

Lewis-Manning
Hospice Care



Trustees' report and group financial statements for the year ended 31 March 2024

lewis-manning.org.uk
01202 708470
enquiries@lewis-manning.org.uk
Registered Charity Number 1120193
Company Number 06278709
A Limited Company registered in England and Wales

Lewis-Manning Hospice Care
Longfleet House
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Poole, Dorset
BH15 2JD



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Hospice Care

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2023 - 2024

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Reference and administrative details



Lewis-Manning
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The Board of Trustees / Directors

Jeremy Allin (Chairman)
Ian Marshall OBE
Timothy Lee
Christopher Palmer
Ann Lee (resigned 4 December 2023)
Peter Brooks (retired 1 March 2024)
David McDonald

Jeremy Lune
Rev. Jane Burgess
Emma Starmer
Jackie Dominey (resigned on 1 April 2024)
Timothy Goodson
Dr Susan Baron (appointed 11 April 2024)
Lewis Barr (appointed 23 May 2024)

Senior Management

CEO:

Clare Gallie

Director of Clinical Services:

Laura Adams (started July 2024)

Hayley Bonner (left August 2024)

Director of Finance and Operations:

Katie Hewitt (left August 2023)

Andrew Dinnivan (left April 2024)

Russell Shivas (started August 2024)

Director of Fundraising and Marketing:

Tom Goodinge

Director of Retail:

Susan Newcombe

Patrons

HM Lord-Lieutenant of Dorset, Mr Angus Campbell

Harry Redknapp

Mike Jeffries

Sandra Redknapp

Jacqueline Swift

Michael Dooley

Professor Karol Sikora

Sir Simon Campbell

Philip Warr

Lady Jill Campbell

Felicity Irwin

Pam Jeffries

Jeff Mostyn

Bankers

Lloyds Bank PLC
101 High Street
Poole
BH15 1AJ

Auditors

Saffery LLP
Midland House
2 Poole Road
Bournemouth
BH2 5QY

Company Secretary

Trevor Arthur

Registration numbers

Charity: 1120193

Company: 06278709

About Us



Lewis-Manning
Hospice Care

Annual Report
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Lewis-Manning Hospice Care is the only independent hospice charity in East Dorset and Purbeck providing free care and support for adults with cancer and other life-limiting illnesses from diagnosis onwards. We offer focused interventions of care from self-management through to palliative nursing for adult patients with life-limiting and end-of-life care needs and we also provide free support for their family members including children and young people.

Our support can be accessed through our Clinics:

- Our Breathlessness Clinic for people with life-limiting conditions that make it hard for them to breathe
- Our Lymphoedema Clinic for cancer patients
- Our Day Hospice services in Poole, Wareham, Wimborne and Swanage
- Our Family Support service
- Our Bereavement service
- Our Occupational Therapy service
- Our Hospice at Home service

In addition, we offer:

- Complementary Therapies
- Support through Art and Wellbeing activities
- Virtual Hospice – giving people who find it hard to travel the opportunity to access our support
- Support to care homes
- Group interventions and support groups

We have also been developing and running a new anticipatory care model, offering help and care from the point of diagnosis onwards. Our end-of-life educational partnerships with Bournemouth University and Health Sciences University are an exciting way for our charity to promote learning and the value of working in end-of-life care. We offer placements to student nurses, education to care homes and other Health Care partners.

For over 32 years Lewis-Manning Hospice Care has provided the local Dorset community with physical and emotional support to help them live well through their illness and ensure that they do not live alone with their illness.



01202 708470



enquiries@lewis-manning.org.uk



Our Vision

Every adult in East Dorset and Purbeck with life-limiting illness can choose how they receive their care.

Our Mission

To work in partnership and provide you and your community with outstanding hospice care, support and education.

Our Goals

The following priorities are essential to our success over the next 3 years:

1. Deliver exceptional care and support.
2. Increase the number of people we help.
3. Increase awareness of Lewis-Manning Hospice Care and the services we provide for local people.
4. Develop a sustainable future to support the care of our patients and their families.

Our Values

We are patient centred.

We listen to what matters.

We are kind.

We are accountable.

Chairman's Statement



Lewis-Manning
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During 2023/24 Lewis-Manning Hospice Care has continued to grow and provide vital support for Dorset patients, carers and their families. We have been expanding all of our services, working in partnership with local healthcare providers, GPs, other charities and the Dorset Integrated Care Board.

Our Day Hospices and Breathlessness services are now open in four different locations across east Dorset and Purbeck. Many of our services including Occupational Therapy, Complementary Therapy, Family Support, Bereavement Support, Breathlessness and Lymphoedema are able to be delivered at home where appropriate. Our anticipatory model of Hospice at Home care is showing that we are able to support patients in their own homes, reducing the pressure on local GP services and avoiding unnecessary hospital admissions. This not only saves the NHS significant money and time but also, importantly, ensures that our Dorset end-of-life patients are able to stay at home, the place that they so often would prefer to be, for longer.

We continue to receive excellent patient feedback and often most heartwarming thanks from both patients and their families for the amazing work that our clinical teams deliver, from all areas of our service.

Raising the money to deliver these important and growing services continues

to be challenging.

To support income generation and awareness we are delighted to have opened two new charity shops this year, in Ringwood and a House Clearance Shop on Poole High Street, bringing a new offer of support to our community, increasing household recycling, delivering our environmental aims and important funding into our charity. We are most grateful to our fantastic charity shop supporters, our team of retail staff, amazing retail volunteers, loyal shoppers and stock donors who continue to think of us and have ensured that income from our charity shops continues to grow.

Our aim to support and develop end-of-life learning across East Dorset and Purbeck continues with a number of podcasts being recorded in partnership with NHS Dorset featuring our specialist lymphoedema services, complementary therapy and bereavement support. Our work with Bournemouth University continues to grow with our PhD scholarship and five nursing degree student scholarships. In addition we arranged lectures from our Visiting Professor, Bee Wee, which were open to many Dorset healthcare professionals. We also supported Dorset Care Homes with end-of-life education packages and increased the number of nursing placements that we are taking into our services. This practical educational approach supports our patient centred focus on end-of-life care, improving experiences and increasing knowledge for

Chairman's Statement

more healthcare professionals, thereby improving patient care and support.

We have seen a fantastic increase in the numbers of volunteers who support us in all areas including our shops, clinical services, patient drivers, fundraising, finance, administration, reception and gardening. Our amazing volunteers are vital to the running of our charity. We were delighted to be awarded the Dorset Volunteer Centre, Volunteer Team of the Year Award and sincerely thank each and every volunteer for their time, commitment and very kind support.

Our Board of Trustees continue to support the leadership team at Lewis-Manning Hospice Care and are proud to continue our three-year strategy to develop all our services and in particular the anticipatory care model of Hospice at Home and the development of "local hubs" throughout East Dorset and Purbeck.

We have invested in building this model across Purbeck and Poole and are seeing demand grow rapidly across east Dorset for this important work.

Our impact is evident in the changes we are delivering for those with life-limiting illness and at end of life in our community. With your help Lewis-Manning Hospice Care is able to support local patients to feel safe and cared for, reducing loneliness and increasing the ability for patients to live their lives well, up to the

point of death. Families, including children and young people, are more prepared for the loss of a loved one, supported in their grief and into the future.

Whether you are an individual supporter, a trust, an organisation or a company, your generous help and support will help ensure that we continue to provide and expand these vital services for patients at the end of life across our community.

I would like to offer my sincere thanks to all staff, volunteers, friends, ambassadors, patrons, partners, supporters and donors who play such an important role in allowing us to continue to grow and provide these essential services.

Thank you for your continued kindness, advice, help and support.



Jeremy Allin
Chairman
November 2024

Clare Gallie and
Jeremy Allin



CEO's Statement



Lewis-Manning
Hospice Care

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2023 - 2024

It has been an amazing year for Lewis-Manning Hospice Care thanks to the wonderful support of so many kind and generous local people, offering their time, advice and raising important funds to allow our charity to continue our vital work for those with life-limiting illness and at the end of life in Dorset.

The number of patients that we are able to support has grown significantly as has our geographical reach across the county. Both seeing and hearing how our work makes such a difference to the lives of patients with such a broad range of illness allows me to feel confident that the investment so many of you, our supporters, have made in us with your generous gifts of time, financial support and advice has made a very real difference.

Our impact and patient feedback can best be seen in a number of short videos that can be found here:

- [Lisa's Story of Breast Cancer and Lymphoedema](#)
- [Jon's Story - Bereavement](#)
- [Nurse Debbie's Hospice at Home Story](#)
- [Richard's last wish - Lymphoedema](#)
- [Arthur and Wendy's Story - Parkinson's Disease](#)
- [Meriel's Story - Motor Neurone Disease](#)

The implementation of our three year strategic plan has allowed this expansion to truly deliver our aim of providing exceptional hospice care and support to patients and their loved ones. Our Closer to Home and Hospice at Home model of anticipatory care is providing this vital help where patients need it most and is reducing hospital admissions, keeping patients where they so often want to be, at home for longer.

Listening to our patients and their families has been key to the development and delivery of our strategy and services. We listen to what matters to them, and dedicate the all important time to work alongside them and their families. We support other healthcare professionals and have the ability to be flexible and agile in our work and decision making.

To support these vital services the wider teams at Lewis-Manning have developed a number of new streamlined processes at our charity, improving efficiencies in our accounting and finance systems, investing in local, sponsored premises in Swanage, taking much needed clinical space in local hospital settings and improving our security and IT, all with the aim of minimising costs and improving performance.

There is no doubt that in the current climate and with very little funding (around 10%) from the local NHS, our hospice must work extra hard to raise the

CEO's Statement

funds needed to continue our services and reduce costs wherever possible.

Alongside these developments the team has been working hard to provide awareness, income and sustainability for the future. With the support of our local communities, we have opened two new charity shops and have held a number of high profile events through our 'Audience with' series, with guest speakers including the amazing Kate Adie OBE, DL; Mandy Hickson, one of the UK's first female RAF fast-jet pilots, and the fabulous ex-chairman of AFC Bournemouth, Jeff Mostyn, who also became a Patron of our charity. Taking part for the first time in the UK wide Big Give Campaign was both exciting and a challenge for us, however with the support of Fearne Cotton, Emilia Fox, Harry and Sandra Redknapp, we were able to raise our profile and funds for our wonderful hospice.

The year rounded off with two extra special events. Our first ever Patient Art Exhibition in Swanage was a real testament to those amazing patients that find such comfort and friendship in our creative art service. They worked so carefully to design and create many amazing pieces of art for the exhibition. Secondly, Colin Weston, DL, The High Sheriff of Dorset came and spent time with patients at our Poole base. This was enjoyed by all.

We have been honoured to win The Dorset Chamber Scale Up Award, the Christchurch BID Coronation Shop Window Award, and a wonderful award recognising the work of our amazing volunteers. These fantastic achievements are testament to you, our patients, volunteers, donors, staff and all our kind supporters.

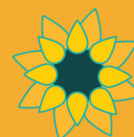
Thank you.

With your continued help we will continue to build on these solid foundations to meet the needs of even more patients, their families and carers into the future.

Clare Gallie.

**Clare
Gallie CEO
November 2024**





This year has seen a continued expansion of our services, building on our strategic plans for the future development of the local support we deliver. Importantly, this investment has resulted in our Hospice clinical team supporting even more people, helping them to cope with living with life-limiting illness both at our hospice in Poole and out across the east Dorset and Purbeck community. We provide care and support for people at the end of life, carers and those who are bereaved through a range of services. These services supported over 1246 people in 2023-24. Operating in an environment of continuous improvement means putting the needs of the individual first, supporting people wherever they want to be and always ensuring a high quality of care. Over the last year, we've retained our Good Care Quality Commission (CQC) rating. The range of our hospice support now extends to include six independent but closely linked services working together to give patients access to our Hospice at home, at our community hubs in Wimborne, Swanage and Wareham, in Bournemouth, or at our main hospice site in Poole.

In addition to these services, we have launched our befriender service to provide reliable, consistent, and dependable support and companionship to lonely or isolated people by committing to spend time (in person) on a regular and scheduled basis through home visits. The service supports older people who are at risk of social isolation and helps to improve the person's self-confidence, emotional health and wellbeing, reducing their social isolation and promoting their independence.

All services have allowed us to increase our reach across the Dorset community, ensuring that even more people in need receive our help and support, when and wherever they need it.

This last year we have worked hard to ensure we are meeting the changing and diverse needs of the community. We have been measuring and reporting on the impact we have on the health and wellbeing of the people who use our services as well as the impact we are having on the wider system. Any instances where the involvement of Lewis-Manning has avoided a patient having to contact their GP or avoided a hospital admission are being recorded.

We support an average of 40 patients per day.



Day and Virtual Hospice Services

Over the last year we have cared for an average of 170 contacts each week through our important Day Hospice, in Poole, Wimborne and Purbeck. We have a planned schedule of special events across the year to celebrate a variety of occasions with decorations, themed activities, food and art workshops. We have expanded our services, introducing an Occupational Therapist to the team which has added so much value.

We actively promote links to our other services with our patients benefitting from Complementary Therapy, Virtual Hospice and Hospice at Home as well as attending Day Hospice.

Our Virtual Service was launched as a response to the Coronavirus Pandemic and the need to find alternative ways to care for patients and reduce isolation, especially for those more vulnerable patients who would normally have been cared for at our hospice. Following extremely positive evaluation, **96%** of patients using the service wanted it to continue, so we are delighted to run this service alongside and as an addition to our many other hospice services, giving our patients more opportunity to benefit from the help and support of our hospice team. We continue with our unique delivery of tablet devices into patients' homes, facilitating the service and ensuring patients are not disadvantaged through lack of access to hardware or internet provision. We have been working closely with the NHS Dorset digital team and our own IT support providers to ensure that the devices are kept up to date and we are able to onboard a variety of digital apps, videos and web links to support patients whilst ensuring they remain individual to the needs of the patient and their families.

358

New Patient
Referrals

8831

Day Hospice
Attendances

'I live on my own and I do not get to see many people. There is nowhere else I would rather be than at Lewis-Manning.'

'I have made some new friends that I will be spending time with outside of my programme. I feel a lot more confident and know where to go for support.'



Clinical Services



Lewis-Manning
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Breathlessness

Our Breathlessness Clinic has expanded further into the community this year with the recruitment of a physiotherapist, and we are now delivering specialist clinical support in Poole, Swanage, Wimborne, and Wareham. This expansion, based on need and identified gaps, has led to a significant increase in referrals into our service. In addition, our service lead is now able to provide psychological interventions/ tools for patients, having completed Cognitive Behavioral Therapy training and a Health Coaching Course.

The service has developed a Screening Tool, based on guidelines to determine patients who are at high risk of deterioration or who may need further medical reviews to rule out reversible causes of breathlessness or undiagnosed causes of breathlessness. We are pleased to be part of the Respiratory Champions group that meets once a month supporting networking and collaboration.

163

New Patient
Referrals

618

Patient
Contacts

'Louise completely put me at ease. Her quiet and sympathetic manner helped me to discuss my fears and she helped me to understand the reasons and how to deal with them.'

'Louise was very understanding and helpful towards my problem and I cannot thank her enough for her advice and the fact she was able to start the 'ball rolling' regarding further treatment for me.'

'I felt a lot better after my visits and am enjoying things I used to do again. Thank you so much for your support.'





Lymphoedema For Cancer Patients

314

Total
Patients

Our specialist Lymphoedema Clinic delivered over 1,500 contacts over the year across the area, seeing patients across east Dorset and west Hampshire with clinical bases at Poole and Bournemouth.

186

New Patient
Referrals

The service continues to see an increased number of patients with referrals currently averaging around 15 per month. Referrals come from Consultants and Specialist Nurses within east Dorset and west Hampshire but also from The Royal Marsden and St. Georges Hospitals in London where local Dorset patients have received their care.

1588

Contacts

We have expanded our services further within the Bournemouth area due to increasing need and opened up another clinic in the Health Sciences University. We have welcomed a new specialist nurse to the team this year which will further enhance the service furthermore.

'The staff are all so lovely and nothing is too much trouble.'

'Treatment was fantastic and made a huge difference.'

'I was able to wear my wedding ring once more, which meant so much to me.'





Family Support and Bereavement

Our Family Support and Bereavement services have steadily expanded, seeing over 225 adults, young people and children over the year and helping them to reflect, prepare and cope with loss. Due to demand we invested in an additional post to support the service which has proven successful with a huge increase of patient contacts and caseload.

Family Support and Bereavement sessions are being held regularly at our hospice in Poole, in people's homes, at our Wimborne hub and in local schools. In addition, the team provide group sessions for carers as well as supporting our education programme, providing learning and support to care homes and to carers.

225

New Patient
Referrals

839

Sessions

'It is such a lovely group; very caring and good to be with other people in the same situation. We can vent our feelings and go home feeling much more positive. Thank you all very much. We are lucky to have Lewis-Manning Hospice Care.'

'The response time was almost immediate. The counsellors were so lovely, caring and genuine.'

'Calm, welcoming, friendly and helpful'.





Hospice at Home



We have supported over 370 patients in their homes.

This year has seen the further development of our Hospice at Home services across Poole and Purbeck. Our three-year strategy builds on these foundations and supports our vision for every adult in East Dorset and Purbeck with life-limiting illness to be able to choose how they receive their care. The development of Lewis-Manning “Local Hubs” across the area is delivering care Closer to Home where patients and their carers need support. We work in collaboration and partnership with other service providers including Primary Care Networks, District Nursing Teams, other hospices and hospitals to provide the best possible service and outcomes for everyone who needs our support.

The introduction of the Occupational Therapist to our service has made a huge impact on our Hospice at Home service, providing patients with the support they need to continue in the place that they call home.



‘As my condition has worsened, I can no longer attend Day Hospice – the team support me with visits and phone calls. I do not know what I would do without you. Lewis-Manning has made a huge difference to my life – thank you for being so special; no one else could have helped me the way that you did and still do.’

Clinical Services



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Complementary Therapy

Following the launch of our Complementary Therapy service we have grown the service to deliver over 897 treatments over the last year providing treatment to patients in their own homes as well as in Day Hospice across Purbeck and east Dorset. This fantastic addition to our service has a real impact on the wellbeing of our patients.

65

New Patient
Referrals

897

Treatments

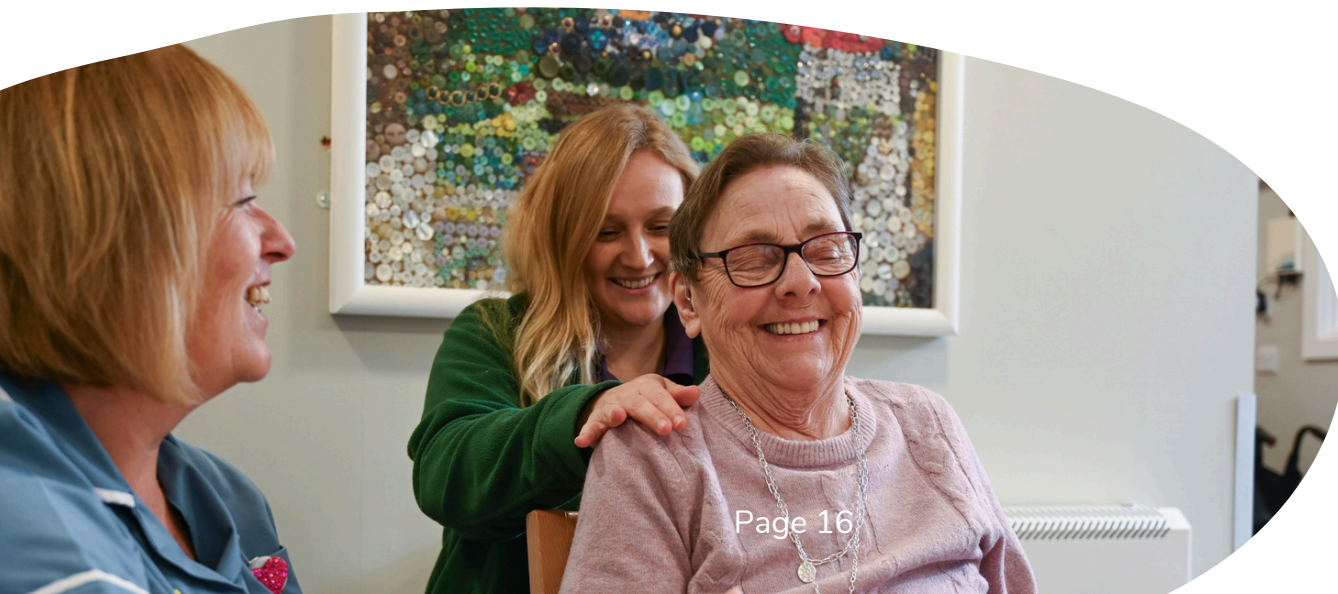
'Complementary Therapy always leaves me relaxed.'

Occupational Therapy

405

Sessions

Last year saw the introduction of our Occupational Therapist who now delivers sessions across all our hubs as well as in patients' homes, providing much needed support with exercise, equipment and social care support. The service has delivered 405 sessions over the last year.





Education

We have continued our programme of end-of-life education, funding five nursing scholarships in partnership with The Burdett Trust for Nursing and Bournemouth University. The initial idea for this project was to attract more nursing students into end-of-life care and from the previous year we were delighted that two out of our three scholars did in fact take up permanent roles in end-of-life care upon completing their nursing degrees. This success has been a foundation stone for expansion of the programme which in turn has led to our hospice becoming a placement centre for many more final year nursing students to gain increased knowledge and experience.

In addition, we continue to support a PhD scholarship, strengthening our links with Bournemouth University and collaborating on important research into the experiences of patients with liver disease at the end of life. Our partnership with local educational establishments continues to grow, with a good number of student Family Support Counsellors joining us to gain work experience, building their skills for the future.

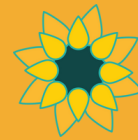
Our education work was represented at last year's Hospice UK Conference with a poster presentation celebrating our partnership with Bournemouth University.

'The scholarship has been an amazing learning experience. I have had access to a wealth of knowledge and expertise, and I can't wait to graduate to use it all to help patients. Lewis-Manning has been excellent, and I can't recommend this charity enough.' - Nursing Student Scholar

'I am so grateful for the support that I am receiving from Lewis-Manning Hospice Care, I wouldn't be able to study for this PhD without it. It's an amazing personal and professional opportunity for me.' - PhD Student Scholar



Finance and Operations



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The 2023 – 2024 period has continued to reflect the ongoing focus and initiative of securing improved efficiencies and cost saving, as part of our ongoing goal to support our objective to build a sustainable future for Lewis-Manning Hospice Care.

Our operations and compliance focuses on supporting staff to enable them to provide exceptional care for our patients, ensuring that our policies, procedures, equipment and the environment help to achieve this goal. Our policies cover all aspects of the organisation, ensuring we are compliant to legislation, regulation and best practice. We ensure all equipment is maintained to standard and comply to health and safety; full maintenance records are kept and updated. Preferred suppliers are regularly reviewed to maintain high standards of supply, records are maintained and processes have been implemented to improve tracking and governance. Our internal audit programme continues and has proved a valuable tool in quality improvement. Our processes are continually developed. We have concluded our collaboration with Bournemouth, Poole and Christchurch Council to measure our carbon footprint and our results are excellent throughout all departments. We will continue to improve this moving forward.

Continuous improvement and automation of our finance processes has led to more efficiencies allowing time to develop the management information needed to run our charity. The Finance Team have developed closer working relationships within the charity to further understand and carefully manage costs and income. Improving efficiencies within the team has also allowed time to support the opening and ongoing development of new services and charity shops.

The introduction of the Iplc Finance System on the 1st of April 2023, has supported the step change and improvement in our how we administer our finances, automating a number of processes, saving time and reducing the risk of human error, providing a solid foundation to support our charitable growth and ensure we are able to support the long-term sustainable future of the charity. This cloud based solution has allowed Lewis-Manning to adopt a fully digitalised paperless solution, utilising workflows to support the timely authorisation of supplier & internal documentation. The Retail Team have now adopted the integrated Iplc Quote system which supports further income generation opportunities. Integration projects with third party product solutions are planned to support additional enhancement of efficiencies and transparency of our financial data.



Finance and Operations



Lewis-Manning
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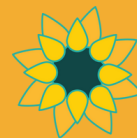
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In conjunction with South West IT, our IT partner, we have continued to focused on four key initiatives to maintain and improve our security, ease of use and automation of processing:



- 1.Lewis-Manning are now in the 1% of organisations that have passed the Cyber Essentials Basic and Plus certification.
- 2.A complete audit and update of IT hardware in support of the transition from Windows 10 through to Windows 11.
- 3.Installation of “Mobile Device Manager” – the enrollment of this further supports the development of a fully secure and controlled IT Environment
- 4.Lewis-Manning continue in gearing up and migrating through to a full cloud only environment.





We are incredibly grateful to all of the individuals, companies, charitable trusts and organisations who supported us in the course of this financial year. Statutory funding only constituted about 10% of our total income, leaving us hugely reliant on the generosity and support of our local community.

Together we generated £1,759,825 in fundraising income,

a significant increase from the total of £1,113,892 generated in 2022/23

A large part of this increase was due to the high income we received from gifts in Wills over the year. We are so touched and grateful that many individuals chose to remember us in their Wills and leave such amazing gifts to us, transforming our ability to continue providing care and support to people in our local community.

We were very fortunate that a number of individuals (they know who they are!) chose to give significant donations to our charity over the year, helping us to expand our Hospice at Home service and fund other important service delivery. These major donations made such a difference to our income and we are extremely grateful.

Support from charitable trusts and foundations

Despite a very challenging external climate with huge competition for funds, grants from trusts and foundations continue to be a very important source of income for our organisation. We remain very grateful for all the support we receive from existing and new funders alike. During the year, we received grants totalling £336,891 to help fund our clinical services including a significant grant from Walk the Walk (Worldwide) to help fund a new Lymphoedema nurse and our closer to home Lymphoedema Clinic in Bournemouth. We were also delighted to receive continued support from the Burdett Trust for Nursing towards our Nurse Scholarship Programme and the final instalment of a grant towards our Virtual Hospice service.



Corporate Support

Last year proved to be another bumper year for corporate activity and support from our amazing business community. On the back of our successful 30 4 30 campaign in our 30th year where businesses each raised £1000, many businesses continued their support into our 31st year. We are grateful to all our supporters including:-

- Care South, who sponsored multiple campaigns throughout the year.
- Barratt Homes, who continued their commitment through sponsorship, supporting our Muddy Dog Dash event for the second year running and pledging continued support.
- MSP Capital, who supported us for a second year through their volleyball tournament and attendance at numerous events.
- Porsche Bournemouth, who sponsored our Golf Day which was also well attended by our other corporate supporters from Saffery to Frettons, Bennington Green, Francis Clark, Lester Aldridge, MSP Capital and Care South.
- Peter Harding Wealth Management, who continued to be a valued partner and extended their agreement with us for a third year.
- Lester-Aldridge, who continued their support through sponsorship of our Summer Ball.

Sadly, our extended two year partnership with AFC Bournemouth came to an end but they are continuing to help us with patient requests and with new introductions.

Finally, we were absolutely delighted to end the 23/24 fundraising year by kicking off our Charity of the Year Partnership with Stewarts Garden Centres which will run into 24/25.





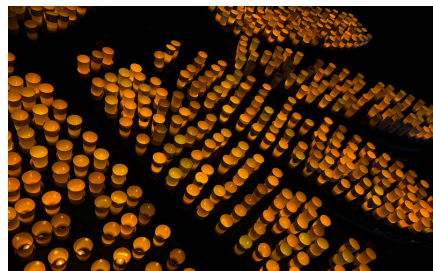
Nightingale Ball

Following the success of our 'Simply Fabulous' 30th Anniversary Ball in 2022, we were delighted to hold our 1920s inspired Nightingale Ball at Canford School in July 2023. This was a huge success, bringing together 120 of our supporters and raising over £52,000. It was an opportunity to celebrate the amazing work of Lewis-Manning Hospice Care's clinical team through a candlelit parade.



Candles in the Community

During the year, we expanded our popular 'Candles on the Lake' event in Poole Park to 'On the Green' at Wimborne Minster and 'On the Beach' on Swanage Seafront. In total, over £20,000 was raised and 1709 candles were purchased. These events were a very special opportunity for local people to come together to reflect and to remember loved ones.



An Audience with....

We launched a series of events with keynote speakers including Sir Tim Smit, Kate Adie OBE DL, Jeff Mostyn, and Mandy Hickson. These events were thoroughly enjoyed by all attending and as with other events, raised much needed awareness of and funds for our work.

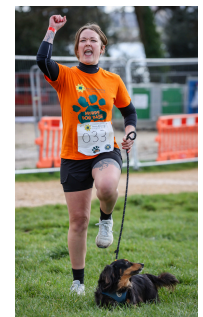
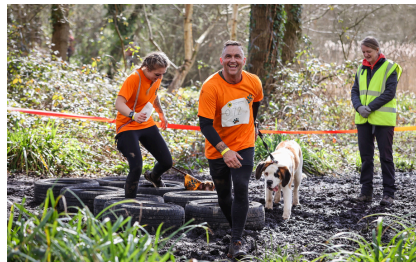


Event Case Study: Muddy Dog Dash

Over
400
attendees

£15,000
Raised

After our inaugural Muddy Dog Dash in March 2023, we repeated this event in March 2024, increasing income raised to over £15,000 and welcoming over 400 humans and 200 dogs who all had loads of fun! The event took place once again at Upton Country Park in Poole with options of a 2.5km or 5km obstacle course across fields and woodland. We are delighted that this event has been so successful and enjoyable for local people – and their dogs!



Director of Fundraising, Tom Goodinge, said, "We couldn't have wished for a better turn out, there was such a great atmosphere – It was fantastic to see so many runners, dogs and families supporting the sell out event. The weather also didn't disappoint, the sun shone all day on a very muddy course."



The Big Give Christmas Challenge

For the first time, we took part in The Big Give Christmas Challenge where we had the opportunity during one week for donors to have their gifts doubled. TV presenter Fearné Cotton, actress Emilia Fox, Hospice Patron, Harry Redknapp and Former AFC Bournemouth Chairman and Patron, Jeff Mostyn, all kindly produced video messages to encourage people to pledge their support and an amazing £31,000 was raised to support our Family Support and Bereavement Services.

Other events and local community support

Leading up to Christmas and with the help of our wonderful volunteers, we ran 14 wreath making workshops, with 200 people attending, raising valuable funds. During our Christmas Tree recycling campaign 50 volunteers collected over 1000 trees over two and a half days, raising an incredible £18,500. We held our first Charity Golf Day at Ferndown Golf Club raising £12,000. Over 100 supporters took part in the Bournemouth Bay Run and the London Landmark Half Marathon to raise funds for us and for the second year running, we were chosen as the charity partner for the wonderful Sand Polo event on Sandbanks Beach in July. Many other organisations in our local community also offered valuable support through the year – our sincere thanks to everyone!

Lewis-Manning Hospice Care is registered with the Fundraising Regulator and works within the Code of Fundraising Practice and the Chartered Institute of Fundraising's guidance. During the period of this report no complaints were received regarding any fundraising appeals or practices. During the year and the previous year, there were no instances of failures to comply with our fundraising standards. Standards are monitored and maintained through mandatory training and the use of mystery shoppers.





We now have shops in...

- Ashley Cross
- Christchurch
- Highcliffe (new)
- Poole
- Ringwood (new)
- Swanage
- Westbourne
- Wimborne
- Winton
- Online Shop / Ecommerce

Total Shop Transactions	£1,140,315
Total Items Sold	227,442
Average Transaction Value	£7.41
Average Item Value	£5.06
Gift Aid %	25.37%

54.17% Sales Increase

Versus Previous Period

2023-24 saw us move into year two of our current three year retail strategy as we endeavoured to put the retail chain at the forefront of the community to support our hospice mission 'to provide outstanding hospice care and support'.

We focused on embedding our objectives to enable us to maximise all opportunities to raise dependable sustainable income, by improving the average profitability of our retail income to 29% and increasing total sales by 54.17% versus the previous year.

Our strategy to organically build the retail chain and allow for systematic growth with credible returns on investment, built on our acquisitions in 2022/23. We successfully agreed and launched two more new House Clearance Shops in new locations in Ringwood and Highcliffe, increasing our charity shop chain to nine. The new shops help us to reach more people and grow the profile, partnerships and retail presence within the Dorset and Purbeck communities, helping us to deliver sustainable and reliable income over the long-term.





We launched our popular house clearance service offering flexible complete or partial house clearances and recycling unwanted preloved items through our stores, offsetting the value of them against the clearance costs and diverting goods from landfill, a great sustainability initiative. The clearance service offers written quotes and includes an on-site inspection and free advice so there will be no unexpected extra charges for houses, rental homes, single rooms, gardens, sheds, outbuildings, storage units, containers and garages.



As well as the stock we get from the house clearances, donated stock is received into the shops, is sorted to identify saleable items, seasoned and priced ready for sale, unsaleable items to be sold for recycling and the rest to waste. Our unsold stock was culled from the shop floor every three weeks and was either sold for RAG or rotated to another shop for a further selling opportunity. We increased the number of items we sold.



As part of our planned growth, we invested in administrative support for the increasing demand for stock rotation and furniture collections to manage when supply and demand needs are highlighted.

We sourced more new suppliers for our new goods range and evaluated these throughout the seasons, expanding to include beachwear, homeware, bags, hats, socks, clothing, fascinators, sunglasses, slippers, nail polish and more - items designed to complement the world of charity fashion with till pick up items and items to draw the customer over the threshold.



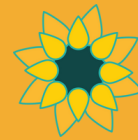
To evolve to be a digitally mature organisation, we have moved to have integrated technology to help us work better and do more, to enhance what we already do with our ePOS systems and help us understand who our supporters and customers are.

With feedback and support from our fantastic local volunteers, customers, and staff we developed community connections and focused on promotion of our expanding local services, Closer to Home strategic plans and bringing opportunities for the local community to engage with our shops through volunteering, recycling, and sustainable shopping.



We appreciate all the hard work, dedication, and feedback of our team of volunteers, staff and of course our customers and donors, without whom we could not have made such positive progress.

Volunteering



Lewis-Manning
Hospice Care

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Lewis-Manning is incredibly grateful for the loyalty and support of our many volunteers who are vital to the care and support we provide in our community. Our volunteers offer an extra layer of support to make the journey with Lewis-Manning Hospice Care a positive experience.

Lewis-Manning Hospice Care volunteer numbers have risen by 32% over the previous year. At the end of the 23/24 financial year, our volunteers numbered 75 in Hospice/Community roles and 103 in Retail, making a current total of 178 volunteers.

Our volunteers continue to help us in many different roles across our charity including Retail, Clinical, Fundraising, Administration, Gardening, Befriending patients at home and E-Commerce. Volunteer supported areas such as Day Services and Complementary Therapies continue to be very popular areas for volunteering. We are looking forward to recruiting volunteers who can help assist our staff with the running of the new hubs in our communities, as well as recruiting more volunteer drivers who are able to transport patients to access our nursing support and services.

Our Fundraising Volunteers continue to support “in person” events such as our Candles in the Community events, Firewalk, Corporate Golf Days, our Muddy Dog Dash event held at Upton Country Park in Poole and Bournemouth Bay Run. We have also seen the introduction of new volunteering roles such as the Trusts and Grants Volunteer and Family Support and Bereavement Volunteer.

Our Befriending service has been refreshed and we continue to recruit volunteers for this vital support role for patients and their families.

We celebrated our volunteers and their contribution by hosting several thanking events during the year, to recognise the dedicated service of the volunteer workforce. These have been warmly received by many volunteers who have valued being able to come together in person and meet other volunteers.

Looking to the future of volunteering, we have some exciting ideas and potential to create more opportunities in areas that we have not had volunteers working before. We continue to focus on the talents, skills, interests and availability of volunteers to ensure their skills and expertise are best placed in the hospice. All of this will increase the impact of our work and support more people in our community.

Our volunteers offer an extra layer of support to make the journey with Lewis-Manning Hospice Care a positive experience.



What Our Wonderful Volunteers Are Up To...



As part of our Volunteer Reward and Recognition Strategy, Lewis-Manning Hospice Care participates in the 'Room to Reward' initiative. This program is designed to recognise and show our appreciation for volunteers who generously give their time to make a meaningful difference to those in need. The Room to Reward scheme allows Lewis-Manning Hospice Care to nominate our wonderful volunteers for a one or two night stay at a hotel free of charge.



Lewis-Manning Hospice Care Patron Felicity Irwin, Sue Baron and Gary Rocha, MD Rocha Finance, took to the skies and completed a wing walk in aid of the hospice. The weather was kind to the wing walkers with the sun coming out, enabling them to enjoy an amazing experience flying over the Dorset and Somerset border. The wing walk lasted for 10 minutes with participants attached and secured to a seating rig where they perched. The team raised over £2,500 for their bravery.



Our dedicated volunteer, John Clode, has been generously contributing his time and skills to Lewis-Manning Hospice Care for over 20 years. Since joining the charity as a volunteer in January 2002, John has supported us in various capacities. He has been instrumental in transporting patients to and from our day hospice, assisting in our retail shop by sorting donations, and helping our E-commerce team by listing, researching, and pricing items for our eBay site.

**Thank you to all our wonderful Volunteers for all their amazing help...
we couldn't do what we do without you.**



Income for the year ended 31 March 2024 was £3,428,729, an increase of £862,869 from the previous financial year. This increase was principally driven through increased Legacies and Retail income in the period.

The consolidated result for the year shows a surplus of £168,669 compared with a deficit of £244,885 in 2022/2023. This surplus was due to the reasons mentioned above.

The consolidated cash flow statement shows net cash inflow of £68,620 compared with an outflow of £359,254 in 2022/2023.

Total net assets of the charitable group increased to £3,436,654 (2023 £3,267,985).

Reserves policy

The Finance and Operations Committee reviewed Lewis-Manning Hospice Care's reserves policy in March 2023. The recommendation of the reserves policy review in 2023 remain in place. The guiding principle is that we need to maintain sufficient funds in order to avoid any cashflow issues, to respond to and recover from fluctuations in income and unforeseen events and to maintain our important services and support to our patients and carers which we know is so vital to our local community. It was felt important to hold sufficient general reserves to cover 6 to 9 months of operating costs.

Our business-as-usual operating costs that need to be covered by general reserves are calculated net of restricted funds held and net of planned designated fund expenditure and NHS contractual income which is guaranteed for the following year. (Figures shown in reserves statement on page 30).

The Finance and Operations Committee will continue to actively review the risks faced by our Charity and discuss these with the Board of Trustees in relation to our reserves level.



Reserves statement

Total general reserves of the group as at 31st March 2024 were £2,708,797. (2023: £2,611,9465). This is in line with the reserves policy of 6-9 months of expenditure.

At the year-end, total group reserves were £3,436,654 (2023: £3,267,985). This incorporated:

£149,274 of restricted funds (2023: £61,269)

Restricted funds are reserves which are held for the short to medium term which can only be spent on a specific purpose or project as agreed with a donor. These are reviewed on an ongoing basis throughout the year.

£1,389,590 of fixed assets (2023: £994,639)

These fixed assets can only be realised through the sale of our property.

£450,967 (2023: £468,641) of designated funds

Designated funds are funds set aside by the Board of Trustees for priority agreed development areas of the Charity in line with our strategy and business plan. These funds have been designated for development of our services to support patients closer to their homes and at home. In the year ending 31st March 2024, £17,674 of designated funding was spent on new service developments in relation to our 'closer to home' and Hospice at Home model of Anticipatory Care Support in Purbeck.

£1,446,823 (2023:£1,743,436) of general reserves.

This represents our total reserves less fixed assets, designated and restricted funds.

Pay Policy for Senior Staff

Senior Manager salaries cover an appropriate range of points on our pay grading structure.

Strategic Development



Lewis-Manning
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Priorities 2023 - 2026

Following a review of our previous strategy, history and plans, the following priorities have emerged as essential to our success over the next three years:

1. Provide exceptional care and support for people with life-limiting illness, their carers and loved ones
2. Offer education to enhance knowledge and understanding at the end of life
3. Increase awareness of Lewis-Manning Hospice Care and our services to reach more people
4. Deliver a sustainable future to support people, their carers and loved ones

How will we achieve this?

1. Provide exceptional care and support for people with life-limiting illness, their carers and loved ones

- Develop four hubs (Purbeck, Poole, Wimborne, Bournemouth) and optimise our impact in each area, with associated funding
- Expand our services, increasing reach in each hub
- Continue to expand across Dorset through collaboration and partnerships
- Develop and invest in our Virtual services offer
- Ensure our systems are fit for purpose, sustainable and minimise impact on the environment
- HR system and improved volunteer database/system.
- Patient and clinical team input to branding/awareness, marketing and PR strategy
- Investment into targeted volunteer planning and recruitment
- Plan and budget for appropriate resources
- Continue investment in staff development and well being
- Explore nontraditional income opportunities related to our Mission and Vision

2. Offer education to enhance knowledge and understanding at the end of life

- Develop and offer education specific to each hub to enhance local knowledge and understanding at end of life
- Continue to promote and support wider pan Dorset educational initiatives
- Continue and grow partnerships with Bournemouth University, care homes, PCNs
- Develop educational tools and support for carers
- Develop further our brand/awareness, case for support, key messages
- Invest in volunteer education and development
- Continue investment into staff development, up skilling and well being
- Access educational funding where available
- Plan and budget for appropriate resources



3. Increase awareness of Lewis-Manning Hospice Care and our services to reach more people

- Develop a strategy for marketing, PR and communications that clearly identifies the gap we are filling, states the need and the reasons for our services (for each hub and for our work across Dorset)
- Further develop our branding including clear cases for support and key messages for each hub and pan Dorset, with patient input
- Continue to invest in current and new marketing initiatives
- Invest in our website
- Invest in an intranet
- Develop local fundraising plans and messaging
- Continue with retail acquisition plan of three new shops per year
- Extend and invest in education
- Plan and budget for appropriate resources

4. Deliver a sustainable future to support people, their carers and loved ones

- Deliver agreed net income by year three
- Continue with retail acquisition plan of three new shops per year
- Develop fundraising plans for hubs
- Maximise associated funding from services development
- Ensure our systems are fit for purpose including the finance system, website, communications, screening, donor journey, retention, relevance
- Develop our access to marketing expertise
- Increase investment into HR and Volunteering
- Measure and minimise our environmental impact
- Ensure our premises and space provision is fit for purpose
- Continue investment in staff development and well being
- Explore nontraditional income opportunities related to our Mission and Vision
- Plan and budget for appropriate resources
- Maintain our agility





Structure, Governance and Management

Lewis-Manning Hospice Care's governing document is a Memorandum of Association dated 22nd September 2022. The Trust is a charitable company limited by guarantee.

The Board

The Board comprises non-executive directors who are also referred to as Trustees. A list of Trustees who have served during the year can be found on page 3. The Board delegates the day-to-day management of the charity to the Chief Executive Officer (CEO) Clare Gallie.

New members of the Board are normally identified by existing members of the Board, the CEO and by advertising vacancies online. All potential Board members go through an interview process, meet with the Chairman and the CEO, attend a Board meeting as a guest and have a tour of our building and services. All successful recruits take part in an induction process and are provided with a pack of essential reading (end of year accounts, Board minutes, Information of Trustees' responsibilities (Hospice UK publication)). All Board members are required to have an enhanced DBS (Disclosure and Barring).

All Trustees give their time freely and no remuneration was paid during the year in respect of their position as Trustees.

The CEO attends Board meetings by invitation as the Senior Officer of the Charity. Other members of the Executive team also attend Board meetings and other staff may be invited to attend the Board meetings dependent on the agenda requirements.

Governance

The Board of Trustees, who are also Directors, are responsible for the overall strategy and control of the Charity and meet at least six times a year. Responsibility for the day to day running of the Charity is carried out by the CEO and the Executive Team.

The CEO has designated authority from the Board to manage the Charity on a day-to-day basis and to ensure that the strategy, put in place is enacted. An Executive Committee, chaired by the CEO, consisting of the Director of Finance & Operations, Director of Fundraising, Director of Retail, People Manager and the Director of Clinical Services, develops policies and procedures with input from the staff. The Board ratify the annual budget and anything "outside" the budget is authorised by the Chairman and Trustees via business case approvals. The CEO undertakes the key leadership role in the organisation and oversees all charity services.



Other Key Relationships

Members of the Executive team are required to ensure they are involved in, or attend appropriate external meetings, which include the Dorset Integrated Care Board, local and national healthcare services or cancer services.

Public Benefit

Charity Trustees have a duty to carry out their charity's purposes for the public benefit. The Charity has undertaken, within its objects, and free of charge to users, the support of people living with a diagnosis of a life-limiting illness such as cancer, motor neurone disease, end stage cardiac or renal failure and neurological illnesses such as Parkinson's disease.

The Trustees are therefore satisfied the public benefit requirement is fulfilled and set out more detail as to how in this report.

Risk Management

The Board is responsible for overseeing the risks faced by the Charity and a review of the risk tool takes place at every Board meeting. The Executive are responsible for monitoring risk. Risk is managed under the following headings:

- Reputation
- Management and Governance, Finance and Fundraising
- Clinical Practice and Quality Assurance Operational Practice

Adverse Incidents

The Director of Clinical Services monitors adverse incidents, and the CEO/Director of Finance and Operations are copied into each incident. All Adverse Incidents that are urgent are dealt with immediately and all incidents are reviewed by the Performance and Clinical Governance Committee with a trend analysis available at the end of the financial year.

Care Quality Commission

Our services are regulated and inspected by the Care Quality Commission (CQC) with whom we are registered under the Care Standards regulations. While we are independent of the NHS, our clinical work is guided principally by the Guidelines on Palliative Care issued by the National Institute for Clinical and Health Excellence (NICE) and the Quality Markers for End-of-Life Care. There has been one inspection this year where we retained our "Good" rating.



Auditing

Internal:

An annual programme of internal audits has been developed and audit plans are in place for 2023/24. These include but are not limited to infection control, fire regulations, environmental health and legionella etc. The charity operates a robust review of policies and procedures to ensure compliance.

External:

The Charity's external financial auditors are Saffery LLP.

Internal Committees of the Charity (see list below)

- Performance and Clinical Governance – Committee to the Board chaired by a Board member, meets quarterly.
- Finance and Operations – Committee to the Board chaired by a Board member, meets quarterly.
- Income Generation and Marketing – Committee to the Board chaired by a Board member, meets quarterly.
- People – Committee to the Board chaired by a Board member, meets quarterly.
- Senior Management Team including Risk Management – meets monthly.
- Health & Safety including compliance – meets quarterly.

Disclosure of Information to Auditor

Each Trustee has taken the steps they ought to have taken as a Trustee, to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The Trustees confirm there is no relevant information they know of and which they know the auditor is unaware.

Responsibilities of the Directors and Trustees

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



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

- Select suitable accounting policies and apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

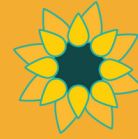
The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements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

The Trustees' annual report was approved by the Trustees of the charity and signed on its behalf by:



Trustee
27 November
2024

Independent Auditor's Report



Lewis-Manning
Hospice Care

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Opinion

We have audited the financial statements of Lewis Manning Hospice Care (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2024 which comprise the consolidated statement of financial activities, consolidated balance sheet, consolidated statement of cash flows 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 affairs of the group and the parent charitable company as at 31 March 2024 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Independent Auditor's Report



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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 or the parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other Information

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

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.

Other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Annual Report which includes the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Annual Report which includes the Directors' Report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

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

Independent Auditor's Report



Lewis-Manning
Hospice Care

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

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

Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 35, the Trustees (who are also the directors of the 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 the 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 the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under the Companies Act 2006 and report in accordance with regulations made under that Act.

Our objectives are to obtain reasonable assurance about whether the group and parent 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.

Independent Auditor's Report



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We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud are detailed below.

Identifying and assessing risks related to irregularities:

We assessed the susceptibility of the group and parent charitable company's financial statements to material misstatement and how fraud might occur, including through discussions with the Trustees, discussions within our audit team planning meeting, updating our record of internal controls and ensuring these controls operated as intended. We evaluated possible incentives and opportunities for fraudulent manipulation of the financial statements. We identified laws and regulations that are of significance in the context of the group and parent charitable company by discussions with senior management and updating our understanding of the sector in which the group and parent charitable company operate.

Laws and regulations of direct significance in the context of the group and parent charitable company include The Companies Act 2006 and guidance issued by the Charity Commission for England and Wales.

Further the group is subject to other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements, through significant fine, litigation or restrictions on the charity's operations. We identified the most significant laws and regulations to be those monitored by the Care Quality Commission.

Audit response to risks identified:

We considered the extent of compliance with these laws and regulations as part of our audit procedures on the related financial statement items including a review of financial statement disclosures. We reviewed the parent charitable company's records of breaches of laws and regulations, minutes of meetings and correspondence with relevant authorities to identify potential material misstatements arising. We discussed the parent charitable company's policies and procedures for compliance with laws and regulations with members of management responsible for compliance.

During the planning meeting with the audit team, the engagement partner drew attention to the key areas which might involve non-compliance with laws and regulations or fraud. We enquired of management whether they were aware of any instances of non-

Independent Auditor's Report



Lewis-Manning
Hospice Care

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compliance with laws and regulations or fraud. We enquired of management whether they were aware of any instances of non-compliance with laws and regulations or knowledge of any actual, suspected or alleged fraud. We addressed the risk of fraud through management override of controls by testing the appropriateness of journal entries and identifying any significant transactions that were unusual or outside the normal course of business. We assessed whether judgements made in making accounting estimates gave rise to a possible indication of management bias. At the completion stage of the audit, the engagement partner's review included ensuring that the team had approached their work with appropriate professional scepticism and thus the capacity to identify non-compliance with laws and regulations and fraud.

There are inherent limitations in the audit procedures described above and the further removed noncompliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

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

Use of our report

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

Saffery LLP

.....
Casidhe Baleri
For and on behalf of Saffery LLP

Saffery LLP
Midland House
2 Poole Road
Bournemouth
BH2 5QY

28 November 2024

Statutory Auditors

Saffery LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

Statement of Financial Activities



Lewis-Manning
Hospice Care

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2023 - 2024

Consolidated statement of financial activities (including Income and Expenditure account) For the year ended 31 March 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Income from:					
Donations and legacies	3	1,317,515	442,310	1,759,825	1,113,892
Charitable activities	4	462,960	-	462,960	695,616
Investment income	5	53,679	-	53,679	16,698
Income from trading subsidiaries		1,152,265	-	1,152,265	739,654
Total income		2,986,419	442,310	3,428,729	2,565,860
Expenditure on:					
Raising funds		(188,819)	-	(188,819)	(138,206)
Charitable activities	6	(1,781,624)	(354,305)	(2,135,929)	(2,017,287)
Trading subsidiary expenditure		(935,312)	-	(935,312)	(655,252)
Total expenditure		(2,905,755)	(354,305)	(3,260,060)	(2,810,745)
Net (deficit)/surplus		80,664	88,005	168,669	(244,885)
Transfers between funds	20	-	-	-	-
Net movement in funds		80,664	88,005	168,669	(244,885)
Total funds at 1 April 2023		3,206,716	61,269	3,267,985	3,512,870
Total funds at 31 March 2024		3,287,380	149,274	3,436,654	3,267,985

All gains and losses are included above. The surplus for the year for Companies Act purposes was £168,669 (2023: deficit of £244,885).

The notes on pages 47 to 63 form part of these financial statements.

Balance Sheet



Lewis-Manning
Hospice Care

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2023 - 2024

Consolidated balance sheet

As at 31 March 2024

	Note	£	2024 £	£	2023 £
Fixed assets					
Tangible assets	11		1,389,590		994,638
					994,638
Current assets					
Debtors	13	541,255		421,926	
Cash at bank and in hand		2,183,120		2,114,500	
		2,724,375		2,536,426	
Creditors:					
Amounts falling due within one year	14	(192,311)		(163,079)	
Net current assets			2,532,064		2,373,347
Total assets less current liabilities			3,921,654		3,367,985
Creditors:					
Amounts falling due after more than one year	15	(485,000)		(100,000)	
Net assets			3,436,654		3,267,985
Represented by:					
Restricted funds	20		149,274		61,269
Designated funds	20		450,967		468,641
Unrestricted funds	20				
- Fixed assets			1,389,590		994,639
- General funds			1,446,823		1,743,436
Total funds	20		3,436,654		3,267,985

The financial statements were approved by the Trustees and authorised for issue on 27th November 2024 and signed on their behalf by:

Jeremy
Allin
Chairman

The notes on pages 47 to 63 form part of these financial statements.

Balance Sheet



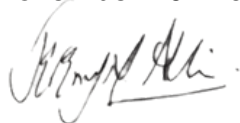
Lewis-Manning
Hospice Care

Annual Report
2023 - 2024

Charity balance sheet For the year ended 31 March 2024

	Note	£	2024 £	£	2023 £
Fixed assets					
Tangible assets	11		1,183,367		816,953
Investments	12		6		6
			<hr/>		<hr/>
			1,183,373		816,959
Current assets					
Debtors	13	852,887		558,733	
Cash at bank and in hand		<hr/> 1,969,784		<hr/> 1,996,919	
		2,822,671		2,555,652	
Creditors:					
Amounts falling due within one year	14	(125,040)		(130,755)	
		<hr/>		<hr/>	
Net current assets			2,697,631		2,424,897
Total assets less current liabilities					
			<hr/> 3,881,004		<hr/> 3,241,856
Creditors:					
Amounts falling due after more than one year	15		(485,000)		(100,000)
			<hr/>		<hr/>
Net assets			3,396,004		3,141,856
Represented by:					
Restricted funds	20		149,274		61,269
Designated funds	20		450,967		468,641
Unrestricted funds	20				
- Fixed assets			1,183,367		816,959
- General funds			1,612,396		1,794,987
			<hr/>		<hr/>
Total funds	20		3,396,004		3,141,856
			<hr/>		<hr/>

The financial statements were approved by the Trustees and authorised for issue on 27th November 2024 and signed on their behalf by:

 Jeremy
Allin
Chairman

The notes on pages 47 to 63 form part of these financial statements.

Cash Flow



Lewis-Manning
Hospice Care

Annual Report
2023 - 2024

Consolidated statement of cash flows For the year ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net surplus/(deficit)		168,669	(244,885)
Adjustments to cash flows from non-cash items			
Depreciation	11	89,197	72,497
Investment income	5	(53,679)	(16,698)
		204,187	55,799
Working capital adjustments			
(Increase) in debtors	13	(119,329)	(45,322)
Increase in creditors	14	29,232	22,878
Net cash flows from operating activities		(90,097)	(22,444)
Cash flows from investing activities			
Interest receivable and similar income	5	53,679	16,698
Purchase of tangible fixed assets	11	(484,149)	(164,422)
Net cash used in investing activities		(430,470)	(147,724)
Cash flows from financing activities			
New borrowings	15	385,000	-
Net cash generated by financing activities		385,000	-
Change in cash and cash equivalents in the reporting period		68,620	(359,254)
Cash and cash equivalents brought forward		2,114,500	2,473,754
Cash and cash equivalents carried forward		2,183,120	2,114,500

Notes to the Cash Flow



Lewis-Manning
Hospice Care

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Note 1 to the consolidated statement of cash flows: Analysis of changes in net funds/(debt)

Current year	Balance at 1 April 2023 £	Cash flows £	Other non-cash changes £	Balance at 31 March 2024 £
Cash in hand	2,114,500	68,620	-	2,183,120
Loans due within 1 year	-	-	-	-
Loans due after 1 year	(100,000)	(385,000)	-	(485,000)
	<u>2,014,500</u>	<u>(316,380)</u>	<u>-</u>	<u>1,698,120</u>
Prior Year	Balance at 1 April 2022 £	Cash flows £	Other non-cash changes £	Balance at 31 March 2023 £
Cash in hand	2,473,754	(359,354)	-	2,114,500
Loans due within 1 year	-	-	-	-
Loans due after 1 year	(100,000)	-	-	(100,000)
	<u>2,373,754</u>	<u>(359,354)</u>	<u>-</u>	<u>2,014,500</u>

Notes to the Accounts



Lewis-Manning
Hospice Care

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2023 - 2024

1 Charity Status

The charity is a charity limited by guarantee and consequently does not have share capital. Each of the Trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared under the historical cost convention and in accordance with applicable United Kingdom accounting standards, the Charity Commission Statement of Recommended Practice - Accounting and Reporting by provisions of the Charities SORP (FRS 102) – Accounting and Reporting by Charities: Statement of Recommended practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (effective 1 January 2019) and the Companies Act 2006.

Basis of preparation

Lewis-Manning Hospice Care is a registered charity, registration number 1120193, company number 06278709, registered in the United Kingdom. The address of the charity is given in the reference and administrative details on page 3 of these financial statements. The nature of the charity's operations and principal activities are described in the Trustees annual report set out on pages 10 - 36.

Lewis-Manning Hospice Care meets the definition of a public benefit entity under FRS 102. The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in-sterling which is the functional currency of the charity and rounded to the nearest £.

Basis of consolidation

The consolidated financial statements consolidate the financial statements of the charity and its subsidiary undertakings drawn up to 31 March 2024. No statement of financial activities is presented for the charity as permitted by section 408 of the Companies Act 2006. The charity made a surplus for the financial year of £168,669 (2023: deficit of £244,885)

Notes to the Accounts



Lewis-Manning
Hospice Care

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2023 - 2024

Subsidiary companies

A subsidiary is an entity controlled by the charity. Control is achieved where the charity has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

Inter-company transactions, balances and unrealised gains on transactions between the charity and its subsidiaries, which are related parties, are eliminated in full.

Intra-group losses are also eliminated but may indicate an impairment that requires recognition in the consolidated financial statements.

Accounting policies of subsidiaries have been changed where necessary to ensure consistency with the policies adopted by the group.

Lewis-Manning Hospice Care is the parent Company of the following subsidiaries:

Lewis-Manning Hospice Care (Retail) Limited;

Lewis-Manning Hospice Care (Lottery) Limited; and

Lewis-Manning Hospice Care (Furniture Warehouse) Limited

All three subsidiaries are 100% owned and are all registered in England and Wales.

The group accounts include the balances of all three subsidiaries and the results of the first two named above. Lewis-Manning Hospice Care (Furniture Warehouse) Limited was dormant throughout the current and preceding years.

Going concern

The Trustees consider that there are no material uncertainties about the group's ability to continue as a going concern.

Income and endowments

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

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Notes to the Accounts



Lewis-Manning
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Incoming resources from tax reclaims are included in the statement of financial activities at the same time as the gift to which they relate.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Other trading activities

Income from commercial trading activities is recognised as earned as the related goods and services are provided.

Investment income

Investment income is recognised on a receivable basis.

Charitable activities

Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

All resources expended are inclusive of irrecoverable VAT.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Notes to the Accounts



Lewis-Manning
Hospice Care

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2023 - 2024

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses.

Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity 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 to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £1,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Freehold Buildings	4% straight line basis
Leasehold Improvements	the unexpired term of the lease
Fixtures, Fittings and equipment	10% straight line
IT Equipment	25% straight line
Motor Vehicles	25% reducing balance

Notes to the Accounts



Lewis-Manning
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Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash in hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Concessionary loans include those payable to third parties which are interest free or

Notes to the Accounts



Lewis-Manning
Hospice Care

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below market interest rates and are received to advance charitable purposes. All loans are measured at cost, less impairment as permitted by section 34 of FRS 102.

Fund structure

Unrestricted income funds are general funds that are available for use at the Trustees' discretion in furtherance of the objectives of the group.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the Trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

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

3 Income from donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2024 £	Unrestricted funds £	Restricted funds £	Total 2023 £
Grants and donations	504,957	442,310	947,267	511,896	238,888	750,784
Legacies	812,558	-	812,558	363,108	-	363,108
	<u>1,317,515</u>	<u>442,310</u>	<u>1,759,825</u>	<u>875,004</u>	<u>238,888</u>	<u>1,113,892</u>

4 Income from charitable activities

	Unrestricted funds £	Total 2024 £	Total 2023 £
Contractual income from government or public authorities	462,960	462,960	695,616
	<u>462,960</u>	<u>462,960</u>	<u>695,616</u>

In 2023, all income from charitable activities was to unrestricted funds.

Notes to the Accounts



Lewis-Manning
Hospice Care

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5 Investment income

	Unrestricted funds £	Total 2024 £	Total 2023 £
Interest receivable on bank deposits	53,679	53,679	16,698

In 2023, all investment income was to unrestricted funds.

6 Expenditure on charitable activities

	Unrestricted funds £	Restricted funds £	Total 2024 £	Unrestricted funds £	Restricted funds £	Total 2023 £
Operation of hospice – staff costs	1,658,001	-	1,658,001	1,571,612		1,571,612
Operation of hospice – other costs	109,273	354,305	463,578	110,631	323,594	434,225
Governance costs – audit of the financial statements	14,350	-	14,350	11,450	-	11,450
	<u>1,781,624</u>	<u>354,305</u>	<u>2,135,929</u>	<u>1,693,693</u>	<u>323,594</u>	<u>2,017,287</u>

7 Net outgoing/incoming resources

Net outgoing/incoming resources for the year include:

	2024 £	2023 £
Audit fees	14,350	11,450
Depreciation of fixed assets	<u>89,197</u>	<u>72,497</u>

8 Trustees remuneration and expenses

No Trustees have received any reimbursed expenses or any other benefits from the charity during the year (2023: £nil).

Notes to the Accounts



Lewis-Manning
Hospice Care

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9 Staff costs

The aggregate payroll costs were as follows:

	2024	2023
	£	£
Staff costs during the year were:		
Wages and salaries	1,984,044	1,754,212
Social security costs	156,947	139,372
Pension costs	69,707	60,387
	<u>2,210,698</u>	<u>1,953,971</u>

During the year ended 31 March 2024, the group made a payment of £nil (2023: £12,000) in respect of termination benefits to an employee.

The monthly average number of persons (including senior management team) employed by the group during the year was as follows:

	2024	2023
	Number	Number
Hospice services	27	20
Fundraising	9	6
Charity administration	13	9
Shops	18	20
	<u>67</u>	<u>55</u>

The number of employees whose emoluments fell within the following bands was:

	2024	2023
	Number	Number
£90,000 - £100,000	1	1
	<u>1</u>	<u>1</u>

The total employee benefits of the key management personnel of the group were £106,317 (2023: £102,010)

10 Taxation

The group is a registered charity and is therefore exempt from taxation.

Notes to the Accounts



Lewis-Manning
Hospice Care

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11 Tangible fixed assets

Group	Land and buildings £	Fixtures, fittings and equipment £	Motor vehicles £	Total £
Cost				
1 April 2023	1,482,693	181,968	35,388	1,700,049
Additions	441,285	42,864	-	484,149
Disposals	-	-	-	-
31 March 2024	<u>1,923,978</u>	<u>224,832</u>	<u>35,388</u>	<u>2,184,198</u>
Depreciation				
1 April 2023	616,933	72,631	15,847	705,411
Charge for the year	62,804	19,446	6,947	89,197
Disposals	-	-	-	-
31 March 2024	<u>679,737</u>	<u>92,077</u>	<u>22,794</u>	<u>794,608</u>
Net book value				
31 March 2024	<u>1,244,241</u>	<u>132,754</u>	<u>12,595</u>	<u>1,389,590</u>
31 March 2023	<u>865,760</u>	<u>109,337</u>	<u>19,541</u>	<u>994,638</u>

Notes to the Accounts



Lewis-Manning
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11 Tangible fixed assets (continued)

Charity	Freehold Land and buildings £	Motor vehicles £	Furniture and equipment £	Total £
Cost				
1 April 2023	1,298,965	23,393	54,149	1,376,507
Additions	405,749	-	23,629	429,378
31 March 2024	1,704,714	23,393	77,778	1,805,885
Depreciation				
1 April 2023	546,921	7,600	5,033	559,554
Charge for the year	48,759	3,948	10,257	62,964
31 March 2024	595,680	11,548	15,290	622,518
Net book value				
31 March 2024	1,109,034	11,845	62,488	1,183,367
31 March 2023	752,044	15,793	49,116	816,953

12 Fixed asset investments

Charity	2024 £	2023 £
Shares in group undertakings and participating interests	6	6
	Subsidiary undertakings	Total
Cost	£	£
At 1 April 2023	6	6
At 31 March 2024	6	6
Net book value		
At 31 March 2024	6	6
At 31 March 2023	6	6

Notes to the Accounts



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Hospice Care

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12 Fixed asset investments (continued)

The charity holds 6 shares of £1 each in its wholly owned trading subsidiary companies Lewis-Manning Hospice Care (Retail) Limited (company number 02734333), Lewis-Manning Hospice Care (Lottery) Limited (company number 04481834) and Lewis-Manning Hospice Care (Furniture Warehouse) Limited (company number 05216874), all of which were incorporated in England and Wales. These are the only shares allotted, called up and fully paid. The activities and results of these companies are summarised on the statement of financial activities.

13 Debtors

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Trade debtors	108,047	216,567	101,797	209,232
Due from group undertakings	-	-	427,623	218,580
Prepayments and accrued income	194,459	147,370	117,657	98,154
VAT recoverable	19,020	25,433	10,274	16,767
Other debtors	219,729	32,556	195,536	16,000
	<u>541,255</u>	<u>421,926</u>	<u>852,887</u>	<u>558,733</u>

14 Creditors: Amounts falling due within one year

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Trade creditors	66,162	77,988	20,739	58,461
Taxation and social security	40,370	33,644	40,370	33,644
Pension Accrual	102	-	102	-
Accruals	76,091	47,076	57,437	35,095
Other creditors	9,586	4,371	6,392	3,555
	<u>192,311</u>	<u>163,079</u>	<u>125,040</u>	<u>130,755</u>

15 Creditors: Amounts falling due after one year

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Concessionary loans	485,000	100,000	485,000	100,000
	<u>485,000</u>	<u>100,000</u>	<u>485,000</u>	<u>100,000</u>

The above loans have been secured on the freehold property of the group.

Notes to the Accounts



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15 Creditors: Amounts falling due after one year (continued)

Group and charity

Included in the creditors are the following amounts due after more than five years:

	2024 £	2023 £
After more than five years by instalment	485,000	100,000
	<u>485,000</u>	<u>100,000</u>

16 Pension and other schemes

Defined contribution pension scheme

The group operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the group to the scheme and amounted to £69,707 (2023: £60,387).

Contributions totalling £102 (2023: £nil) were payable to the scheme at the end of the year and are included in creditors.

17 Commitments

Other financial commitments

At the year end the group had outstanding commitments for future minimum lease payments under non-cancellable operating leases on land and buildings, which fall due as follows:

	2024 £	2023 £
Within 1 year	190,000	153,750
Between 2 and 5 years	426,292	277,375
In over 5 years	3,750	-
	<u>620,042</u>	<u>431,125</u>

18 Related party transactions

Christopher Palmer, who is a Trustee and Director of Lewis-Manning Hospice Care, is also a Director of Anytech Solutions Ltd. During the year, Anytech Solutions Ltd provided IT services to Lewis-Manning Hospice Care which totalled £16,145 (2023: £16,955). There was not a balance (2023: £nil) included in trade creditors in respect of this at year end.

19 Control

The charity is controlled by the Trustees who are all directors of the company.

Notes to the Accounts



Lewis-Manning
Hospice Care

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20 Statement of funds Group

	At 1 April 2023	Incoming resources	Resources expended	Transfers in/out	At 31 March 2024
	£	£	£	£	£
Unrestricted funds					
General					
General fund	2,738,075	2,986,419	(2,888,081)	-	2,836,413
Designated					
Transitional costs -**	468,641	-	(17,674)	-	450,967
Total unrestricted funds	<u>3,206,716</u>	<u>2,986,419</u>	<u>(2,905,755)</u>	<u>-</u>	<u>3,287,380</u>
Restricted funds					
New View Program	5,869	-	-	-	5,869
Lymphoedema services	5,603	59,147	(38,246)	-	26,504
Breathlessness services	4,394	15,500	(19,180)	-	714
Complementary therapies	2,191	7,000	(2,191)	-	7,000
Physiotherapy services	3,583	-	(3,583)	-	-
Family Support and Bereavement	-	42,106	(36,607)	-	5,499
Occupational therapist	7,973	-	(7,973)	-	-
Art therapies	-	10,899	(10,899)	-	-
Virtual hospice	-	24,334	(24,334)	-	-
PHD sponsorship	18,879	38,447	(38,041)	-	19,285
Day Hospice	1,000	33,958	(34,351)	-	607
Closer to Home	1,027	2,000	(3,027)	-	-
Purbeck Services	-	163,919	(118,919)	-	45,000
Rent for Bournemouth Road site	10,750	20,000	(16,954)	-	13,796
Website development	-	25,000	-	-	25,000
Total restricted funds	<u>61,269</u>	<u>442,310</u>	<u>(354,305)</u>	<u>-</u>	<u>149,274</u>
Total Funds	<u>3,267,985</u>	<u>3,428,729</u>	<u>(3,260,060)</u>	<u>-</u>	<u>3,436,654</u>

-** The board set up this designated fund to meet the transitional costs of moving to a model of working, providing care closer to, and in patients' homes.

Notes to the Accounts



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20 Statement of funds (continued)

Fund descriptions

New View Program	The New View Program is facilitating a self help support group to those recovering from ovarian, head & neck or cervical cancer.
Lymphoedema Services	To enhance the lymphoedema service.
Breathlessness Service	To support a physiotherapy service which treats incapacitating breathlessness in community patients with a diagnosis of Chronic Obstructive Pulmonary Disease or cancer of the lung.
Complementary Therapy	To support a new post to train volunteers and to focus on expanding the complementary therapy service.
Physiotherapy Services	To support patient movement and exercise.
Family Support and Bereavement	To support the growth of our family and bereavement support services.
Occupational Therapist	To help fund costs of our Occupational Therapist
Art therapies	Funds towards the cost of our Creative Artists and art activities.
Virtual Hospice	To provide a virtual day hospice service to our patients using hand-held tablets.
PhD Sponsorship	To fund a PhD scholarship
Day Hospice	Monies to support day hospice services.
Closer to Home	To support our services offering support closer to people's homes
Purbeck services	To offer services closer to home / in patients' homes in Purbeck
Rent for Bournemouth Road	Towards the costs of renting premises for fundraising offices and bereavement / family support
Web development	A donation towards development of a new website which has not yet started.

Notes to the Accounts



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20 Statement of funds (continued)

Prior year	At 1 April 2022	Incoming resources	Resources expended	Transfers in/out	At 31 March 2023
	£	£	£	£	£
Unrestricted funds					
General					
General fund	2,736,895	2,326,972	(2,325,792)	-	2,738,075
Designated					
Transitional costs	630,000	-	(161,359)	-	468,641
Total unrestricted funds	<u>3,366,895</u>	<u>2,326,972</u>	<u>(2,487,151)</u>	<u>0</u>	<u>3,206,716</u>
Restricted funds					
New View Program	5,869	-	-	-	5,869
Lymphoedema services	5,090	23,544	(23,031)	-	5,603
Breathlessness services	-	23,655	(19,261)	-	4,394
Complementary therapies	18,113	5,000	(20,922)	-	2,191
Physiotherapy services	20,000	-	(16,417)	-	3,583
Family support	5,221	24,500	(29,721)	-	-
Learning & development	3,851	-	(3,851)	-	-
Travel	7,973	-	-	(7,973)	-
Occupational therapist	-	-	-	7,973	7,973
Marketing	-	20,000	(20,000)	-	-
Art therapies	-	2,650	(2,650)	-	-
Virtual hospice	23,858	5,000	(28,858)	-	-
PHD sponsorship	25,000	5,000	(11,121)	-	18,879
Anticipatory Care Project	31,000	40,000	(71,000)	-	-
Day Hospice	-	32,855	(31,855)	-	1,000
Closer to home	-	6,684	(5,657)	-	1,027
Nursing scholarships	-	15,000	(15,000)	-	-
Rent for Bournemouth	-	15,000	(4,250)	-	10,750
Road site	-	-	-	-	-
Retail Swanage refurbishment	-	20,000	(20,000)	-	-
Total restricted funds	<u>145,975</u>	<u>238,888</u>	<u>(323,594)</u>	<u>-</u>	<u>61,269</u>
Total funds	<u>3,512,870</u>	<u>2,565,860</u>	<u>(2,810,745)</u>	<u>-</u>	<u>3,267,985</u>

Notes to the Accounts



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20 Statement of funds (continued) Charity

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers in/out £	At 31 March 2024 £
Unrestricted funds					
General					
General fund	2,611,946	2,136,585	(1,952,768)	-	2,795,763
Designated					
Transitional costs	468,641	-	(17,674)	-	450,967
Total unrestricted funds	<u>3,080,587</u>	<u>2,136,585</u>	<u>(1,970,442)</u>	<u>-</u>	<u>3,246,730</u>
Total restricted funds	<u>61,269</u>	<u>442,310</u>	<u>(354,305)</u>	<u>-</u>	<u>149,274</u>
Total funds	<u>3,141,856</u>	<u>2,578,895</u>	<u>(2,324,747)</u>	<u>-</u>	<u>3,396,004</u>

Restricted funds are the same in the group and the charity.

20 Statement of funds (continued)

Prior year	At 1 April 2022 £	Incoming resources £	Resources expended £	Transfers in/out £	At 31 March 2023 £
Unrestricted funds					
General					
General fund	2,697,732	1,584,753	(1,670,539)	-	2,611,946
Designated					
Transitional costs	630,000	-	(161,359)	-	468,641
Total unrestricted funds	<u>3,327,732</u>	<u>1,584,753</u>	<u>(1,831,898)</u>	<u>-</u>	<u>3,080,587</u>
Total restricted funds	<u>145,975</u>	<u>238,888</u>	<u>(323,594)</u>	<u>-</u>	<u>61,269</u>
Total funds	<u>3,473,707</u>	<u>1,823,641</u>	<u>(2,155,492)</u>	<u>-</u>	<u>3,141,856</u>

Restricted funds are the same in the group and the charity.

Notes to the Accounts



Lewis-Manning
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21 Analysis of net assets between funds

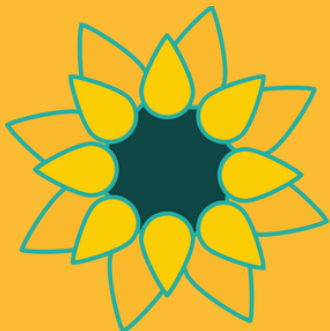
Group	Unrestricted funds	Restricted funds	Total funds 2024	Unrestricted funds	Restricted funds	Total funds 2023
	£	£	£	£	£	£
Tangible fixed assets	1,389,590	-	1,389,590	994,639	-	994,639
Current assets	2,575,101	149,274	2,724,375	2,475,156	61,269	2,536,425
Creditors due within one year	(192,311)	-	(192,311)	(163,079)	-	(163,079)
Creditors due in more than one year	(485,000)	-	(485,000)	(100,000)	-	(100,000)
	<u>3,287,380</u>	<u>149,274</u>	<u>3,436,654</u>	<u>3,206,716</u>	<u>61,269</u>	<u>3,267,985</u>
Charity						
	Unrestricted funds	Restricted funds	Total funds 2024	Unrestricted funds	Restricted funds	Total funds 2023
	£	£	£	£	£	£
Tangible fixed assets	1,183,373	-	1,183,373	816,959	-	816,959
Current assets	2,673,397	149,274	2,822,671	2,494,383	61,269	2,555,652
Creditors due within one year	(125,040)	-	(125,040)	(130,755)	-	(130,755)
Creditors due in more than one year	(485,000)	-	(485,000)	(100,000)	-	(100,000)
	<u>3,246,730</u>	<u>149,274</u>	<u>3,396,004</u>	<u>3,080,587</u>	<u>61,269</u>	<u>3,141,856</u>



If you need a friend...

If the road ahead is lonely
If the skies above seem grey
I'm here to bring you sunshine
And brighten up your day
If you feel a cold wind blowing
Or the rumbles of a storm
A friend is all you need
To keep you comfortable and warm
Whatever situation
Anytime of day or night
I'll always stand beside you
And I'll help to put things right
So now you know there's someone
On whom you can depend
Just say the word, I'll be there
If you ever need a friend.

Poem by Lewis-Manning Hospice Care Patient, June



**Lewis-Manning
Hospice Care**