year. This is covered in more detail in the performance and risk sections of the trustees' annual report. The trustees however believe the charitable company remains a going concern due to the ability of the organisation to settle liabilities as they fall due for a period of at least 12 months from the date of this report.

d. Group financial statements

These financial statements consolidate the results of the charitable company, Hospice UK and its wholly-owned subsidiary, Help the Hospices (Trading) Limited - company number 02000660.

1. Accounting policies (continued)

e. Income

Income is included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- any performance conditions attached to the income have been met;
- it is probable that the income will be received; and
- the monetary value can be measured with sufficient reliability.

Where income has related expenditure (as with fundraising or contract income) the income and related expenditure are reported gross in the SoFA.

During the period all income arose from within the UK.

Grants and donations

Donations, grants and gifts are recognised when receivable.

In the event that a donation is subject to conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period.

Sponsorship from events and events registration fees are recognised when the event takes place.

Revenue grants are recognised when received or receivable whichever is earlier.

Where unconditional entitlement to grants receivable is dependent upon fulfilment of conditions within the charity's control, the income is recognised when there is sufficient evidence that conditions will be met. Where there is uncertainty as to whether the charity can meet such conditions the grant income is deferred.

Legacy income

Pecuniary legacies are recognised on notification. For residuary legacies, entitlement is taken on a case by case basis as the earlier of the date when the charity is aware that probate has been granted, and either:

- the estate has been finalised and estate accounts have been received by the charity; or
- notification has been made by the executor(s) to the charity that a distribution will be made and the distribution has been made since the year end.

Receipt of a legacy is only considered probable when the amount can be measured reliably.

Investment income

Investment income represents interest receivable from UK bank deposits and investments. This is included in the accounts when receivable.

Investment gains and losses includes any gain or loss resulting from change in market value at the end of the year and any gain or loss on the sale of investments.

1. Accounting policies (continued)

f. Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis under the following headings:

Costs of raising funds

Costs of raising funds comprises fundraising costs incurred in seeking donations, grants and legacies; costs of fundraising activities including commercial trading; and their associated support costs. Fundraising costs do not include the costs of disseminating information in support of the charitable activities.

Expenditure on charitable activities

Expenditure on charitable activities is analysed by the charity's key charitable objectives as identified in the charity's current strategy.

Expenditure on charitable activities comprises the costs of activities undertaken to further the purposes of the charity and their associated support costs.

Redundancy payments

Redundancy and termination costs are recognised as an expense in the Statement of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either: terminate the employment of an employee or group of employees before normal retirement date; or provide termination benefits as a result of an offer made in order to encourage voluntary redundancy. The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

Support and governance costs

Support costs comprise those costs which are incurred directly in support of expenditure on the objectives of the charity and include governance cost, finance, and office costs.

Support costs include irrecoverable VAT.

Support costs are allocated to each of the activities on the basis of estimated average headcount deployed supporting each objective in the year.

1. Accounting policies (continued)

g. Grants

Grants payable are recognised on approval of the grant by the Grants Committee and notification to its recipient.

h. Taxation

Hospice UK meets the definition of a charitable company for UK corporation tax purposes.

Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively for charitable purposes.

i. Pension

Hospice UK contributes towards defined contribution pension plans for employees. Pension costs are recognised when they fall due.

The costs of the defined contribution scheme are included with the associated staff costs and allocated to raising funds, charitable activities, support and governance costs and charged to the unrestricted funds of the charity.

The charity has no liability beyond making its contributions and paying across the deductions for employees' contributions.

j. Fixed Assets

All assets costing more than £1,500 are capitalised at their historical cost when purchased. Assets are reviewed for impairment if circumstances indicate their value in the accounts may exceed their net realisable value and value in use.

Depreciation is incurred at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The annual depreciation rates in use are as follows:

Freehold land	nil %
Building and improvements	2% of cost
Furniture and office equipment	25% of net book value
IT equipment and software	33% of cost

k. Investments

Investments are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing bid market price, except for the shares in the trading subsidiary which are carried at cost.

The SOFA includes the net gains and losses arising on revaluation and disposals throughout the year.

1. Accounting policies (continued)

l. Short term investments

Short term investments include investments with a maturity of between three and twelve months from the date of acquisition or opening of the deposit or similar account

m. Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

n. Cash at bank and in hand

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

o. Creditors

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

p. Fund accounting

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with an agreed allocation of management and support costs.

Unrestricted funds are donations and other incoming resources received or generated to further any of the charitable purposes of Hospice UK.

Designated funds are unrestricted funds which the trustees have decided at their discretion to set aside to use for a specific purpose.

The aim and use of each material designated and restricted fund is set out in the notes to the financial statements.

1. Accounting policies (continued)

q. Operating Leases

Operating leases are recognised over the period of which the lease falls due.

r. Judgements and key sources of uncertainty

No judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies.

The key assumptions concerning the future and key sources of estimation uncertainty at the key reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year include:

- Estimation of the useful economic life of buildings, furniture and office equipment and IT equipment.

s. Foreign currencies

Monetary assets and liabilities denominated in foreign currencies are translated into sterling at rates of exchange ruling at the balance sheet date.

Transactions in foreign currencies are translated into sterling at the rate ruling on the date of the transaction.

Exchange gains and losses are recognised in the SoFA.

t. Financial instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their fair value as at the balance sheet date. All financial instruments of the charity are measured at cost with the exception of investments in the charity's portfolio, which are measured at fair value as at the balance sheet date using the closing bid market value with all realised and unrealised gains included in the statement of financial activities. The value of investments as well as their original cost is stated in note 10. Financial assets include investments in the portfolio, the bank balances, trade debtors, accrued income and other debtors but exclude prepayments and taxation. Financial liabilities include trade creditors, other creditors, accruals and deferred income but exclude social security and other taxes due.

2. Donations and Legacies - Group

	2024			2023		
	Unrestricted £'000	Restricted £'000	Total £'000	Unrestricted £'000	Restricted £'000	Total £'000
Corporate donations	381	69	450	406	30	436
Trusts and other charities	272	1,813	2,085	200	2,022	2,222
Payroll giving	203	121	324	216	135	351
Challenge events	345	-	345	546	-	546
Campaigns and special events	160	-	160	12	45	57
National Garden Scheme	500	-	500	475	-	475
Legacies	754	-	754	2,814	-	2,814
Individual donors	128	-	128	98	-	98
Government and statutory income	-	448	448	5	406	411
COVID-19 response in England	-	-	-	-	96	96
Other voluntary income	1	-	1	-	-	-
Total Donations and Legacies	2,744	2,451	5,195	4,772	2,734	7,506

Donation and legacy income can be analysed as follows:

Income for Hospice UK	2,744	1,882	4,626	4,772	2,503	7,275
Government grants	-	448	448	-	96	96
Income for Hospices	-	121	121	-	135	135
	2,744	2,451	5,195	4,772	2,734	7,506

3. Analysis of expenditure - Group

a) 2024

	Direct Costs: Charitable activities					Cost of Raising Funds	Support and governance	2024
	Reach	Inequality	Communities	Strong Hospice Sector	COVID-19 response in England			
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Staff costs (Note 7)	919	387	388	744	-	885	1,114	4,437
Grants payable (Note 4)	-	498	966	37	-	2	-	1,503
Local hospices donations	-	-	-	121	-	-	-	121
Other expenditure	209	129	131	421	-	295	936	2,121
	1,128	1,014	1,485	1,323	-	1,182	2,050	8,182
Support and governance	220	220	220	805	-	585	(2,050)	-
Total expenditure 2024	1,348	1,234	1,705	2,128	-	1,767	-	8,182

b) 2023

	Direct Costs: Charitable activities					Cost of Raising Funds	Support and governance	2023
	Reach	Inequality	Communities	Strong Hospice Sector	COVID-19 response in England			
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Staff costs (Note 7)	841	394	394	659	-	832	864	3,984
Grants payable (Note 4)	481	133	528	333	96	-	-	1,571
Local hospices donations	-	-	-	135	-	-	-	135
Other expenditure	252	79	177	378	210	214	782	2,092
	1,574	606	1,099	1,505	306	1,046	1,646	7,782
Support and governance	163	163	163	569	163	425	(1,646)	-
Total expenditure 2023	1,737	769	1,262	2,074	469	1,471	-	7,782

3. Analysis of expenditure - Group (continued)

Support costs are not attributable to a single activity and have been apportioned on the basis of the number of people employed within an activity.

c. Analysis of support costs - 2024	Charitable activities					Cost of Raising Funds	2024 £'000
	Reach	Inequality	Communities	Strong Hospice Sector	COVID-19 response in England		
	£'000	£'000	£'000	£'000	£'000	£'000	
Finance	42	42	42	155	-	112	393
Facilities	39	39	39	140	-	102	359
Governance	10	10	10	36	-	26	92
Human Resources	31	31	31	115	-	83	291
Strategy & Legal	1	1	1	3	-	2	8
Irrecoverable VAT	8	8	8	29	-	21	74
IT & Business Systems	89	89	89	327	-	239	833
	<u>220</u>	<u>220</u>	<u>220</u>	<u>805</u>	<u>-</u>	<u>585</u>	<u>2,050</u>

d. Analysis of support costs - 2023	Charitable activities					Cost of Raising Funds	2023 £'000
	Reach	Inequality	Communities	Strong Hospice Sector	COVID-19 response in England		
	£'000	£'000	£'000	£'000	£'000	£'000	
Finance	25	25	25	91	25	66	257
Facilities	31	31	31	109	31	82	315
Governance	9	9	9	32	9	24	92
Human Resources	29	29	29	100	29	75	291
Strategy & Legal	1	1	1	1	1	1	6
Irrecoverable VAT	8	8	8	27	8	20	79
IT & Business Systems	60	60	60	209	60	157	606
	<u>163</u>	<u>163</u>	<u>163</u>	<u>569</u>	<u>163</u>	<u>425</u>	<u>1,646</u>

4. Grants payable - Group

	2024 £'000	2023 £'000
Grants given comprise of:		
Dying at Home with Dignity - St Jame's Place	547	500
End of Life Care in Prisons - Linder	80	-
Hospice Grants - Poverty and Deprivation - The Masonic CF	398	349
Supporting Young People Transitioning to Adult Health Services - The M	390	-
Bursaries - The Masonic CF	148	-
Professional Development Grants and Care Home Training - Wolfson	96	141
Environmental Improvements - Rank	18	97
Dying matters community Grants - Dignity	39	-
Frailty programme grants	-	481
Grants to support COVID-19 response in England	-	96
Other grant programmes	73	184
	1,789	1,848
Provision for grants which may not be claimed	(286)	(276)
Note 3	1,503	1,572

A full list of grants awarded in the year is available from our website at
<https://www.hospiceuk.org/innovation-hub/support-for-your-role/grants/reports-lists>

344 (2023: 336) grants were made to 134 (2023: 134) organisations.

5. Net income/(expenditure) for the year - Group

This is stated after charging / crediting:	2024 £'000	2023 £'000
Depreciation	78	58
Trustees' indemnity insurance	1	1
Auditors' remuneration:		
Audit - Hospice UK	22	18
Audit - Help the Hospices (Trading) Ltd.	6	4
Other services	1	1
Operating leases	7	43
Note 17	7	43

6. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiary Help the Hospices (Trading) Limited pays all its available profits to the charity under a deed of covenant. Its charge to corporation tax in the year was nil (2023: £nil).

7. Analysis of staff costs - Group

a) Staff numbers

The average monthly head count was 84 (2023: 83). The average number of employees during the year was as follows:

	2024	2023
	No.	No.
Extend our Reach	7	7
Tackle Inequality	7	7
Work with Communities	7	7
Empower a Strong Hospice Sector	25	22
COVID-19 response in England	-	7
Raising Funds	18	17
Support and Governance	20	16
	84	83

b) Staff costs

	2024	2023
	£'000	£'000
Salaries and wages	3,695	3,239
Social security costs	407	389
Pension contributions	292	248
Temporary and agency staff and recruitment	43	108
	4,437	3,984

The charity considers its key management personnel to be its trustees and the members of the Senior Leadership Team (SLT).

The charity's trustees were not paid and did not receive any benefits from employment with Hospice UK in the year (Prior year: £nil). They were reimbursed expenses during the year as stated in note 16.

The value of payments and other benefits, including pension contributions and redundancy payments to members of the Senior Leadership Team (SLT), in the year was £895k (2023: £808k) to nine individuals. This includes redundancy payments to two members of staff totaling to £55k.

7. Analysis of staff costs - Group (continued)

The number of employees whose total employee benefits excluding pension contributions exceeded £60,000 was:

	2024 No.	2023 No.
£60,000 - £70,000	4	3
£70,000 - £80,000	2	1
£80,000 - £90,000	1	2
£90,000 - £100,000	3	3
£100,000 - £110,000	1	1
£110,000 - £120,000	<u>2</u>	<u>-</u>

Pensions contributions for higher paid employees totalled £119k (2023: £92k).

8. Pension - Group

The charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £292k (2023: £248k). There was £nil outstanding at the year end (2023: £9k)

9. Tangible fixed assets - group and charity

	Freehold land £'000	Building £'000	Furniture and office equipment £'000	IT equipment £'000	Total £'000
Cost					
At the start of the year	163	1,595	390	206	2,354
Additions	-	-	-	14	14
Disposals	-	-	-	-	-
Transfers	-	52	(52)	-	-
At the end of the year	<u>163</u>	<u>1,647</u>	<u>338</u>	<u>220</u>	<u>2,368</u>
Depreciation					
At the start of the year	-	771	294	123	1,188
Charge for the year	-	35	9	34	78
Disposal in year	-	-	-	-	-
At the end of the year	<u>-</u>	<u>806</u>	<u>303</u>	<u>157</u>	<u>1,266</u>
Net book value					
At the end of the year	<u><u>163</u></u>	<u><u>841</u></u>	<u><u>35</u></u>	<u><u>63</u></u>	<u><u>1,102</u></u>
At the start of the year	<u>163</u>	<u>824</u>	<u>96</u>	<u>83</u>	<u>1,166</u>

10. Investments - group and charity

a) Group

	2024	2023 (restated)
	£'000	£'000
Listed & Unlisted Investments		
Market value at the start of the year	3,318	3,538
Additions	3,045	-
Disposal at Market Value	(3,065)	-
Unrealised investment gains/(losses)	(156)	(220)
Market value at the end of the year	3,142	3,318
Long Term Cash Deposit	1,500	1,500
Total Fixed Assets Investments	4,642	4,818
Historic cost at the year end	4,754	4,125
Realised gains/(losses) on investments	(33)	-
Investments comprise:	2024	2023
	£'000	£'000
UK Common investment funds	3,142	3,054
Cash and cash equivalents	1,500	1,500
Unlisted investments	-	264

b) Charity

	2024	2023
	£'000	£'000
Listed & Unlisted Investments		
Market value at the start of the year	3,318	3,538
Additions	3,045	-
Disposal at Market Value	(3,065)	-
Unrealised investment gains/(losses)	(156)	(220)
Market value at the end of the year	3,142	3,318
Short Term Deposits	1,500	1,500
Total Fixed Assets Investments	4,642	4,818
Historic cost at the year end	4,754	2,361
Investments comprise:	2024	2023
	£'000	£'000
UK Common investment funds	3,142	3,054
Cash and cash equivalents	1,500	1,500
Unlisted investments	-	264

Following an impairment review in the year, the unlisted investments were written down to their nominal cost of £66.08

11. Subsidiary Undertaking

a) Trading

The charitable company controls one subsidiary. Help the Hospices (Trading) Limited - company number 02000660 is registered in England and Wales.

An investment of £100 is held by Hospice UK in Help the Hospices (Trading) Ltd. This represents the cost of acquiring the whole of the ordinary share capital of the company. Help the Hospices (Trading) Limited is used for non-primary purpose trading activities.

The results of Help the Hospices (Trading) Limited are shown below and have been consolidated on a line by line basis into group financial statements. Available profits are distributed to the charitable company by deed of covenant.

	2024	2023
	£'000	£'000
Turnover	802	649
Cost of sales	(447)	(377)
Gross profit	355	272
Administrative expenses	(135)	(95)
Profit on ordinary activities	220	177
Payment under Deed of Covenant	(220)	(177)
Net result	-	-

The aggregate of the assets, liabilities and funds was:

	2024	2023
	£'000	£'000
Assets	672	328
Liabilities	(654)	(310)
Funds	18	18

12. Analysis of net assets between funds - Group

a) 2024

Group	General £'000	Designated £'000	Restricted £'000	2024 Total £'000
Tangible fixed assets	-	1,102	-	1,102
Investments	4,642	-	-	4,642
Net current assets	(549)	3,651	1,655	4,757
	4,093	4,753	1,655	10,501

Charity

	General £'000	Designated £'000	Restricted £'000	2024 Total £'000
Tangible fixed assets	-	1,167	-	1,167
Investments	4,642	-	-	4,642
Net current assets	(568)	3,586	1,656	4,674
	4,074	4,753	1,656	10,483

b) 2023

Group	General £'000	Designated £'000	Restricted £'000	2023 Total £'000
Tangible fixed assets	-	1,166	-	1,166
Investments	3,318	-	-	3,318
Net current assets	1,243	4,959	1,520	7,722
	4,561	6,125	1,520	12,206

Charity

	General £'000	Designated £'000	Restricted £'000	2023 Total £'000
Tangible fixed assets	-	1,166	-	1,166
Investments	3,318	-	-	3,318
Net current assets	1,225	4,959	1,520	7,704
	4,543	6,125	1,520	12,188

13. Debtors

	The group		The charity	
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Trade and other debtors	704	124	554	35
Amounts due from subsidiary	-	-	429	110
Prepayments and accrued income	559	794	534	747
	1,263	918	1,517	892

Within prepayments and accrued income is £220k (2023: £222k) of prepayments relating to fundraising events which will be held after the year end.

14. Creditors: amounts due within one year

a) Creditors

	The group		The charity	
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Trade and other creditors	612	292	600	250
Tax and social security	184	7	184	7
Amounts due to independent hospices	122	135	121	135
Grants committed but not yet due	2,431	2,598	2,431	2,598
Accruals and deferred income	1,747	470	1,535	311
	5,096	3,502	4,871	3,301

Within accruals and deferred income is £237k (2023: £146k) of deferred income relating to fundraising events which will be held after the year end and £964k to Legacy Campaign.

The Charity is part of a group VAT registration and therefore is potentially liable for VAT liabilities of its subsidiaries. As at 31 March 2024 its subsidiary trading company, Help the Hopsices had a creditor value relating to value added tax of £48k (2023 £30k)

b) Deferred income reconciliation

	The group		The charity	
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Balance brought forward	299	192	146	138
Amount recognised in year	(299)	(192)	(146)	(138)
Amount deferred in the year	1,583	299	1,384	146
Balance carried forward	1,583	299	1,384	146

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15. Movements in funds

a) 2024	At 1 April 2023	Income	Expenditure	Unrealised gains/(losses)	Transfers between funds	At 31 March 2024
	£'000	£'000	£'000	£'000	£'000	£'000
Restricted funds						
Health & Wellbeing Alliance	-	90	(90)	-	-	-
HWA - Data	-	30	(30)	-	-	-
HWA - Bereavement	-	19	(19)	-	-	-
NHS England	25	-	-	-	-	25
St James's place	268	550	(560)	-	-	258
Masonic Charitable Fund	302	700	(850)	-	-	152
The Kirby Laing Foundation	7	102	(102)	-	-	7
Health and Social Care Board	-	308	(303)	-	-	5
Other projects	917	652	(361)	-	-	1,208
Total restricted funds	1,519	2,451	(2,315)	-	-	1,655
Unrestricted funds						
Designated funds:						
Fixed assets	1,106	-	(78)	-	14	1,042
Building repairs	490	-	(33)	-	292	749
New Website	55	-	(55)	-	-	-
Digital/technology	524	-	(293)	-	269	500
Fundraising Innovation	250	-	(16)	-	166	400
Frailty programme	-	-	(1)	-	13	12
Legacy equalisation	-	-	-	-	1,000	1,000
Future quality improvement programmes	-	-	-	-	550	550
Strategy	3,250	-	-	-	(3,250)	-
Training and development	100	-	(17)	-	(83)	-
Future Vision	200	-	(74)	-	(126)	-
Transformation	150	-	(88)	-	438	500
Total designated funds	6,125	-	(655)	-	(717)	4,753
General funds	4,561	4,215	(5,244)	(156)	717	4,093
Total unrestricted funds	10,686	4,215	(5,899)	(156)	-	8,846
Total funds	12,206	6,666	(8,214)	(156)	-	10,501

b) Charity	At 1 April 2023	Income	Expenditure	Unrealised gains/(losses)	Transfers between funds	At 31 March 2024
	£'000	£'000	£'000	£'000	£'000	£'000
Restricted funds						
Health & Wellbeing Alliance	-	90	(90)	-	-	-
HWA - Data	-	30	(30)	-	-	-
HWA - Bereavement	-	19	(19)	-	-	-
NHS England	25	-	-	-	-	25
St James's place	268	550	(560)	-	-	258
Masonic Charitable Fund	302	700	(850)	-	-	152
The Kirby Laing Foundation	7	102	(102)	-	-	7
Health and Social Care Board	-	308	(303)	-	-	5
Other projects	917	652	(361)	-	-	1,208
Total restricted funds	1,519	2,451	(2,315)	-	-	1,655
Unrestricted funds						
Designated funds:						
Fixed assets	1,106	-	(78)	-	14	1,042
Building repairs	490	-	(33)	-	292	749
New Website	55	-	(55)	-	-	-
Digital/technology	524	-	(293)	-	269	500
Fundraising Innovation	250	-	(16)	-	166	400
Frailty programme	-	-	(1)	-	13	12
Legacy equalisation	-	-	-	-	1,000	1,000
Future quality improvement programmes	-	-	-	-	550	550
Strategy	3,250	-	-	-	(3,250)	-
Training and development	100	-	(17)	-	(83)	-
Future Vision	200	-	(74)	-	(126)	-
Transformation	150	-	(88)	-	438	500
Total designated funds	6,125	-	(655)	-	(717)	4,753
General funds	4,543	3,414	(4,442)	(156)	717	4,076
Total unrestricted funds	10,668	3,414	(5,097)	(156)	-	8,829
Total funds	12,187	5,865	(7,412)	(156)	-	10,484

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c) 2023

Group

	At 1 April 2022	Income	Expenditure	Unrealised gains/(losses)	Transfers between funds	At March 2023
	£'000	£'000	£'000	£'000	£'000	£'000
Restricted funds						
Health & Wellbeing Alliance	-	112	(112)	-	-	-
NHS England	-	138	(113)	-	-	25
St Jame's place	157	550	(439)	-	-	268
Masonic Charitable Fund	1	600	(298)	-	-	303
The Kirby Laing Foundation	-	488	(481)	-	-	7
Health and Social Care Board old	57	224	(281)	-	-	-
Other projects	1,308	632	(1,023)	-	-	917
Total restricted funds	1,523	2,744	(2,747)	-	-	1,520
Unrestricted funds						
Designated funds:						
Fixed assets	1,070	-	(57)	-	93	1,106
Building repairs	500	-	(10)	-	-	490
Strategy 2017-2022	3,250	-	-	-	-	3,250
New Website	169	-	(114)	-	-	55
Digital/technology	700	-	(83)	-	(93)	524
Fundraising Innovation	250	-	-	-	-	250
Training and development	100	-	-	-	-	100
Future Vision	200	-	-	-	-	200
Transformation	250	-	(100)	-	-	150
Total designated funds	6,489	-	(364)	-	-	6,125
General funds	3,618	5,834	(4,671)	(220)	-	4,561
Total unrestricted funds	10,107	5,834	(5,035)	(220)	-	10,686
Total funds	11,630	8,578	(7,782)	(220)	-	12,206

d) 2023

Charity

	At 1 April 2022	Income	Expenditure	Unrealised gains/(losses)	Transfers between funds	At March 2023
	£'000	£'000	£'000	£'000	£'000	£'000
Restricted funds						
Health & Wellbeing Alliance	-	112	(112)	-	-	-
NHS England	-	138	(113)	-	-	25
St Jame's place	157	550	(439)	-	-	268
Masonic Charitable Fund	1	600	(298)	-	-	303
The Kirby Laing Foundation	-	488	(480)	-	-	8
Dep of Health N Ireland	57	224	(281)	-	-	-
Other projects	1,308	632	(1,024)	-	-	916
Total restricted funds	1,523	2,744	(2,747)	-	-	1,520
Unrestricted funds						
Designated funds:						
Fixed assets	1,070	-	(58)	-	93	1,105
Building repairs	500	-	(10)	-	-	490
Strategy	3,250	-	-	-	-	3,250
New Website	169	-	(114)	-	-	55
Digital/technology	700	-	(83)	-	(93)	524
Fundraising Innovation	250	-	-	-	-	250
Training and development	100	-	-	-	-	100
Future Vision	200	-	-	-	-	200
Transformation	250	-	(100)	-	-	150
Total designated funds	6,489	-	(365)	-	-	6,124
General funds	3,600	5,185	(4,022)	(220)	-	4,543
Total unrestricted funds	10,089	5,185	(4,387)	(220)	-	10,667
Total funds	11,612	7,929	(7,134)	(220)	-	12,187

15. Movements in funds (continued)

e) Purposes of restricted funds

Health & Wellbeing Alliance (HWA) -The Department of Health & Social Care awarded £90k to a consortium of charities (Hospice UK, Marie Curie, Together for Short Lives and National Bereavement Alliance) in relation to our membership of the Alliance in both 2023/23 and 2023/24. The Alliance is a partnership of voluntary organisations who work to bring the voice of the sector into policy-making. Hospice UK leads the partnership.

In addition, NHS England has funded a number of specific projects which have been carried out by the alliance

£30k for work to collect and analyse hospices catchment areas in 2023/24

£19k for specific work related to bereavement care in 2023/24

St James's Place - awarded grant funding to support Dying at home with Dignity

Masonic Charitable Foundation - awarded grant funding to support Young People Transitioning to Adult Health Services and Poverty and deprivation work

Kirby Laing are supporting a three year programme to improve care for the frail elderly.

The Dept of Health in Northern Ireland have commissioned Hospice UK to support their work in transforming the health service in Northern Ireland through our work on Project ECHO.

Other projects - represents restricted funds for a variety of programmes supporting hospice care in the UK.

f) Purposes of designated funds

Fixed assets - represents the value of our tangible fixed assets

Building repairs fund - to budget against eventuality of a major repairs to the freehold property.

Digital/technology - for a programme to transform our digital and IT systems

Fundraising Innovation - to allow for investment in new fundraising ideas

Frailty programme - funds set aside for a project to support frailty care that will be completed by March 2025.

Legacy equalisation - legacy equalisation fund to ensure to enable us to continue with planned expenditure levels despite unforeseeable fluctuations in legacy income

Transformation - to fund programmes to ensure equitable access to hospice care

Future quality improvement - to fund quality improvement programmes to support hospices

16. Related party transactions

a) Independent hospices and trustees

Over 80% of the Trustees are closely associated with independent charitable hospices and palliative care. As we have awarded 344 grants during the year to organisations working in palliative care, it is not unusual that some of these grants are to organisations with which our trustees are associated.

Trustees who sit on the awards committee withdraw from all decisions regarding grants to any organisation, or individual within the organisation, with which they are associated and so cannot influence these decisions in any way.

A summary of the grants awarded to organisations, or individuals within the organisation, associated with our trustees is given below. The total value of all grants awarded in the year is disclosed in note 4.

Hospice UK's member hospices also benefit from funding through our national corporate partnerships and our payroll giving scheme. The total value of all local hospice donations in the year is disclosed in note 3.

	Number of grants	Value of grants £'000	Hospice Donations £'000	2024 £'000	2023 £'000
St Andrews	1	40	-	40	-
Arthur Rank	4	4	-	4	52
Teeside	1	2	-	2	40
Saint Michael's Hospice (Harrogate)	2	2	-	2	70
Naomi House and Jacksplace Hospices	-	-	-	-	1
Compton Care	5	5	-	5	1
North Devon Hospice	-	-	-	-	-
St Catherine's Hospice	-	-	-	-	23
Hospice of the Good Shepherd	-	-	-	-	9
Total	13	53	0	53	196

16. Related party transactions (continued)**b) Worldwide Hospice and Palliative Care Alliance (WHPCA)**

The CEO of Hospice UK, Toby Porter, is a trustee of the Worldwide Hospice and Palliative Care Alliance (WHPCA), a charity registered in the UK.

Hospice UK provided various services to WHPCA, including financial and payroll processing, and financial management and reporting support, charged at £3k (2023: £8k).

At the end of the year Hospice UK owed £126k to WHPCA (2023: Hospice UK owed £8k to WHPCA).

The Trustees do not consider WHPCA to be a subsidiary or an associate and the results and net assets of WHPCA have not been included in the group accounts.

There were no other related party transactions in the year.

17. Operating lease commitments

Net income for the year for the Group are stated after charging operating lease payments on equipment of £7k (2023: £43k)

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2026	2025
	£'000	£'000
No later than one year	3	3
Later than one year and not later than five years	-	3

18. Ultimate controlling party

There is no overall controlling party.

19. Post balance sheet events

There were no post balance sheet events.

20. Contingent Assets

The charity has been notified of a number of potential legacies which do not meet the conditions for recognition as income at the balance sheet date. The value of these gifts is uncertain, but is estimated at £1.1M (2023: £0.7M) The charity is extremely grateful to all the generous donors who support it through gifts in wills.

21. Prior Year Adjustment

Following a review of the cash and cash equivalents held by the charity, the trustees identified that £6,175,000 was classified as cash at bank in the prior year rather than cash held within investments and current asset investments. The comparative balance sheet has therefore been restated to reflect this presentational adjustment. The impact of the restatement was to reduce cash at bank by £6,175,000, increase cash and cash equivalents held within investments by £1,500,000 and increase current asset investment by £4,675,000.

21. Consolidated statement of financial activities
(Incorporating an income and expenditure account)
For the year ended 31 March 2023

	Unrestricted Funds		Restricted Funds	2023
	General	Designated	Funds	Total
	£'000	£'000	£'000	£'000
Income				
Donations and legacies:				
Funds raised for Hospice UK	4,772	-	2,504	7,276
Government grants to support COVID response	-	-	96	96
Funds raised for independent hospices	-	-	135	135
Income from other trading activities	86	-	-	86
The Coronavirus Job Retention Scheme Income	-	-	-	-
Investment income	145	-	-	145
Income from charitable activities:				
Supporting those providing end of life care	831	-	9	840
Total income	5,834		2,744	8,578
Expenditure				
Expenditure on charitable activities:				
Extend our Reach	639	36	1,061	1,736
Tackle Inequality	621	36	112	769
Work with Communities	739	36	487	1,262
Empower a Strong Hospice Sector	1,072	126	876	2,074
COVID-19 response in England	222	36	211	469
Costs of raising funds	1,378	94	-	1,472
Total expenditure	4,671	364	2,747	7,782
Net income/(expenditure) before gains/(losses) on investments	1,163	(364)	(3)	796
Realised gains on investments	-	-	-	-
Unrealised (losses)/gains	(220)	-	-	(220)
Net income/(expenditure) for the year	943	(364)	(3)	576
Transfer between funds	-	-	-	-
Net movement in funds	943	(364)	(3)	576
Reconciliation of funds				
Total funds brought forward	3,618	6,489	1,523	11,630
Total funds carried forward	4,561	6,125	1,520	12,206