

# Barnsley Hospice Appeal

(A company limited by guarantee)



# Annual Report and Financial Statements

**For the year ended 31 March 2024**

Company registration number: 02274925

Charity registration number: 700586

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## Who We Are

### **Barnsley Hospice provides specialist palliative and end of life care for the people of Barnsley.**

We care for adults living with active and progressive life-limiting illnesses, including cancer, heart and lung diseases and neurological diseases such as motor neurone disease and Parkinson's disease. We are also here to support friends and family.

At the hospice, we provide a range of services free of charge for the people of Barnsley. These include a 10-bedded inpatient unit, support and wellbeing service, counselling and bereavement support, medical outpatient appointments and more. We tailor our services to each individual and empower people to make choices about their care.

Hospice care is different for everyone, and wherever possible, we support people in the ways that work best for them.

Our aim is to help people to live as well as possible, and do the things that are important to them. We take a holistic approach to our care, helping people with pain and symptom management, and providing practical, emotional, spiritual and social support. End of life care is an important part of what we do, but we are also here to support people from earlier in their diagnosis.

As a charity, we rely on our fundraising and retail efforts and the generosity of the local community to fund our services.

Since we first opened our doors in 1994, we have grown and adapted our services, remaining focused on embracing a culture of continuous improvement and training. This is integral to helping us meet our strategic objectives and providing the highest quality of care possible.

## A Word from our Chair and Chief Executive

**Welcome to our 2023/2024 Annual Report. We are delighted to look back over the previous year and see such a positive picture of improvement and we are truly excited for the year ahead. This year we are proud to celebrate our 30th year anniversary and this milestone marks a momentous journey of growth and success.**

Since its inception, the hospice has relied upon and been supported by local people and local businesses, to enable us to provide specialist palliative and end of life care to the people of Barnsley. Thank you to everyone for being a part of this journey. We are incredibly grateful to our loyal supporters and volunteers, dedicated employees, and of course our donors who have been integral to our success throughout this remarkable journey.

This anniversary signifies not only the years of hard work and determination to enhance specialist palliative and end of life care in Barnsley but also the immense potential that lies ahead as we continue to transform our services to meet the needs of patients and the wider community, make us fit for purpose for the future, and guide us to become more sustainable as we look to the next 30 years. Success will depend on constant review of our efficacy and impact, we will repeatedly evaluate our practice and look outwards to identify sector developments to ensure continuous improvement. As a charity we cannot rely on the NHS grant to fully fund the care and services delivered by the hospice and, consequently, we are always seeking funding opportunities to enable us to continue our work.

We recognise that the needs of patients, families, and the local community we serve are changing all the time and we need to change too to meet those needs. We continue to enhance the care environment to ensure the facilities available for patients and their families provide comfort, dignity, safety and security. More specifically, we will continue to enhance digital technology including the delivery of electronic prescribing capability which will enhance patient safety and increase efficiency across clinical teams.

Looking ahead, our ambitions and desire for reaching more people and doing what we can to help those who need us remain strong. We know that what we do makes a positive, tangible difference and looking forward we want to make a bigger difference, for more people.



We will continue to run 10 beds in our Inpatient Unit but service growth will be achieved by expanding our work in the community and by using our skills, expertise and influence to educate others to deliver excellent Palliative and End of Life Care.

We will extend our support for families and carers so that they can remain strong and able to play a part in the care of their loved ones. In doing these things we will be the voice of patients because we know it is vital that they are heard and we will influence local, regional and national bodies in relation to Palliative and End of Life Care.

Our work is aligned to the Ambitions for Palliative and End of Life Care; a national framework for local action 2021-2026, tailored to meet the specific needs of individuals and families of Barnsley. We have strong leadership with clear vision and values and we are passionate in our belief that everyone should be able to live well in the final part of their life and have the right to a good death how and where they want it to be.

To do this we will invest in research and encourage individuals and communities to talk about death and dying and what they would like Palliative and End of Life Care services in Barnsley to look like.

In summary, we will sustain the services patients tell us they need, innovate to extend reach and work in partnership to improve outcomes for patients and families. We will be creative in our approach to being sustainable and resilient so that Barnsley Hospice's future is assured.

.....  
**Carole Gibbard,**  
Chair of the Board of Trustees

.....  
**Martine Tune,**  
Chief Executive Officer and  
Chief Nurse



# Strategic Report

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# Our Values

In 2023 we made the decision to update our values, which had been associated with the hospice for almost 30 years. We wanted our new values to drive our organisational culture, letting people know what is important to us and how they can expect us to operate. It is important that our values represent the wide range of people impacted by our activities, so we engaged with our workforce, external partners, patients and those important to them, customers and donors at our retail hub, and supporters of our fundraising events. Using their feedback, we are proud to introduce our new values and behaviours, which were approved by the Board in January 2024.



## AMBITION

We aim high and look for ways to improve ourselves, our services, reach more people and play a leading role.

We set high standards for ourselves and the services we provide.

We seek every opportunity to learn: from our successes and our mistakes.

We take a flexible and creative approach when seeking opportunities and solutions.



## COLLABORATION

We are inclusive and work in partnership with others to achieve shared goals and get the best outcome possible.

We value diversity in its broadest sense and take meaningful action to create an inclusive environment.

We seek out and nurture partnerships so we can achieve more together.

We are welcoming and friendly.



## COMPASSION

We are caring and treat everyone with kindness and respect.

We show empathy and consideration towards others.

We are genuinely caring and respectful in our interactions with others.

We are generous with our time and attention, and value the people around us.



## INTEGRITY

We are honest, communicate clearly and openly, and take responsibility.

We are open and honest with ourselves and others.

We are trustworthy and reliable and deliver on our promises.

We are professional and take our responsibilities seriously.

# Our Strategic Objectives

Our strategic objectives outline where we want to be by March 2026 and how we are going to get there. We have high levels of ambition and strive to be the best hospice possible for our local community. We are committed to setting and achieving the highest standards of professional practice, continuously building a culture of outstanding care and services.

## Strategic Objective 1

**We deliver outstanding care:** The care that we provide to patients and those that are important to them will be of the highest achievable quality and will be accessible for all, personal, effective and safe. It will respect their dignity and be delivered with compassion.



## Strategic Objective 2

**We are acknowledged as a centre of excellence for specialist palliative and end of life care:** We will provide a leadership role beyond our organisational boundaries in the development of innovative and outstanding palliative and end of life care research and education and its application to practice.



## Strategic Objective 3

**We will develop and sustain our financial health:** We will manage the financial health of our charity efficiently and effectively to achieve long-term sustainability whilst investing for growth and development.



## Strategic Objective 4

**We have a culture and environment where people can thrive:** We will be the employer and charity of choice in Barnsley. Our people will deliver outstanding care and services and will have an enjoyable and rewarding experience that inspires them to be the best they can be.



## Strategic Priorities

For the first year of our new strategy, 'Beyond Outstanding', we identified the following priorities, which we mapped against our strategic objectives.

- Planning
- Building capability
- Improving our processes
- Equality, diversity and inclusion (EDI)
- Delivering value for money.

# Our Plans for the Future

Over the last few years, we are proud of the ambitious transformation journey we have undertaken, investing in our people and services to deliver outstanding care for the Barnsley community. However, to enable us to continue maintaining and improving our specialist care, our focus must remain on achieving financial sustainability. The ongoing impact of the cost of living crisis means our running costs remain high. Subsequently, the gap between the funding from our NHS grant and our overall running costs is significant.

Our plans for the next year have been identified to generate reliable income that allows us to invest in our workforce and services so we can continue our work to provide the best possible care and support for the people of Barnsley.

## In 2024/25 we will:

**1. Go above and beyond to provide outstanding care and support for all**, remaining committed to continually improving our services. With recent grant funding we have received, we will implement a 72-hour discharge programme for patients discharged home from our Inpatient Unit at the end of life. We will also work with other local hospices, service users and their families to improve the transition from children's hospices to adult hospices. We will extend the range of wellbeing activities available in The Orangery to include a creative writing and art therapy group and a dementia advanced care planning group. A review of our facilities will take place to update some of our inpatient rooms. A new family room will be designed using feedback from young people and families accessing services at Bluebell Wood Children's Hospice.

**2. Collaborate with partners across all areas of the organisation and share our expertise**, remaining an active partner in Barnsley place and South Yorkshire. We will continue our work with the Barnsley Dementia Alliance, and seek opportunities to strengthen our capabilities by joining other professional networks. We will deliver specialist training to benefit other healthcare providers in Barnsley and the Yorkshire and Humber region, and support local university's by accommodating student placements. We will scope the potential of hosting a palliative and end of life care conference with our partners.

**3. Increase access to our services for underrepresented communities** and ensure we are an inclusive and welcoming organisation for all. We will seek opportunities with partners to take our support and wellbeing services into the community, improving access for underrepresented communities. We will introduce an overarching equality, diversity and inclusion strategy, outlining our objectives for the next 3 years. We will strengthen our governance and reporting processes by introducing an EDI Governance Group that reports directly to the Board via our sub-committees.

**4. Continue developing and investing in our workforce**, attracting staff and volunteers who are great at what they do and love working at the hospice. We will continue to expand on the health and wellbeing offer for #TeamHospice and introduce an updated Rewards and Recognition Policy. Staff will continue to have access to training opportunities relevant to their role, and improved career progression pathways will be implemented where possible. A Volunteer Coordinator will be appointed to assist with the delivery of our volunteer strategy, supporting our existing volunteers and recruiting new members.



**5. Continue increasing our digital capabilities** to work more efficiently, improve our data and support partnership working. We will identify a suitable online platform to digitalise our service user surveys for people using our clinical services. Plans to migrate from Google software to Microsoft software were put on hold in 2023/24, but we will complete this work in the year ahead. Following the success of our SystemOne implementation, we will introduce new electronic medical prescribing software, making it safer and more efficient for our clinical team to prescribe and administer medicines.

**6. Review our income generation activities and identify new and reliable ways to raise funds.** We will develop and implement new fundraising and retail strategies, outlining our objectives over the next three years. We will conduct a full review of our income streams and fundraising activities and develop a clear plan in alignment with our objectives. We will actively seek out opportunities to use our skills and expertise to generate reliable income that improves our financial security.





# Our Impact

# Our Services: An Overview

At Barnsley Hospice, we understand the importance of providing specialist palliative and end of life care that are tailored to the individual. We take a person-centred approach to help people live as well as possible and do the things that are important to them. This means providing care and support that considers the whole person - not just their physical needs.

Throughout 2023/24, we supported 496 people living with life-limiting illnesses and their families and friends. This includes people who accessed care and support through our Inpatient Unit, Counselling and Bereavement service, The Orangery (wellbeing service) and medical outpatients.

We supported  
**496**  
people in 2023/24



**Many people do not realise the range of services we provide. These include:**



## **Inpatient Unit**

24-hour specialist care delivered by our multidisciplinary team a 10-bedded unit



## **The Orangery**

Support and wellbeing service, providing complementary therapy and facilitating a range of wellbeing groups for inpatient and outpatients



## **Social Work**

Specialist support for those living with a life-limiting illness and the people close to them



## **Physiotherapy**

Support to manage symptoms and improve mobility, facilitated by our specialist palliative care physiotherapist



## **Spiritual Support**

Providing the option to access the spiritual care and support that is right for you



## **Counselling and Bereavement Support**

A safe and supportive environment for people living with a life-limiting illness, and their families and friends, to explore their feelings



## **Medical Outpatient**

Expert care delivered by our specialist consultants, both from the hospice and in the community and in people's homes



## **Pall Call**

A free helpline for people in Barnsley living with a life-limiting illness and their loved ones to access 24/7 specialist advice



## **Care in hospitals**

Supporting local hospital services to provide specialist care for people with palliative and end of life care needs

# Our Impact: A Year in Numbers

**496**

people used our clinical services in 2023/24



We supported

**53**

Medical Outpatients in 2023/24

**404**

social worker support activities were undertaken in 2023/2024



**539**

physiotherapy support activities were undertaken in 2023/2024



**432**

complementary therapy activities were undertaken in 2023/2024



**157**

people used our Inpatient Unit

**276**

people used our counselling services

Our counselling team carried out

**1116** contact activities

Our Orangery team carried out

**2328** contact activities

The average Inpatient Unit occupancy rate was **90%**

**250** people were supported by The Orangery in 2023/24



## Inpatient Unit

Our ten bedded Inpatient Unit provides outstanding care for people living with a progressive, life-limiting illness who are finding it difficult to get their symptoms under control. We also provide end of life care for people in the last days and weeks of life.

We can help with all aspects of symptom management, offering physical, psychological, emotional and social support. We treat each person in our care with dignity and respect, and our multidisciplinary team works hard to provide the best possible care, 24 hours a day, 7 days a week.

The average IPU occupancy rate was

**90%** in 2023/24



**100%** of patients who responded to our questionnaire would recommend Barnsley Hospice to their family/friends



“Simply cannot improve anything, all staff go above and beyond to do anything they can to make the stay as comfortable as possible.”

**Feedback from a Hospice Service User**

## The Orangery

The Orangery is our support and wellbeing service. Complementary therapies such as reflexology, aromatherapy, massage and guided visualisation are provided by qualified therapists.

We also offer support programmes for patients and their carers, designed to provide tools for people to manage symptoms such as pain, anxiety and fatigue.

**2328**

contact activities were carried out in The Orangery in 2023/24



## Counselling Service

Our counselling service supports people living with a progressive life-limiting illness, who have specialist palliative care needs, and those close to them. Our counsellors help people to explore difficult feelings and emotions relating to their own or a loved one's illness. This may be at any stage of the patient's palliative care journey.

Our counselling team supported  
**229** new patients in 2023/24



## Bereavement Support Service

Our hospice counsellors are specialists in providing bereavement counselling and support for those experiencing grief after someone dies from a life-limiting progressive illness. This support is provided face-to-face or via telephone. They provide both pre- and post-bereavement support, and this can be especially important for children. The team is experienced in helping children aged 5 to 18 years of age. Our counselling suite provides a safe and confidential space for patients and families to discuss the psychological impact their illness is having on them.

## Julia's story

In 2017, Julia's life changed when her husband, Steve, was diagnosed with multiple myeloma – a form of blood cancer. In Spring 2022, Steve was cared for on our Inpatient Unit for almost two weeks before he died. A year after Steve's death, Julie began accessing specialist bereavement support at the hospice.

“Nothing can prepare you for losing your husband of 35 years, or the emotions of missing the life you shared and the future you thought you had ahead of you. I think grief is a process you have to go through and address. It's so different for everyone and there's no time limit or quick fix.

For me, receiving counselling at the hospice with someone who specialises in grief has been a massive help. I could be honest about how I was feeling without worrying about upsetting family or friends. The hospice counsellor was able to help explain how I was feeling and relate it to grief, which was the reassurance I needed.

Nothing can stop me from missing Steve or feeling sad that he's not here, but the hospice has helped me find ways to cope with it. It's like having a comfort blanket to know the hospice is there if I need them again in the future.”

**Julia, hospice service user**



## Physiotherapy

Our specialist palliative care physiotherapist helps people living with life-limiting illnesses improve their mobility and manage their symptoms. They work with people accessing our care to find out what is important to them, helping them to develop a plan to meet their individual needs and goals. Physiotherapy can be accessed by people using services in The Orangery or those receiving care on our Inpatient Unit.

## Spiritual Support

The South Yorkshire Chaplaincy and Listening Service offers regular spiritual support for people accessing our services, and the people close to them. We also have a network of local faith leaders that we can contact upon request.

## Medical Outpatients

Our specialist consultants offer outpatient support for people living with a life-limiting illness. Appointments are conducted from the hospice and out in the community, including in people's homes.

## Pall Call

We provide a free 24/7 helpline for people in Barnsley living with a life-limiting illness, and the people close to them, to seek specialist advice.

## Social Work

A palliative care social worker is based on our Inpatient Unit three days a week. They work with patients and the people closest to them to understand their needs, providing advice and guidance on wider support available through other channels. They also play an important part in our discharge process, helping to ensure the relevant practical support is in place when someone returns home.

**404**

social worker support activities were undertaken in 2023/2024



**539**

physiotherapy support activities were undertaken in 2023/2024



“We always spend time with new admissions chatting about their likes and dislikes and helping to meet any nutritional needs they may have. We often hear from the people using the hospice and those visiting that something as simple as us asking whether someone enjoyed their meal or making something that isn't on the menu means a lot to them, but it's just second nature to us!”

**Barnsley Hospice Catering Team**

## Championing the Needs of those Living with a Life-Limiting Illness

In 2023/24, we continued our work to improve how we meet the needs of different people living in our communities. Along with local partners, we contributed to the Barnsley Dementia Annual Report to showcase the important role hospice care can play for people living with dementia.

### Pam's Story

As part of this work, we were grateful that Pam shared her experience of the care her partner of almost 30 years, Keith, received at the hospice. Keith was diagnosed with posterior cortical atrophy, also known as Benson's Syndrome, and later developed a serious heart condition. He stayed on our Inpatient Unit for two weeks and received symptom management for his heart condition.

"The hospice gave us moments we couldn't have elsewhere and reassured me that I could enjoy these times as we were surrounded by people who understood Keith.

They listened to Keith and me, were patient and spent the time getting to understand the best way to support Keith.

For me, the biggest thing was everyone at the hospice had time. No one ever made us feel like they were too busy to explain something or spend a bit longer with Keith, which is invaluable for people living with dementia.

Looking after someone with dementia is 24/7, but knowing he was being cared for allowed me to rest and switch off when I got home. I felt so confident with the people looking after Keith that I knew I didn't need to worry about him."



### A word from our Dementia Champion, Debbie

As a society, we are likely to see a rising number of dementia diagnoses and more people receiving specialist palliative and end of life care with dementia as their primary diagnosis. Because of this, I think it's more important than ever to ensure there are designated members of the team to champion their needs.

Most importantly, I want to help people living with dementia have as much say in their care as possible, making sure they feel heard and understood.

# What Others Say About Us

**It matters what people say about us. All feedback helps us to identify what we are doing well and highlight the areas we can improve. Importantly, it also helps us to understand the specific needs of our community, including aspects of cultural diversity and those most at risk of health inequalities.**

You can read more about the feedback we received in 2023/24 in our Quality Accounts, but here are some highlights:

We received **147** compliments about our activities between July 23 – March 24 across our social media accounts.

We received **527** compliments about our services. The common themes we identified were, good standards of care provided on IPU, users of The Orangery feel supported, celebration of the services our Catering team provided and the benefits of our Counselling Service.

Following a meeting with Healthwatch Barnsley, we are pleased that they now attend the hospice on a quarterly basis to get feedback from patients and loved ones. This feedback will inform service developments and co-production of services.

An End of Life Focus Group was facilitated at the hospice with South Yorkshire Integrated Care Board to understand what matters to patients and their loved ones in Barnsley Place regarding end of life care in the hospice and community.

## In August 2023, we welcomed two special visitors to the hospice.

We were chosen from hundreds of other organisations to receive a visit from Chief Executive of the CQC, Ian Trenholm, in recognition of our journey from inadequate to outstanding. It was a privilege to show Ian and the team around the hospice and demonstrate the improvements we have made. Ian noted that it was evident staff care deeply about what they do and how they do it, and said that we have a fantastic team with a positive attitude towards our continued work to improve our services.

Professor Violet Platt joined us all the way from Australia where she is the CEO of Palliative Care Victoria. Looking to learn more about the hospice sector in the UK, Professor Platt asked the Care Quality Commission (CQC) for recommendations of outstanding organisations, and they suggested she visit Barnsley Hospice.

Following her visit, Professor Platt shared the following feedback with our Executive Leadership Team:

“I wish I could bottle your leadership and take it back to Australia with me. The warmth and welcome I have received from every single member of the hospice team is outstanding and really noticeable compared to every other organisation I have stepped in and out of - across continents!”

Professor Violet Platt with our CEO/Chief Nurse, Martine Tune



# Using Our Voice

The local community has been at the heart of the hospice since the very beginning and continues to play a vital role in supporting our services to this day. Communicating with people throughout the borough and further afield continues to be a priority for the hospice. As well as sharing information about the services we provide and dispelling common myths around hospice care, it is important that we continue to highlight the need for financially sustainable funding throughout the hospice sector in the UK, and raise awareness of the importance of public support.

We connect with our key audiences in a range of ways, using different channels to connect with different people. Our hospice and Retail Hub social media accounts allow us to connect with over 22,000 followers across the channels. We increased the amount of video and short-form content we posted on our Retail Hub TikTok and Instagram platforms to help us reach new audiences.

Our hospice website has grown throughout this period, with almost 30 additional news items shared on the website alongside the existing information pages to keep people informed. We had over 56,000 users visit the website, leading to a total of over 135,000 page views.

**22,000**  
followers across our social media channels

**56,000**  
users visited the Barnsley Hospice website

The infographic features two circular icons: one with three stylized human figures representing social media, and another with a computer monitor and a globe representing website usage.

In May 2023, we ran a volunteer recruitment campaign, which was aimed at promoting volunteer opportunities throughout the organisation. As part of the campaign, we visited local libraries to reach new audiences. Throughout the year, we also engaged in national campaigns such as Dying Matters Awareness Week and Hospice Care Week, delivering key messages about palliative and end of life care. During Hospice Care Week, a communications pack was shared with partner organisations to amplify our messages and two electronic billboards displayed important facts about the hospice throughout the week. In a fantastic display of support, Barnsley Metropolitan Borough Council lit the Town Hall orange in honour of our hospice throughout the week.

## Sharing the Learning

We have also used our voice to share key learning and best practices across the hospice sector and beyond, helping us to move towards our strategic objective of becoming a centre of excellence for palliative and end of life care.

Our Director of Nursing and Allied Health Professionals and Director of Human Resources and Organisational Development are now the regional leads for Hospice UK's Executive Clinical Leads and Human Resources Leads networks respectively. This will enable us to have a strong voice both regionally and nationally.

Our medical team has continued to support palliative end of life care education to trainee doctors within Barnsley District and in some instances, across the Yorkshire and Humber region. A hospice bank doctor has also led and facilitated quarterly education sessions for Barnsley specialist palliative care teams.



The hospice's clinical staff have been providing education to clinical colleagues from local NHS Trusts. This initiative provides relevant education and peer support for specialist palliative care team members and supports team working across organisational boundaries over the district.

Our Director of Nursing and Allied Health Professionals and IPU Ward Sister delivered a presentation at the 'Let's Talk About Dementia Conference' to share more about the work we do to support people living with dementia, and their loved ones.

We were pleased to host the regional National Association of Complementary Therapists in Supportive and Palliative Care (NACTSPC) meeting in December. Our support and wellbeing team were happy to facilitate this forum to share advice and knowledge and promote good practice.

## Digital Transformation: Better Connected

Expanding and improving our digital capabilities is a crucial part of enabling us to deliver our ambitious strategy, helping us to work more effectively and efficiently.

We introduced a new electronic patient record system, SystmOne, at the hospice in October 2023. As an NHS England approved system, SystmOne is used widely by many healthcare providers across the country. Using the same system as many of our partners enables us to access electronically shared records of other local care providers, such as GPs, hospitals and in the community, meaning better joined-up working and smoother transitions for those using our services.

Throughout the year, we also introduced new electronic systems to support our financial and HR processes. These digital systems will increase and improve our ability to extract data and provide accurate and timely reports.

### Our SystmOne Steering Group



# Our People

**We could not do without the wonderful staff and volunteers that make up #TeamHospice. Working together, our people are dedicated to ensuring specialist palliative and end of life care is available for people living with a life-limiting illness in Barnsley. We understand the importance of empowering our workforce and creating the right conditions to enable them to succeed. To help us achieve this, one of our strategic objectives is to create a culture where people can thrive, and ultimately become the employer of choice in the local area.**

## Supportive workplace

The wellbeing of our workforce is a priority for us, and we recognise the importance of ensuring staff and volunteers have access to a network of support resources. This year, we have worked with local partners to increase our health and wellbeing offer for #TeamHospice, including access to a free financial wellbeing hub and a helpline dedicated to menopause support. Our health and wellbeing resources and other staff benefits were consolidated on a new page on the hospice intranet.

## Updated values

Staff and volunteers played an integral role in creating our new set of organisational values, which were approved by the Board in January 2024. Each value has three related behaviours, outlining how our workforce is expected to act in their role, and how they can expect those working alongside them to behave.

Following the introduction of our new values and in line with our 2023/24 strategic priorities, we commissioned a third-party cultural assessment for staff working in clinical roles and those working on our Inpatient Unit regularly. This cultural assessment helped us to understand any potential barriers to embedding the new values, and an action plan was developed in response to the findings.

## Communication and engagement

Hearing our staff and volunteers' voices and keeping them up-to-date with hospice news remained a key consideration for us this year. We engaged with teams and leaders to further develop our Staff Forum, creating a new format to ensure all teams are represented and formalising our process of gathering staff feedback. Staff representatives were nominated and appointed across the hospice and we created a term of reference to provide increased autonomy to the new forum.

Our Freedom to Speak Up Guardians and Champions continued to promote their roles throughout the hospice, highlighting the importance of speaking up. A new Freedom to Speak Up module was launched on Vantage, allowing staff to submit Freedom to Speak Up forms online, allowing for improved anonymity for those who do not want to be identified.

We hold monthly Leaders' Briefings for the hospice senior leadership team and send two monthly electronic newsletters to #TeamHospice, ensuring important information is distributed across multiple channels. In September, we held our second annual #TeamHospice Away Days.



## Recognition and celebrating success

At the hospice, we want to attract and retain the best people to join our team. With this in mind, we identified ways to improve our pay and recognition strategies.

In 2023, the Executive Leadership Team conducted a job evaluation exercise to ensure people were being fairly rewarded for their roles, implementing consistency across the organisation. After considering affordability, the impact of the cost of living crisis on staff, and the ability to attract and retain staff, the Board of Trustees agreed a 4% increase to our salary bill for 2024.

2023 was also an award-winning year for us and were delighted to celebrate the following successes:



### Volunteer gardeners

Our volunteer gardeners won GOLD in the Charitable Establishments category of the Yorkshire in Bloom awards once again. We are so grateful to the fantastic team for helping us to keep our outdoor spaces a lovely place for patients and visitors to spend time.



### Proud of Barnsley Awards

We were bursting with pride to receive two awards at the annual Proud of Barnsley Awards! Our Fundraising Team came home with the Mayor of Barnsley's Special Award and our Retail Team won the Green Hero award for their work to promote sustainability in the area. A special shout out to Jenny Hampshire, hospice volunteer, and the volunteer gardening team, who were also finalists in their categories.

## Best Companies

Following the roll-out of the b-Heard survey in March 2023, we received our final Best Companies 2023 results in November.



**Number 20** of the Top 25 Charity Organisations - Nationally



**Number 50** of the Top 50 Companies to Work For in Yorkshire & The Humber - across all sizes and sectors.



**Number 98** of the Top 100 Best Mid-sized Companies - Nationally

## Progression and development

At the hospice, we believe in providing our workforce with opportunities to develop and progress in their roles wherever possible. To create new career pathways for our clinical teams, we implemented a number of developmental roles on our Inpatient Unit, such as Trainee Nursing Associates, Nursing Associates, three Ward Sister/Nurse in Charge posts and a Ward Manager.

Training opportunities were also provided for staff and a culture of learning and development continues to be implemented and embedded through the organisation. Two members of staff are currently undertaking a Master’s degree relevant to their role, and a number of others are enrolled on diplomas related to their profession.

We also developed a Healthcare Assistant (HCA) progression programme in conjunction with South Yorkshire hospices, which will improve their knowledge and skills relating to end of life care, and support their career progression. We currently have 2 members of our HCA workforce going through this course.



“During my personal and professional life, I’ve been involved in hospices which influenced me to apply for a position and give back the care I received and witnessed.

The hospice has also funded my training to become a Nursing Associate, which is great for my personal development and helps me to progress in my career and continue my commitment to the hospice and Inpatient Unit.”

**Becky, Healthcare Assistant at Barnsley Hospice**

## Volunteers

Our volunteers have been at the heart of the hospice from the very beginning and they remain just as important to this day. This year, we developed and implemented our volunteer strategy to outline a clear direction for growing and supporting our volunteer workforce. We were pleased to welcome new volunteers to #TeamHospice and increase the number of roles that we have available for volunteers. New volunteer roles include IPU Ward Assistants, Wellbeing Support and Befrienders.

We also reviewed our existing volunteer role profiles to ensure we are clear on our expectations, and that both the hospice and our volunteers get the most from our volunteer roles.



“It gets us out of the house, but that’s not the main thing. Our favourite thing is meeting everyone and having fun. We’ve had so many good laughs between us, with both the staff and customers.”

**Alan and Lynn, Volunteers at Barnsley Hospice**

# Equality, Diversity and Inclusion

**We have continued our work to make sure Barnsley Hospice is an open and inclusive organisation, where everyone feels safe, supported and welcome.**

The importance of our equality, diversity and inclusion (EDI) work is championed by our Board of Trustees and the Executive Leadership Team, who identified EDI as one of our 2023/24 strategic priorities. As a result, our commitment to EDI is considered at both a strategic and operational level throughout the hospice, taking into account the needs of our workforce, service users, supporters, customers and the people of Barnsley. Our EDI Working Group was established in 2022 and its membership is made up of staff and trustees and is chaired by our Director of Human Resources and Organisational Development. Throughout the year, they met on a monthly basis.

## Some highlights from our EDI activities

- We conducted our first Diversity Questionnaire to better understand the needs of our workforce.
- We reviewed and updated our service user feedback surveys for our clinical services to capture equality monitoring data.
- Our EDI Working Group created a 'Stop the Shift' presentation to provide key education points to hospice leaders, who then shared the presentation with their teams.
- We celebrated Pride Month and attended Barnsley Pride for the first time.
- We reviewed the accessibility of our printed leaflets and created easy-read and translated versions where required.
- We updated our hospice logo and gave our website a new look to improve accessibility.
- In January 2024, we held our first quarterly Faith Leaders' meeting to work with different communities and ensure our services meet the needs of our local area.
- Our EDI Working Group developed an Equality, Diversity and Inclusion strategy, due to be approved by the Board in May 2024.

#TeamHospice at Barnsley Pride



# Raising Funds

We are proud that our services are free of charge at the point of delivery for those who need them. Despite common misconceptions, like many other hospices in the UK, we are **not part of the NHS** and need to independently raise two-thirds of our running costs each year on average. We could not do this without our amazing supporters, who help us raise this total through things such as donations, planning fundraisers in the community, attending our events, leaving gifts in their Will and shopping at our Retail Hub.

In 2023/2024, our supporters helped us raise an incredible

**£1,909,558**

through donations, legacies, playing our Lottery and shopping at our Retail Hub.



## Local Partners

Our hospice was established by a group of local people who were passionate about the people of Barnsley. 30 years later, we remain focused on serving our community and working with other key partners to ensure specialist palliative and end of life care is available to all.

### Barnsley FC

Barnsley Football Club welcomed us once again for the annual Barnsley Hospice Takeover Day. For one day only, Oakwell turned orange and an incredible **£2,153.54** was raised in support of hospice care. The team also paid the hospice a visit in December to spread some festive cheer.



### The Mayor of Barnsley

We were delighted to be selected as one of the Mayor of Barnsley, Councillor James Michael Stowe, chosen charities in May 2023. As well the Mayor and Lady Mayor attending many hospice fundraising events throughout his term, a highlight was the Mayor's sponsored walk, in which he raised an incredible **£1,500** for Barnsley Hospice by walking the Barnsley boundary – clocking up 30 miles in the process.



## Patrons

In April 2023, we announced two new Hospice Patrons – Lord Lieutenant of South Yorkshire, Professor Dame Hilary Chapman DBE and Dan Jarvis MBE, MP for Barnsley Central. We are honoured to have Dame Hilary and Dan Jarvis helping us to raise awareness of our services and support our fundraising activities.

## Barnsley Metropolitan Borough Council

In February 2024, Barnsley Council announced us as the charitable partner of the first Barnsley 10k event in many years. 50 charity places were filled by supporters taking part to represent and raise funds for Barnsley Hospice.

## Retail

Our Retail Hub continues to go from strength to strength, raising vital funds for the hospice. Thank you to the customers who shop and donate at our hub in Dodworth.

In June, we launched our second A Heart as Big as Barnsley campaign, working with local designer Josh Griffin to create one-off pieces by printing a custom design on plain t-shirts, sweatshirts and hoodies donated to the Retail Hub.



In December 2023, we launched a monthly pop-up shop at Barnsley College, raising **£1,700** in the first week thanks to the generosity of staff and students at the college. In January 2024, we opened Rotation @ The Hub, a curated area of our Retail Hub showcasing designer, vintage and handpicked high-street pieces. The Mayor of Barnsley officially cut the ribbon and local stylist, Katie Portman, joined us for the launch. An incredible **£2,000** was generated through sales from Rotation @ The Hub on the opening day, and it has continued to be a success since.



## Events

We continued to focus on challenge events and fundraising initiatives throughout 2023/24.

### Challenge Events

Our fantastic supporters took part in a number of adrenaline-fuelled fundraisers through the year. Some stand out highlights were our Snowdon Sunset Trek, which raised over **£1,100**, 9 skydivers who took to the skies in June 2023 to raise **£5,654**, and our 13 runners who participated in the iconic Great North Run, raising **£6,023**.



### Festive Fundraisers

A record-breaking 9,400 people took part in our festive Elf Run throughout November and December 2023, generating an outstanding **£37,000** in support of our care.

Once the New Year was upon us, it was time for our Treecycle fundraiser, which raised over **£5,500** through the collection of almost 400 Christmas trees throughout the borough. What's more, the chippings from the trees were reused for horticultural purposes. A huge thank you to S. Thompson Tree Services, Clearance and Clean Up, Rapid Response Telecoms Ltd., and Countrywide Healthcare for supporting the event.

## Corporate

We are incredibly grateful for the corporates that supported the hospice throughout the year. Whether it was by supporting a hospice event, making a donation or a gift in kind, the support of the Barnsley business community makes a huge difference.

## Accumulator Challenge

20 teams took part in our 30th Anniversary Accumulator Challenge in March 2024, raising **£25,024** throughout the month. Using a £30 'loan', the teams had the month of March to fundraise as much money as possible for the hospice. From Tesco Barnsley arranging an 80s flash mob to Veezu Taxis donating a percentage of all Barnsley fares throughout the month, the teams certainly did not disappoint.

## Donation Drop-off

We are always looking for ways to make donating to our Retail Hub as accessible as possible, and were incredibly grateful that Glass Onion Vintage and Countrywide Healthcare both launched donation drop-off points for the Retail Hub in their stores.

## Golf Day

In May 2023, we teed off for our annual Golf Day at Silkstone Golf Club. 21 teams, predominantly local businesses, took part and helped to raise **over £8,000**. A special thank you to Lifetime Financial for sponsoring the event once again.



## Individuals

We are overwhelmed by the wonderful support individuals showed the hospice, throughout the year.

Grace braved the shave in memory of her Dad, Robert (Bob), who was cared for at the hospice. Grace raised an incredible £551.39 for the hospice, and we cannot thank her enough.

In December 2023, Wayne Exley set off on a mammoth 3-month fundraising challenge, cycling over 4,000 kilometres from Santiago, Chile, to Ushuaia, Argentina—the southernmost city in the world. Wayne raised just over £2,000 for the hospice in memory of his sister-in-law, Patricia, and close friend, Howard, who received outstanding care at the hospice.

## In Memory

Our Light up a Life appeal offers a poignant way to fundraise in memory of a loved one each year. 562 donations were made throughout the appeal, raising over **£29,000** for the hospice. Hundreds of people joined us for our services at St Mary’s Church and Barnsley Hospice for uplifting readings and performances from local singers such as Tom Masters and Izzy Watson.

### Megan and Beth’s Story

We were incredibly grateful for Megan and Beth, who shared their family’s experience with the hospice as part of the appeal.



“The hospice did so much for the whole family, and they made it as normal as possible for us to be together, even at the saddest times. We could feel how much everyone cared, and there was always someone there to support us in whatever way we needed. We have experienced firsthand why the hospice is so important, and we now want to make sure anyone who needs their support can access it. By dedicating a light, your donation will help to make a huge difference to families like ours.”

**Megan and Beth**

## Gifts in Wills

Leaving a gift for the hospice in your Will, no matter how big or small, helps us to continue providing specialist palliative and end of life care for the people of Barnsley. In 2023/24, we received £296,020 in legacies.

## Lottery

Our weekly hospice lottery raised £258,992, with an average of 4,646 entries per week.

## Grants and Trusts (Non-NHS)

We saw a significant increase in our Grants and Trusts throughout the year after welcoming a Grants, Trust and Philanthropy Manager to our Fundraising Team. We received £136,530 through non-NHS grants.

**£296,020**

received in 2023/24 from legacies

**£258,992**

raised from our weekly lottery

**£136,530**

raised through non-NHS grants





# Trustees' Report

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# How We Are Governed

**Our Board of Trustees is composed of individuals with a range of professional experience, who volunteer their time to oversee the overall strategic direction of the hospice. In line with the Memorandum of Articles of Association, trustees are appointed by the Board and are responsible for the effective governance of the charity.**

The Board are not involved in the day-to-day operational running of the hospice, which they delegate to the Chief Executive Officer and Chief Nurse and the Executive Leadership Team. The Board holds the Chief Executive Officer and Chief Nurse to account, ensuring the hospice is managed effectively and responsibly and seeking assurances on all aspects of the hospice's activities.

A Board Assurance Framework was developed in 2023, which outlines a clear process for the Board of Trustees and its sub-committees with assurance (positive or negative) in respect of delivery of all four of its Strategic Objectives. The aim of the document is to enable trustees to answer the question "do we really know what we think we know?"

The Board of Trustees and sub-committees meet bi-monthly. The Chair meets formally with the Chief Executive Officer and Chief Nurse at least once a month.

## Recruitment and induction

Trustees are appointed based on their professional experience and expertise, community involvement and their commitment to the work of Barnsley Hospice and the sector more widely. Once appointed, trustees will usually identify particular areas of interest relevant to their experience, and have an elevated focus on adding value in these areas.

Trustees undertake a full and thorough induction, overseen by the Chair, which involves mandatory and statutory training aligned to their role. They also receive a handbook containing planning and financial documents, national guidance about being a trustee and other information relevant to the hospice.

Trustees see the work of the hospice first-hand and are given opportunities to engage with the hospice's activities, services, staff and volunteers, and service users – where appropriate.

A Board Development Programme is in place to ensure the hospice is well-led, and trustees are required to proactively undertake an annual skills audit and review their own performance regularly.

## Senior management remuneration

Pay awards for the workforce are recommended by the Executive Leadership Team (ELT) to the Board via the Finance and Resources Committee with supporting evidence and rationale. No recommendations are made by ELT for setting their own pay or remuneration, except on occasions when an offer is made to forfeit any award. Instead, the Board of Trustees take responsibility for making any such decisions for key senior management personnel based on organisation performance, affordability and sector benchmarking exercises.

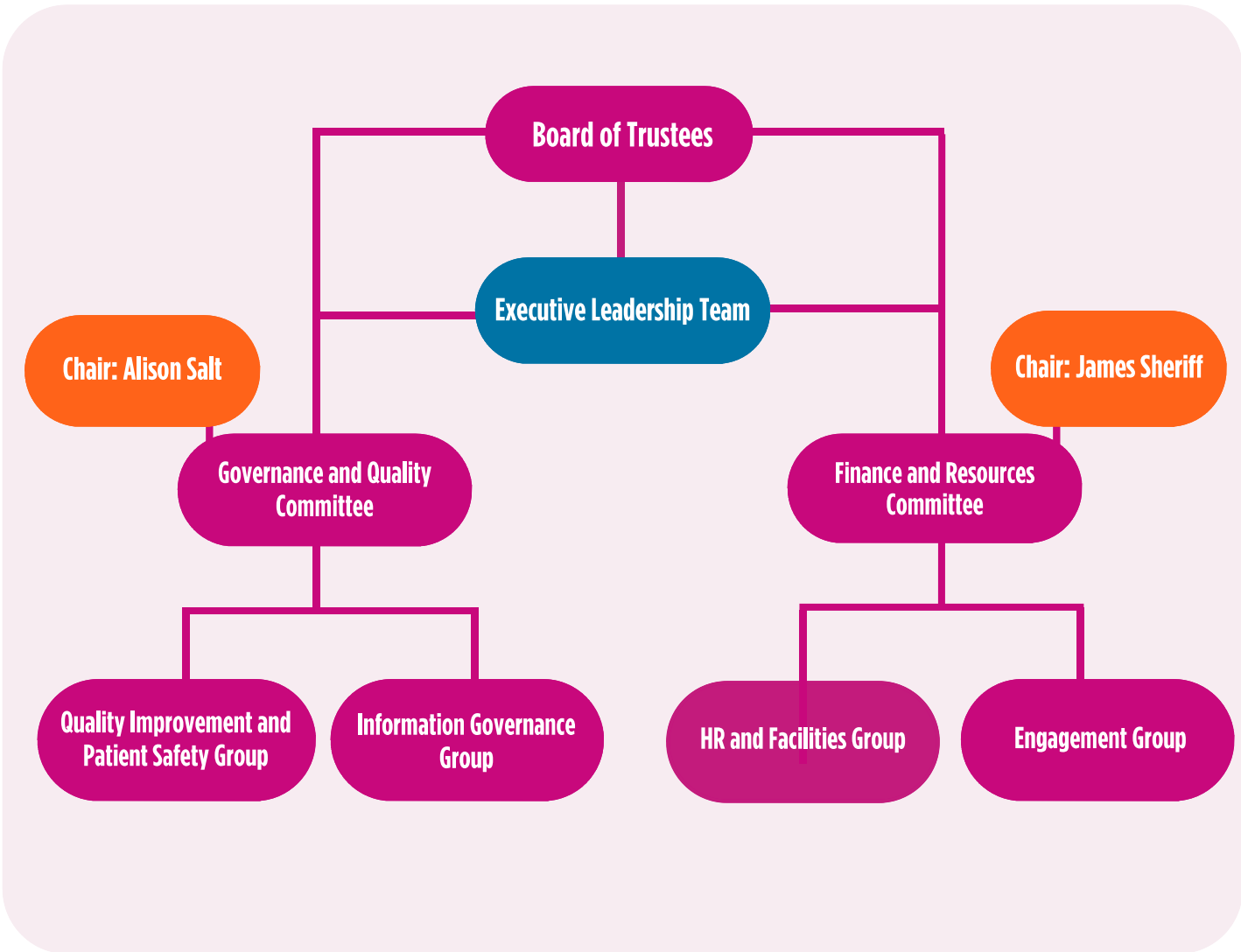


### Our committees

The hospice has two Board sub-committees, each with two clearly defined governance groups reporting into them, establishing formal and efficient escalation routes to the Board. Each sub-committee is chaired by a trustee with expertise in the relevant area, and membership is made up of trustees and members of the hospice’s Executive Leadership Team.

The Finance and Resources Committee oversees the strategic delivery of the hospice’s financial, income generation, human resources, organisational development and facilities aspects of the hospice’s activities.

The Governance and Quality Committee oversees the delivery of the hospice’s objectives relating to the quality, effectiveness and safety of the clinical services it provides.



# Financial Review

## The Financial Challenge

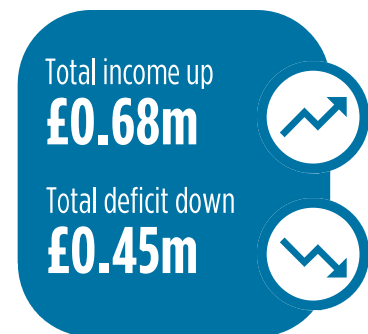
The financial context remained challenging during the course of the year, and costs in general have continued to increase beyond long-term assumptions. The hospice is proud of its achievement in providing excellent services, which is reflected in the CQC rating of outstanding care provision. The balance that needs to be achieved to ensure high standards of care and financial stability is made more difficult in the volatile economic climate hospices throughout the UK are facing.

The Board of Trustees continued to invest in growing the capacity and capability of staff, systems and processes to support the hospice's priority of providing high-quality and effective care. Consequently, the hospice has delivered a financial deficit in 2023/24, as expected. It is concerning to note that Hospice UK reports the whole UK Hospice Sector is likely to record a national deficit of approximately £75m in the year. Further investment will be required to support the growth and expansion of the charity. We know that government funding via the NHS is unlikely to increase and we will need to be creative in our approach to being sustainable and resilient so that Barnsley Hospice's future is assured.

The deficit for 2023/24 has fallen by 45% compared to 2022/23, moving from a deficit of £1,003,013 (2022/23) to £548,860 (2023/24). In light of the ongoing challenging financial context and the continued investments required to maintain high standards of care, the trustees consider this a good year-on-year trend in financial performance.

## Financial Performance 2023/24

The hospice has reduced the year-on-year deficit by improving financial performance across many areas of activity. In summary, total income has increased by £0.68m, to £4.04m (£3.36m 2023), while total expenditure only increased by £0.22m, to £4.59m (£4.37m 2023), leading to a reduction in the deficit by £0.45m to £0.55m (£1.00m 2023). The resultant net reserves are £7.84m at 31 March 2024.



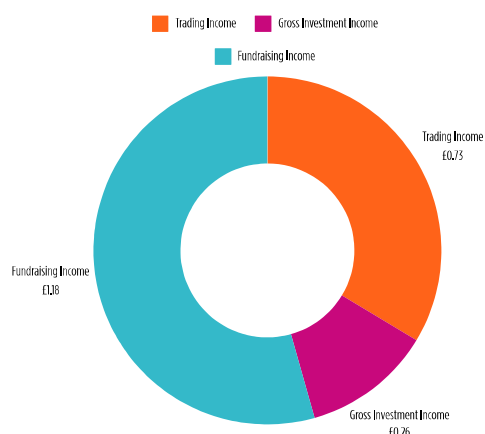
## Charitable and Commissioned Services Income

Total income from the main NHS grant and other much smaller NHS commissioned income increased by 5.1% to £1.87m (£1.78m 2023) which equates to less than half of the hospice's total running costs. This is insufficient and means that the hospice must rely on charitable donations to pay for the majority of our vital work.

## Fundraising Income

The most positive area of financial performance is the increased revenues generated from donations, grants and legacies. The hospice has invested and recruited to identify opportunities to grow income from grants and donations, and the payback has been immediate. Total income across all fundraising activity - including donations, grants and legacies (excluding NHS, retail and lottery) - has grown by £0.32m to £1.18m. Fundraising costs across these activities only increased by £0.13m to £0.69m, therefore the increased contribution in the year is £0.19m, rising to a total net contribution of £0.49m.

### Income (excl NHS Grants) - £m



## Trading Income

Our retail and lottery performance continues to make progress, with revenue increasing by £0.02m to £0.7m. The net contribution from retail is £0.3m which continues to be one of the highlights in trading and fundraising performance because the hospice operates only one retail outlet.

## Investment Income

Improved stability in the financial markets has led to a recovery in the performance of long-term bond and stock investments. Additionally, bank interest rates have been at their highest point throughout the last decade and short and mid-term deposit account returns have been relatively good. However, the real-time value of money is negatively impacted by high inflation. Investment returns have increased to £0.26m, up by £0.24m compared to 2022/23.

## Expenditure

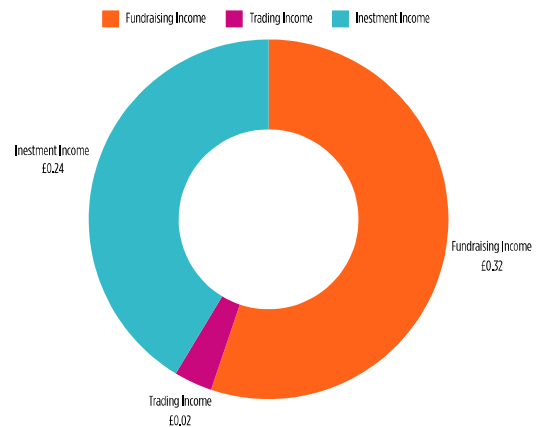
Direct costs of all charitable activities amount to £2.03m before allocating apportioned support costs. Direct costs of all the commercial fundraising activities amount to £0.64m. The total overhead cost is £1.93m, which is apportioned across the main income generation activities.

The trustees are mindful that when the hospice was rated Inadequate by the CQC in 2021, it was no coincidence that expenditure across core activities and supporting departments had not kept up with inflation, and had been reduced below minimum manageable levels in some areas. In acknowledgement of this fact, expenditure and investment over the last two years increased significantly to ensure services were restored to - and maintained at - better than the minimum required levels.

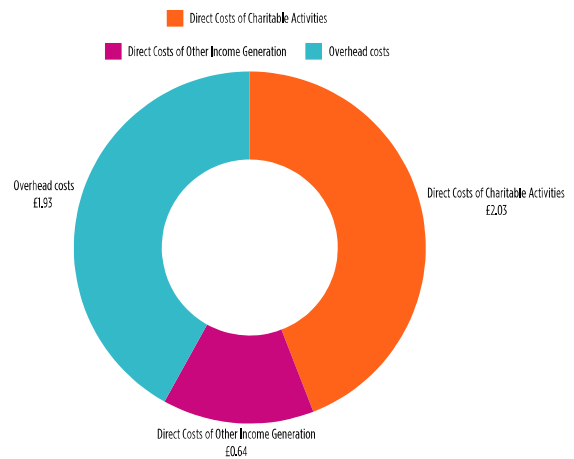
An example of increased investment in our service provision is the new and necessary roles the hospice has recruited, such as 3 additional Sister posts to ensure senior nursing leadership is available on the inpatient unit across the 7 day week. This is a significant investment and will be a constant demand on cash resources in the future. Some capital improvement projects are also ongoing, such as the £0.12m investment in phase one of the SystemOne rollout which went live in October 2023. Phase two will continue throughout 2024. All these budgeted costs are significant investments in vital resources, which contribute to maintaining the highest standards of care and continuing to improve our service offer.

In the year, direct expenditure on charitable services amounted to £2.02m, which is 51.3% of all costs, excluding direct fundraising costs. Fundraising costs were £0.6m, amounting to 13.8% of all costs. Consistent with previous years, all overhead support costs are allocated to charitable services and fundraising activities on a 76:24 basis. The trustees will review the cost apportionment methodology in the coming year to ensure it is relevant and appropriate, however, with charitable costs likely to be maintained at current levels, there will be increased focus on improving revenues from fundraising and trading activities.

### Increase in Income (excl NHS Grants) - £m



### Expenditure Breakdown - £m



## Investment Policy

The investment policy remained unchanged in the year and market conditions for non-liquid market investments strengthened during the year, which has positively impacted the valuation in the year. The trustees continue to review the overall investment policy, along with the risk appetite related to the operational investment strategy. With a further deficit recorded in the year, the level of funds available for investment has fallen once again. Consequently, as in previous years, the focus continues to be on lower-risk investments with medium-term access to cash for the majority of the readily available reserves.

## Reserves Policy

Barnsley Hospice continues to adopt a reserves strategy that will maintain enough available free cash to cover expenditure needs in the short to medium term. Trustees continue to ensure the hospice delivers high levels of service and drives the necessary plans to increase income. Higher income performance will take two more years to deliver which, in turn, will create a more stable and sustainable environment to manage all reserves of cash.

The trustees continue to ensure the necessary balance between short-term cash demands and medium investment needs is met by managing the designated reserves strategy created last year. Out of the remaining £7.8m reserves, the Trustees have allocated £2.8m into designated funds, which will support continued high levels of service and improve fundraising performance over the next two years. The designated funds are held as part of the unrestricted funds. Restricted income is recognised when it has been awarded and is matched to relevant expenditure in line with a donor's expectations/wishes. At the balance sheet date, the total restricted reserves are £0.14m and the total unrestricted reserves are £7.7m. The reserve fund table included in note 22 of the financial statement outlines the available funds within each fund category. The objectives of the designated funds are outlined as follows.

## Designated Funds

- **Organisational Support**

This fund is to support the organisation with increased costs over the next three years as we build the infrastructure necessary to deliver an outstanding organisation.

- **Income Generation**

This fund is to develop income generation through new and existing income streams that are sustainable and resilient to economic and social challenges. This fund will be used over the next three years to support a new strategy for sustainable income streams.

- **Service Development**

This fund is to support the development and testing of new service delivery models. The fund will support the ongoing development, testing and planning of services.

- **Building and Maintenance**

This fund is designated for the purpose of maintaining and updating the existing hospice building and surroundings.

- **Information Technology**

The charity has a number of IT systems and hardware that need replacing or upgrading to develop greater reliance, functionality and efficiency to support the services we deliver and the way in which we work, now and in the future.



# Reference and Administrative Information

**Registered Charity Name:** Barnsley Hospice Appeal

**Registered Charity Number:** 700586

**Company Number:** 02274925

**Company Type:** Company Limited by Guarantee

**Registered Address:** 104 – 106 Church Street, Gawber, Barnsley S75 2RL

**Dormant Company Details:** Barnsley Hospice Trading Limited

This Trustees' Report also meets the requirements of a Directors' Report for Companies Act purposes.

## Trustees

Carole Gibbard, Chair of the Board

James Sheriff, Vice Chair of the Board

Amanda Edwards

Beverley Geary

Tracey Keys

June Lovett

Ian Meade

Alison Salt

Melvyn Lunn, Vice Chair of the Board (resigned 2 September 2023)

Jon Crossland (appointed 13 September 2023 and resigned 21 March 2024)

Julia Bell (appointed 10 January 2024 and resigned 15 February 2024)

Tom Armitage (appointed 13 September 2023)

James McGowan (appointed 13 September 2023)

Paul Hinchcliffe (appointed 10 July 2024)

Sarah Jewitt (appointed 10 July 2024)

● indicates member of the Finance and Resources Committee

● indicates member of the Governance and Quality Committee

## Executive Leadership Team

Martine Tune, Chief Executive Officer and Chief Nurse

Sarah MacGillivray, Director of Governance and Quality/Deputy CEO

Ross Fletcher, Director of Nursing and Allied Health Professionals

Stephen Hall, Director of Human Resources and Organisational Development

Chris Harrison, Finance Director (appointed 11 March 2024)

Isabel Hartland, Director of Finance and Income Generation (resigned 16 June 2023)



## Risk Management

The Board of Trustees has established processes to assess business and corporate risk. Accordingly there is a robust framework of risk assessment implemented across the whole business operation that is primarily overseen by the Governance and Quality Committee, but with relevant support by the Finance and Resources Committee. The major operational components of the risk management strategy are monitored and managed using a Board Assurance Framework and an Integrated Risk Register, which are updated and reviewed each month by the ELT and every two months by the Governance and Quality and the Finance and Resources Committees. The ELT aim to mitigate key risks as outlined on the risk register and all changes to identified risks and any escalation of issues are reported to each meeting of the Board subcommittees via a detailed formal report and to each meeting of the main Board via the subcommittee highlight and escalation reports. The Main Board also receives a detailed and formal report on the Board Assurance Framework at each meeting.

A wide range of policies and procedures have been documented and approved to minimise risk and ensure compliance with legislation and regulatory requirements. Specific policies relating to risk include a corporate risk management policy, standing financial instructions and policies, health and safety policies, information governance and media policies, patient and clinical policies and human resources policies.

## Governing Document

Barnsley Hospice Appeal is a charitable company limited by guarantee and registered as charity in England and Wales. The charity's objectives are specifically restricted to the relief of sickness and the preservation of health among people residing in the Barnsley region. The company was established under a Memorandum of Association and is governed under its Articles of Association, to ensure that appropriate consideration was given to tenures and succession planning for the Chair and trustees.

## Public Benefit

The trustees are mindful of the Charity Commission's general guidance on public benefit and are confident that this report, in its entirety, appropriately reflects public benefit in relevant detail when describing the purpose, objectives, strategic plans, services/activities and future plans for enhancing service delivery.

## Fundraising Standards

Barnsley Hospice employs a core fundraising team to develop, promote and run a range of fundraising campaigns, with the assistance of volunteers and the support of our local community. We communicate with our supporters and keep them informed of upcoming events using direct mail and email marketing.

We review the frequency and appropriateness of our communications and provide an option for supporters to 'opt-out' of our marketing communications. On some occasions, we will contact supporters using legitimate interest if it is in line with best practice and is deemed appropriate. For our weekly lottery, we have a self-exclusion form on our website for gambling-related products. Door-to-door canvassing and cash collections are done in line with the Gambling Commission and Fundraising Regulator requirements. Our lottery and raffles are promoted in line with the Gambling Commission guidelines.

We are registered with the Fundraising Regulator and work in accordance with the Code of Fundraising Practice, and the best practice laid out by the Hospice Lotteries Association, and the Institute of Fundraising.

We received 0 suppressions of contact through the Fundraising Regulator in this year.

Our supporters are very important to us, and we welcome all feedback to ensure we continually improve our fundraising activities.

## Auditors

Kingwood Allotts Limited, Sidings Court, Doncaster, DN4 5NU

## Solicitors

Ward Hadaway LLP, Sandygate House, 102 Quayside, Newcastle Upon Tyne, NE1 3DX

## Bankers

Virgin Money, 1a Peel Square, Barnsley, S70 2PL

Santander plc, 3 Queen Street, Barnsley, S70 1RJ

## Investment Managers

Lifetime Financial Management Intermediaries Ltd., Lifetime house, Great Cliffe Road, Barnsley, S75 3SP

## Related Parties

Barnsley Hospice Trading Limited is a wholly owned subsidiary of Barnsley Hospice Appeal and it ceased trading on 31 March 2018 when all trading activity become part of the charity. The subsidiary Company is dormant, with registered company details:

Barnsley Hospice Trading Limited

Company Number 07347654

Registered Officer 104 – 106 Church Street, Gawber, Barnsley, S75 2RL

## Going Concern and Cashflow

The 2023/24 financial statements have been prepared on a going concern basis. Whilst we have recorded a deficit in the financial year our underlying operational performance was consistent with our planned budget deficit. Our planned and continued focus on improving and maintaining high quality delivery in core services has contributed to the recorded deficit and, as stated in our plans last year we have designated funds to maintain and invest in the long-term performance of the Hospice. We will continue to invest from our designated funds for the next two years and accordingly we will continue to record deficits over that period.

The Board of Trustees have prepared forecasts of income and expenditure and a cashflow in accordance with the assumptions outlined above and subjected these forecasts to sensitivity analysis which shows that they have sufficient reserves to be able to continue for the foreseeable future. The Board will continue to monitor the impact of wider macro-economic factors on income and expenditure and will take appropriate action as necessary.

## Statement of Trustees' Responsibilities

The trustees (who are also directors of Barnsley Hospice Appeal for the purposes of company law) are responsible for preparing the Trustees' Annual report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards.

Company Law requires trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including 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 2019 (FRS 102);

- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that 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 necessary to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

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

## Auditor Appointment

The Auditor, Kingswood Allotts Limited, is deemed to be reappointed under section 487(2) of the Companies Act 2006.



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Mrs C Gibbard  
Chair of the Board of Trustees



# Financial Statements

Company registration number: 02274925

Charity registration number: 700586

# **Barnsley Hospice Appeal**

(A company limited by guarantee)

Annual Report and Financial Statements for the Year Ended 31 March 2024

# Report of the Independent Auditors to the Members of Barnsley Hospice Appeal

## Opinion

We have audited the financial statements of Barnsley Hospice Appeal (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows 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, United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; 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 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 charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the 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.

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

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

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 or returns adequate for our audit have not been received from branches not visited by us; or
- the 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; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

## Responsibilities of 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.

## Our 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 a Report of the Independent Auditors 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 specific procedures for this engagement and the extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Enquiry of management and review of routine audit testing to identify any instances of non-compliance with laws and regulations including reviewing the latest Care Quality Commission findings;
- Performing audit work over the risk of management override of controls, including review of nominal ledger, journal entries and other adjustments made in the preparation of the financial statements for appropriateness, evaluating the business rationale of any significant transactions outside the normal course of business and reviewing accounting estimates for bias;
- Examining income recognition including legacies and grants;
- Reviewing minutes of meetings of those charged with governance.

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](http://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.



..... Date **04/10/2024** .....

Mark Garrison BCom FCA DChA (Senior Statutory Auditor)  
for and on behalf of Kingswood Allotts Limited, Statutory Auditor  
Chartered Accountants  
Sidings Court  
Lakeside  
Doncaster  
South Yorkshire  
DN4 5NU

# Statement of Financial Activities

for the year ended 31 March 2024

## Incorporating the Income and Expenditure Account

	Note	Unrestricted funds	Restricted funds	Total	Total as restated
		2024	2024	2024	2023
		£	£	£	£
<b>Income and Endowments From:</b>					
Donations and legacies	3	989,304	190,760	<b>1,180,064</b>	859,481
Charitable activities	4	1,797,853	75,549	<b>1,873,402</b>	1,777,326
Other trading activities	5	729,494	-	<b>729,494</b>	705,567
Investment income	6	260,276	-	<b>260,276</b>	20,187
<b>Total Income</b>		<b>3,776,927</b>	<b>266,309</b>	<b>4,043,236</b>	<b>3,362,561</b>
<b>Expenditure On:</b>					
Raising funds	7	(1,106,727)	-	<b>(1,106,727)</b>	(1,018,699)
Charitable activities	8	(3,297,497)	(187,872)	<b>(3,485,369)</b>	(3,346,875)
<b>Total Expenditure</b>		<b>(4,404,224)</b>	<b>(187,872)</b>	<b>(4,592,096)</b>	<b>(4,365,574)</b>
Net income/(expenditure) for the financial year		(627,297)	78,437	<b>(548,860)</b>	(1,003,013)
Transfer between funds		264,634	(264,634)	-	-
<b>Net movement in funds</b>		<b>(362,663)</b>	<b>(186,197)</b>	<b>(548,860)</b>	<b>(1,003,013)</b>
<b>Reconciliation of Funds</b>					
Total funds brought forward		8,070,357	321,915	<b>8,392,272</b>	9,395,285
<b>Total Funds Carried Forward</b>	22	<b>7,707,694</b>	<b>135,718</b>	<b>7,843,412</b>	<b>8,392,272</b>

All of the charity's activities derive from continuing operations during the above two periods. The funds breakdown is shown in note 22.

# Balance Sheet

as at 31 March 2024

	Note	2024 £	2023 as restated £
<b>Fixed Assets</b>			
Tangible assets	15	<b>2,302,083</b>	2,327,115
Investments	16	<b>870,767</b>	816,125
<b>Total Fixed Assets</b>		<b>3,172,850</b>	3,143,240
<b>Current assets</b>			
Stocks	17	-	-
Debtors	18	<b>397,085</b>	945,299
Cash at bank and in hand		<b>4,579,233</b>	5,383,956
<b>Total Current Assets</b>		<b>4,976,318</b>	6,329,255
Creditors: Amounts Falling Due Within One Year	19	<b>(305,756)</b>	(1,080,223)
<b>Net Current Assets</b>		<b>4,670,562</b>	5,249,032
<b>Total Net Assets</b>		<b>7,843,412</b>	8,392,272
<b>Charity Funds</b>			
Restricted funds		<b>135,718</b>	321,915
Unrestricted funds		<b>7,707,694</b>	8,070,357
<b>Total Charity Funds</b>	22	<b>7,843,412</b>	8,392,272

The financial statements were approved by the trustees, and authorised for issue on 11 September 2024 and signed on their behalf by:



.....  
Mrs C Gibbard  
Chair of the Board of Trustees



.....  
Mrs M Tune  
CEO/Chief Nurse

The notes on pages 46 to 61 form part of these financial statements.  
Company registration number: 02274925

# Statement of Cash Flows

## for the year ended 31 March 2024

	Note	2024 £	2023 as restated £
<b>Cash Flows From Operating Activities</b>			
Net income		(548,860)	(1,003,013)
<b>Adjustments to Cash Flows From Non-Cash Items</b>			
Depreciation	15	122,818	114,286
Investment income	6	(205,634)	(83,690)
Revaluation of investments		(54,642)	63,503
		(686,318)	(910,940)
<b>Working Capital Adjustments</b>			
(Increase) / decrease in debtors	18	548,214	531,549
Increase / (decrease) in creditors	19	(145,064)	49,197
(Decrease) / increase in deferred income	19	(629,405)	231,458
<b>Net Cash Flows From Operating Activities</b>		<b>(912,571)</b>	<b>(98,737)</b>
<b>Cash Flows From Investing Activities</b>			
Interest receivable and similar income	6	205,634	83,690
Purchase of tangible fixed assets	15	(97,786)	(103,354)
<b>Net Cash Flows From Investing Activities</b>		<b>107,848</b>	<b>(19,664)</b>
<b>Net Decrease in Cash and Cash Equivalents</b>		<b>(804,723)</b>	<b>(116,374)</b>
Cash and cash equivalents at 1 April 2023		5,383,956	5,500,330
<b>Cash and Cash Equivalents at 31 March 2024</b>		<b>4,579,233</b>	<b>5,383,956</b>

All of the cash flows derived from continuing operations during the above two periods.

# Notes to the Financial Statements

## for the year ended 31 March 2024

### 1. Charity status

The charity is a private company, limited by guarantee, incorporated in England & Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £100 towards the assets of the charity in the event of liquidation.

The address of its registered office is:  
104 - 106 Church Street,  
Gawber,  
Barnsley,  
S75 2RL.

These financial statements were authorised for issue by the trustees on 11 September 2024.

### 2. Accounting policies

#### Summary of significant accounting policies and key accounting estimates

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

#### Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP 2019 (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

#### Basis of preparation

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

#### Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity. The most recent CQC inspection gave a rating of "Outstanding" which has given trustees confidence that issues highlighted in the previous inspection have now been resolved.

#### Income and endowments

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

##### *- Donations and legacies*

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

# Notes to the Financial Statements

## for the year ended 31 March 2024

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

### **- Grants receivable**

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

### **- Deferred income**

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

### **- Investment income**

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

## **Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are directly allocated according to the relevant expenditure heading. Where costs cannot be directly attributed to particular headings, they have been allocated on a consistent proportionate cost allocation basis.

### **- Raising funds**

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

### **- Charitable activities**

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

## **Support costs**

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

## **Governance costs**

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

## **Taxation**

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

# Notes to the Financial Statements

## for the year ended 31 March 2024

### Tangible fixed assets

Individual fixed assets costing £1,000 or more are initially recorded at cost.

### Depreciation and amortisation

Tangible fixed assets costing £1,000 or more are capitalised at cost (or deemed cost). Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less any estimated residual value, of each asset on a systematic basis over its expected useful life.

#### **- Asset class depreciation method and rate**

We have reviewed the accounting estimates for fixed asset depreciation and, as a result, have changed the method of depreciation to more accurately reflect asset use and life. Previously, depreciation was calculated using a reducing balance methodology for Motor Vehicles and Equipment, fixtures and fittings. Further, as outlined in note 15 below, depreciation calculations on land and buildings had previously been incorrectly applied, although the policy remains unchanged. The impact of all these change for the year ending 31 March 2024, is to increase the annual depreciation charge by £27,958. The method and rates going forward are:

Equipment fixtures and fittings	straight line per annum over 3-8 years, depending on asset type/use
Motor vehicles	straight line per annum over 8 years
Buildings	straight line per annum over 50 years

### Fixed asset investments

Fixed asset investments are share investments initially recognised at their transaction value and subsequently measured at market value at the balance sheet date. The Statement of Financial Activities includes the net gains and losses arising on revaluations throughout the year.

### Stock

Stock is valued at the lower of cost and estimated selling price less costs to complete and sell, after due regard for obsolete and slow moving stocks.

Donated items held in the charity shops are not included in the financial statements until they are sold or distributed on the basis that it is considered impractical to measure the fair value of donated goods.

### Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business and are recognised at the amount expected to be received less future interest.

### Cash and cash equivalents

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

### Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers and are recognised at the amount expected to be received less future interest.

# Notes to the Financial Statements

## for the year ended 31 March 2024

### Fund structure

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

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

### Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to fund in respect of the year. The charity also contributes to the NHS defined benefit scheme for members of staff with NHS pension scheme membership. It is not possible to identify the charity's share of assets in this scheme and therefore contributions are accounted for as if they were made to a defined contribution scheme.

For defined contribution pension schemes and employees in the NHS pension scheme the amount charged to the Statement of Financial Activities in respect of pension costs and other retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

### Redundancy and termination payments

Redundancy and termination costs are recognised as an expense and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either:

- terminate the employment of an employee or group of employees before normal retirement date; or
- provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

The Hospice is considered to be demonstrably committed only when it has a plan for the termination and is without realistic possibility of withdrawal from the plan, only after exploring all avenues to avoid redundancy or contract termination.

### Financial instruments

#### **- Classification**

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument. Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

#### **- Recognition and measurement**

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are de-recognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

# Notes to the Financial Statements

## for the year ended 31 March 2024

Financial liabilities are de-recognised only when the obligation specified in the contract is discharged, cancelled or expires.

### **- Fair value measurement**

The best evidence of fair value is a quoted price for an identical asset in an active market. When quoted prices are unavailable, the price of a recent transaction for an identical asset provides evidence of fair value as long as there has not been a significant change in economic circumstances or a significant lapse of time since the transaction took place. If the market is not active and recent transactions of an identical asset on their own are not a good estimate of fair value, the fair value is estimated by using a valuation technique.

### **Critical accounting estimates and areas of judgement**

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

Critical accounting estimates and assumptions:

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

Critical areas of judgement:

Depreciation of hospice - the policy has been set to depreciate the property over 50 years by the trustees at the date the project builds were complete. By nature of the building, specifically designed for the needs of the hospice, this period may exceed the requirement of the hospice in its present form. The current trustees are satisfied with the basis of the estimation and its calculation.

### **Donated goods and services**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

In accordance with the Charities SORP 2019 (FRS 102), general volunteer time is not recognised – refer to the Trustees' Annual Report for more information about their contribution.

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

### **Lottery income**

Lottery income is recognised in the period to which it relates.

### **Event income**

Event income is recognised when the event has occurred.

### **Operating leases**

Rentals under operating leases are charged on a straight-line basis over the lease term, even if the payments are not made on such a basis. Benefits received and receivable as an incentive to sign an operating lease are similarly spread on a straight-line basis over the lease term.

# Notes to the Financial Statements

for the year ended 31 March 2024

## 3. Income from donations, legacies and grants

	Unrestricted funds general £	Restricted funds £	Total 2024 £	Total 2023 £
Donations from companies, trusts and similar proceeds	113,945	107,723	<b>221,668</b>	-
Donations from individuals	208,369	507	<b>208,876</b>	184,562
Donations from community groups	296,744	-	<b>296,744</b>	266,375
Legacies	296,020	-	<b>296,020</b>	358,044
Gift aid reclaimed	20,226	-	<b>20,226</b>	<b>35,061</b>
Grants from companies	54,000	82,530	<b>136,530</b>	15,439
	<b>989,304</b>	<b>190,760</b>	<b>1,180,064</b>	<b>859,481</b>

## 4. Income from charitable activities

	Unrestricted funds general £	Restricted funds £	Total 2024 £	Total 2023 £
Government grants	1,797,853	75,549	<b>1,873,402</b>	1,777,326

## 5. Income from other trading activities

	Unrestricted funds general £	Restricted funds £	Total 2024 £	Total 2023 £
<b>Trading Income</b>				
Shop income from sale of donated goods and services	446,038	-	<b>446,038</b>	411,964
Other trading income	24,464	-	<b>24,464</b>	16,815
Lotteries and competitions income	258,992	-	<b>258,992</b>	276,788
	<b>729,494</b>	<b>-</b>	<b>729,494</b>	<b>705,567</b>

# Notes to the Financial Statements

## for the year ended 31 March 2024

### 6. Investment income

	Unrestricted funds general £	Restricted funds £	Total 2024 £	Total 2023 £
<b>Interest Receivable and Similar Income</b>				
Interest receivable on bank deposits	205,634	-	<b>205,634</b>	83,689
Movement in investment funds	54,642	-	<b>54,642</b>	(63,502)
	<b>260,276</b>	<b>-</b>	<b>260,276</b>	20,187

### 7. Expenditure on raising funds

	Direct costs £	Allocated support costs £	Total 2024 £	Total 2023 as restated £
Costs of generating donations and legacies	394,370	291,887	<b>686,257</b>	558,650
Cost of trading activities	241,631	178,839	<b>420,470</b>	460,049
	<b>636,001</b>	<b>470,726</b>	<b>1,106,727</b>	1,018,699

### 8. Expenditure on charitable activities

	Activity undertaken directly £	Activity support costs £	Total 2024 £	Total 2023 as restated £
Inpatient care and core activities	1,848,621	1,326,666	<b>3,175,287</b>	3,029,242
Family	84,228	60,446	<b>144,674</b>	156,023
Day therapy unit	-	-	-	5,548
Therapies	96,299	69,109	<b>165,408</b>	156,062
	<b>2,029,148</b>	<b>1,456,221</b>	<b>3,485,369</b>	3,346,875

£3,297,497 (2023 - £3,263,448) of the above expenditure was attributable to unrestricted funds, including designated funds and £187,872 (2023 - £81,400) to restricted funds.

# Notes to the Financial Statements

for the year ended 31 March 2024

## 9. Analysis of governance and support costs

	Information technology £	Admin costs £	Premises costs including depreciation £	Other support costs £	Total 2024 £	Total 2023 as restated £
<b>Support costs allocated to raising funds</b>						
Cost of generating donations and legacies	18,563	167,652	95,756	9,916	<b>291,887</b>	240,954
Cost of trading activities	11,374	102,720	58,669	6,076	<b>178,839</b>	192,891
	<b>29,937</b>	<b>270,372</b>	<b>154,425</b>	<b>15,992</b>	<b>470,726</b>	<b>433,845</b>
<b>Support costs allocated to charitable activities</b>						
Inpatient care core services	84,373	762,000	435,222	45,070	<b>1,326,665</b>	1,246,583
Family	3,844	34,719	19,830	2,054	<b>60,447</b>	64,144
Day Therapy Unit	-	-	-	-	-	2,280
Therapies	4,395	39,694	22,672	2,348	<b>69,109</b>	64,160
	<b>92,612</b>	<b>836,413</b>	<b>477,724</b>	<b>49,472</b>	<b>1,456,221</b>	<b>1,377,167</b>

The allocation of support and governance costs is based on a proportion of direct expenditure.

## 10. Audit fees

	2024 £	2023 £
Fees payable to the charity's auditor for the audit of the financial statements	<b>7,250</b>	6,750
Fees payable to the charity's auditor for other services	<b>6,810</b>	3,925
	<b>14,060</b>	<b>10,675</b>

The above costs are attributed to unrestricted funds and included within support costs, in note 9.

## 11. Net income/expenditure for the year

Net income/expenditure is stated after charging	2024 £	2023 £
Operating leases - plant and machinery	<b>19,868</b>	19,868
Audit fees	<b>7,250</b>	6,750
Other non-audit services	<b>6,810</b>	3,925
Depreciation of fixed assets	<b>122,818</b>	114,286
	<b>156,746</b>	<b>144,829</b>

# Notes to the Financial Statements

## for the year ended 31 March 2024

### 12. Trustees' and key management personnel remuneration and expenses

Indemnity insurance was paid on behalf of the trustees of £1,009 for the year (2023 £1,009).

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

The charity considers its key management personnel to be the Chief Executive Officer and the Executive Directors. The total employee benefits of the key management personnel of the charity were £462,130 (2023- £462,672).

### 13. Staff costs

Aggregated payroll costs

	2024 £	2023 £
<b>Staff Costs During the Year Were:</b>		
Wages and salaries	<b>3,160,925</b>	2,838,054
Social security costs	<b>312,440</b>	281,506
Pension costs	<b>267,532</b>	244,233
Other staff costs	<b>17,541</b>	129,872
	<b>3,758,438</b>	<b>3,493,665</b>

Monthly average number of persons (including Hospice Executive Team) employed by the charity during the year

	2024 No.	2023 No.
Direct and charitable	<b>66</b>	56
Fundraising services	<b>19</b>	15
Governance costs	<b>7</b>	6
Support services	<b>17</b>	23
	<b>109</b>	<b>100</b>

# Notes to the Financial Statements

## for the year ended 31 March 2024

Monthly average number of persons (including Hospice Executive Team) employed by the charity during the year expressed as full time equivalents

	2024 No.	2023 No.
Direct and charitable	44	37
Fundraising services	16	12
Governance costs	7	6
Support services	13	16
	<b>80</b>	<b>71</b>

25 (2023 - 24) of the above employees participated in the NHS Superannuation Scheme.  
69 (2023 - 63) of the above employees participated in the Defined Contribution Pension Scheme.

During the year, the charity made redundancy and/or termination payments amounting to £22,782 (2023 - £15,000).

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

	2024 No.	2023 No.
£60,001 - £70,000	1	1
£70,001 - £80,000	2	2
£80,001 - £90,000	3	4
£90,001 - £100,000	2	2
	<b>8</b>	<b>9</b>

### 14. Taxation

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

# Notes to the Financial Statements

## for the year ended 31 March 2024

### 15. Tangible fixed assets

	Land and buildings as restated £	Furniture and equipment £	Motor vehicles £	Total £
<b>Original Cost</b>				
At 1 April 2023	3,322,752	1,063,016	84,153	4,469,921
Additions	-	97,786	-	97,786
Disposals	-	(383,214)	(77,903)	(461,117)
At 31 March 2024	3,322,752	777,588	6,250	4,106,590
<b>Depreciation</b>				
At 1 April 2023 as restated	1,141,150	918,952	82,704	2,142,806
Charge for the year	65,875	56,943	-	122,818
Depreciation on Disposals	-	(383,214)	(77,903)	(461,117)
At 31 March 2024	1,207,025	592,681	4,801	1,804,507
<b>Net Book Value</b>				
<b>At 31 March 2024</b>	<b>2,115,727</b>	<b>184,907</b>	<b>1,449</b>	<b>2,302,083</b>
At 31 March 2023 as restated	2,181,602	144,064	1,449	2,327,115

Included within the net book value of land and buildings is £29,000 (2023 £29,000) in respect of freehold land which is not depreciated.

Land and buildings include the historical construction costs of the hospice buildings and its facilities at 104-106 Church Street Barnsley and represents the value of a hospice building constructed to a higher standard than that of an ordinary commercial building.

Depreciation on land and buildings was incorrectly calculated in prior years. An adjustment has been made to correct depreciation. As detailed in note 24, the total value of the prior year adjustment is £93,849, of which £2,027 is allocated to the restated 2023 annual depreciation charge and £91,822 has been added to prior years accumulated depreciation balance for the period up to 31 March 2022.

### 16. Fixed asset investments

Listed investments	Unrestricted reserves 2024 £	Restricted reserves 2024 £	Total 2024 £	Total 2023 £
<b>Cost or Valuation</b>				
At 1 April 2023	816,125	-	<b>816,125</b>	879,628
Movement in investment funds	54,642	-	<b>54,642</b>	(63,502)
At 31 March 2024	870,767	-	<b>870,767</b>	816,126

The market value of the listed investments at 31 March 2024 was £870,681 (2023 - £816,039).

# Notes to the Financial Statements

## for the year ended 31 March 2024

### Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of incorporation	Holding	Proportion of voting rights and shares held		Principal activity
<b>Subsidiary Undertaking</b>			<b>2024</b>	<b>2023</b>	
Barnsley Hospice Trading Limited	UK	Ordinary	100%	100%	Dormant

### Subsidiaries

The company ceased trading at 31 March 2018 when all trading activity was brought into the retail arm of the charity.

Company details:  
 Barnsley Hospice Trading Limited  
 Company Number 07347654  
 Registered Officer 104 – 106 Church Street, Gawber, Barnsley, S75 2RL  
 which holds 1 ordinary share of £1

It has been excluded from consolidation on the basis that it is (a) dormant and (b) immaterial.

## 17. Stock

	2024 £	2023 £
Stocks	-	-

## 18. Debtors

	2024 £	2023 £
Trade debtors	24,418	668,965
Prepayments	38,020	34,372
VAT recoverable	15,076	16,348
Other debtors	319,571	225,614
	<b>397,085</b>	<b>945,299</b>

# Notes to the Financial Statements

## for the year ended 31 March 2024

### 19. Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	12,735	78,934
Other taxation and social security	80,305	74,330
Other creditors	25,719	20,704
Accruals	100,230	82,360
Deferred income	86,767	823,895
	<b>305,756</b>	<b>1,080,223</b>

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

	2024 £	2023 £
<b>Deferred Income</b>		
At 1 April 2023	823,895	592,437
Resources deferred in the period	1,198,178	1,790,080
Amounts released in the period	(1,935,306)	(1,558,622)
At 31 March 2024	<b>86,767</b>	<b>823,895</b>

### 20. Obligations under leases

#### Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases:

	2024 £	2023 £
<b>Land and Buildings</b>		
Within one year	15,000	15,000
Between one and five years	8,750	23,750
	<b>23,750</b>	<b>38,750</b>

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# Notes to the Financial Statements

## for the year ended 31 March 2024

### 21. Pension and other schemes

The company operates two pension schemes.

#### National Health Service Superannuation Scheme

The hospice is an admitted body for the purposes of the National Health Service Superannuation Scheme and members of staff who are former NHS employees are able to continue membership of the Scheme during their employment at Barnsley Hospice.

The assets of the scheme are held separately by the National Health Service Superannuation Scheme.

Contributions to the scheme are charged to the Statement of Financial Activities so as to spread the cost of pensions over employees' working lives. This pension 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 the scheme members or employers.

As a result of the nature of the pension scheme, there are no separately identifiable assets and liabilities which can be identified as relating to Barnsley Hospice therefore, the scheme has been accounted for as a defined contribution scheme.

The pension cost charge for the year amounted to £168,203 (2023: £146,986). An amount of £25,719 (2023: £20,703) is included in creditors, being the outstanding contributions to the scheme at the balance sheet date.

#### Corporate pension scheme

The corporate pension scheme is operated by Royal London. Employee contributions are collected by Barnsley Hospice and, with the employers' contributions, passed to Royal London. All of the assets of the scheme are held by Royal London. As a result, there are no separately identifiable assets or liabilities which can be identified as relating to Barnsley Hospice. Therefore, the scheme has been accounted for as a defined contribution scheme.

The pension cost charge for the year amounted to £99,329 (2023: £97,247). An amount of £nil (2023: £Nil) is included in creditors, being the outstanding contributions to the scheme at the balance sheet date.

# Notes to the Financial Statements

## for the year ended 31 March 2024

### 22. Funds

	Balance at 1 April 2023 as restated £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
<b>Unrestricted Funds</b>					
<b>General</b>					
Unrestricted Funds	5,170,357	3,776,927	(3,544,224)	(485,366)	<b>4,917,694</b>
<b>Designated</b>					
Organisational support	1,400,000	-	(600,000)	600,000	<b>1,400,000</b>
Income generation	250,000	-	(70,000)	30,000	<b>210,000</b>
Service development	600,000	-	(70,000)	70,000	<b>600,000</b>
Building and maintenance	500,000	-	-	-	<b>500,000</b>
Information technology	150,000	-	(120,000)	50,000	<b>80,000</b>
Total Designated Funds	2,900,000	-	(860,000)	750,000	<b>2,790,000</b>
Total Unrestricted Funds	8,070,357	3,776,927	(4,404,224)	264,634	<b>7,707,694</b>
<b>Restricted Funds</b>					
Total Restricted Funds	321,915	266,309	(187,872)	(264,634)	<b>135,718</b>
Total Funds	8,392,272	4,043,236	(4,592,096)	-	<b>7,843,412</b>

### Designated funds

#### **Organisational support**

This fund is to support the organisation with increased costs over the next three years as we build the infrastructure necessary to deliver an outstanding organisation.

#### **Income generation**

This fund is to develop income generation through new and existing income streams that are sustainable and resilient to economic and social challenges. This fund will be used over the next three years to support a new strategy for sustainable income streams.

#### **Service development**

This fund is to support the development and testing of new service delivery models. The fund will support the on-going developing, testing and planning of services.

#### **Building and maintenance**

This fund is designated for the purpose of maintaining and updating the existing hospice building and surroundings.

#### **Information technology**

The charity has a number of IT systems and hardware that need replacing or upgrading to develop greater reliance, functionality and efficiency to support the services we deliver and the way in which we work, now and in the future.

# Notes to the Financial Statements

## for the year ended 31 March 2024

### Restricted Reserves

These are funds restricted by the donor for specific purposes or items of equipment. Restricted funds represent the unspent balances on primarily the End of Life Care and Education Fund, being a long-term project supporting the improvement in the care of terminally ill patients, plus several other much smaller projects which are generally single item equipment purchases or limited projects of less than 12 months duration.

This year we have reviewed the balances on restricted funds and we believe the prior year balances are incorrect. We are not able to fully identify when the errors occurred but we know projects had been completed in accordance with the donor's wishes, therefore a transfer has been implemented in the current year to correct the balances.

### 22. Analysis of net assets between funds

	General funds £	Designated funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 as restated £
<b>Unrestricted Funds</b>					
Tangible fixed assets	2,302,083	-	-	<b>2,302,083</b>	2,327,115
Fixed asset investments	870,767	-	-	<b>870,767</b>	816,125
Current assets	2,050,600	2,790,000	135,718	<b>4,976,318</b>	6,329,255
Current liabilities	(305,756)	-	-	<b>(305,756)</b>	(1,080,223)
<b>Total Net Assets</b>	<b>4,917,694</b>	<b>2,790,000</b>	<b>135,718</b>	<b>7,834,412</b>	<b>8,392,272</b>

Unrestricted funds are freely available for future use, restricted funds relate to donations and grants given with restrictions.

### 23. Analysis of net funds

	At 1 April 2023 £	Cashflow £	At 31 March 2024 £
Cash at Bank and in Hand	5,383,956	(804,723)	<b>4,579,233</b>

### 24. Prior year adjustment

As discussed in note 15, depreciation on land and buildings has been incorrectly calculated in prior years. This has been corrected via a prior year adjustment. The effect of this is as follows:

	2024 £	2023 £
Decrease in reserves brought forward	<b>93,763</b>	91,736
Decrease in fixed assets	-	93,763
Increase in depreciation charge	-	2,027



## **We'd like to say a special thank you to everyone who has helped us to be there for the people of Barnsley when they need it most.**

Without the ongoing support of our incredible fundraisers and donors, we would not be able to provide our specialist care and services free of charge to those who need it. This includes the local partners, businesses and individuals who go above and beyond to raise funds for our aid.

Thank you to the patients and families who have so kindly shared their stories with us. Your experiences and kind words have helped showcase the difference Barnsley Hospice makes and how vital palliative and end of life care is.

Finally, to the staff and volunteers of #TeamHospice. We are immensely proud of the dedication and hard work our workforce displays every day and we would not be here without you.

*Thank you.*



**If you would like to find out more about our services or how you can support the care we provide, please visit our website:**

**Find us at** [www.barnsleyhospice.org](http://www.barnsleyhospice.org)

**Call us on** 01226 244 244

**Email us at** [enquiries@barnsley-hospice.org](mailto:enquiries@barnsley-hospice.org)



Registered address: 104-106 Church Street, Gawber, Barnsley, S75 2RL

Registered charity number: 700586

Registered charity name: Barnsley Hospice Appeal

Company type: Company Limited by Guarantee

Dormant company details: Barnsley Hospice

Company number: 02274925