

Trustee Annual Report & Accounts

To 31st March 2025

Income
Generation
of over
£1.2 Million



11,819
Hours of care
provided by
Queenscourt
at Home



97,836
Customers
served at
our retail
shops



423
Volunteers
supporting
Queenscourt



2,347
Patients &
loved ones
supported



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Queenscourt Hospice (Registered number 02102320)
Report of the Trustees for the year ended 31st March 2025 (continued)

Chair's Foreword

The past year has been the first as Co-Chair of the Queenscourt Council and the first in which I am writing opening words to this report. Whilst this report provides a historical account of the period from 1st April 2024 to 31st March 2025, it is also appropriate to highlight the key developments taking place as we prepare for Queenscourt's 37th Annual General Meeting in October 2025.

Queenscourt Council of Trustees operates within the framework of law and practice established by several regulatory authorities, meaning that the Council is held to very high standards in the performance of its duties. The strategic direction and governance of Queenscourt is the responsibility of the Council of Trustees. This responsibility is complex and multi-faceted, requiring dedication, expertise, time and commitment.

Along with individual Trustee training and development, the overarching Council membership is kept under constant review in recognition of the demands of the role and the need for continuous refresh. Since the end of March 2024 we have welcomed 4 new trustees, each bringing new perspectives and skills that will benefit Queenscourt and the communities we serve. We remain ever grateful for the seemingly inexhaustible supply of people willing to give their time to act as our Trustees and a little more detail on our Trustee tenures and new appointments is available within the body of our Trustee report.

I wish to mention the forthcoming retirement of two Trustees who have each served the Queenscourt Council for a period of nine years. That retirement is a necessary step for our Council to demonstrate our commitment to recommended best practice and governance. There is only space here to mention their contributions briefly, and to truly acknowledge the immeasurable and invaluable contribution of Anthony Crewe and Geraldine Boocock would take some considerable time and several pages of print. To each of them we offer our heartfelt thanks and best wishes.

Over the past 18 months we have been embedding our Board Assurance Framework (BAF) to further evidence the assurance and accountability provided by our sub-committee structure. The reports provided by each sub-committee chair to the full council meetings and the new governance structure provided by the Board Assurance Framework allow Trustees to become more involved in every aspect of Queenscourt. It also facilitates engagement with the Directors and senior members of management in real time, ensuring the Trustees can offer in depth contribution to their respective sub-committees and enhancing our development in these particular focus areas.

The Impact Statement included in this report demonstrates the many ways in which we touch the lives of our local communities, whether that be through our clinical service delivery, our family and bereavement support or through other activities like our shops and fundraising events. Our Star Trekk walk broke records for participation again this year. It has certainly caught the imagination of our local communities and the businesses that support us through their participation and sponsorship.

I want to send thanks to all our local communities for supporting us, whether you do so with your time as a volunteer, or through some kind of financial contribution. Everything that you do to support us means that we can continue providing our services. Queenscourt services are varied, complex, specialist and vital and it requires significant expenditure just to maintain the status quo. We are grateful for every bit of the support you are able to give.

I must also highlight the dedication, focus and commitment of our three Directors Ms Debbie Pierce-Lawson, Dr Clare Finnegan and Mrs Louise Charnock and the outstanding contribution that they have made in the last 12 months. We are indeed very fortunate to have them leading from the front in every respect.

Finally, I would like to thank all our staff, both clinical and non-clinical for everything they do. Along with our volunteers, our paid staff work incredibly hard to ensure we can continue offering the services and support that are so essential for people during some of the most difficult times in their lives.

Terry McGraw
Co-Chair of Trustees

Our Impact

A *snapshot* of 2024 - 2025...



948 Patients Supported

by Queenscourt Services



Queenscourt at Home

11,819 

Hours of care provided by
Queenscourt at Home



Our Inpatient Unit

170

Admitted to
Queenscourt's
Inpatient Unit

10.17
DAYS

Average length of stay
of those admitted to
Queenscourt Hospice
Inpatient Unit



1,638
Day Shifts

2,367

Care shifts
provided by
Queenscourt
at Home

729
Night Shifts





Average Length of Service
209.49 Days



Total Patients Supported
706

This year, we grew our **Therapy Team!**

Keeping in Touch Team
Outpatient
Medical
Therapy

Our Transform Team

31

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

771

Gold Standard Framework patients died **under care of service**

Specialist Palliative Care Services

666

Patients seen in hospital
100% of those patients received first contact within 2 days

1,296

Patients seen in the community
100% of those patients received first contact within 3 days

What Our Patients & Families Said

100%

ORGANISATION POSITIVE EXPERIENCE
(On Average)



iWantGreatCare
Transforming Healthcare

“

Queenscourt at Home

Everyone who has helped our family has been friendly and kind. The information we have been given has been extremely helpful, practical and logical. No one has made us feel as if they were in a hurry. We could not have had better support. Each and every sister has been wonderful.

”

“

Inpatient Unit

The staff at Queenscourt have been amazing, nothing too much trouble. All so pleasant. I was referred from hospital and from the moment I was admitted it has been a wonderful experience. IPU arranged an afternoon tea with prosecco for my family, what a special treat.





423

Volunteers

Supporting
Queenscourt
throughout the year



Level 5 -
Outstanding
achieved for
the 2nd year
running!



Terence Burgess Education Centre



3,297
ATTENDANCES
AT EDUCATION
SESSIONS

CLINICAL PLACEMENTS FOR
47
MEDICAL
STUDENTS

Lunch & Learn
Sessions provided
for Corporate Staff

4 days
per year

Protected time for
Clinical Education

376
INDIVIDUALS
TRAINED IN FUTURE
CARE PLANNING

122
COMPLETED
CARER CHECK-IN
TRAINING

Compassionate Communities

1,747 Opportunities to provide
compassionate support...

611

Family Support
Contacts

Forget-Me-Not
Club

“It was such a lovely evening,
and nice to be able to come
back into the building for a
positive reason. The children
said that they felt cared for,
and that people just wanted
the best for them. It has
made the family want to do
Star Trekk as they want to
give something back to the
hospice and raise money”

This year,
we further invested into our
**Bereavement, Family
Support & Carers Services**

Continuing our **dedication** to building a
compassionate community...

698 People received
Bereavement
Support

438 Attended our
Remembering
Evenings

Clinical Innovation →



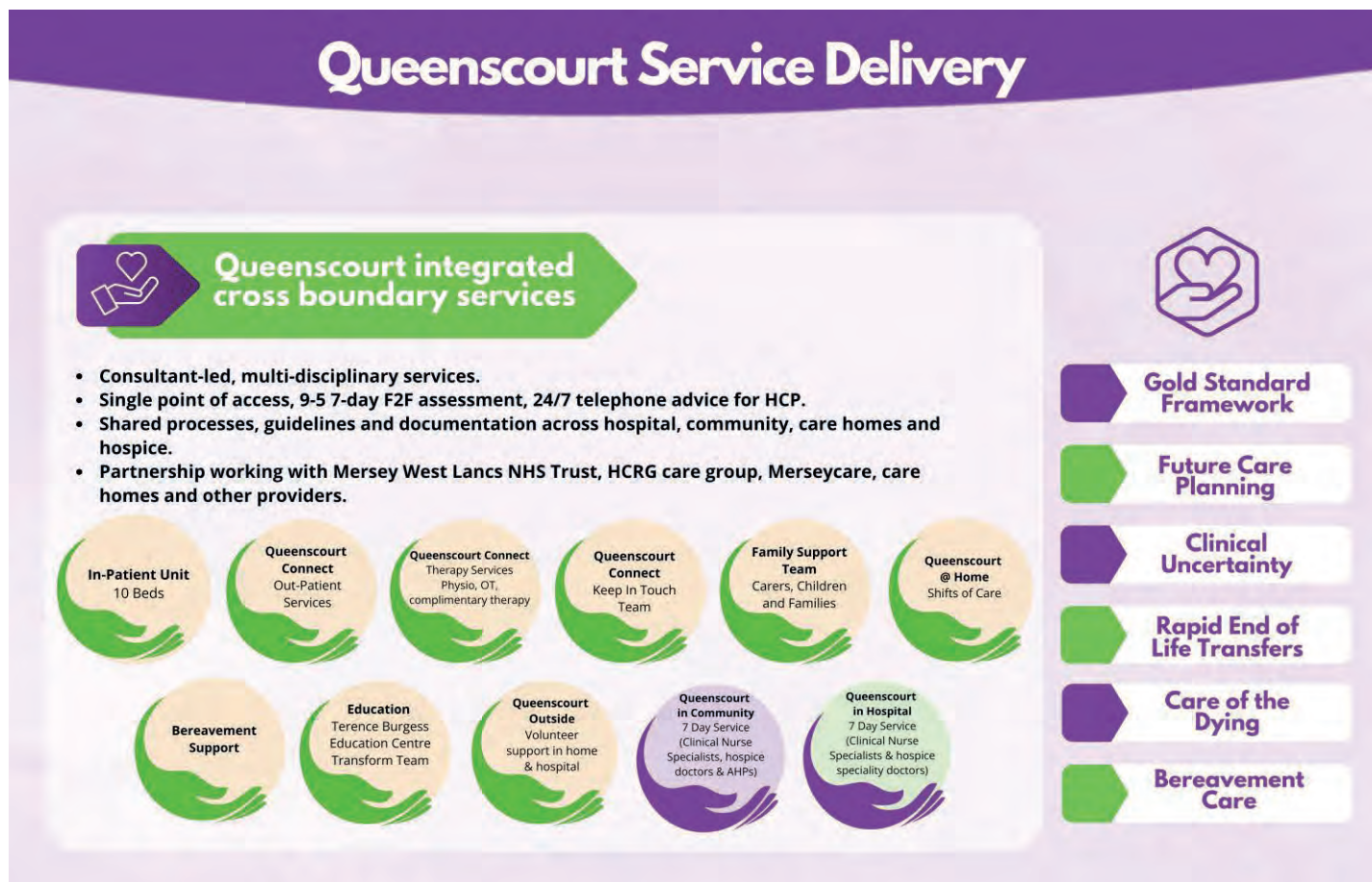
Introduction
of our Patient
Dependency
Tool



Research for
use of Virtual
Reality with
patients

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.



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 our Terence Burgess Education Centre, 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.

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 423 active volunteers supporting us across all areas including clinical services, catering, the community, finance, fundraising and retail.

A large proportion of the patients we support have physically complex challenges and are psychologically distressed. 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 2024/25 have included:

- Freedom to Speak Up Guardian awareness events and further recruitment to our network of Champions, embedded in teams to support the staff further to 'speak up' or raise any concerns.
- 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 per annum, including counselling and physio services.
- Wellbeing initiatives with awareness and information events including Menopause Week, Mental Health Awareness Week, Neurodiversity Week, relaxation sessions, yoga, Nutrition and Hydration awareness and Men's health awareness. We have held both staff and volunteers' appreciation events, along with summer and Christmas celebrations. In addition, we aim to support **#teamqueenscourt** with subsidised meals and provision of drinks and snacks. We encourage staff take breaks from their roles in the breakaway areas provided, particularly in the beautiful surroundings of the hospice gardens.

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), Place Based Partnerships (PBP) and clinical networks.

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 ICBs and / or Local Authority, there has been increased media awareness. There is also an increasing commitment from our 2 ICBs across Lancashire and South Cumbria and Cheshire and Merseyside to work with Hospice partners and identify a road map to a more sustainable funding settlement. So far, this commitment has been translated into the establishment of a commissioning review and a place-based needs assessment, both of which we are pleased to have full engagement. As a result of the commissioning review, we have also seen an increase in our recurrent funding contribution from Lancashire and South Cumbria ICB, which is indicative of the value placed on our services, particularly as the ICBs are experiencing significant financial challenges that mirror our own. A key objective for Queenscourt is to continue full engagement with the Hospice Collaboratives and ICBs to work toward a statutory funding contribution that at least matches the national average of 35%.

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 significant level of reserves and are able to use these to achieve this balance in the short 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. Increasingly, we need assurance from statutory partners that the use of charitable reserves to balance our finances will reduce in line with a planned increase in their funding contributions. However, as yet there is no guarantee of further increases, and we continue to access charitable reserves to fund service delivery. As such, we have mechanisms in place that allow us to accurately forecast the impact of expected or sudden fluctuations in expenditure and income over the coming 3 years. Our Finance Committee uses this approach to support us in managing the significant financial risk we face, whilst still maintaining services and ensuring that we provide significant monetary contribution to the wider local health economy.

¹ Queenscourt Strategic Direction 2021-2026 (refreshed 2025)

Our Vision, Mission, Values & Objectives

Our Vision

Where life is for living...

Our Mission

"Supporting compassionate palliative care in the **right place**, at the **right time**, by the **right person**."

Our Values	Our Themes	Our Objectives	Queenscourt Hospice <small>where life is for living...</small>
 COMPASSION	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 and development of family support services sensitive to the needs of those approaching the end of life and those recognised as likely to be dying and their families. Contributing to the development of a community that is better prepared to support one another in times of need. This will be alongside the development of QCH family support services which encompasses intervention and support for the bereaved, carers, and children facing loss and grief. Work to ensure Queenscourt has a supported and engaged, healthy and resilient workforce. Promote our Health and Wellbeing strategy to #teamqueenscourt, as well as pension salary sacrifice schemes. 	
 LEARNING	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. Undertake a costing review of education delivery to ensure a fair cost to delegates versus financial sustainability in education. Development of an annual quality account evidencing education delivery which also captures its impact in the clinical workforce. Maintain a clear branded identity for Queenscourt to raise awareness and maintain or enhance our reputation. 	
 EXCELLENCE	High Quality Supportive and Specialist Palliative Care	<ul style="list-style-type: none"> People will 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 providers in the wider health care system to enable people to be cared for, and to stay, in their own homes as far as possible, including work toward Getting to Outstanding (GTO). Further development and implementation of the QCH PSIRF policy to ensure patient safety through extensive sharing of lessons learnt and wider staff engagement to ensure high quality care across all clinical services. 	
 ACCOUNTABILITY	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. Monitor performance KPI's and strategic risks within the appropriate subcommittee. 	
 RESOURCES	Financial Stability, Integrity and Sustainability	<ul style="list-style-type: none"> Make full use of available Marketing & Comms resource to create compelling case for support, using collateral and impact information to assist with influencing key stakeholders such as Hospice UK, NHSE, ICBs and other commissioners such as the local NHS trusts. 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 to ensure best ROI (Return on Investment). Reduce the use of our reserves through service review and principles of best value. Plan for succession and sustainability of the workforce, both paid and voluntary. 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. 	

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 24% of our core costs) and we are most grateful to Mersey and West Lancashire Teaching Hospitals NHS Trust and to the two Integrated Care Boards (NHS Lancashire & South Cumbria and NHS Cheshire & Merseyside) that cover the areas we serve. We are particularly grateful for the significantly increased financial support received from NHS Lancashire and South Cumbria ICB. We continue to work closely with both 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.

Furthermore, the Government has recognised that hospices nationally are under-funded and to this end they made some additional capital funding available to the hospice sector for the financial years 2024/25 and 2025/26. Queenscourt received £137,157 this year which was used to fund building improvements and new IT equipment that would otherwise have fallen to be met from revenue streams. A further £410,000 approximately will assist in our capital programme for 2025/26, but additional funding beyond that is as yet unknown.

Our lottery, shops, support groups and other trading activity generated £629,682 (£542,284 in 2023/24) whilst other donations and gifts (including gift aid) raised £1,394,499 (£1,298,691 in 2023/24). Net income from our lottery was substantially greater than last year (£248,271 compared to £174,314), after successfully outsourcing the operation of the lottery during the year. Our Retail portfolio has not performed so well this year but was still able to contribute £93,498 (compared to last year's figure of £138,494).

Legacy income was only £196,724 in 2024/25 compared to £1,123,924 the previous year. This source of income is completely unpredictable but has usually provided a substantial contribution towards our costs. Without significant income from legacies, we may 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

Queenscourt Hospice (Registered number 02102320)
Report of the Trustees for the year ended 31st March 2025 (continued)

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, up to 19 July 2024 only), the financial details of which are shown in Note 4 to our accounts. This note includes £7,425 (2023/24 £6,103) raised by our official Supporter Groups, and Enterprises incurred £4,117 (2023/24 £46,083) on the use of an external telemarketing company who contact lapsed Lottery players about their membership.

The operation of our lottery was outsourced to a third-party lottery company for all draws after 19 July 2024. The transfer went smoothly with most of our lottery players choosing to continue supporting us this way. Queenscourt is one of a number of hospices throughout Great Britain supported by this company and between 60% and 80% of profits from individuals playing is donated Queenscourt Hospice.

The transition to a third-party Lottery Company has reduced overhead costs, and as a result of increasing the Lottery Membership to £5 per line to enter the Weekly Draw (from £4.34 per line under Queenscourt Lottery), this income area is now forecasting a significantly higher net return to Queenscourt moving forward.

The Lottery Company also commits to providing the same level of income that Queenscourt Lottery had at the point of transition, i.e. by maintaining the same amount of Lottery Entries that were in place at the point of transition. This will provide Queenscourt with a secure predictable income moving forward.

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.

Partnerships with third-party agencies are included on Queenscourt's Asset Register, which is monitored and updated by the IT Manager who is also the Information Governance Officer. The Asset Register states who the main 'Asset Owner' is, i.e. who is primarily responsible for that partnership, what the purpose of it is, for example, Donor transactions, and what measures are in place to safeguard any information that is handled as a result of that activity, e.g. Donor data.

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.

Queenscourt Hospice (Registered number 02102320)
Report of the Trustees for the year ended 31st March 2025 (continued)

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.

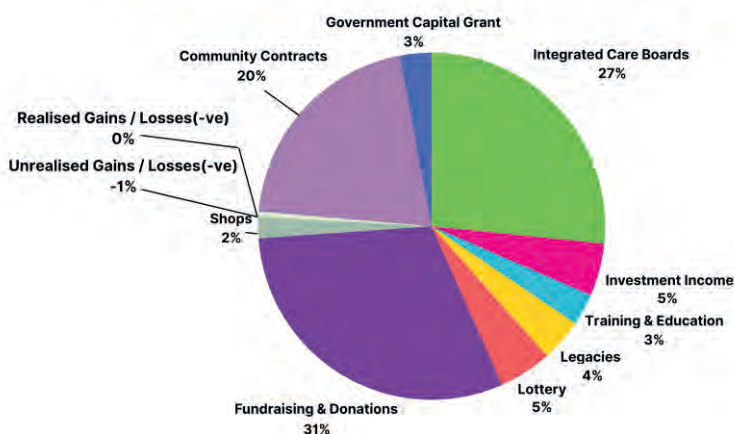
6. Financial Review

The Charity is showing net expenditure in 2024/25 of £1,764,327 which compares to net expenditure of £541,048 the previous year, an increase of £1,223,279. The most significant factor contributing to this was legacy income which was down by £927,200, followed by staffing costs (which relate directly to the services we provide) increasing by £563,588, and a loss in value of investments of £277,677. Our financial position would have been somewhat worse had we not received an increase in funding from ICBs and NHS capital grant (a total of £434,418), and other increases in donations and fundraising income (£110,768).

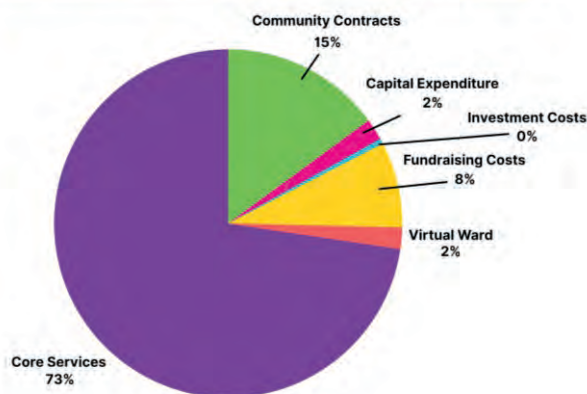
Expenditure on the services the Hospice provides cost £14,903 per day compared to £13,630 the year before.

The charts below summarise our income sources and spending.

Total Charitable Income 2024/25



Breakdown of Total Expenditure 2024/25



7. Reserves and Investments

We have predicted further budget deficits for 2026/27 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 a number of 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

Queenscourt Hospice (Registered number 02102320)
Report of the Trustees for the year ended 31st March 2025 (continued)

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, the Dr Karen Groves legacy development fund specifically aimed at seeking donations to “Keep Queenscourt in Service” and Specialist Palliative Care Contracts fund to ensure that any surplus income arising on these contracts is re-invested in this part of the service. Our general (unrestricted) fund of £3,843,792 represents our free reserves, of which up to £1,535,000 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 £1.1m 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 March 2025 our forecast was for reserves to be adequate for more than 12 months beyond the 2025/26 financial year, assuming all income streams will be maintained.

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 paid an average of 4.78% 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 £142,000 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 £73,000.

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. 02102320 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 there are 3 directors of Queenscourt Enterprises, but many of the operations of the company were outsourced to Local Hospice Lottery in July 2025. The Hospice Council is giving appropriate considerations to next steps regarding dormancy of the company.
- Queenscourt Hospice Retail Limited took over the running of our shops on 1st July 2006. Currently the chair of the board and 1 of its five directors are members of the Hospice Council.

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

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Report of the Trustees for the year ended 31st March 2025 (continued)

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, unless highlighted with commentary.

Rev. M Abrams	Dr S Gardner (from 17 th of June 2024)
Ms C Bernard (Co-Chair)	Ms L Hooton
Dr G Boocock	Mrs R Ingham (from 17 th June 2024)
Ms Valaina Bowker (from 11 th Dec 2024)	Mr D Kemp
Ms J Campbell	Ms Hilary McLaren (from 17 th of June 2024)
Ms G Causer	Mr T McGraw (Co-Chair)
Mr A Crewe (Co-Chair)	Mr K B Wallis
Ms Y Burns (resigned 16 th April 2024)	Ms M Tarpey (resigned 17 th July 2024)
Mr P Cutner (Treasurer)	Mr A Appleton (resigned 3 rd May 2024)

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 Southport and Formby NHS Foundation 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: Miss 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 contracts.

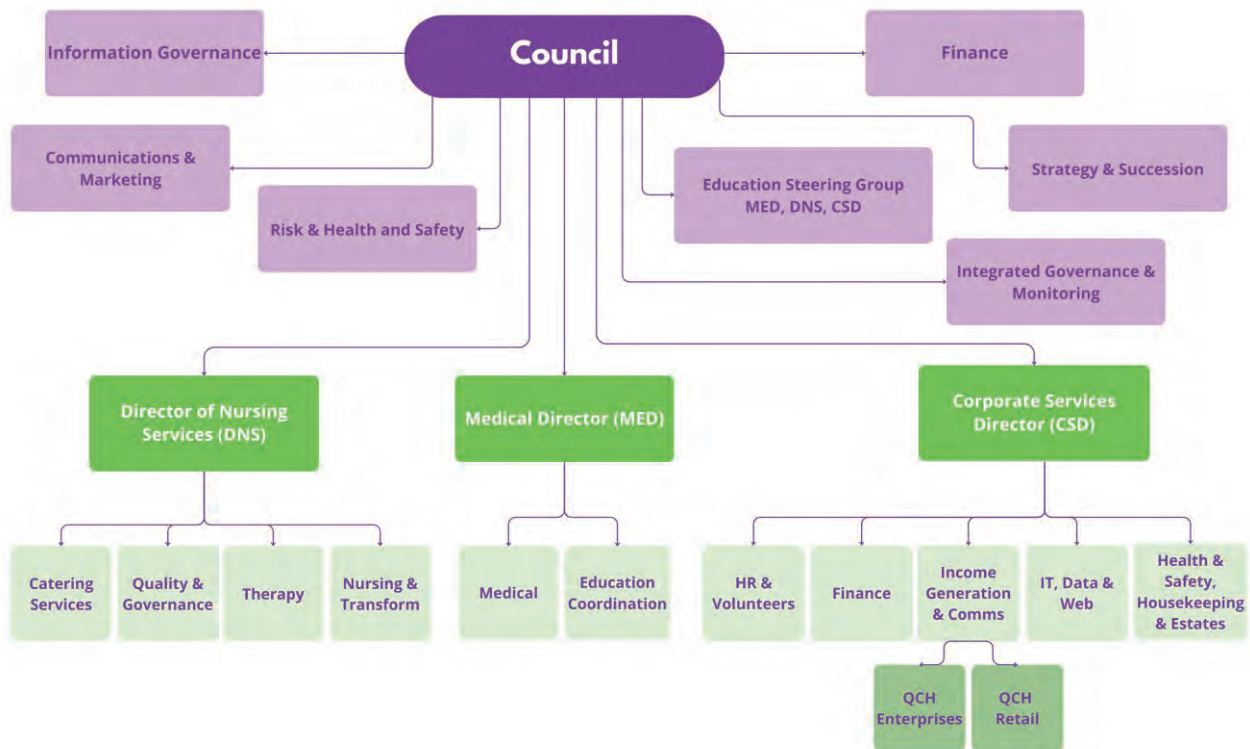
'I want great care', our survey tool and focussed discussions with patients, families help us to identify what is necessary to meet their needs. We monitor reviews and comments from our social media for more informal feedback. We also monitor evaluation materials from our Education Centre.

For staff and volunteers 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.

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 six 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 participate in the Council subcommittees to support assurance mechanisms.

The Board Assurance Framework (BAF) and subcommittee structure 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.

Board Assurance Framework



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. 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 Integrated Governance subcommittee to aid triangulation of data.

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 at least 3 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.

Our Information Governance subcommittee provides the Council of Trustees with assurance that adequate and appropriate information governance structures, processes and controls are in place which ensure that the organisation delivers quality care and services and provides a safe environment for patients, families and visitors to the Hospice.

The purpose of the Communications and Marketing subcommittee is to provide effective communications oversight for the Hospice. The Communications and Marketing Committee will regularly monitor, review and report to the Council on the communications plans and communications performance of the hospice.

Our Education subcommittee exists to provide effective oversight of education strategy and delivery and the development of compassionate communities. The Education Committee monitors, reviews and reports to the Council on the education strategy and performance of TBEC, our delivery partnerships and our internal education programmes.

10. How we manage risk

The Risk & Health and Safety subcommittee oversees risk management, and 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 oversees the strategic risk register, and each subcommittee has ownership of the specific strategic risks that Queenscourt faces. The subcommittees meet quarterly.

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 15 Trustees. The maximum tenure for Trustees under recommended practice is 9 years and we follow this recommended practice, only authorising longer periods of tenure under exceptional circumstances or to support succession as overseen by our Strategy and Succession committee.

At the 2025 AGM one of our Co-Chairs, Mr Anthony Crewe and Dr Geraldine Boocock will be retiring as members of the Council as they have reached the maximum tenure of 9 years. 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. Statement of Trustees' Responsibilities

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 (FRS 102);
- 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.

Queenscourt Hospice (Registered number 02102320)
Report of the Trustees for the year ended 31st March 2025 (continued)

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:

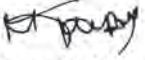
- there is no relevant audit information of which the charitable Company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

13. Auditors

The auditor, MHA, previously traded through the legal entity MacIntyre Hudson LLP. In response to regulatory changes, MacIntyre Hudson LLP ceased to hold an audit registration with the engagement transitioning to MHA Audit Services LLP.

Following a competitive tender process in advance of the next year ended 31 March 2026, MHA will not be proposed for reappointment in accordance with section 485 of the Companies Act 2026.

By order of the Council


Terry McGraw
Co-Chair

Date: September 16, 2025

**Queenscourt Hospice (Registered number 02102320)
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 2025 which comprise the Statement of Financial Activities (of both the group and the parent charitable company), the Balance Sheets (of both the group and the parent charitable company), the Group 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' (United Kingdom Generally Accepted Accounting Practice).

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 2025 and of the 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.

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.

We have nothing to report in this regard.

**Queenscourt Hospice (Registered number 02102320)
Independent Auditors' Report**

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;
- 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,

Queenscourt Hospice (Registered number 02102320)
Independent Auditors' Report

- 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: September 16, 2025

MHA is the trading name of MHA Audit Services LLP, a limited liability partnership in England and Wales (registered number OC455542)

Queenscourt Hospice (Registered company number 02102320)

Consolidated Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For the year ended 31 March 2025

GROUP	Note	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Income and Endowments from					
Donations and legacies	2	1,449,714	141,509	1,591,223	2,422,615
Charitable activities	3	2,721,986	-	2,721,986	2,430,856
Other trading activities	4	1,059,216	-	1,059,216	1,093,430
Investment income	5	257,090	-	257,090	280,368
Other Income – including Capital grants and Insurance claims	6	4,945	137,157	142,102	1,795
Total income		5,492,951	278,666	5,771,617	6,229,064
Expenditure on					
Raising funds	4	982,096	-	982,096	1,026,746
Charitable activities	7	6,438,469	93,600	6,532,069	5,972,650
Investment property management costs		17,124	-	17,124	29,161
Total expenditure		7,437,689	93,600	7,531,289	7,028,557
Net incoming / (outgoing) resources before other gains and losses		(1,944,738)	185,066	(1,759,672)	(799,493)
Net gains/(losses) on investments		(18,821)	-	(18,821)	258,856
Net Income	8	(1,963,559)	185,066	(1,778,493)	(540,637)
Transfers between funds	18	137,157	(137,157)	-	-
Other recognised gains/(losses)		-	-	-	-
Net gains/(losses) on disposal of assets					
Net movement in funds		(1,826,402)	47,909	(1,778,493)	(540,637)
Reconciliation of Funds					
Total funds brought forward		11,411,854	390,898	11,802,752	12,343,389
Total Funds Carried Forward		9,585,452	438,807	10,024,259	11,802,752

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 02102320)

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For the year ended 31 March 2025

CHARITY	Note	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Income and Endowments from					
Donations and legacies	2	1,449,714	141,509	1,591,223	2,422,615
Charitable activities	3	2,721,986	-	2,721,986	2,430,856
Other trading activities	4	629,682	-	629,682	542,284
Investment income	5	255,195	-	255,195	277,908
Other Income – Capital grants	6	-	137,157	137,157	-
Total income		5,056,577	278,666	5,335,243	5,673,663
Expenditure on					
Raising funds	4	531,556	-	531,556	471,756
Charitable activities	7	6,438,469	93,600	6,532,069	5,972,650
Investment property management costs		17,124	-	17,124	29,161
Total expenditure		6,987,149	93,600	7,080,749	6,473,567
Net incoming / (outgoing) resources before other gains and losses		(1,930,572)	185,066	(1,745,506)	(799,904)
Net gains/(losses) on investments		(18,821)	-	(18,821)	258,856
Net Income	8	(1,949,393)	185,066	(1,764,327)	(541,048)
Transfers between funds	18	137,157	(137,157)		-
Other recognised gains/(losses)					
Net gains/(losses) on disposal of assets		-	-	-	-
Net movement in funds		(1,812,236)	47,909	(1,764,327)	(541,048)
Reconciliation of Funds					
Total funds brought forward		11,396,248	390,898	11,787,146	12,328,194
Total Funds Carried Forward		9,584,012	438,807	10,022,819	11,787,146

Continuing operations

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements.


Queenscourt Hospice (Registered company number 2102320)

Consolidated Balance Sheet
As at 31 March 2025

GROUP	Notes	Total 2025 £	Total 2024 £
Fixed Assets			
Tangible assets	11	3,130,889	3,112,958
Investments			
Investments	12	4,053,921	5,242,742
Investment property	13	1,535,000	1,465,000
		8,719,810	9,820,700
Current Assets			
Stock		2,540	823
Debtors	14	1,029,098	1,321,461
Cash at bank and in hand		886,502	1,369,464
		1,918,140	2,691,748
Creditors			
Amounts falling due within one year	15	(613,691)	(709,696)
Net Current Assets		<u>1,304,449</u>	<u>1,982,052</u>
Total assets less current liabilities		<u>10,024,259</u>	<u>11,802,752</u>
Net Assets		10,024,259	11,802,752
Funds			
	18		
Unrestricted funds (Unallocated)		3,845,232	5,233,517
Designated funds		5,740,220	6,178,337
Restricted funds		438,807	390,898
Total Funds		<u>10,024,259</u>	<u>11,802,752</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:


T McGraw – Co-Chair


C P Cutner - Treasurer

Date: September 12, 2025

Queenscourt Hospice (Registered number 02102320)


Balance Sheet
As at 31 March 2025

CHARITY	Notes	Total 2025 £	Total 2024 £
Fixed Assets			
Tangible assets	11	3,130,889	3,112,958
Investments			
Investments	12	4,145,923	5,334,744
Investment property	13	<u>1,535,000</u>	<u>1,465,000</u>
		8,811,812	9,912,702
Current Assets			
Stock		1,465	-
Debtors	14	1,053,421	1,435,862
Cash at bank and in hand		<u>744,398</u>	<u>1,049,915</u>
		1,799,284	2,485,777
Creditors			
Amounts falling due within one year	15	(588,277)	(611,333)
		<u>1,211,007</u>	<u>1,874,444</u>
Net Current Assets		<u>1,211,007</u>	<u>1,874,444</u>
Total assets less current liabilities		<u>10,022,819</u>	<u>11,787,146</u>
Net Assets		<u>10,022,819</u>	<u>11,787,146</u>
Funds			
	18		
Unrestricted funds (Unallocated)		3,843,792	5,217,911
Designated funds		5,740,220	6,178,337
Restricted funds		<u>438,807</u>	<u>390,898</u>
Total Funds		<u>10,022,819</u>	<u>11,787,146</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:


T McGraw – Co-Chair


C P Cutner - Treasurer

Date: September 12, 2025

Queenscourt Hospice (Registered number 02102320)
Consolidated Cash Flow Statement
For the year ended 31 March 2025

GROUP	Notes	Total 2025	Total 2024
		£	£
Cash flows from operating activities:			
Cash generated from operations		(1,417,901)	(1,188,858)
Net cash provided by (used in) operating activities		(1,417,901)	(1,188,858)
Cash flows from investing activities:			
Purchase of tangible fixed assets		(165,061)	-
Receipts from sale of tangible fixed assets		-	-
Purchase of fixed asset investments		-	(500,000)
Sale of fixed asset investments		1,100,000	1,600,000
Increase / (Decrease) in cash and cash equivalents in the year		(482,962)	(88,858)

Queenscourt Hospice (Registered number 02102320)
Notes to the Cash Flow Statements
For the year ended 31 March 2025

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

	2025	2024
	£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	(1,759,672)	(799,493)
Adjustments for:		
Depreciation charges	147,129	137,901
(Increase)/Decrease in debtors	292,364	(90,446)
(Increase)/ Decrease in stock	(1,717)	504
Increase / (Decrease) in creditors	(96,005)	(437,324)
Net cash provided by (used in) operating activities	(1,417,901)	(1,188,858)

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

	2025	2024
	£	£
Cash outflow / (inflow)	(482,962)	(88,858)
Movement in net funds	(482,962)	(88,858)
Net funds at 1 April 2024	1,369,464	1,458,322
Net funds at 31 March 2025	886,502	1,369,464

3. Analysis of net funds

	At 1 April 2024	Cashflow	At 31 March 2025
	£	£	£
Cash at bank and in hand	1,369,464	(482,962)	886,502
	1,369,464	(482,962)	886,502

Notes to the Financial Statements
For the year ended 31 March 2025

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.

The parent charitable company is a qualifying entity for the purposes of FRS 102, being a member of a group where the parent of that group prepares publicly available consolidated financial statements, including this company, which are intended to give a true and fair view of the assets, liabilities and financial position and profit or loss of the group. The parent charitable company has therefore taken advantage of exemptions from the following disclosure requirements for parent company information presented within the consolidated financial statements.

- Section 7: 'Statement of Cash Flows' – Presentation of a statement of cash flow and related notes and disclosures.
- Section 11: 'Basic Financial Instruments' and Section 12: 'Other Financial Instrument Issues' – Carrying amounts, interest income/expense and net gains/losses for each category of financial instrument; basis of determining fair values; details of collateral, loan defaults or beaches, details of hedges, hedging fair value changes recognised in profit or loss and in other comprehensive income.

Basis of consolidation

The consolidated group financial statements consist of the financial statements of the parent charitable company Queenscourt Hospice together with entities controlled by the parent (its subsidiaries).

All financial statements are made up to 31 March 2025. Where necessary adjustments are made to the financial statements of subsidiaries to bring the accounting policies used into line with those used by other members of the group.

All intra-group transactions, balances and unrealised gains on transactions between group companies are eliminated on consolidation. Unrealised losses are also eliminated unless then transactions provide evidence of an impairment to the asset transferred.

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

**Notes to the Financial Statements
For the year ended 31 March 2025**

1 Accounting policies (continued)

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. In addition, assets which qualify for capital grants but which cost less than £5,000 are also capitalised.

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

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.

Notes to the Financial Statements
For the year ended 31 March 2025

1 Accounting policies (continued)

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 154 (2024: 142) 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.

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

**Notes to the Financial Statements
For the year ended 31 March 2025**

1 Accounting policies (continued)

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.

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.

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

	2025	2024
GROUP AND CHARITY	£	£
Donations	305,840	345,650
Legacies	196,724	1,123,924
Remembrance gifts	166,545	173,903
Gift Aid	109,650	114,160
Regular and other donations including GAYE	812,464	664,978
	<u>1,591,223</u>	<u>2,422,615</u>

Legacy income includes 2025 £nil restricted (2024: £1,107 restricted to funding Queenscourt at Home).

**Notes to the Financial Statements
For the year ended 31 March 2025**

3 Income from charitable activities

	2025	2024
GROUP AND CHARITY	£	£
NHS Cheshire & Merseyside and Lancashire & South Cumbria ICBs	1,434,962	1,137,701
Other External Funding	1,099,923	1,086,838
Medical Income and Course Fees	<u>187,101</u>	<u>206,317</u>
Total	<u>2,721,986</u>	<u>2,430,856</u>

Income from the Integrated Care Boards includes £155,506 (2024: £124,371) Virtual Ward pilot (Lancs & S Cumbria). The balance of £1,279,456 (2024: £1,013,330) represents a contribution of around 24% (2024: 21%) to the core costs of the Hospice including Queenscourt at Home.

4 Other Trading Activities

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. (2024: 92,000 shares).

Queenscourt Hospice Enterprises Limited, a wholly owned subsidiary company, operated the lotteries until 19th July 2024. The company has now ceased trading but the Charity still owns the issued share capital of 2 fully paid shares of £1 each (2024: 2 shares)

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

Notes to the Financial Statements
For the year ended 31 March 2025

4 Other Trading Activities (continued)

	Retail 2025	Lottery 2025 (in- house)	Lottery 2025 (external)	Support Groups and other trading 2025	Group Total 2025	Group Total 2024
	£	£	£	£	£	£
Income	488,184	130,041	203,557	237,434	1,059,216	1,093,430
Covenant Income	-	-	-	148,691	-	-
Recharges to Subsidiary	-	-	-	40,000	-	-
Total Fundraising Income	488,184	130,041	203,557	426,125	1,059,216	1,093,430
Sundry income	3,805	-	-	-	3,805	738
Commission - gift-aided sales	1,140	-	-	-	1,140	1,057
Recharge to charity	112,554	-	-	-	-	-
Deposit Interest	1,628	267	-	-	1,895	2,460
Sub total	607,311	130,308	203,557	426,125	1,066,056	1,097,685
Fundraising Trading Costs	(476,456)	(86,638)	(10,479)	(521,077)	(982,096)	(1,026,746)
Recharges from Parent	(37,020)	(2,980)	-	-	-	-
Covenanted to Charity	(93,498)	(55,193)	-	-	-	-
Net Profit	337	(14,503)	193,078	(94,952)	83,960	70,939
Tax charge	-	-	-	-	-	-
Profit after Tax	337	(14,503)	193,078	(94,952)	83,960	70,939
Reserves as at 31 March 2025	1,440	-				

The Retail subsidiary has generated income of £28,186 (2024: £26,112) from gift aided donations.

Notes to the Financial Statements
For the year ended 31 March 2025

5 Investment Income

	2025	2024
	£	£
GROUP		
Interest income	167,185	192,423
Rents from investment property	89,905	87,945
	<u>257,090</u>	<u>280,368</u>
	<u><u>257,090</u></u>	<u><u>280,368</u></u>
CHARITY		
Interest income	165,290	189,963
Rents from investment property	89,905	87,945
	<u>255,195</u>	<u>277,908</u>
	<u><u>255,195</u></u>	<u><u>277,908</u></u>

6 Other Income

	2025	2024
	£	£
GROUP		
Commission on gift-aided sales (Unrestricted)	1,140	1,057
Sundry income (Unrestricted)	2,365	738
Insurance claims (Unrestricted)	1,440	-
DHSE Capital Grant (Restricted)	137,157	-
	<u>142,102</u>	<u>1,795</u>
	<u><u>142,102</u></u>	<u><u>1,795</u></u>
CHARITY		
DHSE Capital Grant (Restricted)	<u>137,157</u>	<u>-</u>
	<u><u>137,157</u></u>	<u><u>-</u></u>

Notes to the Financial Statements
For the year ended 31 March 2025

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	2025 Total activities	2024 Restated Total activities
	£	£	£	£	£	£	£	£	£
Direct costs									
Staff costs	1,326,053	554,860	1,045,179	403,180	739,993	994,228	782,410	5,845,903	5,172,096
Payroll expenses and training	3,990	274	5,224	3,181	2,983	894	22,527	39,073	30,237
Repairs and maintenance	8,589	662	3,873	4,898	175	3,159	48,305	69,661	230,588
Utilities and other premises costs	1,785	-	1,274	-	-	-	91,393	94,452	78,627
Nursing, therapy & education supplies	20,566	232	772	4,176	-	424	-	26,170	31,484
Catering supplies	143	-	43,565	822	-	-	-	44,530	38,329
Cleaning, laundry and waste disposal	1,730	-	1,262	-	-	-	29,489	32,481	36,019
Transport and travel	277	16,111	8,204	941	13	12,236	760	38,542	41,128
General office expenses	1,517	3,572	12,907	8,407	1,910	4,140	51,133	83,586	74,261
Other operating expenses	11,519	1,163	8,272	1,093	776	2,483	49,041	74,347	75,117
Auditors' remuneration	-	-	-	-	-	-	16,350	16,350	9,513
Bank charges	-	-	-	-	-	-	3,265	3,265	3,270
Other professional fees	912	1,047	2,022	361	121	962	11,155	16,580	14,080
Contract management	-	-	-	-	-	73,944	(73,944)	-	-
Depreciation	-	-	-	-	-	-	131,767	147,129	137,901
	1,377,081	577,921	1,132,554	427,059	745,971	1,092,470	1,163,651	6,532,069	5,972,650
Support costs reallocated	453,083	117,230	312,152	137,494	143,692	-	(1,163,651)	-	-
	1,830,164	695,151	1,444,706	579,915	889,663	1,092,470	-	6,532,069	5,972,650

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
	£	£	£	£	£	£	£	
Human Resources	44,950	18,808	35,429	13,667	25,083	-	137,937	Staff costs
Communications	19,493	8,156	15,364	5,927	10,877	-	59,817	Staff costs
Data	17,641	7,382	13,904	5,364	9,844	-	54,135	Staff costs
Estates	102,849	10,997	65,040	46,380	2,880	-	228,146	Floor area
Finance	63,842	26,714	50,320	19,411	35,627	-	195,914	Staff costs
Housekeeping	49,657	5,310	31,402	22,393	1,391	-	110,153	Floor area
IT/IG	21,455	8,977	16,911	6,523	11,973	-	65,839	Staff costs
Volunteering	10,428	4,363	8,219	3,171	5,820	-	32,001	Staff costs
Corporate other	23,125	9,676	18,227	7,031	12,906	-	70,965	Staff costs
Depreciation	74,558	6,351	37,564	-	13,294	-	131,767	Floor area
Other staff-related	25,085	10,496	19,722	7,627	13,997	-	76,977	Staff costs
Other premises related	-	-	-	-	-	-	-	Floor area
Total reallocated to above table	453,083	117,230	312,152	137,494	143,692	-	1,163,651	

**Notes to the Financial Statements
For the year ended 31 March 2025**

Governance costs

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

	2025	2024
	£	£
Auditors' remuneration for audit of the accounts	16,350	9,513
Auditors' remuneration for non-audit work	-	-
Staffing	216,110	176,800
Vantage IT system	5,245	5,000
	<u>237,705</u>	<u>191,313</u>

8 Net income/(expenditure)

GROUP

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

	2025	2024
	£	£
Auditors' remuneration	20,384	14,508
Auditors' remuneration for non-audit work	-	912
Depreciation - owned assets	147,129	137,901
Rentals – operating lease – Property	110,685	107,994
Rentals - operating lease - Equipment	<u>8,757</u>	<u>5,637</u>

CHARITY

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

	2025	2024
	£	£
Auditors' remuneration	16,350	9,513
Auditors' remuneration for non-audit work	-	-
Depreciation - owned assets	147,129	137,901
Rentals – operating lease – Property	110,685	107,994
Rentals - operating lease	<u>8,757</u>	<u>5,637</u>

9 Trustee's remuneration and benefits

There were no trustees remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

No Council members received re-imbursed expenses (2024: £nil).

Notes to the Financial Statements
For the year ended 31 March 2025

10 Staff costs

GROUP	2025	2024
	£	£
Wages and salaries	5,425,348	4,815,963
Social security costs	538,860	473,833
Other pension costs	465,310	401,005
	<u>6,429,518</u>	<u>5,690,801</u>
CHARITY	2025	2024
	£	£
Wages and salaries	5,153,746	4,577,126
Social security costs	521,041	458,074
Other pension costs	458,671	396,528
	<u>6,133,458</u>	<u>5,431,728</u>

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

GROUP	Full time	Part time	Bank	Total 2025	Total 2024
Medical	4	5	-	9	7
Nursing	29	45	12	86	78
Therapists	3	2	-	5	5
Catering	1	6	1	7	6
Housekeeping	1	4	-	5	6
Fundraising & administration	10	26	3	39	39
Education	4	3	1	8	10
Maintenance	2	-	-	2	2
Retail	5	8	3	16	13
Lottery	-	0	1	1	3
	<u>59</u>	<u>99</u>	<u>21</u>	<u>179</u>	<u>169</u>

Queenscourt Hospice (Registered company number 02102320)

**Notes to the Financial Statements
For the year ended 31 March 2025**

CHARITY	Full time	Part time	Bank	Total 2025	Total 2024
Medical	4	5	-	9	7
Nursing	29	45	12	86	78
Therapists	3	2	-	5	5
Catering	1	6	1	8	6
Housekeeping	1	4	-	5	6
Fundraising & Administration	10	26	3	39	39
Education	4	3	1	8	10
Maintenance	2	-	-	2	2
	<u>54</u>	<u>91</u>	<u>17</u>	<u>162</u>	<u>153</u>

Staff numbers exclude 14 (2024: 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:

	2025	2024
£60,000 - £70,000	9	11
£70,001 - £80,000	2	1
£80,001 - £90,000	2	2
£90,001 - £100,000	1	-
£100,001 - £110,000	-	-
£110,001 - £120,000	-	1
£120,001 - £130,000	3	2
£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 £241,013 (2024: £216,280).

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 2025

11 Tangible fixed assets

GROUP	Freehold property	Fixtures & fittings	Equipment	Totals
	£	£	£	£
Cost				
At 1 April 2024	4,154,739	838,287	319,410	5,312,436
Additions	59,372	44,222	61,467	165,061
Disposals				
	<u>4,214,111</u>	<u>882,509</u>	<u>380,877</u>	<u>5,477,497</u>
	<u>4,214,111</u>	<u>882,509</u>	<u>380,877</u>	<u>5,477,497</u>
Depreciation				
At 1 April 2024	1,389,973	564,567	244,939	2,199,479
Charge for year	93,715	35,891	17,523	147,129
Eliminated on disposal				
	<u>1,483,688</u>	<u>600,458</u>	<u>262,462</u>	<u>2,346,608</u>
	<u>1,483,688</u>	<u>600,458</u>	<u>262,462</u>	<u>2,346,608</u>
Net book value				
At 31 March 2025	<u>2,730,423</u>	<u>282,051</u>	<u>118,415</u>	<u>3,130,889</u>
At 31 March 2024	<u>2,764,766</u>	<u>273,720</u>	<u>74,471</u>	<u>3,112,957</u>

Notes to the Financial Statements
For the year ended 31 March 2025

11 Tangible fixed assets (continued)

	Freehold property	Fixtures & fittings	Equipment	Totals
CHARITY				
	£	£	£	£
Cost				
At 1 April 2024	4,150,529	838,287	317,390	5,306,206
Additions	59,372	44,222	61,467	165,061
Disposals	-	-	-	-
At 31 March 2025	4,209,901	882,509	378,857	5,471,267
Depreciation				
At 1 April 2024	1,385,763	564,567	242,919	2,193,249
Charge for year	93,715	35,891	17,523	147,129
Eliminated on disposal	-	-	-	-
At 31 March 2025	1,479,478	600,458	260,442	2,340,378
Net book value				
At 31 March 2025	<u>2,730,423</u>	<u>282,051</u>	<u>118,415</u>	<u>3,130,889</u>
At 31 March 2024	<u>2,764,766</u>	<u>273,720</u>	<u>74,471</u>	<u>3,112,957</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 equipment which have net book values of £nil (2024: £nil) and are used for fundraising purposes.

Notes to the Financial Statements
For the year ended 31 March 2025

12 Fixed asset investments

GROUP	Shares in group undertakings	Listed investments	Totals
	£	£	£
Market value			
At 1 April 2024	-	5,242,742	5,242,742
Additions	-	-	-
Disposals	-	(1,100,000)	(1,100,000)
Revaluations	-	(88,821)	(88,821)
	-	4,053,921	4,053,921
Net book value	-	4,053,921	4,053,921
At 31 March 2025	-	4,053,921	4,053,921
At 31 March 2024	-	5,242,742	5,242,742
CHARITY			
CHARITY	Shares in group undertakings	Listed investments	Totals
	£	£	£
Market value			
At 1 April 2024	92,002	5,242,742	5,334,744
Additions	-	-	-
Disposals	-	(1,100,000)	(1,100,000)
Revaluations	-	(88,821)	(88,821)
	92,002	4,053,921	4,145,923
Net book value	92,002	4,053,921	4,145,923
At 31 March 2025	92,002	4,053,921	4,145,923
At 31 March 2024	92,002	5,242,742	5,334,744

There were no investment assets held outside the UK.

Subsidiaries

Details of the charity's subsidiaries at 31 March 2025 are as follows:

- Queenscourt Hospice Retail Limited – registered office: Town Lane, Southport, PR8 6RE. 100% directly owned via Ordinary share capital.
- Queenscourt Hospice Enterprises Limited – registered office: Town Lane, Southport, PR8 6RE. 100% directly owed via share capital.

**Notes to the Financial Statements
For the year ended 31 March 2025**

Queenscourt Hospice Enterprises Limited has taken the exemption in Section 479A of the Companies Act 2006 ("the Act") from the requirement in the Act for their individual accounts to be audited. The guarantee given by the company under Section 479A of the act is disclosed in note 19.

13 Investment Property

GROUP AND CHARITY	Totals
	£
Market value	
At 1 April 2024	1,465,000
Additions	-
Disposals	-
Revaluations	<u>70,000</u>
At 31 March 2025	<u>1,535,000</u>
Net book value	
At 31 March 2025	<u>1,535,000</u>
At 31 March 2024	<u>1,465,000</u>

14 Debtors: Amounts falling due within one year

GROUP	2025	2024
	£	£
Trade and other debtors	42,273	5,456
Prepayments and accrued income	936,843	1,282,323
Income tax recoverable	20,320	11,076
VAT reclaim	<u>29,662</u>	<u>22,606</u>
	<u>1,029,098</u>	<u>1,321,461</u>
CHARITY	2025	2024
	£	£
Amounts owed by group undertakings	52,466	142,495
Trade debtors	42,273	5,456
Prepayments and accrued income	908,700	1,254,229
Income tax recoverable	20,320	11,076
VAT reclaim	<u>29,662</u>	<u>22,606</u>
	<u>1,053,421</u>	<u>1,435,862</u>

Notes to the Financial Statements
For the year ended 31 March 2025

15 Creditors: Amount falling due within one year

GROUP	2025	2024
	£	£
Trade and other creditors	275,160	264,548
Accruals and deferred income	338,531	445,148
	<u>613,691</u>	<u>709,696</u>
	<u><u>613,691</u></u>	<u><u>709,696</u></u>
CHARITY	2025	2024
	£	£
Trade and other creditors	249,746	223,958
Accruals and deferred income	338,531	387,375
	<u>588,277</u>	<u>611,333</u>
	<u><u>588,277</u></u>	<u><u>611,333</u></u>

16 Leasing agreements

Lessee

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

GROUP/ CHARITY	Land & Buildings		Other operating leases	
	2025	2024	2025	2024
	£	£	£	£
Expiring:				
Within one year	92,760	78,283	4,864	4,864
Between two and five years	213,100	192,000	11,000	15,747
More than five years	-	-	-	-
	<u>305,860</u>	<u>270,323</u>	<u>15,864</u>	<u>20,611</u>
	<u><u>305,860</u></u>	<u><u>270,323</u></u>	<u><u>15,864</u></u>	<u><u>20,611</u></u>

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:

	2025	2024
	£	£
GROUP		
Expiring:		
Within one year	6,815	6,735
	<u>6,815</u>	<u>6,735</u>
	<u><u>6,815</u></u>	<u><u>6,735</u></u>

Notes to the Financial Statements
For the year ended 31 March 2025

17 Analysis of net assets between funds

GROUP	Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
	£	£	£	£
Fixed assets	3,130,889	-	3,130,889	3,112,958
Investments	5,588,921	-	5,588,921	6,707,742
Current assets	1,479,333	438,807	1,918,140	2,691,748
Current liabilities	(613,691)	-	(613,691)	(709,696)
	9,585,452	438,807	10,024,259	11,802,752
CHARITY	Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
	£	£	£	£
Fixed assets	3,130,889	-	3,130,889	3,112,958
Investments	5,680,923	-	5,680,923	6,799,744
Current assets	1,360,477	438,807	1,799,284	2,485,777
Current liabilities	(588,277)	-	(588,277)	(611,333)
	9,584,012	438,807	10,022,819	11,787,146

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 2025

18 Movement in funds (continued)

GROUP	At 1 April 2024	Net movement in funds	Transfers between funds	At 31 March 2025
	£	£	£	£
Unrestricted funds				
General fund	5,233,517	(1,970,312)	582,027	3,845,232
Designated Fund				
- Tangible Fixed Assets	3,112,958	-	17,931	3,130,889
- Budget Deficit	1,962,611	-	(463,501)	1,499,110
- Capital Investment	-	-	-	-
- Dr Groves Development Fund	-	6,753	(6,753)	-
- Specialist Palliative Care Contracts	102,768	-	7,453	110,221
- Contingency	1,000,000	-	-	1,000,000
	<u>11,411,854</u>	<u>(1,963,559)</u>	<u>137,157</u>	<u>9,585,452</u>
Restricted funds				
Restricted funds	<u>390,898</u>	<u>185,066</u>	<u>(137,157)</u>	<u>438,807</u>
Total funds	<u>11,802,752</u>	<u>(1,778,493)</u>	<u>-</u>	<u>10,024,259</u>
CHARITY	At 1 April 2024	Net movement in funds	Transfers between funds	At 31 March 2025
	£	£	£	£
Unrestricted funds				
General fund	5,217,911	(1,956,146)	582,027	3,843,792
Designated Fund				
- Tangible Fixed Assets	3,112,958	-	17,931	3,130,889
- Budget Deficit	1,962,611	-	(463,501)	1,499,110
- Capital Investment	-	-	-	-
- Dr Groves Development Fund	-	6,753	(6,753)	-
- Specialist Palliative Care Contracts	102,768	-	7,453	110,221
- Contingency	1,000,000	-	-	1,000,000
	<u>11,396,248</u>	<u>(1,949,393)</u>	<u>137,157</u>	<u>9,584,012</u>
Restricted funds				
Restricted funds	<u>390,898</u>	<u>185,066</u>	<u>(137,157)</u>	<u>438,807</u>
Total funds	<u>11,787,146</u>	<u>(1,764,327)</u>	<u>-</u>	<u>10,022,819</u>

**Notes to the Financial Statements
For the year ended 31 March 2025**

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	5,492,951	(7,437,689)	(18,821)	(1,963,559)
Restricted funds				
Restricted funds	278,666	(93,600)	-	185,066
Total funds	5,771,617	(7,531,289)	(18,821)	(1,778,493)

CHARITY	Incoming resources	Resources expended	Gains and losses	movement in funds
	£	£	£	£
Unrestricted funds				
Unrestricted funds	5,056,577	(6,978,149)	(18,821)	(1,949,393)
Restricted funds				
Restricted funds	278,666	(93,600)	-	185,066
Total funds	5,335,243	(7,080,749)	(18,821)	(1,764,327)

An analysis of Restricted Funds is shown below:

Notes to the Financial Statements
For the year ended 31 March 2025

18 Movement in funds (continued)

	Opening balance	Income	Capital Expenditure	Revenue Expenditure	Closing balance
	£	£'000	£'000	£'000	£'000
Equipment	10,303	12,627	-	(8,710)	14,220
Others	11,637	13,325	-	(10,758)	14,204
Staff Benevolent Fund	37	-	-	-	37
Grounds, Furniture, Man Shed	672	5,500	-	(4,301)	1,871
Education Fund	30,781	-	-	(3,061)	27,720
Compassionate Communities Training	12,300	-	-	(12,300)	-
Fixtures & Fittings	6,287	-	-	(1,937)	4,350
The Big Give Campaign 2023	73,881	-	-	(52,503)	21,378
The Big Give Campaign 2024	-	110,057	-	(30)	110,027
Capital grant	-	137,157	(137,157)	-	-
Bequest for purchase of a property for Retail or for generating rental income	245,000	-	-	-	245,000
	390,898	278,666	(137,157)	(93,600)	438,807

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 2025

18 Movement in funds (continued)

The Big Give Campaign 2023

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

The Big Give Campaign 2024

This relates to funds raised through the Big Give campaign 2024 to enhance family support and bereavement services.

Capital grant

The DHSC Capital Grant Programme refers to funding provided by the Department of Health and Social Care (DHSC) for capital projects, particularly in the context of healthcare and social care.

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 Financial commitments, guarantees and contingent liabilities

The Charity has undertaken to repay any legitimate claims in respect of donated, unclaimed client monies/bequests of £7,887 (2024: £4,000).

In order for the subsidiary entity Queenscourt Hospice Enterprises Limited to take the audit exemption available in Section 479A of the Companies Act 2006, the charity has guaranteed all outstanding liabilities of the subsidiary at 31 March 2025, until those liabilities are satisfied in full.

20 Contingent assets

Within the year there were material contingent assets of £148,000 (2024: £76,000) 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 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.

22 Donated goods

Queenscourt Hospice Retail Ltd acts as an agent in selling donated goods and charged commission of £728 (2024: £1,057) for these services.

23 Contribution towards drugs

NHS Cheshire & Merseyside Integrated Care Board contributed £38,441 (2024: £39,126) towards drugs supplied by Southport and Ormskirk NHS Trusts.

We couldn't have done it without your generous support...



Fundraising Highlights

★ **1,250** attended our Star Trekk night walk - a new record!

👐 **£109,038** was raised in one week during our Big Give Christmas Challenge

🪂 **148** of our supporters took part in a individual challenge for Queenscourt



We interacted with **44,000** people via Social Media!

Queenscourt partnered with **Local Hospice Lottery**

in July 2024

Over **7,500** playing lottery members

LOCAL HOSPICE LOTTERY

548 new lottery members since July 2024



Retail Snapshot

£30,000

EXTRA made in *giftaid* donations

& **1,153** new sign-ups!

180,782

Items sold through Queenscourt Retail



97,836

Customers served in our shops



Thank you

To all our donors and volunteers!

Registered Office: Queenscourt Hospice | Town Lane | Southport | PR8 6RE

Company Limited by guarantee and registered in England No. 02102320 | Registered Charity No. 518801