

TRUSTEE ANNUAL REPORT & ACCOUNTS

To 31st March 2024



11,309
 HOURS OF CARE
 PROVIDED BY
 QUEENSCOURT
 AT HOME

1,102
 PATIENTS 
 SUPPORTED

3,786
 CONTACTS PROVIDED BY
 QUEENSCOURT
 THERAPY SERVICES



186,075
 ITEMS
 DONATED



96,000
 CUSTOMERS
 SERVED
 AT QUEENSCOURT
 RETAIL SHOPS

RECORD
 FUNDRAISING
 INCOME OF



£742,000

4 MILLION
 RAISED BY OVER
7,300 
 PLAYING LOTTERY
 MEMBERS SINCE 1994



1,100+
 PARTICIPANTS
 ATTENDED OUR ANNUAL
 STAR TREKK EVENT

1,671
 ATTENDED
 QUEENSCOURT
 REMEMBRANCE
 EVENTS


3,190
 ATTENDANCES
 AT EDUCATION
 SESSIONS

795

 ADMISSIONS TO
 VIRTUAL
 WARD



The Queen's Award
 for Voluntary Service

delivering exceptional compassionate care for over 30 years



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Chair's Foreword

From its inception and certainly as long as I have been associated with it, Queenscourt Hospice has valued a clear and well-developed culture of consistent development and improvement in both our services and our governance. During the past year, this was demonstrated by two key developments.

The first was the introduction of the Virtual Ward. Our senior medical and clinical team have pioneered and led this initiative, which is covered in more detail elsewhere in this report. It has once more put the Hospice at the cutting edge of the development of Hospice care in the UK.

The second is the work we have been doing as a Council of Trustees and senior team to develop a more robust Board Assessment Framework. This approach will enhance our ability to manage and mitigate existing and emerging risks, enhancing our ability to provide robust governance and support to the organisation.

The new framework will provide us, as a Council of Trustees, with improved and streamlined reporting and accountability. We will make greater and more effective use of our subcommittee structure, using the Advice, Alert and Assure approach for reporting to the full Council. In depth challenge and review by Trustees at subcommittee level will result in continued improvement of our organisational governance and assurance.

Our Impact Statement is based on a thorough analysis of how and where we provide key support. However, what it really shows is the enormous difference our services have made and continue to make to our local communities. I am immensely proud of our achievements.

Once again, this year, the staff of Queenscourt have worked wonders for the patients and those closest to them. I will never stop feeling humbled by the wonderful services they provide. Their professionalism and care have ensured that our patients receive compassionate human contact when they needed it most. I am in awe at the commitment and compassion of the entire team at Queenscourt. I never tire of singing their praises.

When I refer to the entire team at Queenscourt, I am also, of course, including the administrative staff. They have provided essential support and continued to work to not only keep Queenscourt ticking over but to strive for improvements and greater efficiency wherever they can. Their dedication and commitment is outstanding and alongside the patient-facing staff, forms the foundation of our continuing existence.

I would like to place on record my gratitude to my fellow members of Queenscourt Council. They provide their skills, wisdom and enthusiasm to support and challenge the Directors and staff to achieve even greater levels of excellence and care. The Council operates within the framework of law and practice established by several regulatory authorities, meaning that we are held to very high standards in the performance of our duties. We maintain a wide variety of backgrounds and expertise on Council, through ongoing review and recruitment, to ensure we meet all of those requirements.

I would also like to place on record my gratitude to our communities for their support, both in terms of money contributed and in terms of the time they give to help us to continue providing our services. This has been essential in such difficult and challenging financial times. As always, our volunteers have provided immense help to Queenscourt. Their help, support and energy has been invaluable, and it goes without saying that we could not continue to provide the care we do without them.

Our three Directors, Ms Debbie Pierce-Lawson, Dr Claire Finnegan and Mrs Louise Charnock have filled their roles magnificently this year. Queenscourt is fortunate to have such able and dedicated executive leaders. I have great confidence that we are and will remain in safe hands. Queenscourt has a well-earned reputation for excellence, and I am certain that our Directors, Staff, Trustees and Volunteers will always endeavour to maintain and enhance that reputation.

Anthony Crewe
Chair of Trustees



17/09/2024

1,102
 Patients Supported



440
 VOLUNTEERS



11,309

Hours of care provided by Queenscourt at Home



747

People received specialist medical, nursing and therapy support as an outpatient

78

People were supported home from hospital on 'rapid end of life discharge'

3,786

Contacts provided by Queenscourt therapy services for patients and families



199

People admitted to Queenscourt IPU for specialist support



8.7
 DAYS

Average length of stay to those admitted to Queenscourt Hospice inpatient unit



21%

Of patients supported died in Queenscourt Hospice

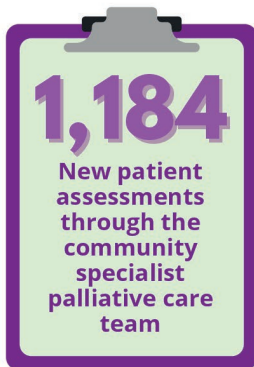


63%

Of patients supported by Queenscourt Hospice died in their own home

1,184

New patient assessments through the community specialist palliative care team



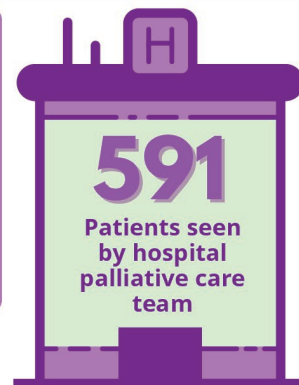
795

Admissions to Virtual Ward



591

Patients seen by hospital palliative care team



Terence Burgess Education Centre

3,190
 ATTENDANCES AT EDUCATION SESSIONS



CLINICAL PLACEMENTS FOR

58
 MEDICAL STUDENTS



358
 INDIVIDUALS TRAINED IN FUTURE CARE PLANNING



47
 COMPLETED CARER CHECK-IN TRAINING



“ My mum and my sister, took great comfort from this beautiful service. Our pain from losing my dad is still very raw, we cannot ever, thank you enough, for your kindness, support and love
 Midsummer Remembrance Service ”

1,671

People attended our remembering events, or received a form of bereavement support or contact





Development of **VIRTUAL WARD** pilot, enabling same day response and enhanced multi-professional support in crisis in the community



Introduction of **BAND 6** roles on IPU to support provision of 24 hour telephone advice line for healthcare professionals



Appointment of a **PHARMACIST** to join the multi-professional palliative care team at Queenscourt



Introduction of **ELECTRONIC PRESCRIBING** with electronic transfer of prescriptions directly to community pharmacies to improve access to medication for patients in the community



COLLABORATION WITH Edge Hill University

We have worked with colleagues from Wigan & Leigh Hospice to support the development of a clinical placement and simulation training for the new Medical School.



Development of **FAMILY SUPPORT SERVICES**



Bereavement

Carers

Children facing bereavement

Successful Partnership Award

WINNER



Queenscourt's Specialist Palliative Care Service won this year's HCRG Successful Partnership Award due to the difference that our Clinical Nurse Specialist Team make, and the 'critical friend' support they provide to West Lancashire District Nursing Service.

Greater INVESTMENT on evidencing **IMPACT**



VANTAGE



I WANT GREAT CARE



DATA ANALYSIS

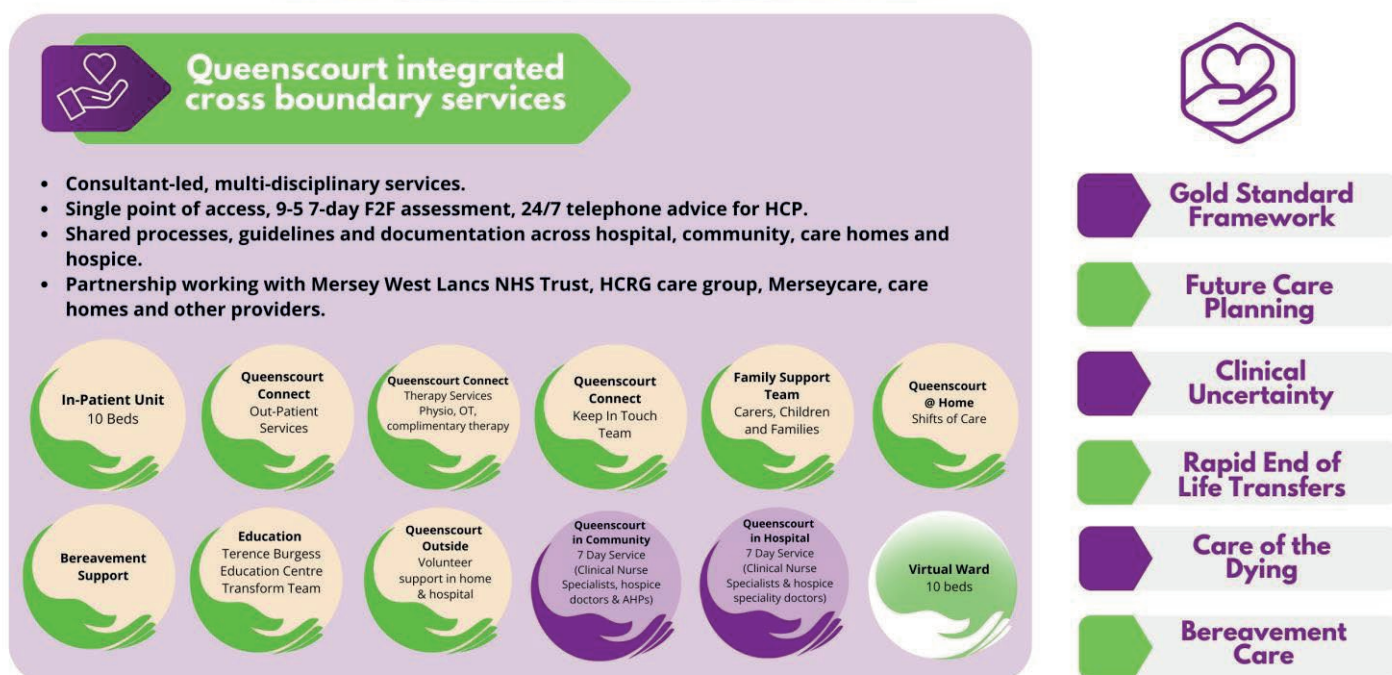


COMMUNICATIONS

1. What is Queenscourt and what do we do?

Queenscourt Hospice is an independent charitable organisation, and our purpose is to provide and promote the best possible consultant led, specialist palliative care for adults within West Lancashire, Southport and Formby, who are clinically referred, with the agreement of their doctor and for whose clinical needs our services are appropriate. Our services are free of charge. All our charitable activities are undertaken to further our objectives for the public benefit.

Queenscourt Service Delivery



We continually consider the new and innovative approaches that will best meet the needs of our local communities. Along with our clinical and medical colleagues, our service delivery is facilitated by a wide range of support from other vital members of [#teamqueenscourt](#).

Hotel Services

All our catering is provided in-house. The catering team is particularly skilled at providing tiny, tasty, treats for those with poor appetites, liquidised and reformed food for those with swallowing difficulties and fortified food for those who struggle with volume. The catering team also provides subsidised meals for staff and TBEC.

We are able to provide a high-quality service responsive to individual patient needs in bright and pleasant surroundings, including beautiful gardens, thanks to our dedicated team of volunteer gardeners.

Our housekeeping team keep Queenscourt clean, working with the clinical team to ensure Infection Prevention and Control Guidance is followed. We use ultraviolet technology as needed to disinfect all clinical areas of Queenscourt Hospice.

Corporate Services

All our patient facing services are enabled and supported by our Corporate Teams, including Administration, Human Resources and Volunteering, I.T., Communications, Information Governance, Data, Finance, Health & Safety, Estates and Income Generation.

2. #teamqueenscourt

Our staff and volunteers are our greatest asset.

Most of our team are professionally qualified and many others are well qualified by the nature of their previous experience and the training that we provide. Our volunteer roles are many and varied. We have nearly 440 active volunteers supporting us across all areas including clinical services, catering, the community, finance, fundraising and retail.

Since the pandemic we are seeing patients with increasingly complex physical, psychological, social and spiritual needs. Working as part of **#teamqueenscourt**, although immensely rewarding, can offer challenges. We offer a range of support to help with individual health and wellbeing and a key strategic objective is to ensure that we are a compassionate employer. Specific initiatives during 2023/24 have included:

- Freedom to Speak Up Guardian and Champions embedded to support the staff further to 'speak up' or raise any concerns.
- Monthly Carers group for staff and volunteers to discuss helpful information, advice and support to other carers.
- Promotion of free Employee Assistance Programme (EAP) services and Wisdom App for access and support 365 days pa, including counselling and physio services
- Wellbeing initiatives with awareness and information events including Menopause Week, Mental Health Awareness Week, Neurodiversity Week, relaxation sessions, yoga and meditation.
- QCH staff flu vaccinations.

3. The future and Queenscourt Strategy¹

As Trustees we oversee the ongoing development of our Strategic Direction. What we do now, and how we do it, will continue to be driven largely by factors that we can only hope to influence, rather than control. It is vital that we continue to engage in the regional and local landscapes of Integrated Commissioning Boards (ICB), Integrated Commissioning Partnerships (ICP), Place Based Partnerships (PBP), Primary Care Networks (PCN) and the 2 Hospice Provider Collaboratives across the ICB footprints, of which we are a member and with whom we engage in awareness raising campaigns.

Following the amendment to the Health and Care Act 2022 and the development of the PEOLC Commissioning Investment Framework that defines core / specialist palliative care as the responsibility of the ICS and / or Local Authority, there has been increased media awareness. Whilst this resulted in some parliamentary debate that recognised the value that hospices bring to the whole system, this has not as yet translated into increased contribution by statutory bodies to the ever-increasing expenditure that is required to maintain and develop our service offer.

As a Council we continue to balance the need for investment in service development and the needs of our local communities with the responsibility to move toward a sustainable budget. We retain a strong level of reserves and are able to use these to achieve this balance in the medium term. However, this position requires proper stewardship and an ability to accurately forecast our future financial health, allowing us to adjust our budget plans accordingly. We have mechanisms in place that allow us to accurately forecast the impact of expected or sudden fluctuations in expenditure and income over the

¹ Queenscourt Strategic Direction 2021-2026

coming 3 years. Our Finance Committee uses this approach to support us in managing the significant financial risk we face, whilst still supporting service development and ensuring that we provide significant monetary contribution to the wider local health economy.






Our Vision, Mission, Values & Objectives

Our Vision
Where life is for living...



Our Mission

“To empower compassionate communities to support one another, in the face of advanced and progressive, life limiting illness, through provision of supportive and specialist palliative care services.”

Our Values	Our Themes	Our Objectives
	Compassionate Communities and Employment	<ul style="list-style-type: none"> • Cultivation of compassionate communities, sensitive to the needs of those who are dying and their families, who support one another in times of need • Carers' individual needs are recognised, and carers are also supported to develop informal networks of support • Ensure Queenscourt has a supported and engaged, healthy and resilient workforce. • Promote our Health and Wellbeing strategy to #teamqueenscourt and raise awareness of the resources and support available
	Financial Stability, Integrity and Sustainability	<ul style="list-style-type: none"> • Seek to influence key stakeholders Hospice UK, NHSE, the local NHS trusts and changing commissioning landscape, negotiating new arrangements and a clear understanding of our role in enhancing delivery • Monitor and consolidate our income generation approach and continue to creatively develop our approaches to our retail business, lottery and fundraising - change and adapt fundraising approaches following COVID • Strengthen our reserves through service review and principles of best value • Embed a reduction in our carbon footprint by working to the principles of our sustainability statement and considering environmental impact in working practices and procurement evaluations.
	Interactive Transformational Education	<ul style="list-style-type: none"> • Develop both the paid and volunteer workforce and keep under review the skills, training and recruitment required to best support the roles required by Queenscourt • Continue to offer transformative education for professionals, carers and others in the field of palliative care • Develop a clear branded identity for Queenscourt to raise awareness and maintain or enhance our reputation.
	Transparent & Robust Governance	<ul style="list-style-type: none"> • Ongoing evaluation of Queenscourt services and determination of our long-term direction • Keep under review the size, skills, training and recruitment of the Council and comply with best governance practice generally • Refine information sharing, performance management and reporting systems.
	High Quality Supportive and Specialist Palliative Care	<ul style="list-style-type: none"> • People receive the highest possible standard of free supportive and specialist palliative care for those with far advanced and progressive, incurable illness • Collaborative work with local services and other providers to enable people to be cared for, and to stay, in their own homes as far as possible

4. Where does our money come from?

We depend heavily upon the public within our community to provide the financial and practical support that we need to deliver the many services offered at Queenscourt. The main part of our income, whether in the form of donations or legacies, or by support for our shops, lottery and our other fundraising ventures, comes from members of the public, and we are eternally grateful to each and every one of them.

We continue to receive vital support, both financial and practical, from the NHS (funding 21% of our core costs) and we are most grateful to Mersey and West Lancashire Teaching Hospitals NHS Trust and to the two new Integrated Care Boards (NHS Lancashire & South Cumbria and NHS Cheshire & Merseyside) that cover the areas we serve. We continue to work closely with the ICBs in order to foster strong working relationships and ensure good communication. We will continue to provide support to our NHS colleagues during challenging financial times.

Our lottery, shops, support groups and other trading activity generated £542,284 (£543,468 in 2022/23) whilst other donations and gifts (including gift aid) raised £1,298,691 (£1,035,312 in 2022/23). Lottery income was reduced from last year (£174,314 compared to £209,292), mainly as a result of a reducing number of players (a normal occurrence). However, from July 2024 we transferred the operation of the lottery to another organisation which is expected to provide a greater net return to the hospice. Our Retail portfolio has continued to perform well this year and has been able to contribute £138,494 (just slightly down on last year's figure of £143,954).

Legacy income was £1,123,924 in 2023/24 compared to £1,206,586 the previous year. This source of income is completely unpredictable, yet it provides a substantial contribution towards our costs, without which we would have difficulty sustaining services at existing levels.

5. How we carry out our fundraising

Queenscourt Hospice is a member of the Fundraising Regulator and as such, we adhere to the framework that we have created to ensure respectful, open, honest and accountable fundraising. All organisations listed on the register have shown commitment to good fundraising practice, and to following the Fundraising Regulator's "Code of Fundraising Practice" and the "Fundraising Promise". This information is clearly available on the Queenscourt website in the "Our Supporter Promise" section: <https://www.queenscourt.org.uk/index.php/fundraising/our-supporter-promise.html>

The Head of Income Generation and Communications is a member of The Chartered Institute of Fundraising and upholds the high standards of fundraising good practice and donor engagement that are inherent to Institute membership. Where Queenscourt works with third party organisations to fundraise for the charity, a "Commercial Participator's Agreement" is put in place. The template used is the one recommended by the Institute of Fundraising and is a standard tripartite form of agreement between a charity, its trading company and a commercial participator.

In terms of working with a third-party marketing or fundraising company, Queenscourt ensures that all contracts state that the company complies with appropriate legislation and prevailing codes of practice, e.g. those issued by the Fundraiser Regulator for face-to-face, private site and street fundraising. Queenscourt also ensures that the companies adhere to regulations of relevant governing bodies including the Gambling Commission, Institute of Fundraising and the Fundraising Regulator, for example, around Problem Gamblers and Vulnerable People.

Income generation has been carried out by Queenscourt Hospice Retail Limited (our shops) and Queenscourt Hospice Enterprises Limited (our lottery), the financial details of which are shown in Note 4 to our accounts. This note includes £6,103 (2022/23 £5,132) raised by our official Supporter Groups, and Enterprises incurred £46,083 (2022/23 £1,817) on the use of an external telemarketing company who contact lapsed Lottery players about their membership.

In response to decreasing Lottery Membership, ageing database software and operational staff changes (including retirement of a long-standing member of the Lottery Team), alternative proposals were considered. A feasibility study subsequently concluded that an option to outsource to a third-party Lottery company should be explored in more detail, and after shortlisting and presentations by two suitable Lottery Management Companies, one of the companies was selected.

The transition was made in July 2024 and Queenscourt will be one of a number of hospices throughout Great Britain supported by this company. Between 60% and 80% of profits from individuals playing in support of Queenscourt Hospice will be donated to our charity and is expected to raise at least £1.3 million over the first 5 years.

All working partnerships with third party agencies are monitored throughout the duration of the partnership, and are subject to change, or indeed termination, where deemed necessary, e.g. where there is a risk of actual harm to an individual working for or supporting the charity, or a risk of reputational damage to an individual or the charity.

Queenscourt is fully committed to upholding the principles stated within the following directives:

DPA - Compliant with Data Protection Act 2018

GDPR – General Data Protection Regulation (Regulation (EU) 2016/679)

To that effect, Queenscourt's policy on handling data can be found on the website under the "Contact Preferences" section of "Our Supporter Promise". The downloadable GDPR document also contains the relevant information on making a query about data processing, withdrawing consent, or initiating a complaint.

Queenscourt complies with the prevailing codes of practice issued by the Fundraising Regulator, including the Fundraising Preference Service (FPS): www.fundraisingregulator.org.uk/fundraising-preference-service The FPS is a free service, run by the Fundraising Regulator, that helps individuals to end contacts with charities they no longer want to hear from. It is the UK's only official service that helps you manage the direct marketing contact that you receive from all registered charities in England, Wales and Northern Ireland. Queenscourt's fundraising team receives a "Weekly Report" from the FPS to notify of anyone wishing to end contact with our charity.

There were no complaints received in respect of fundraising during the past year, but a procedure is in place to ensure the timely investigation and resolution of complaints should they arise.

Queenscourt's fundraising is PCI (Payment Card Industry) compliant, and the necessary attestation process is carried out on an annual basis. Queenscourt is registered with the Phone-paid Services Authority (PSA): www.psauthority.org.uk for any "Text To Donate" facility we use. This UK regulatory body is for individuals to check a phone number that they are unsure of on their phone bill.

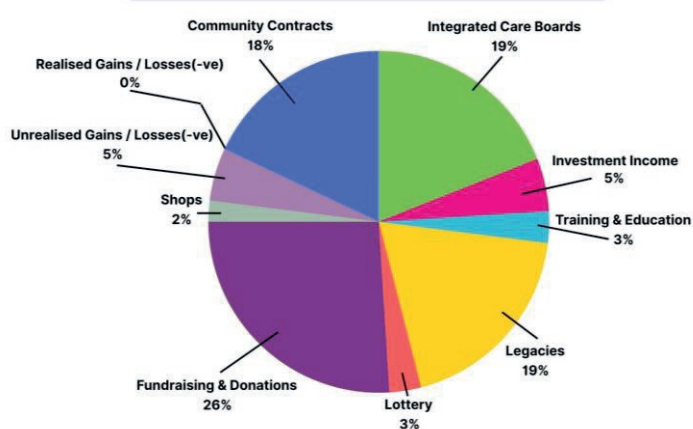
We also adhere to appropriate internal policies to ensure that all income generation activity is conducted in a compliant fashion. Queenscourt policies relevant to fundraising include: Cash Handling Support Groups; Donors Charter; Corporate Partnerships, Cash & Banking, Money Laundering & Suspicious Transactions, Social Responsibility for Gambling, Security, Data, Problem Gamblers, Vulnerable People and Complaints Policy.

6. Financial Review

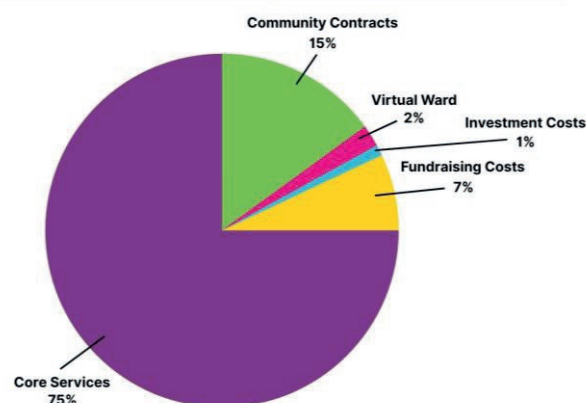
The Charity is showing net expenditure in 2023/24 of £541,048 which compares to net expenditure of £1,197,786 the previous year. A significant part of this change is due to investment gains of £258,856 compared to investment losses of £441,683 the previous year.

Running costs increased by c.£372,000 with expenditure on the services the Hospice provides costing £13,630 per day compared to £12,611 the year before. Staffing costs, which relate directly to the services we provide, account for c.£210,000 of the increase, with additional works of repair and maintenance to the buildings and grounds increasing costs by c.£152,000.

Total Charitable Income 2023/24



Breakdown of Total Expenditure 2023/24



7. Reserves and Investments

We have predicted further budget deficits for 2024/25 and future years. We work on three-year financial plans which seek to scale back our dependence on reserves and generate more income or savings on expenditure.

We have reviewed and updated our designated funds which set aside money for specific purposes; these continuing to be a tangible fixed assets fund required for future depreciation charges, a budget deficit fund allocated to support a potential shortfall in the forthcoming year, a capital investment fund to support committed and planned enhancement of our assets, a contingency fund set aside in the event of non-recurring expenditure requirements and the Dr Karen Groves legacy development fund specifically aimed at seeking donations to “Keep Queenscourt in Service”. An additional designated fund has been set up this year for Specialist Palliative Care Contracts to ensure that any surplus income arising on these contracts is re-invested in this part of the service. Our general (unrestricted) fund of £5,217,911 represents our free reserves, of which up to £1,465,000 may be attributed to being held as investment property rather than cash or other listed investments.

Our policy on reserves is to have a strong cash position to deal with unexpected costs and the occasional shortfall of income or difficulty with cash flow, so we aim to retain about £1.4m on short term deposit. To ensure the continuity of our services we also need a reserve to be sufficient to cover an extended operating deficit on core services for up to 2 years (i.e. current year and 12 months beyond) in order to allow time, if necessary, for us to re-organise our funding and operational strategies. At the time of setting our budget in April 2024 our worst case scenario would be for reserves to be adequate for at least 17 months beyond the current year.

We recognise that with inflation and modest interest rates, cash will lose its value. Nevertheless, we believe that it is sound policy to keep some short-term cash in CCLA’s Charities Deposit Fund. This

Report of the Trustees for the year ended 31st March 2024 (continued)

paid an average of 4.85% during the year. However, we will consider other reputable deposit takers if better rates are available.

The Trustees have wide investment powers, and our other investments are principally in two areas: CCLA's COIF Charities Investment Fund and the BlackRock Catholic Charities Growth and Income Fund. Both funds are invested mainly in equities and aim to at least maintain their real value and to yield a regular annual income. Income from our investments has yielded around £174,000 and whilst we continue to seek ways of improving our levels of income, we will not change our conservative view of risk in order to achieve this. We do not prescribe any requirements for socially responsible investments other than to avoid tobacco shares.

We also have investments in a property portfolio of 7 houses which are rented, two flats and a shop, which between them generated a net income of £59,000.

8. Our Constitution and Administrative Details

Queenscourt's full name is Queenscourt Hospice. It is a Registered Charity, no. 518801, and a company limited by guarantee, registered in England No. 2102320 and incorporated in 1987. Its registered office is at Town Lane, Southport, PR8 6RE. It is not normally liable to taxation.

Queenscourt Hospice has two wholly owned subsidiaries:

- Queenscourt Hospice Enterprises Limited set up in 1993. It operates lotteries. Currently the chair of the board of its four directors is a member of the Hospice Council.
- Queenscourt Hospice Retail Limited took over the running of our shops on 1st July 2006. Currently the chair of the board of its six directors is a member of the Hospice Council.
-

Both companies exist to pay over all their available surpluses to Queenscourt Hospice.

The Council

The members of the Council are the trustees of the charity and directors of the company. The following are trustees at the date of this report. They all served throughout the year, except where shown otherwise.

Rev. P M Abrams
Mr A Appleton (from 17th Oct 23 to 3rd May 24)
Ms C Bernard (Co-Chair)
Dr G Boocock
Ms Y Burns (resigned 16th April 2024)
Ms J Campbell
Ms G Causer (from 17th of October 23)
Mr A Crewe (Co-Chair)
Mr C P Cutner (Treasurer)

Dr S Gardner (from 17th of June 2024)
Ms L Hooton
Mrs R Ingham (from 17th June 2024)
Mr D Kemp
Ms H McLaren (from 17th of June 2024)
Mr T McGraw (Co-Chair)
Mrs M H Tarpey (resigned 17th of July 2024)
Mrs A Throp (resigned 17th October 2023)
Mr K B Wallis

Company Secretary: Ms D J Lawson

Executive Directors

Medical Director: Dr Clare Finnegan, MBChB, FRCP, Dip Ethics, PGCert Teaching and Learning in Clinical Practice. She is a Consultant in Palliative Medicine for Merseycare NHS Foundation Trust and Mersey and West Lancs Teaching Hospitals NHS Trust, and Honorary Clinical Lecturer University of Liverpool and Edge Hill University.

Director of Clinical Services: Mrs Louise Charnock, RGN, MSc Advanced Clinical Practice, PG Certificate in Teaching and Learning in Clinical Practice, BSc (Hons) Specialist Practitioner (District Nursing), BSc (Hons) Nursing and Health Studies, DipHE Nursing

Director of Corporate Services and Company Secretary: Ms Debra Jane Lawson Dip SW, Dip HE, PG Certificate in Human Resource Development.

Other details:

Auditors: MHA, Exchange Station, Tithebarn Street, Liverpool, L2 2QP

Bankers: National Westminster Bank Plc, 130 Lord Street, Southport, PR9 0AB

Solicitors: Hodge Halsall LLP, 2 Liverpool Road, Ainsdale, PR8 3LX

Brabners Chaffe Street LLP, Horton House, Exchange Flags, Liverpool L2 3YL

Investment CCLA Investment Management Limited. 80 Cheapside, London EC2V 6DZ

Managers: BlackRock Investment Management (UK) Limited. 12 Throgmorton Avenue, London, EC2N 2DL

9. Our Governance and Administration

We are regulated by the Care Quality Commission whose reports are published and appear on our website. We were rated 'Good' in all areas when last inspected. We are measured against quality indicators for each of our community services subcontracts. 'I want great care', our survey tool and focussed discussions with patients, families help us to identify what is necessary to meet their needs. We monitor reviews and comments from our social media for more informal feedback. We also monitor evaluation materials from our Education Centre. For staff our anonymous feedback tool, 'Thymometrics' allows all staff to rate how it feels to be employed by Queenscourt and to give feedback anonymously to the senior team. We also have Freedom to Speak Up processes embedded and a Freedom to Speak Up Guardian in place to enable feedback from staff and volunteers.

The Board Assurance Framework (BAF) is being updated and will reinforce Queenscourt's subcommittee structure. Our BAF facilitates a clear process of monitoring and assurance for the Council of Trustees, focussed on our strategic risks and measured against key performance indicators within our strategic matrix. Our quality dashboard assists us in monitoring progress and internal scrutiny is the remit of Integrated Governance subcommittee, which includes outside professionals and two Trustees.

Our governing documents are the Memorandum and Articles of Association which the Council keeps under regular review. As members of the Council, we are Trustees of the Charity and Directors of the Company. Responsibility for the management of Queenscourt is vested in the Council which meets ten times a year. We have set up governance and administrative arrangements whereby the day to day running of the hospice is delegated as appropriate to the Executive Directors who in turn attend Council meetings and subcommittees to report as necessary.

A Finance subcommittee oversees the financial aspects of the charity, reviews investments and reserves and makes recommendations to the Council. Our Strategy and Succession subcommittee details our vision for 5 years at a time and our Business Plan is reviewed each year to ensure we have tangible goals to monitor. This subcommittee also considers future proofing and succession. The Visiting Group are part of our Integrated Governance subcommittee and make quarterly visits where they talk to patients, staff, volunteers, carers and families about all aspects of their experience and present an update report to the Council. The Risk & Health and Safety subcommittee oversees risk management and our approach to risk is further described below.

10. How we manage risk

We maintain a Risk Register and policies with defined review dates, to ensure that we keep all Queenscourt's activities under review.

We review our Risk Management Strategy annually. The Risk & Health and Safety subcommittee helps us to oversee the risks that Queenscourt faces and monitor risk management. The subcommittee meets at least 3 times per year.

11. Members and the Election and Appraisal of Trustees

There are some 127 members of the Company who are former or current subscribers to Queenscourt's funds. An important function of the members is to elect or re-elect Trustees, one third of whom retire each year at the Annual General Meeting. The Council can and does recommend candidates for

election. The Council's policy is to appraise its performance as a Council, using a learning needs analysis and the production of the Council Development Plan. At least once every 3 years the effectiveness of the Council is also reviewed against benchmarks, including the Charity Governance Code.

The Co-Chairs and Trustees undertake peer reviews which inform the training and development activity that is programmed each year. We aim to maintain a good mix of skills on the Council and to give new members appropriate induction and instruction. Council subcommittees have delegated responsibility to oversee our financial performance and monitor our performance. At the date of this report, we have 14 Trustees. During the year 2023-2024 Mrs Margaret Tarpey and Ms Yvonne Burns retired as members of the Council. We would like to record our grateful thanks for the many years that they each gave in support of Queenscourt and for all their support, hard work and guidance during their time with us.

12. Council's Responsibility for the Accounts

The Trustees (who are also the Directors of Queenscourt Hospice for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the 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 the income and expenditure of the charitable Company for that period.

In preparing these financial statements, the Trustees are required to:

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

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.

In so far as the Trustees are aware:

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

13. Auditors

Following the merger of MHA Moore & Smalley with MHA, the Charitable Company's independent auditor has now become MHA.

By order of the Council

Anthony Crewe
Chair



Date: 17/09/2024

Independent Auditors' Report

Opinion

We have audited the financial statements of Queenscourt Hospice (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the group and charitable company's affairs 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

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

In connection with our audit of the financial statements, Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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.

Independent Auditors' Report

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and,
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

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

Matters on which we are required to report by exception

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

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company 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 the trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the 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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

- Enquiries of management and those charged with governance, as well as reviewing legal and professional expenditure, to identify any evidence of actual and potential litigation and claims;
- Enquiries with management and those charged with governance about any known or suspected instances of fraud;
- Reviewing minutes of meetings of those charged with governance;

Independent Auditors' Report

- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias; and,
- Auditing the risk of fraud in revenue, including through testing of donations, legacies, grants and other contractual income streams via sampling of transactions and also the use of proof in total testing. Underlying contracts have been reviewed in order to establish both that income is complete and that these are genuine income streams in which the charity has a contractual right to income, and that they have been accounted for in the correct financial period.

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

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

Use of our report

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



Andrew Matthews BFP ACA FCCA
(Senior Statutory Auditor)
For and on behalf of MHA, Statutory Auditor

Exchange Station
Tithebarn Street
Liverpool
L2 2QP

Date: 17/09/2024

MHA is the trading name of MacIntyre Hudson LLP, a limited liability partnership in England and Wales (registered number OC312313)

Queenscourt Hospice (Registered company number 2102320)

Consolidated Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For the year ended 31 March 2024

GROUP	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 Restated £
Income and Endowments from					
Donations and legacies	2	2,324,382	98,233	2,422,615	2,241,898
Charitable activities	3	2,430,856	-	2,430,856	2,248,215
Other trading activities	4	1,093,430	-	1,093,430	1,012,485
Investment income	5	280,368	-	280,368	266,834
Other Income – including Coronavirus grants and Insurance claims	6	1,795	-	1,795	9,700
Total income		6,130,831	98,233	6,229,064	5,779,132
Expenditure on					
Raising funds	4	1,026,746	-	1,026,746	906,943
Charitable activities	7	5,939,379	33,271	5,972,650	5,600,532
Investment property management costs		29,161	-	29,161	24,603
Total expenditure		6,995,286	33,271	7,028,557	6,532,078
Net incoming / (outgoing) resources before other gains and losses		(864,455)	64,962	(799,493)	(752,946)
Net gains/(losses) on investments		258,856	-	258,856	(441,683)
Net Income	8	(605,599)	64,962	(540,637)	(1,194,629)
Transfers between funds	18	-	-	-	-
Other recognised gains/(losses)					
Net gains/(losses) on disposal of assets		-	-	-	(1,919)
Net movement in funds		(605,599)	64,962	(540,637)	(1,196,548)
Reconciliation of Funds					
Total funds brought forward		12,017,453	325,936	12,343,389	13,539,937
Total Funds Carried Forward		11,411,854	390,898	11,802,752	12,343,389

Continuing operations

All income and expenditure has arisen from continuing activities.

A separate statement of financial activities for the Charity alone is shown with comparative figures for the previous year.

The notes form part of these financial statements.

Queenscourt Hospice (Registered company number 2102320)

**Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For the year ended 31 March 2024**

CHARITY	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 Restated £
Income and Endowments from					
Donations and legacies	2	2,324,382	98,233	2,422,615	2,241,898
Charitable activities	3	2,430,856	-	2,430,856	2,248,215
Other trading activities	4	542,284	-	542,284	543,468
Investment income	5	277,908	-	277,908	266,320
Other Income	6	-	-	-	8,442
Total income		5,575,430	98,233	5,673,663	5,308,343
Expenditure on					
Raising funds	4	471,756	-	471,756	437,392
Charitable activities	7	5,939,379	33,271	5,972,650	5,600,532
Investment property management costs		29,161	-	29,161	24,603
Total expenditure		6,440,296	33,271	6,473,567	6,062,527
Net incoming / (outgoing) resources before other gains and losses		(864,866)	64,962	(799,904)	(754,184)
Net gains/(losses) on investments		258,856	-	258,856	(441,683)
Net Income	8	(606,010)	64,962	(541,048)	(1,195,867)
Transfers between funds		-	-	-	-
Other recognised gains/(losses)	18				
Net gains/(losses) on disposal of assets		-	-	-	(1,919)
Net movement in funds		(606,010)	64,962	(541,048)	(1,197,786)
Reconciliation of Funds					
Total funds brought forward		12,002,258	325,936	12,328,194	13,525,980
Total Funds Carried Forward		11,396,248	390,898	11,787,146	12,328,194

Continuing operations

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements.

**Consolidated Balance Sheet
As at 31 March 2024**

GROUP	Notes	Total 2024 £	Total 2023 £
Fixed Assets			
Tangible assets	11	3,112,958	3,250,859
Investments			
Investments	12	5,242,742	6,083,886
Investment property	13	1,465,000	1,465,000
		<u>9,820,700</u>	<u>10,799,745</u>
Current Assets			
Stock		823	1,327
Debtors	14	1,321,461	1,231,015
Cash at bank and in hand		1,369,464	1,458,322
		<u>2,691,748</u>	<u>2,690,664</u>
Creditors			
Amounts falling due within one year	15	(709,696)	(1,147,020)
Net Current Assets		<u>1,982,052</u>	<u>1,543,644</u>
Total assets less current liabilities		<u>11,802,752</u>	<u>12,343,389</u>
Net Assets		<u>11,802,752</u>	<u>12,343,389</u>
Funds			
Unrestricted funds	18	11,411,854	12,017,453
Restricted funds		390,898	325,936
Total Funds		<u>11,802,752</u>	<u>12,343,389</u>

The notes form part of these financial statements.

The financial statements were approved and authorised for issue by the Board of Trustees and signed on its behalf by:



A Crewe - Chair



C P Cutner - Treasurer

Date: 17/09/2024

Queenscourt Hospice (Registered company number 2102320)

Balance Sheet
As at 31 March 2024

CHARITY	Notes	Total 2024 £	Total 2023 £
Fixed Assets			
Tangible assets	11	3,112,958	3,250,859
Investments			
Investments	12	5,334,744	6,175,888
Investment property	13	1,465,000	1,465,000
		9,912,702	10,891,747
Current Assets			
Debtors	14	1,435,862	1,326,197
Cash at bank and in hand		1,049,915	1,181,349
		2,485,777	2,507,546
Creditors			
Amounts falling due within one year	15	(611,333)	(1,071,099)
Net Current Assets		<u>1,874,444</u>	<u>1,436,447</u>
Total assets less current liabilities		<u>11,787,146</u>	<u>12,328,194</u>
Net Assets		<u>11,787,146</u>	<u>12,328,194</u>
Funds			
Unrestricted funds	18	11,396,248	12,002,258
Restricted funds		390,898	325,936
Total Funds		<u>11,787,146</u>	<u>12,328,194</u>

The notes form part of these financial statements.

The financial statements were approved and authorised for issue by the Board of Trustees and were signed on its behalf by:



A Crewe - Chair



C P Cutner - Treasurer

Date: 17/09/2024

**Consolidated Cash Flow Statement
For the year ended 31 March 2024**

GROUP	Notes	Total 2024	Total 2023
		£	£
Cash flows from operating activities:			
Cash generated from operations		<u>(1,188,858)</u>	<u>(174,902)</u>
Net cash provided by (used in) operating activities		(1,188,858)	(174,902)
Cash flows from investing activities:			
Purchase of tangible fixed assets		-	(50,352)
Receipts from sale of tangible fixed assets		-	795
Purchase of fixed asset investments		(500,000)	-
Sale of fixed asset investments		<u>1,600,000</u>	<u>-</u>
Increase / (Decrease) in cash and cash equivalents in the year		<u>(88,858)</u>	<u>(224,459)</u>

Notes to the Cash Flow Statement
For the year ended 31 March 2024

1. Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2024	2023
	£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	(799,493)	(752,946)
Adjustments for:		
Depreciation charges	137,901	155,664
(Increase)/Decrease in debtors	(90,446)	(287,340)
(Increase)/ Decrease in stock	504	423
Increase / (Decrease) in creditors	(437,324)	709,297
	<u>(1,188,858)</u>	<u>(174,902)</u>
Net cash provided by (used in) operating activities	<u>(1,188,858)</u>	<u>(174,902)</u>

2. Reconciliation of net cash flow to movement in net funds

	2024	2023
	£	£
Cash outflow / (inflow)	(88,858)	(224,459)
Movement in net funds	(88,858)	(224,459)
Net funds at 1 April 2023	1,458,322	1,682,781
Net funds at 31 March 2024	<u>1,369,464</u>	<u>1,458,322</u>

3. Analysis of net funds

	At 1 April 2023	Cashflow	At 31 March 2024
	£	£	£
Cash at bank and in hand	1,458,322	(88,858)	1,369,464
	<u>1,458,322</u>	<u>(88,858)</u>	<u>1,369,464</u>

**Notes to the Financial Statements
For the year ended 31 March 2024**

1 Accounting policies

Basis of preparing the financial statements

The financial statements of the group and parent charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 October 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value. The financial statements are presented in sterling which is the functional currency of the charity.

The statement of financial activities (SOFA) and balance sheet consolidate the financial statements of the Charity and its subsidiary undertakings. The results of the subsidiary undertakings are consolidated on a line by line basis.

The Charity is a company limited by guarantee. The members of the company include the trustees named in the report of the trustees. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Legacies and grants are recognised in the Statement of Financial Activities when they become receivable and it is reasonably certain that they will be received and can be measured with sufficient reliability. Income tax is recoverable monthly on completion of the documentation. Income is deferred only when the Charity has to fulfil conditions before becoming entitled to it. Gifts in kind are included at valuation, with the exception of food where the total involved is not material. Goods donated for resale are included as income when sold. No amounts are included in the financial statements for services donated by volunteers.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

The expenses of operating the Charity shops including depreciation of fixed assets employed in the shops relate entirely to fundraising. Also included in fundraising are separately identifiable expenses incurred at the main hospice building and in local support groups in connection with specific fundraising activities.

Tangible fixed assets

All assets costing more than £5,000 are capitalised. Assets costing less than this are written off within 12 months.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

**Notes to the Financial Statements
For the year ended 31 March 2024**

1 Accounting policies (continued)

Freehold Land:	NIL
Freehold Buildings:	Between 2% and 4% per annum of cost
Leasehold Improvements:	10% per annum of cost
Equipment:	Between 5% and 50% per annum of cost
Fixtures and Fittings:	Between 4% and 20% per annum of cost
Motor Vehicles:	Between 17% and 20% per annum of cost

Investments

Fixed asset investments and shares are included at market value at the balance sheet date.

Investment property is shown at most recent valuation.

The Statement of Financial Activities includes the net gains and losses arising on revaluations and disposals throughout the year.

Debtors

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

Creditors

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

Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The Group contributed to the personal pension plans of 142 (2023: 137) of its employees. The pension cost charge represents contributions for the period payable to by the Group. Superannuation employers' contributions are paid for employees remaining in the NHS pension scheme.

**Notes to the Financial Statements
For the year ended 31 March 2024**

1 Accounting policies (continued)

Operating leases

Rentals applicable to operating leases are charged to the SOFA on a straight line basis over the term of the lease.

Taxation

The Company is a registered charity and consequently there is no liability to taxation. The subsidiary companies are subject to UK Corporation Tax on profits not covenanted to the parent charity.

Government grants

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received. A grant that specifies performance conditions is recognised in income when the performance conditions are met. Where a grant does not specify performance conditions it is recognised in income when the proceeds are received or receivable. A grant received before the recognition criteria are satisfied is recognised as a liability.

Judgements and key sources of estimation uncertainty

In the application of the Group's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods. The trustees believe that the following estimates and assumptions are significant in respect of the carrying amount of assets and liabilities:

Valuation of investment properties

Investment properties held by the group are reviewed annually by the trustees, utilising the advice from a local estate agent, but not a professional valuer. The trustees consider local market factors and rental yields when reviewing the fair value of investment properties, as well as the opinion of local estate agents. Given the uniqueness of the organisational property portfolio, the trustees appreciate the inherent difficulties and uncertainties around applying a fair value to the investment property portfolio, however, feel experienced enough to do this annually.

Recognition of legacy income

Throughout the year the trustees maintain a register of notifications of legacy income to be received, bequeathed by our valued donors. At each year end date, the trustees must provide for a figure of legacy income receivable, when its value and receipt is both measurable and probable. Whilst constrained by both the legal process and other market factors, such as property values, the trustees feel confident that their experience allows them to make accurate estimations and judgements around this future right to income in respect of legacies.

**Notes to the Financial Statements
For the year ended 31 March 2024**

Going concern

The trustees assess whether the use of going concern is appropriate for the preparation of these accounts, i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the Group to continue as a going concern. The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements.

The trustees prepared a 3 year budget in April and also carried out an impact assessment in the event of budget plans falling short of expectations. These 3 year forecasts are also updated at each quarterly budget monitoring review by the finance committee.

Queenscourt Hospice Enterprise Ltd intends to cease operating the Lottery in the summer of 2024 and transfer the entire business to an external operator. The company directors and the trustees are confident that the company will be solvent at the point of transfer of the business and should be able to meet all its financial obligations thereafter.

As a consequence, the trustees have concluded that the Group has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the Group's ability to continue as a going concern, thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

2 Donations and Legacies

	2024	2023
	£	£
GROUP AND CHARITY		
Donations	345,650	156,130
Legacies	1,123,924	1,206,586
Remembrance gifts	173,903	178,784
Gift Aid	114,160	110,318
Regular and other donations including GAYE	<u>664,978</u>	<u>590,080</u>
	<u>2,422,615</u>	<u>2,241,898</u>

Legacy income includes £1,107 restricted to funding Queenscourt at Home (2023: £95,000 restricted for future building acquisitions).

3 Income from charitable activities

	2024	2023
	£	£
GROUP AND CHARITY		
NHS Cheshire & Merseyside and Lancashire & South Cumbria ICBs	1,137,701	990,769
Other External Funding	1,086,838	1,018,509
Medical Income and Course Fees	<u>206,317</u>	<u>238,937</u>
Total	<u>2,430,856</u>	<u>2,248,215</u>

Income from the Integrated Care Boards includes £124,371 (2023: £nil) Virtual Ward pilot (Lancs & S Cumbria). The balance of £1,013,330 (2023: £990,769) represents a contribution of around 21% (2023: 22%) to the core costs of the Hospice including Queenscourt at Home.

Notes to the Financial Statements
For the year ended 31 March 2024
4 Other Trading Activities

Queenscourt Hospice Enterprises Limited, a wholly owned subsidiary company, operates lotteries. The Charity owns the issued share capital of 2 fully paid shares of £1 each (2023: 2 shares)

Queenscourt Hospice Retail Limited, a wholly owned subsidiary company, manages the charity shops. The Charity owns the issued share capital of 92,000 fully paid shares of £1 each. (2023: 92,000 shares).

An analysis of Group fundraising income and expenditure is shown below:

	Retail 2024	Lottery 2024	Support Groups and other trading 2024	Group Total 2024	Group Total 2023
	£	£	£	£	£
Income	497,933	406,185	189,312	1,093,430	1,012,485
Covenant Income	-	-	312,808	-	-
Recharges to Subsidiary	-	-	40,164	-	-
Total Fundraising Income	497,933	406,185	542,284	1,093,430	1,012,485
Sundry income	738	-	-	738	-
Commission - gift-aided sales	1,057	-	-	1,057	1,258
Recharge to charity	104,436	-	-	-	-
Deposit Interest	1,872	588	-	2,460	514
Sub total	606,036	406,773	542,284	1,097,685	1,014,257
Fundraising Trading Costs	(432,007)	(227,419)	(471,756)	(1,026,746)	(906,943)
Recharges from Parent	(35,124)	(5,040)	-	-	-
Covenanted to Charity	(138,494)	(174,314)	-	-	-
Net Profit	411	-	70,528	70,939	107,314
Tax charge	-	-	-	-	-
Profit after Tax	411	-	70,528	70,939	107,314
Reserves as at 31 March 2024	1,103	14,503			

The Retail subsidiary has generated income of £26,112 (2023: £27,990) from gift aided donations.

Notes to the Financial Statements
For the year ended 31 March 2024**5 Investment Income**

	2024	2023
	£	£
GROUP		
Interest income	192,423	192,276
Rents from investment property	87,945	74,558
	<u>280,368</u>	<u>266,834</u>
CHARITY		
Interest income	189,963	191,762
Rents from investment property	87,945	74,558
	<u>277,908</u>	<u>266,320</u>

6 Other Income

	2024	2023
	£	£
GROUP		
Commission on gift-aided sales (Unrestricted)	1,057	1,258
Sundry income (Unrestricted)	738	-
Insurance claims (Unrestricted)	-	-
NHSE Hospice UK (Restricted)	-	8,442
	<u>1,795</u>	<u>9,700</u>
CHARITY		
NHSE Hospice UK (Restricted)	<u>-</u>	<u>8,442</u>
	<u>-</u>	<u>8,442</u>

Notes to the Financial Statements
For the year ended 31 March 2024

7 Costs of charitable activities

GROUP AND CHARITY

	Inpatient Services	Queens-court at Home	Other Clinical Services	Education	Medical Services	Contracted community services	Support Services	2024 Total activities	2023 Restated Total activities
	£	£	£	£	£	£	£	£	£
Direct costs									
Staff costs	1,204,778	492,415	947,320	386,835	642,505	884,010	614,233	5,172,096	4,962,173
Training & IT support	2,348	863	8,784	11,356	2,154	(998)	7,006	31,513	54,734
Premises	50,152	3,257	11,089	4,737	910	6,064	274,872	351,081	183,689
General office exps	610	2,076	4,446	5,143	1,798	1,783	20,397	36,253	38,711
Nursing supplies	25,778	97	1,322	-	-	122	-	27,319	23,769
Food	-	-	37,375	954	-	-	-	38,329	27,530
Cleaning and laundry	1,652	-	1,593	-	-	-	16,029	19,274	33,113
Transport and travel	205	15,742	9,467	396	-	14,950	368	41,128	36,907
Other expenses	12,451	2,614	4,658	274	3,368	2,479	65,049	90,893	52,931
Auditors' remuneration	-	-	-	-	-	-	9,513	9,513	8,971
Bank charges	-	-	-	-	-	-	3,270	3,270	5,032
Other professional fees	1,119	1,200	4,870	433	1,248	196	5,014	14,080	18,240
Contract management	-	-	-	-	-	75,463	(75,463)	-	-
Depreciation	-	-	2,411	15,362	-	-	120,128	137,901	154,732
	1,299,093	518,264	1,033,335	425,490	651,983	984,069	1,060,416	5,972,650	5,600,532
Support costs reallocated	453,702	105,167	307,824	148,930	120,256	(75,463)	(1,060,416)	-	-
	1,752,795	623,431	1,341,159	574,420	772,239	908,606	-	5,972,650	5,600,532

Allocation of support costs	Inpatient Services	Queens-court at Home	Other Clinical Services	Education	Medical Services	Contracted community services	Corporate and Other Costs	Method of allocation
	£	£	£	£	£	£	£	
Fixed price recharges	-	-	-	-	-	(75,463)	(75,463)	Agreed price
Human Resources	44,107	18,027	34,681	14,162	23,522	-	134,499	Staff costs
Communications	5,239	2,141	4,120	1,682	2,795	-	15,977	Staff costs
Data	13,327	5,447	10,479	4,279	7,108	-	40,640	Staff costs
Estates	131,190	14,027	82,962	59,160	3,675	-	291,014	Floor area
Finance	61,558	25,160	48,403	19,765	32,828	-	187,714	Staff costs
Housekeeping	45,647	4,881	28,867	20,585	1,278	-	101,258	Floor area
IT/IG	22,831	9,332	17,952	7,331	12,176	-	69,622	Staff costs
Volunteering	9,537	3,898	7,499	3,062	5,085	-	29,081	Staff costs
Corporate other	43,023	17,584	33,829	13,814	22,944	-	131,194	Staff costs
Depreciation	67,972	5,790	34,246	-	12,120	-	120,128	Floor area
Other staff-related	(6,996)	(2,859)	(5,501)	(2,246)	(3,731)	-	(21,333)	Staff costs
Other premises related	16,267	1,739	10,287	7,336	456	-	36,085	Floor area
Total reallocated to above table	453,702	105,167	307,824	148,930	120,256	(75,463)	1,060,416	

**Notes to the Financial Statements
For the year ended 31 March 2024**

Governance costs

The following costs in respect of the Governance of the Charity are included in the preceding tables:

	2024	2023
	£	Restated £
Auditors' remuneration for audit of the accounts	9,513	8,721
Auditors' remuneration for non-audit work	-	250
Staffing	176,800	175,350
Vantage IT system	5,000	-
	<u>191,313</u>	<u>184,321</u>

8 Net income/(expenditure)

GROUP

Net income/(expenditure) is stated after charging/(crediting):

	2024	2023
	£	£
Auditors' remuneration	14,508	13,671
Auditors' remuneration for non-audit work	912	1,966
Depreciation - owned assets	137,901	155,664
Rentals – operating lease – Property	107,994	96,645
Rentals - operating lease - Equipment	<u>5,637</u>	<u>7,151</u>

CHARITY

Net income/(expenditure) is stated after charging/(crediting):

	2024	2023
	£	£
Auditors' remuneration	9,513	8,721
Auditors' remuneration for non-audit work	-	250
Depreciation - owned assets	137,901	154,732
Rentals – operating lease – Property	107,994	96,645
Rentals - operating lease	<u>5,637</u>	<u>7,151</u>

9 Trustee's remuneration and benefits

There were no trustees remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

No Council members received re-imbursed expenses (2023: £nil).

Notes to the Financial Statements
For the year ended 31 March 2024

10 Staff costs

GROUP	2024	2023 Restated
	£	£
Wages and salaries	4,815,963	4,632,876
Social security costs	473,833	469,623
Other pension costs	401,005	356,898
	<u>5,690,801</u>	<u>5,459,397</u>
CHARITY	2024	2023 Restated
	£	£
Wages and salaries	4,577,126	4,397,476
Social security costs	458,074	454,488
Other pension costs	396,528	351,986
	<u>5,431,728</u>	<u>5,203,950</u>

The average monthly number of employees during the year was as follows:

GROUP	Full time	Part time	Bank	Total 2024	Total 2023
Medical	3	4	-	7	8
Nursing	31	39	8	78	74
Therapists	3	2	-	5	4
Catering	1	5	-	6	5
Housekeeping	1	5	-	6	6
Fundraising & administration	8	30	1	39	38
Education	4	5	1	10	9
Maintenance	2	-	-	2	1
Retail	5	1	7	13	15
Lottery	-	2	1	3	4
	<u>58</u>	<u>93</u>	<u>18</u>	<u>169</u>	<u>164</u>

**Notes to the Financial Statements
For the year ended 31 March 2024**

CHARITY	Full time	Part time	Bank	Total 2024	Total 2023
Medical	3	4	-	7	8
Nursing	31	39	8	78	74
Therapists	3	2	-	5	4
Catering	1	5	-	6	5
Housekeeping	1	5	-	6	6
Fundraising & Administration	8	30	1	39	38
Education	4	5	1	10	9
Maintenance	2	-	-	2	1
	53	90	10	153	145

Staff numbers exclude 14 (2023: 14) Council members, who are all non-executive Directors of the organisation.

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

	2024	2023
£60,000 - £70,000	11	1
£70,001 - £80,000	1	1
£80,001 - £90,000	2	1
£90,001 - £100,000	-	-
£100,001 - £110,000	-	-
£110,001 - £120,000	1	2
£120,001 - £130,000	2	1
£130,001 - £140,000	1	1

The key management personnel comprise of the 3 Executive Directors being the Medical Director, the Director of Nursing Services and the Corporate Services Director with total employee benefit costs of £216,280 (2023: £187,306).

In addition, a great amount of time, the value of which is impossible to reflect in these financial statements, is donated by volunteers.

Along with a standard defined contribution scheme, the company operates an exempt approved defined benefit scheme, namely the National Health Superannuation Scheme. The assets of this scheme are held separately and contributions to the scheme are charged to the statement of financial activities so as to spread the cost of pensions over employees' working lives with the company. This scheme does not have a real pension fund, but as a statutory scheme, benefits are fully guaranteed by the Government. Contributions from both members and employers are paid to the Exchequer, which meet the cost of increasing benefits each year by the rate of inflation. This extra cost is not met by contributions from scheme members and employers, As a result of the nature of the scheme there are no separately identifiable assets and liabilities which can be identified as relating to Queenscourt Hospice therefore, as permitted by FRS102, the scheme has been accounted for as a defined contribution scheme.

The contributions to the superannuation scheme were substantially defrayed by the Integrated Care Boards (formerly Clinical Commissioning Groups).

Notes to the Financial Statements
For the year ended 31 March 2024

11 Tangible fixed assets

GROUP	Freehold property	Fixtures & fittings	Equipment	Totals
	£	£	£	£
Cost				
At 1 April 2023	4,154,739	838,287	320,949	5,313,975
Additions	-	-	-	-
Disposals	-	-	(1,539)	(1,539)
At 31 March 2024	4,154,739	838,287	319,410	5,312,436
Depreciation				
At 1 April 2023	1,297,979	531,036	234,101	2,063,116
Charge for year	91,993	33,531	12,377	137,901
Eliminated on disposal	-	-	(1,539)	(1,539)
At 31 March 2024	1,389,972	564,567	244,939	2,199,478
Net book value				
At 31 March 2024	<u>2,764,767</u>	<u>273,720</u>	<u>74,471</u>	<u>3,112,958</u>
At 31 March 2023	<u>2,856,760</u>	<u>307,251</u>	<u>86,848</u>	<u>3,250,859</u>

Notes to the Financial Statements
For the year ended 31 March 2024

11 Tangible fixed assets (continued)

	Freehold property	Fixtures & fittings	Equipment	Totals
CHARITY				
	£	£	£	£
Cost				
At 1 April 2023	4,150,529	838,287	317,390	5,306,206
Additions	-	-	-	-
Disposals	-	-	-	-
At 31 March 2024	4,150,529	838,287	317,390	5,306,206
Depreciation				
At 1 April 2023	1,293,769	531,036	230,542	2,055,347
Charge for year	91,993	33,531	12,377	137,901
Eliminated on disposal	-	-	-	-
At 31 March 2024	1,385,762	564,567	242,919	2,193,248
Net book value				
At 31 March 2024	<u>2,764,767</u>	<u>273,720</u>	<u>74,471</u>	<u>3,112,958</u>
At 31 March 2023	<u>2,856,760</u>	<u>307,251</u>	<u>86,848</u>	<u>3,250,859</u>

Included in cost or valuation of land and buildings is freehold land of £30,000.

All tangible fixed assets are used for direct charitable purposes except for shop and lottery equipment which have net book values of £nil (2023: £nil) and are used for fundraising purposes.

Notes to the Financial Statements
For the year ended 31 March 2024

12 Fixed asset investments

GROUP	Shares in group undertakings	Listed investments	Totals
	£	£	£
Market value			
At 1 April 2023	-	6,083,886	6,083,886
Additions	-	500,000	500,000
Disposals	-	(1,600,000)	(1,600,000)
Revaluations	-	258,856	258,856
	-	5,242,742	5,242,742
At 31 March 2024	-	5,242,742	5,242,742
	-	6,083,886	6,083,886
At 31 March 2023	-	6,083,886	6,083,886
CHARITY			
	Shares in group undertakings	Listed investments	Totals
	£	£	£
Market value			
At 1 April 2023	92,002	6,083,886	6,175,888
Additions	-	500,000	500,000
Disposals	-	(1,600,000)	(1,600,000)
Revaluations	-	258,856	258,865
	92,002	5,242,742	5,334,744
At 31 March 2024	92,002	5,242,742	5,334,744
	92,002	6,083,886	6,175,888
At 31 March 2023	92,002	6,083,886	6,175,888

There were no investment assets held outside the UK.

Notes to the Financial Statements
For the year ended 31 March 2024

13 Investment Property

GROUP AND CHARITY

Totals

Market value

£

At 1 April 2023	1,465,000
Additions	-
Disposals	-
Revaluations	-
At 31 March 2024	1,465,000

Net book value

At 31 March 2024	1,465,000
At 31 March 2023	1,465,000

14 Debtors: Amounts falling due within one year

GROUP

2024

2023

	£	£
Trade and other debtors	5,456	217,117
Prepayments and accrued income	1,282,323	983,727
Income tax recoverable	11,076	8,517
VAT reclaim	22,606	21,654
	1,321,461	1,231,015

Notes to the Financial Statements
For the year ended 31 March 2024

14 Debtors: Amounts falling due within one year (continued)

CHARITY	2024	2023
	£	£
Amounts owed by group undertakings	142,495	123,350
Trade debtors	5,456	217,117
Prepayments and accrued income	1,254,229	955,559
Income tax recoverable	11,076	8,517
VAT reclaim	22,606	21,654
	<u>1,435,862</u>	<u>1,326,197</u>

15 Creditors: Amount falling due within one year

GROUP	2024	2023
	£	£
Trade and other creditors	264,548	330,453
Accruals and deferred income	445,148	816,567
	<u>709,696</u>	<u>1,147,020</u>
CHARITY	2024	2023
	£	£
Trade and other creditors	223,958	254,532
Accruals and deferred income	387,375	816,567
	<u>611,333</u>	<u>1,071,099</u>

Notes to the Financial Statements
For the year ended 31 March 2024

16 Leasing agreements

Lessee

Minimum lease payments under non-cancellable operating leases fall due as follows:

GROUP/ CHARITY	Land & Buildings		Other operating leases	
	2024 £	2023 £	2024 £	2023 £
Expiring:				
Within one year	78,283	79,471	4,864	3,590
Between two and five years	192,000	205,782	15,747	13,400
More than five years	-	47,079	-	601
	270,323	332,332	20,611	17,591
	270,323	332,332	20,611	17,591

Lessor

The operating leases represent leases of properties to third parties. These leases are negotiated over terms between 6 months and 1 year. There are options for both parties to extend the lease terms.

At the reporting end date the charity had contracted with tenants for the following minimum lease payments:

GROUP	2024 £	2023 £
Expiring:		
Within one year	6,735	11,610
	6,735	11,610

Notes to the Financial Statements
For the year ended 31 March 2024

17 Analysis of net assets between funds

GROUP	Unrestricted funds	Restricted funds	2024 Total funds	2023 Total funds
	£	£	£	£
Fixed assets	3,112,958	-	3,112,958	3,250,859
Investments	6,707,742	-	6,707,742	7,548,886
Current assets	2,300,850	390,898	2,691,748	2,690,664
Current liabilities	(709,696)	-	(709,696)	(1,147,020)
	11,411,854	390,898	11,802,752	12,343,389
CHARITY	Unrestricted funds	Restricted funds	2024 Total funds	2023 Total funds
	£	£	£	£
Fixed assets	3,112,958	-	3,112,958	3,250,859
Investments	6,799,744	-	6,799,744	7,640,888
Current assets	2,094,879	390,898	2,485,777	2,507,546
Current liabilities	(611,333)	-	(611,333)	(1,071,099)
	11,396,248	390,898	11,787,146	12,328,194

Notes to the Financial Statements
For the year ended 31 March 2024

18 Movement in funds

Designated Funds

Designated Funds represent a part of the Unrestricted Funds that have been set-aside by the Trustees for specific purposes, these being:

Tangible Fixed Assets This is required in order to fund future depreciation charges.

Budget Deficit This is to provide cover for the forthcoming year's forecast deficit with the exception of depreciation charges which are included within tangible fixed assets.

Capital Investment This is to provide funds for both committed and planned capital investment with the exception of where the Charity are holding any restricted funds for this purpose.

The Dr Karen Groves Legacy Development Fund This fund was launched 2023 with the objective of boosting support to keep Queenscourt in service. Contributions to the fund are for general use and are not restricted.

Specialist Palliative Care Contracts This fund has been set up so that any profits earned on these contracted services can be carried forward and applied to support expenditure or losses in future years and ensure that at no point will the Hospice be supporting the contracts from charitable funds.

Contingency This comprises funds set aside in the event that any future organisational restructure may require non-recurring expenditure.

Notes to the Financial Statements
For the year ended 31 March 2024

18 Movement in funds (continued)

GROUP	At 1 April 2023	Net movement in funds	Transfers between funds	At 31 March 2024
	£	£	£	£
Unrestricted funds				
General fund	6,056,594	(618,990)	(204,087)	5,233,517
Designated Fund				
- Tangible Fixed Assets	3,250,859	-	(137,901)	3,112,958
- Budget Deficit	1,499,000	-	463,611	1,962,611
- Capital Investment	211,000	-	(211,000)	-
- Dr Groves Development Fund	-	13,391	(13,391)	-
- Specialist Palliative Care Contracts	-	-	102,768	102,768
- Contingency	1,000,000	-	-	1,000,000
	<u>12,017,453</u>	<u>(605,599)</u>	<u>-</u>	<u>11,411,854</u>
Restricted funds				
Restricted funds	<u>325,936</u>	<u>64,962</u>	<u>-</u>	<u>390,898</u>
Total funds	<u>12,343,389</u>	<u>(540,637)</u>	<u>-</u>	<u>11,802,752</u>
CHARITY	At 1 April 2023	Net movement in funds	Transfers between funds	At 31 March 2024
	£	£	£	£
Unrestricted funds				
General fund	6,041,399	(619,401)	(204,087)	5,217,911
Designated Fund				
- Tangible Fixed Assets	3,250,859	-	(137,901)	3,112,958
- Budget Deficit	1,499,000	-	463,611	1,962,611
- Capital Investment	211,000	-	(211,000)	-
- Dr Groves Development Fund	-	13,391	(13,391)	-
- Specialist Palliative Care Contracts	-	-	102,768	102,768
- Contingency	1,000,000	-	-	1,000,000
	<u>12,002,258</u>	<u>(606,010)</u>	<u>-</u>	<u>11,396,248</u>
Restricted funds				
Restricted funds	<u>325,936</u>	<u>64,962</u>	<u>-</u>	<u>390,898</u>
Total funds	<u>12,328,194</u>	<u>(541,048)</u>	<u>,-</u>	<u>11,787,146</u>

Notes to the Financial Statements
For the year ended 31 March 2024

18 Movement in funds (continued)

Net movement in funds, included in the above are as follows:

GROUP	Incoming resources	Resources expended	Gains and losses	Movement in funds
	£000	£'000	£'000	£'000
Unrestricted funds				
Unrestricted funds	6,130,831	(6,995,286)	258,856	(605,599)
Restricted funds				
Restricted funds	98,233	(33,271)	-	64,962
Total funds	6,229,064	(7,028,557)	258,856	(540,637)
	<hr/>	<hr/>	<hr/>	<hr/>
CHARITY	Incoming resources	Resources expended	Gains and losses	movement in funds
	£	£	£	£
Unrestricted funds				
Unrestricted funds	5,575,430	(6,440,296)	258,856	(606,010)
Restricted funds				
Restricted funds	98,233	(33,271)	-	64,962
Total funds	5,673,663	(6,473,567)	258,856	(541,048)
	<hr/>	<hr/>	<hr/>	<hr/>

**Notes to the Financial Statements
For the year ended 31 March 2024**

An analysis of Restricted Funds is shown below

	Opening balance	Income	Capital Expenditure	Revenue Expenditure	Closing balance
	£	£'000	£'000	£'000	£'000
Equipment	11,897	13,260	-	(14,854)	10,303
Others	12,247	8,741	-	(9,351)	11,637
Staff Benevolent Fund	37	2,000	-	(2,000)	37
Grounds, Furniture, Man Shed	1,993	-	-	(1,321)	672
Education Fund	34,816	-	-	(4,035)	30,781
Compassionate Communities Training	12,300	-	-	-	12,300
Fixtures & Fittings	7,646	74,232	-	(1,710)	80,168
Bequest for purchase of a property for Retail or for generating rental income	245,000	-	-	-	245,000
	325,936	98,233	-	(33,271)	390,898
	325,936	98,233	-	(33,271)	390,898

Equipment:

This fund relates to monies received for the purchase of equipment for all areas of the Hospice.

Others:

Other service funds represent monies received for the provision of specific Hospice services.

Staff Benevolent Fund:

This fund relates to donations given specifically of the benefit of staff.

Grounds, Furniture, Man Shed:

This fund relates to funds received for the purchase and maintenance of garden equipment/furniture for the Hospice.

Education Fund:

This fund is used to support staff in learning new skills, increase knowledge and skillsets to better meet the needs of the communities and the Hospice.

Compassionate Communities Training:

This fund relates to training and supporting Compassionate Community Connectors who support the wellbeing of their community through compassionate conversations and encouraging social connections.

Fixtures & Fittings:

This fund relates to monies received for the purchase of fixtures and fittings for the Hospice.

Notes to the Financial Statements
For the year ended 31 March 2024

18 Movement in funds (continued)

The Big Give Campaign

This relates to funds raised through the Big Give campaign 2023 for improvements for the comfort of patients and particularly for heating.

Bequest for purchase of a property for Retail or for generating rental income:

This fund is specifically for the purchase of retail property with the object of reducing the amount spent on renting such property or the purchase of retail or residential property for the purposes of generating income.

19 Contingent liabilities

The Charity has undertaken to repay any legitimate claims in respect of donated, unclaimed client monies/bequests of £4,000 (2023: £35,215).

20 Contingent assets

Within the year there were material contingent assets of £76,000 (2023: £376,000) in respect of legacies to which the charity has a future right to income, but which are contingent upon certain legal processes completing in a future period. As such, the probability and measurement of these legacies is not reliable enough to provide in full for these assets at this point in time.

21 Capital commitments

At the year end Queenscourt Hospice had the following capital commitments:

GROUP	2024	2023
	£	£
Authorised and contracted for	-	-
Authorised and not contracted for	-	11,000
	<u>-</u>	<u>11,000</u>
	-	11,000
	<u>-</u>	<u>11,000</u>
CHARITY	2024	2023
	£	£
Authorised and contracted for	-	-
Authorised and not contracted for	-	11,000
	<u>-</u>	<u>11,000</u>
	-	11,000
	<u>-</u>	<u>11,000</u>

**Notes to the Financial Statements
For the year ended 31 March 2024**

22 Related party transactions

On consolidation all transactions and closing balances with wholly owned subsidiary entities are netted against each other. The Trustees review Related Parties on a regular basis and deem no further transactions in the period to require disclosure.

23 Donated goods

Queenscourt Hospice Retail Ltd acts as an agent in selling donated goods and charged commission of £1,057 (2023: £1,258) for these services.

24 Drugs

NHS Cheshire & Merseyside Integrated Care Board contributed £39,126 (2023: £34,530) towards drugs supplied by Southport and Ormskirk NHS Trusts.

25 Prior period adjustments

There are two small adjustments to the consolidated (group) accounts which are deemed as immaterial. The Consolidated Statement of Financial Activities (for both the Group and Charity) has an additional expenditure line for the costs of investment property management. This figure of £24,603 has been deducted from expenditure on charitable activities. This also affects note 7 to the accounts.

In note 7 to the accounts, travel expenses (£36,827) have been taken out of staff costs and are now included in the transport and travel heading. Accordingly, the staff costs in note 10 (for both the Group and the Charity) have been reduced by this amount.

Note 7 has now been expanded to fully reflect the costs of Governance of the Charity.

Note 3 to the accounts has been adjusted by £160,152 so as to include End of Life Monies received from Cheshire and Merseyside ICB in the NHS Cheshire & Merseyside and Lancashire & South Cumbria ICBs line, having been removed from the line for Medical Income and Course Fees.

All adjustments made in respect of the prior year are restatement and presentational only, there has been no effect on the surplus/(deficit) previously reported by the Parent Charity (the Group) or its subsidiaries.



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