

Report and Financial Statements

For the year ended
31st March 2024

Company Registration No: 02773867
Charity Registration No: 1015941



Contents

Reference and administrative information	3
Leadership Team	4
Board of Trustees	5
Vision, values and strategy	6
Statement from the Chair of the Board of Trustees and the Chief Executive	7-9
Strategic Highlights	10-11
Patient Story	12
Strategic Report	13
The Year Under Review	14-20
Looking Ahead	21
Financial Review	22-25
Structure, Governance and Management	26-29
Independent auditor's report	30-33
Consolidated statement of financial activities	34-35
Balance Sheets	36
Consolidated cash flow statement	37
Statement of accounting policies	38-41
Notes to the group financial statements	42-55

Reference and Administrative Information

Charity Name

St Gemma's Hospice

Charity Registration Number

1015941

Company Registration Number

02773867

Registered Office

329 Harrogate Road
Moortown
Leeds
LS17 6QD

Patrons

The Right Rev Marcus Stock,
Catholic Bishop of Leeds
The Right Rev Nick Baines,
Anglican Bishop of Leeds
HM Lord-Lieutenant for West
Yorkshire, Ed Anderson
The Earl and Countess of Harewood
Professor Gerald Richards
Tom Riordan CBE
Arif Ahmad
Zulfi Hussain MBE
Marilyn Stowe
Henry Cohen

Bankers

HSBC Bank plc
33 Park Row
Leeds
LS1 1LD

Investment Advisers

Rathbones
2 Gresham Street
London
EC2V 7QN

Auditor

Saffery LLP
10 Wellington Place
Leeds
LS1 4AP



Hospice **Leadership Team**



Kerry Jackson OBE
Chief Executive



Jason Kirk
Chief Operating Officer
and Company Secretary



Dr Mike Stockton
Consultant in Palliative Medicine
and Chief Medical Officer



Kate Goldring
Director of Income
Generation



Heather McClelland
Chief Nurse

Board of Trustees

Philomena Corrigan

Chair of the Board of Trustees

Dr Jonathan Smith

Deputy Chair of the Board
Chair of the Corporate Governance
Committee from March 2024

Kim Gay

Chair of the Finance and Business
Committee from June 2024
Member of the Corporate Governance
Committee from June 2024

Jacqueline Murphy

Chair of the Clinical and Academic
Governance Committee
Member of the Corporate
Governance Committee

Hilary Barrett

Member of the Finance and
Business Committee

Dr Eileen Burns

Member of the Clinical and Academic
Governance Committee

Kim Halliday

Member of the Finance and Business
Committee from June 2024

Lisa Hollidge

Member of the Finance and Business
Committee from September 2023

Anna Kerruish

Member of the Finance and Business
Committee from June 2024

Bassem Keir

Member of the Finance and Business
Committee from September 2023

Reverend Barry Miller

Spiritual Care Champion
Member of the Clinical and Academic
Governance Committee

Mukesh Parekh

Member of the Finance and Business
Committee from September 2023

Brigid Reid

Member of the Clinical and Academic
Governance Committee

Lucy Ziegler

University of Leeds Representative
Member of the Clinical and Academic
Governance Committee from June 2024

Sr Anne Hammersley CP

Representative of the Sisters of the
Cross and Passion Charitable
Incorporated Organisation
Until July 2024

Professor Sir Alex Markham

University of Leeds Representative
Member of the Clinical and Academic
Governance Committee
Retired March 2024

Angus Martin

Chair of the Finance and Business
Member of the Corporate
Governance Committee.
Retired March 2024

Dr Mohammed Sattar

Member of the Clinical and Academic
Governance Committee
Resigned October 2023

Chris Schofield

Chair of the Corporate
Governance Committee
Resigned September 2023

Vision, Values and Strategy

Our Vision:

The needs of people living with a terminal illness and those close to them are met with care, compassion and skill

Our Purpose:

St Gemma's Hospice acknowledges the value of life and the importance of dignity in death. We provide and promote the highest quality palliative and end of life care, education and research

Our Values:

Caring

Treating each person with kindness, empathy, compassion and respect

Aspiring

Continually learning and developing; striving for excellence in everything we do

Professional

Delivering high standards through team work, a skilled workforce and good governance

Our Strategy 2018 - 2028:



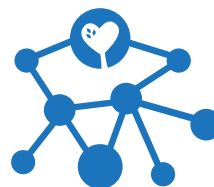
Impact

St Gemma's University Teaching Hospice will improve care for patients and families through research, education and translating evidence into practice



Connect

St Gemma's Hospice will work in partnership with others to provide the standard of care we would want for our own families



Extend

St Gemma's Hospice will develop palliative and end of life care services in Leeds to meet the needs of more people in the future

Our Foundations:

Quality

Continuous improvement is sought across all areas of the Hospice

Sustainability

Our Hospice services, estate and workforce are financially viable and fit for the future

Scope

The needs of people living with a terminal illness and those close to them are met with care, compassion and skill

Statement from the Chair of the Board of Trustees and the Chief Executive

During 2023/24 St Gemma's Hospice delivered high quality, holistic, evidence-based care to local people facing a terminal illness. We supported their families, carers and loved ones, including the provision of bereavement counselling and support. We improved care for those approaching the end of life through integrated research, teaching and translating evidence into clinical practice.

Patients access St Gemma's services in many ways, often accessing more than one service over time, including In-Patient care, specialist palliative care at home or support as an Outpatient. This care is provided by our multi-disciplinary team including doctors, nurses, therapists, social workers, spiritual care staff and support staff.

Unique first referrals increased slightly in 2023/24, with increased In-Patient admissions and a rise in the proportion of patients with a diagnosis other than cancer. Our Community medical and nursing staff increased face to face contacts by 9% compared with last year, whilst telephone contacts fell. This reflects the increasingly complex needs of patients and families and the challenges within the wider health and care system.





Outpatient Group activity levels more than doubled with the introduction of a range of activities and groups suitable for people with different needs and interests.

During the year we opened The Cabin in the Hospice gardens, providing a purpose-built therapeutic environment for children and young people to access bereavement support. Our adult bereavement service developed a new citywide support programme, Growing around Grief, providing six weeks of structured group sessions.

Feedback from patients and families about their experience of St Gemma's services continued to be excellent, reflecting the hard work, dedication and compassion of our staff and volunteers. We maintained safe, effective, responsive, caring, and well-led services, supporting our Outstanding rating from the Care Quality Commission.

Our quality improvement priorities, as outlined in our published Quality Account, made good progress in 2023/24. This included enhancing safety and access to In-Patient care for patients with a tracheostomy or laryngectomy. Partnership working, through which we seek to ensure improved patient and family outcomes and greater integration of care, included active engagement in the Leeds Palliative Care Network, the Leeds End of Life Population Board, and the West Yorkshire Hospice Collaborative.

Through the Academic Unit of Palliative Care (AUPC), working in partnership with the University of Leeds, we continued to consolidate our position as a centre of excellence. Over 1,000 external healthcare professionals received training from St Gemma's Academic Unit of Palliative Care, and we hosted 174 students on placement. The Board of Trustees approved our new AUPC Strategy, with ambitious but realistic goals.

The University of Leeds research team has been selected as one of three national centres in the first Policy Research Unit for palliative and end of life care, and we have appointed a Research Practitioner based at the Hospice.

Our commitment to wellbeing and engagement for our dedicated 300 staff and 700 volunteers is supported by effective communications, staff and volunteer engagement groups, Wellbeing Champions, staff supervision, survey feedback, and celebration and recognition events.

Understanding and responding to the needs of our local community has resulted in the continuation of our work with partners in the city to improve care for the homeless and vulnerably housed and to contribute to the Dying Well in Seacroft project. We have also commenced an engagement project with local Pakistani communities to understand their needs and enhance referrals into Hospice services.

All our services are provided free of charge to patients and those close to them, thanks to the sustained and generous support of donors and our local community, as well as funding support from the NHS. During this year we have worked closely with the West Yorkshire Hospice Collaborative and the West Yorkshire Integrated Care Board as we seek to secure more sustainable NHS funding for all hospices in our region.

Despite a difficult financial environment including wage inflation, significant operational cost increases and the impact of the cost of living on our income generation activities, we continue to be in a strong financial position and remain confident about our long term financial sustainability.

Our total income in 2023/24 of £14m was £1.1m below 2022/23. The most significant movement was the fall in legacy income of £1.3m. Legacy income in 2022/23 was exceptionally high and our legacy receipts in 2023/24 were above budget and above the long term averages.

Our Chief Executive has made the difficult decision to step down from her role at the end of the calendar year. The recruitment process for her successor has begun.

We are delighted that Philomena Corrigan continues as Chair of the Board and we welcome our new Trustees: Kim Halliday, Anna Kerruish and Lucy Ziegler. We give grateful thanks to those Trustees who have retired from the Board for their contribution to St Gemma's: Chris Schofield, Dr Mohammed Sattar, Angus Martin and Professor Sir Alex Markham. As outgoing Chair of the Finance and Business Committee, Angus Martin was on our Board for 10 years in total, extending his term of office to provide additional support during a time of transition on the Board. Our thanks also go to Clare Russell, Director of Transformation and Culture, who resigned during the year.

In addition, we recognise the dedication, skill and kindness of Sister Anne Hammersley. Sister Anne died peacefully in the care of St Gemma's in July 2024. We are grateful to her as one of our founding Sisters and as a Board member, and we will miss her greatly.

Kerry Jackson
Chief Executive



Philomena Corrigan
Chair of the Board



Strategic Highlights

Volunteer Numbers

2022/23	2023/24
724	749



External Healthcare Professionals Trained

2022/23	2023/24
1,054	1,013



Inclusive Top 50 Companies

2022/23	2023/24
31st	23rd



Admissions to In-Patient Unit

2022/23	2023/24
492	503



Cancer: Non-Cancer Patient Referrals

2022/23	2023/24
66%: 34%	63%:37%



Ret Customer

2022/23
663,195

Ret Items

2022/23
1,372,003



Ave In-Patient of Stay

2022/23
12.2



Average H

2022/23
301



Shops

2023/24
25 Shops

Mail Orders

2023/24
697,463

Mail Orders Sold

2023/24
1,432,327



Average Patient Length of Stay (days)

2023/24
11.9



Lead Count

2023/24
299



Out-Patient Group Contacts

2022/23	2023/24
918	2,258



Community Nursing and Medical Contacts

2022/23	2023/24
19,842	18,742



Student Placements

2022/23	2023/24
128	174



NHS Core Grant

2022/23	2023/24
28.4%	30.8%

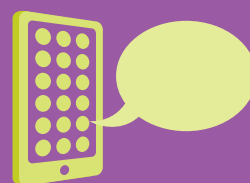


X (Formerly Twitter) Followers

2022/23	2023/24
8,098	8,100

Facebook Followers

2022/23	2023/24
18,200	18,900



Website Visits

2022/23	2023/24
148,000	150,000



Total Income

2022/23	2023/24
£15,059,298	£13,986,626

Patient Story

Liz worked at St Gemma's Hospice before being diagnosed with leukemia in 2020. She underwent years of treatment, including chemotherapy and a stem cell transplant, which required her to spend extended periods in isolation in hospital. In early 2024, Liz was referred to St Gemma's community team for support at home.

When Liz's health and mobility deteriorated, she was admitted to St Gemma's In-Patient Unit.

Liz said: "I feel like I have come full circle. I worked here and now I'm here for care and support. They aren't just supporting me - they are looking after my mum and dad, my brother, my husband and my beautiful sons with compassion, understanding and genuine kindness.

"It's not just the clinical teams, it's the whole team. We have been able to enjoy time in the beautiful gardens, we have sat in the Hospice Bistro and had amazing family Sunday roasts. The chef even baked me my favourite cake, which was just so thoughtful. I had a very challenging day recently and needed to go outside for some fresh air and to rebalance.

"When I returned to my room, my bed had been changed with beautiful fresh bedding and the team had left me this gorgeous knitted heart on my pillow, saying 'from us to you.' These small acts of kindness go such a long way.

"I don't think you really truly appreciate what hospice care is about until you need it. It is above and beyond. I am being embraced, loved and incredibly cared for by my new 'family' here at the Hospice, helping me have more quality time with my life and my own gorgeous family."

After several weeks at the Hospice, Liz died peacefully, surrounded by her family. She was 42 years old.



Her husband Colin reflected:

“

Unless you require the services of somewhere like St Gemma's, you won't necessarily appreciate the amazing work they do. I didn't until we needed them and we are so thankful for their tireless efforts. It has made a huge impact and difference to us all.

”

Strategic Report

St Gemma's Hospice is a registered charity.

Our objects are:

- The palliative care, treatment, or relief of people with active, progressive and advanced illness without regard to their means, faith, race, gender, or any of their other protected characteristics as defined in the Equality Act, at St Gemma's Hospice in Leeds and/or such other places as the Charity thinks fit including in the wider community
- The relief of those who have experienced loss and bereavement, in particular families, friends and carers, through the provision of counselling, advice and support
- The provision of education and training for professionals and volunteers engaged in palliative care

All in accordance with the teachings in the catechism of the Roman Catholic Church and pronouncements of the Holy See from time to time on the sanctity of human life.

The Trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the Hospice and in planning future activities which are set out in this report.

Our services are open to patients 18 and over. We provide care to people with a range of diagnoses including cancer, neurological conditions, and end stage respiratory and heart disease. We also provide support to families and carers including children and young people.

The Hospice team provides specialist palliative care, where the patient has unresolved needs that exceed the expertise of the referring team, and end of life care. Care is provided by our specialist team of doctors, nurses, social workers, therapists, counsellors, and spiritual care workers and by our team of vital support staff and volunteers. Much of our care is provided in people's own homes and care homes, with care also offered in our In-Patient Unit and Outpatient and Day Services in Moortown.

St Gemma's care is individual and holistic, seeking to alleviate symptoms such as pain and breathlessness as well as supporting people's emotional and spiritual wellbeing. We recognise the unique physical, emotional, social, and spiritual needs of each person and place a high value on respect, choice and empowerment.

Our services are provided free of charge to patients and those close to them. We receive a proportion of our funding from the NHS, with the remainder coming from the local community, which generously funds us through donations, fundraising and gifts in wills and continues to give thousands of volunteer hours every year.



The Year **Under Review**

Ensuring Quality of Care

St Gemma's aim is to deliver the highest quality care for patients and support for families. We are committed to continuous learning by monitoring performance, looking for any gaps in practice and identifying ways to improve care. Patient and service user feedback continues to be excellent, reflecting the "Outstanding" rating received from the Care Quality Commission in our most recent inspection (2021). During 2023/24 we delivered a robust programme of engagement, collecting feedback across different services and events. Patients and families are often eager to praise the whole team, recognising that every member of the St Gemma's team supports the provision of patient and family care.

We have seen a small increase in overall activity levels in 2023/24 compared to 2022/23. Face to face community nursing assessments and consultations increased by 9% while telephone contacts fell, reflecting the need for more in person contacts arising from increasingly complex patient needs. Outpatient attendances more than doubled as we continued to embed and develop our revised service offer.

The proportion of patients with a non-cancer diagnosis has again increased, reflecting our commitment to providing effective specialist multi-disciplinary care for patients with non-malignant disease. Our services for the homeless and vulnerably housed have increased in activity and impact and we have begun focused improvement work with our local Pakistani community as part of a broader programme to reduce health inequalities.

Bereavement activity continues to thrive, with a regular Growing around Grief course open to people across the city, the Young People's Service offering citywide support and The Cabin as a bespoke therapeutic environment for children and young people on the Hospice grounds.

Strategy Review

Our Hospice Strategy runs from 2018 to 2028. Based on our strategy review in 2022 we developed a two-year Business Plan for 2023 to 2025. This included key projects and initiatives to enhance our services and to improve some of our business and technology infrastructure. Many of these projects were progressed successfully through the year.

In addition, following several structured workshops, we revised our Academic Unit of Palliative Care strategy to drive changes for the future, and have already begun work on some key education programmes in particular.

We have amended our Hospice Business Plan for the period 2024 to 2026, as well as agreeing a more outcomes-based approach to service developments and other transformational change programmes. This is outlined in the Looking Ahead section, page 21.

Clinical Quality Improvements

Effective and safe patient care is central to everything we do at St Gemma's. We monitor care quality and safety using a range of measures and continually seek to improve against the latest research evidence and best practice guidance. The measures include patient outcome metrics, patient and family feedback, complaints, service performance and clinical incident reviews. Our key performance indicators for 2023/24 do not give rise to any significant areas of concern.

We continue to work closely with other health and care providers and with NHS commissioners, to ensure that services are provided in an integrated way to meet patients' needs and improve outcomes. St Gemma's is an active member of the Leeds Palliative Care Network, the Leeds End of Life Population Board and the West Yorkshire Hospice Collaborative.

The St Gemma's Quality Account sets out our priorities for clinical improvement each year.

The priorities for 2023/24 were:

- Introducing the NHS Patient Safety Incident Response Framework (PSIRF) - we planned to align our incident assurance with the new NHS Framework to ensure consistency and enhance safety. Initial work to establish a working group and review all incidents to identify themes and improvement was completed and the work will extend into 2024/25 as the national programme evolves.
- Improving Community Triage – with the NHS Improvement Academy and building on work from 2022/23, a new model of triage was created that reduced repeated assessment and improved caseload management with no impact on timeliness of patient contact.
- Enhancing Tracheostomy and Laryngectomy Care – aiming to develop and maintain staff skill and confidence for a complex group of patients, this work established evidence-based guidance and a training package for all staff.
- Improving the Safety Huddle – this work aimed to review the daily safety huddle on the In-Patient unit to improve the quality of information shared, and subsequently to improve patient safety. Some changes were made to the attendance and standard information shared but the overall project was affected by leadership changes. Attendance has improved and the impact of the huddles will continue to be monitored.

Hospice Workforce and Culture

Our team of Wellbeing Champions has delivered a number of initiatives supported by our volunteers, staff and external organisations. These included offers such as a pizza van with salad bar, colour analysis sessions, painting class, retail therapy, complementary therapies amongst other initiatives. The Wellbeing Champions group has plans in place for our 2024 wellbeing week, scheduled for October and followed by a staff celebration event.

In May 2023 we held our Staff Awards night in recognition of staff performance throughout the year. This was a successful night supporting our top performers and teams across the Hospice. We are continuing with our quarterly 'Gem of St Gemma's' awards where staff can nominate colleagues for special recognition.

We decided to change our staff survey provider from the Times Top 100 Best Companies to Birdsong. We ran the survey during June and July 2024. The Breeze employee assistance package was available to staff during 2023/24, offering a range of benefits including a confidential helpline.

We greatly value our volunteer workforce as an integral part of the Hospice and have 749 registered volunteers supporting all teams. A staggering 76% of volunteers (573) work in our retail operation and provide the backbone to this vital source of income generation. In 2023/24 we undertook a volunteer survey. The feedback was very positive, with respondents reporting that they feel welcomed, valued and respected by the Hospice.

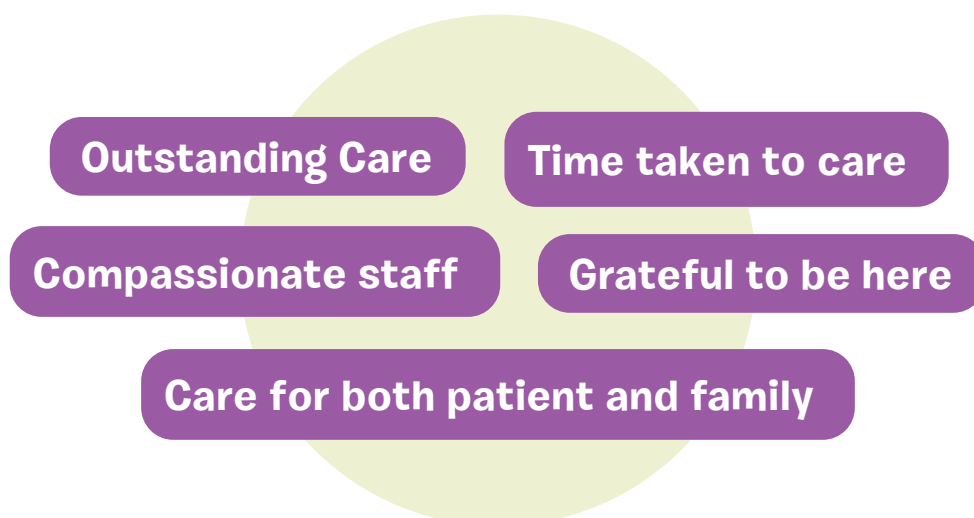




Patient and Family Experience of Care

During 2023/24 the Hospice delivered a robust programme of engagement with all those who use our services. We use the information to understand what is important to patients and families and continuously improve our services. It also enables us to recognise and celebrate outstanding care and many of the comments name individual members of staff or whole teams. Across the year we collected feedback in different ways, including the Bereaved Carers Survey and surveys on specific service areas.

The questions in each survey vary. Over 200 positive comments were submitted as part of this feedback programme with consistent themes:

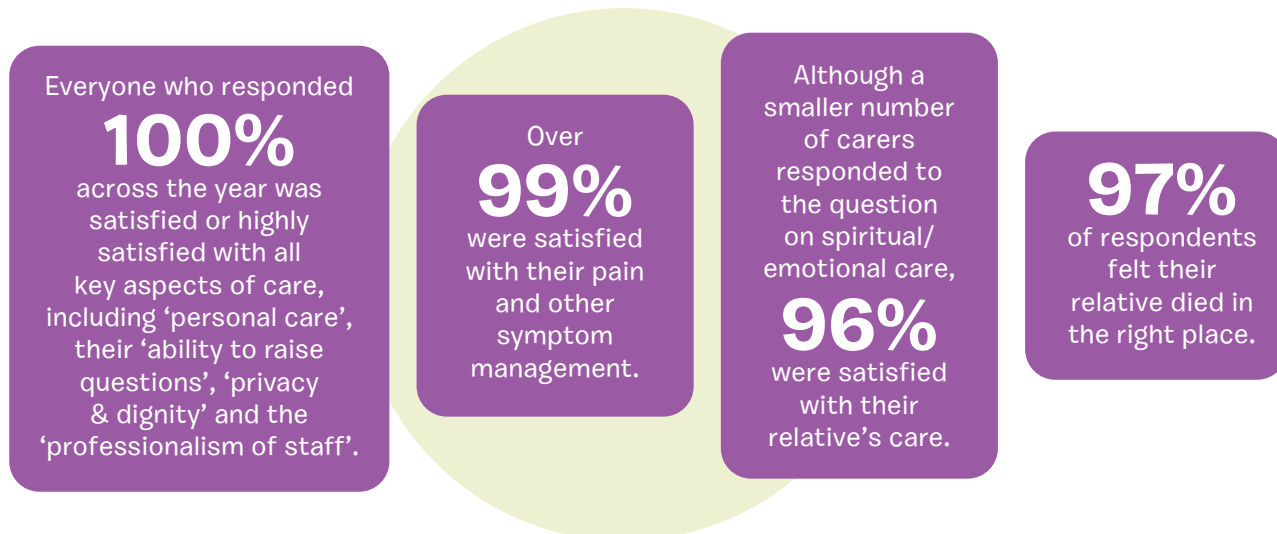


Feedback from patients and families is also given directly to Hospice staff and posted on the Hospice website. All feedback is reviewed by the relevant Head of Department, so that they appreciate the extensive body of supportive comments, understand what matters to people, identify any recommendation for change and can share across the services. The governance and reporting mechanism for all feedback is overseen by the Chief Nurse.

Detailed quarterly reports are presented to the Hospice Involve Group, Quality Assurance Group and the Clinical and Academic Governance Committee. In 2024/25 the Hospice will be using a new platform, 'I Want Great Care', to analyse and report all our feedback. The platform takes feedback in electronic or paper format and provides access to questionnaires in easy-read and translated formats.

Throughout the year we conducted the Bereaved Carers Survey for all families of patients who died on the In-Patient Unit (IPU).

Across the year St Gemma's received 154 responses, accounting for 41% of all IPU deaths, which is a significant increase on the previous year. Key findings include:



We also undertake surveys to generate feedback about individual services. In 2023/24 service specific surveys were undertaken in Community services for the Clinical Nurse Specialist (CNS) team and for Outpatients, and in Bereavement Services, both adult and young people's, generating responses from 137 service users in total.

A small number of questions were asked across all surveys, with consistent responses:



The Outpatient survey formed part of the evaluation of the services following their re-introduction after the pandemic. It is clear from the comments that the service is valued and an integral part of St Gemma's overall service offer:

“ Yes, it's a place to come where I feel safe and meet friends. The nurses are amazing and I can't fault them, they can't do enough for me. ”

Across the Bereavement Services, 100% of respondents said they would recommend the service to others.

The Bereavement Surveys are sent out to clients when they are discharged and across both 2022/23 and 2023/24 the response rates for both adult and young people's surveys have been low. The service leads are currently reviewing how feedback is generated and if there are other ways to understand the impact of the services.



Securing our Financial Future

During 2023/24 we received core grant income from NHS Leeds of £4.31m (2022/23: £4.28m). This represented an increase of £34k, reflecting a marginal cost of living increase. We are working with the West Yorkshire Hospice Collaborative and the West Yorkshire Integrated Care Board (ICB) to secure increased NHS funding for the future. As a leadership team we are fully engaged with the new structures, including the ICB and the Leeds End of Life Board, responding to changing reporting requirements and presenting our case for funding, outlining the positive impact and outcomes of our services.

The remainder of our income in 2023/24 was generated through the local community. Although COVID restrictions were lifted, there was still some concern amongst the public early in the year and it is clear that the landscape for fundraising and mass participation events has changed. As businesses continue to operate flexible working practices, they have less ability to raise charitable funds through on-site office activity, which in turn has reduced corporate sector income.

Despite these challenges, we were able to generate £14m in total during the financial year, including our NHS income. The results were driven by a number of factors, including the excellent services delivered by our clinical and support teams, increased activity and focus on the income generation team, investments made in specific areas and a record-breaking year in retail.

All of this was underpinned by the sustained and generous support of donors and communities in Leeds. We are extremely grateful to all those who make donations, take part in fundraising events, leave a gift in their Will, donate their time through volunteering, or help the Hospice in any way. It would simply not be possible to raise the money needed for patient and family care without this support. The strength of our income generation activities comes in part from the breadth of our portfolio. During the year we continued to invest and capitalise on opportunities for income and plan for future financial sustainability.

We are ever conscious of the external environment including the cost of living crisis, other socio-economic challenges, changing demographics and the health needs of the population. We regularly review all our services to ensure that we are responsive to those changing needs, operating as efficiently as possible and spending wisely in delivering our care.

Developing the Academic Unit of Palliative Care

The Academic Unit of Palliative Care (AUPC) has continued to grow, develop and consolidate its position as a centre of excellence for improving care of those approaching the end of life through integrated research, teaching and translating evidence into clinical practice.

The Senior Academic Leadership Team developed and is now implementing a refreshed AUPC strategy for the period 2024-2028. This strategy dovetails with the overall Hospice Strategy 2018-28 and its pillars of Impact, Connect and Extend.

The 15 strong research team, based at the University of Leeds, leads a large portfolio of research that aims to improve the assessment and management of pain, increase access to palliative care, improve identification and management of symptoms towards the end of life and reduce inequalities in palliative care delivery locally and globally.

The AUPC at the University of Leeds has secured funding along with Kings College London and the Wolfson Centre (Hull York Medical School) to establish the first UK Policy Research Unit for Palliative and End of Life Care.

Sarah Mitchell (Associate Professor) has been appointed National Clinical Director for Palliative and End of Life Care for a three year term. She has also secured funding to establish a Leeds Deepend Research Alliance. The Deepend Alliance will build research capacity and capability with GP surgeries providing care for under-served communities with multiple health needs throughout Leeds.

In 2023/24 we appointed a Research Practitioner, funded by the National Institute for Health Research, to further embed and develop our research portfolio in the Hospice.

The Education team has continued to deliver a comprehensive programme of high-quality education and has trained a total of 1,013 external health and social care professionals as well as St Gemma's staff. This has been a period of developing and embedding new programmes and reviewing and updating existing programmes. It has also been a time to review the learning and teaching objectives in line with the overall AUPC Strategy, with some exciting new developments in the future particularly in expanding the communication skills training.

We continue to deliver clinical placements and have seen an increase in the demand for elective placements from across the country and internationally. We hosted 174 people on placement compared to 128 in the previous year.

The Evidence Based Practice group promotes a culture of effective decision-making, based on the best available evidence and clinical debate. The group has overseen a broad range of clinical and national audits this year and updated clinical guidance against emerging evidence. The audits include Equitable Care for All Ethnicities, Pressure Ulcers and Care after Death. Each audit generates a report highlighting good practice, future learning needs and recommendations.

The monthly community Journal Club encourages St Gemma's staff to scrutinise evidence, share knowledge and continually challenge practice. There is a bi-monthly Book Club for all Hospice staff, with each book chosen to explore topics of relevance to the Hospice, such as bereavement, family dynamics and emotional wellbeing, to prompt reflection and fresh insights.

The team has replaced 'Practice Enquiry' with a new monthly meeting for all Hospice staff called 'Lunch and Learn', where each month a different department discusses a topic and how evidence in this area is used to improve quality and standards. This is open to all clinical and non-clinical staff with a view to ensuring best practice is being used across all departments at St Gemma's Hospice.

Ensuring Equality, Diversity and Inclusion

St Gemma's depends on engagement with its workforce and community to deliver high quality palliative and end of life care that meets the needs of that community and to build a strong sustainable future.

The Hospice relies on community support. We are proactive in planning, evaluating services and engaging with the city. The Hospice's Involve Group promotes diversity, inclusivity and engagement.

Focusing on the five themes of workforce, service user experience, community engagement and accessibility, governance and communications, some of the achievements of Involve in 2023/24 were:

- Agreement on a two-year workplan
- Changes to the Hospice toilet facilities to improve accessibility and inclusion
- Participation in the Pride parade in Leeds
- Multicultural and LGBTQ staff networks continuing to meet regularly creating safe spaces to share experiences, learn from one another and influence Hospice practice
- Project scoping to implement the Accessible Information Standard
- Initiating work on a combined workforce, clinical services and income generation model for community engagement
- Oversight of Patient Experience programme

St Gemma's has commenced an engagement project with our local Pakistani communities. In its early stages, the project aims to work with local groups to understand the need for and enhance referrals into Hospice services. As part of this work, we brought together local groups and leaders for a Community Iftar, to break fast during Ramadan in March 2024.

We continued work on the Dying Well in Seacroft project, with input from local people and from health and care providers, seeking to understand how to improve care in a particular geographic location with high levels of deprivation.

Our Inclusion service, improving care for homeless and vulnerably housed people at the end of life, is entirely dependent on hearing the voices of this group of people, and, with other homelessness services, building care around their needs. Our Nurse Consultant Lead for the service is working with the West Yorkshire ICB to provide advice and support to other palliative care providers in the region.

Driving Sustainability

We are committed to being environmentally sustainable and continue to develop plans that have a positive impact on the environment and our local community.

During 2023/24, we completed an independent energy assessment of our buildings, providing a framework and supporting action plan to reduce our carbon emissions. These energy saving initiatives support the government regulated Energy Savings Opportunity Scheme (ESOS) assessments that will be undertaken during 2024/25.

We continue with our programme to replace older, energy inefficient lighting (e.g. fluorescent lights) with light emitting diode (LED) lights. We have now upgraded 80% of the lights on our main site and will complete this project in 2024/25. The lighting in many of our shops has also been upgraded during the year.

In June 2023 we completed The Cabin, a unique and sustainable structure that was influenced by our young people. This Cabin offers a confidential safe space and social area for one on one and group activities. The Cabin was awarded the best healthcare project at the Structural Timber Awards in October 2023.

Our gardens continue to create a unique haven for patients and their visitors and gain many prestigious awards. In 2023 we were awarded Yorkshire in Bloom Gold and joint best in category, reflecting the diversity of our gardens. We have re-landscaped parts of the garden, introduced wildflower meadows and created new habitats to encourage wildlife and increase the ecological and biodiversity of the site.

Looking Ahead

St Gemma's Hospice Strategy 2018 to 2028 provides a framework for the long-term development of St Gemma's services under three pillars of Impact, Connect and Extend. These pillars are supported by our foundation priorities which focus on clarity of scope, quality of services and sustainability of our Hospice. The Hospice Strategy is consistent with the palliative care strategy for Leeds and West Yorkshire and considers the needs and wishes of patients, families and staff, likely future changes in need as well as national guidance and best practice.

Strategic Priorities

Our priorities include improvements to services, systems and infrastructure. To ensure adequate time to implement, embed and evaluate these significant pieces of work, our business plans now span at least two years. We have revised the original business plan with some new and some ongoing pieces of work. Other projects have been completed.

Examples of projects and programmes on the business plan 2024 to 2026 are:

- Review and scope the potential further expansion of our Adult Bereavement Services
- Deliver key elements of our Strategy for the Academic Unit of Palliative Care
- Secure additional NHS funding, working with the West Yorkshire Hospice Collaborative and the West Yorkshire Integrated Care Board (ICB)
- Improve supporter experience processes
- Implement a brand refresh and new website
- Improve network and telephony infrastructure
- Plan for digital transformation and improved data management

A robust and structured project management methodology supports this work, leading to greater consistency, transparency, and an increased focus on project outcomes and prioritisation.

Clinical Quality Improvement Priorities

For 2024/25 we have agreed the following five improvement priorities, as outlined in our recently published Quality Account 2023/24:

- Introducing the NHS Patient Safety Incident Response Framework
- IPU Improvement Academy Project
- Medical Devices Pressure Ulcer Project
- Community Dementia Project
- Introduction of Mortality Reviews

The team will report on progress against these priorities on a quarterly basis to the Clinical and Academic Governance Committee.

Hospice Workforce and Culture

Our workforce remains St Gemma's most important asset. We will continue to create a culture where wellbeing is a high priority, where staff and volunteers thrive and where there are opportunities for training and development. Our activities continue to be driven by staff, including our Wellbeing Champions. In 2024/25 we will review our staff engagement group to make sure it meets the needs of the Hospice team.

We will be offering staff a new employee assistance package in 2024/25, provided by Health Assured. We will consider carefully the findings of our 2024 staff survey to identify areas for potential improvement to staff experiences of St Gemma's.

Investment is planned in 2024/25 to secure the future of volunteering at St Gemma's, aiming to create more opportunities to recruit and retain volunteers.

Financial Review

Year on Year Income Review

The Financial Statements comply with the Charities Act 2011, the Companies Act 2006 and the Charities Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard (FRS 102).

The statement of financial activities shows net expenditure for the year of £834,639 (2023: net income £1,540,417) prior to any gains or losses on investments. Total income for the year was £13,986,626 (2023: £15,059,298) representing a decrease of £1,072,672 (7.1%) as legacies returned to an average level. Strong trading in our shops including online sales (£264,720 higher than 2023) and investment income returns (£118,798 more than 2023) contribute to our highest income generation, excluding legacies, on record.

Despite the fear of a recession the UK economy grew in the last quarter of 2023/24 financial year faster than the end of 2021 and the end of COVID positively impacted our financial results. However, a challenge remained with rising wage inflation, significant operational cost increases (e.g. utilities) and cost of living crisis impacting our income generating activities which influences our longer-term financial sustainability. We continue to be in a position of strength with adequate levels of general reserves to support our response to this unique financial challenge. This is considered in our review of reserve utilisation, principal risks and going concern (pages 25-29).

West Yorkshire Integrated Care Board (ICB) grant of £4,313,568 (2023: £4,279,346) represents an increase of £34,222 (0.8%). This increase reflects an inflationary uplift minus an efficiency savings reduction.

Shop income of £4,360,987 (2023: £4,096,267) which includes income from the subsidiary company, represents an increase of 6.5% across our 25 charity shops. Our investment in new retail units and continuing strong demand in existing shops continue to drive income growth. The net income from shops was £1,087,821 (2023: £1,336,023) representing a decrease of £248,202 (18.6%).

Income from donations, trust grants, lottery and fundraising events was £2,590,601 (2023: £2,517,202) an increase of £73,399 (2.9%). This reflects an increase in Fundraising £104,270 (17.2%), Lottery £51,286 (14.5%) and Trust Grants of £2,936 (2.4%) offset by a reduction in Donations of £85,093 (5.9%). This reduction is partly due to lower general donations being assigned to other categories due to improved internal processes and in funeral donations reducing, possibly in response to the cost of living crisis.

Total expenditure of £14,821,265 (2023: £13,518,881) increased by £1,302,384 which represents an increase of 9.6%. This increase is due to the annual pay award (including one-off payments) and additional costs associated with investment in our retail and income generation activities. We continue to control expenditure and drive improvements to support our long-term financial plan.

The investment portfolio generated a gain of £457,357 (2023: loss £465,381). The investment portfolio is managed for long-term growth in both its capital value and the level of income it can generate. For the year to March 2024 the portfolio's total return was 4.15% (2023: -4.5%) compared to a benchmark of 7.51% (2023: -1.5%).

The 12 months to 31 March 2024 saw strong returns from global equity markets as investors reacted positively to inflation continuing to fall and the prospect of impending interest rate cuts. However, much of the equity market return was dominated by a small number of large technology companies that benefitted from investor enthusiasm on artificial intelligence. More diversified investors consequently struggled to keep pace with the market return given this narrow market leadership. Other asset class returns were more muted for the period with bond markets and

infrastructure assets continuing to struggle in the face of high interest rates but Gold delivered a strong return as an asset class, helped by central bank buying and increased geo-political risks.

Total Return (%)	One Year	3 Years	5 Years
Portfolio	10.0	11.6	30
Benchmark	15.3	25.4	37.6
CPI +3% Objective	6.2	32.2	43.3
ARC Charity Steady Growth*	9.4	11.5	27.4

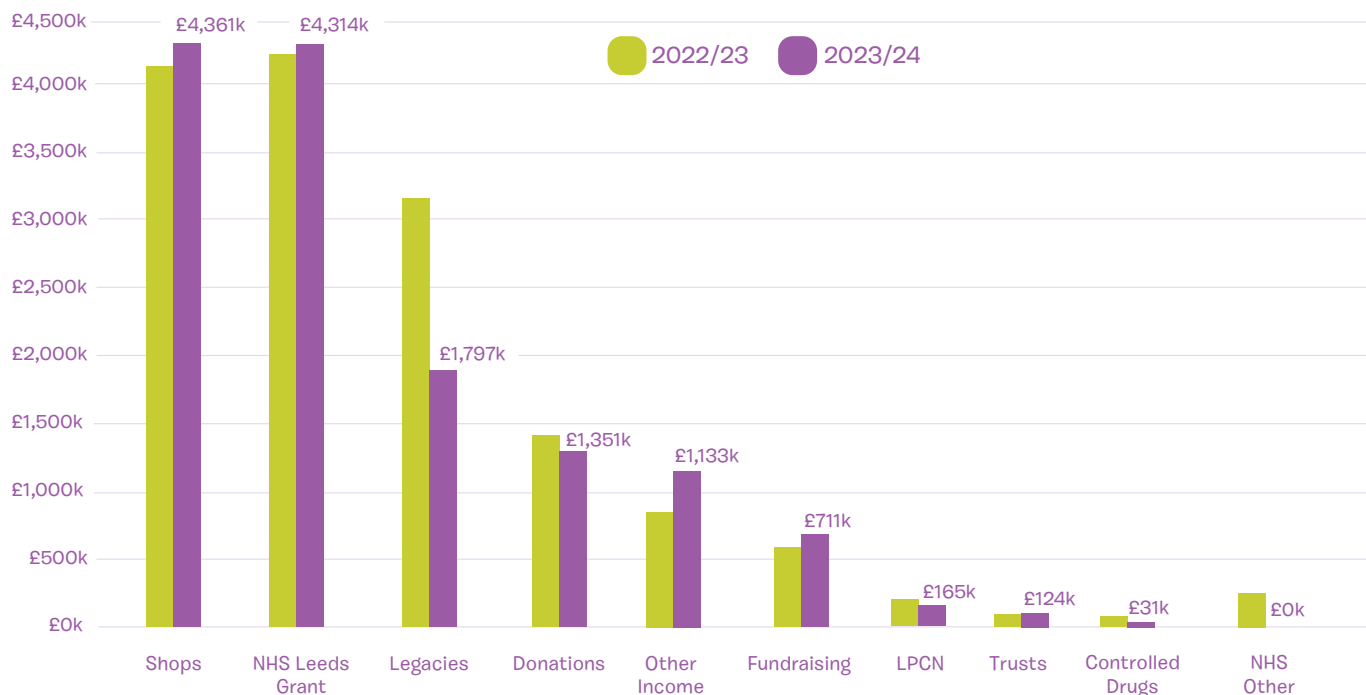
*ARC Steady Growth Charity Index represents charity portfolios that exhibit between 60%-80% of the volatility of the UK equity market, which is comparable with this portfolio

At year end the investment portfolio was valued at £6,674,068 (2023: £6,248,717) with investment management fees of £32,597 (2023: £31,390). Overall investment income was £313,834 (2023: £195,036) with the investment portfolio contributing dividend payments of £157,967 (2023: £171,673). Companies continued to retain funds rather than making dividend distributions to shareholders and this trend is expected to continue 2024/25. We generated £155,867 (2023: £23,363) from bank interest on approved short and medium-term deposits. We have seen a £132,504 increase in bank interest earned through the proactive investment of our surplus cash balances in higher rate deposit accounts.

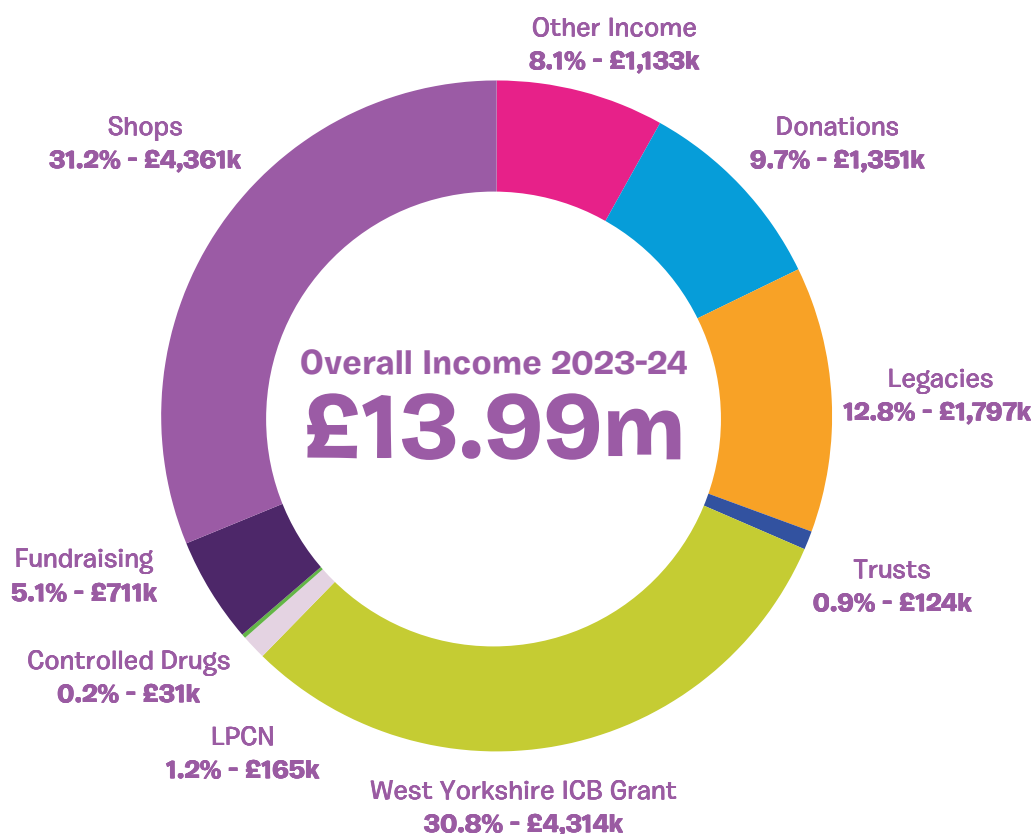
The investment portfolio is managed by external fund managers (Rathbones) and performance is monitored by the Finance and Business Committee with an independent review every 3 years. All investment decisions are made in accordance with the approved investment policy. This policy sets out the investment powers, objectives, risk profile, the types of investment and the benchmarks used for performance monitoring. A range of benchmarks are used to assess investment performance including a bespoke benchmark, agreed with the external fund managers, that reflects the Trustees' wish for good returns balanced with the need to manage risk. At the year end the portfolio was invested in a mixture of equities (77%), fixed interest (10%), property (3%), cash deposits (1%) and alternative assets (9%).



Income Chart Comparison 2022/23 - 2023/24



St Gemma's Hospice Services Ltd (trading subsidiary) continued to sell bought in goods and receive a lottery licence fee. During 2023/24 there was limited room hire income of £930. The company made a net surplus of £3,127 (2023: £10,579) in the year which will be transferred to the Hospice under Gift Aid.



Reserves

The Board of Trustees operates a risk based approach to determine the levels of reserves needed to cover key financial risks and support the long-term strategy and five-year plan. The Board has agreed a minimum general reserve fund of £3.7m as adequate to cover those assessed financial risks. This includes a £3.3m provision to support costs and liabilities associated with reorganising the Hospice in response to a significant reduction in income. This minimum reserve level is considered by the Board alongside the five-year financial plan and capital investment requirements on an annual basis.

The general reserves are drawn from unrestricted funds, excluding funds designated for future expenditure and those funds already invested in fixed assets. The unrestricted general reserve is currently £8,806,124 (2023: £11,215,950). The decrease of £2,409,826 is due to the creation of a Buildings Upgrade Reserve (£2,000,000) and AUPC Strategy Reserve (£500,000) in Designated Reserves to support delivery of the Hospice Strategy.

Total designated reserves 31 March 2024 were £5,921,053 (2023: £3,889,375) of which £2,551,764 (2023: £2,556,917) has been invested in fixed assets. The designated reserves, excluding fixed assets, are £3,369,289 (2023: £1,332,458). We hold appropriate designated reserves to support the delivery of St Gemma's Hospice Strategy 2018-2028. These reserves can be designated, re-designated or released at the discretion of the Board. Current designated reserves include:

- Research facilitator £52,934 (2023: £52,934). In 2023/24 we appointed a Research Facilitator, funded by the National Institute for Health Research to further embed and develop our research portfolio in the Hospice.
- Maintenance and gardens reserve of £73,188 (2023: £262,356). This fund ensures we can resource the asset replacement needs of the estate.
- Buildings development reserve of £124,197 (2023: £214,174). This fund recognises the investment needs of the Convent.
- Service transformation fund of £123,697 (2023 : £201,311) is designated to support ongoing service development needs of the Hospice.
- Digital development reserve of £464,664 (2023: £571,074). This fund supports investment in IT infrastructure.
- COVID response reserve of £30,609 (2023: £30,609). This fund supports a COVID-19 secure environment and allows us to respond to any unexpected demands post pandemic.
- AUPC strategy reserve of £500,000 (2023: Nil). This is a newly created reserve to support the delivery of the AUPC strategy.
- Buildings upgrade reserve of £2,000,000 (2023: Nil). This newly created reserve recognises the future needs of an ageing estate and upgrade of the site and buildings.

See notes 16 and 17 of the financial statements for further information on reserve utilisation.

Fixed Assets and Investments

The movements in fixed assets and investments during the period are set out in notes 10 and 11 to the financial statements. The Board of Trustees has the power to invest the charity's money in the manner they consider most beneficial for the purposes of St Gemma's Hospice.

Structure, Governance and Management

St Gemma's Hospice was founded in 1978 by the Sisters of the Cross and Passion who retain ultimate control of the company. The members of the company all belong to this congregation. The Hospice is a charitable company limited by guarantee and a registered charity.

The directors of the company are also charity Trustees for the purposes of charity law and are known as the Board of Trustees. Trustee Indemnity Insurance is provided for the benefit of the Trustees.

The Trustees have complied with the duty (set out in section 4 of the Charities Act 2011) to have due regard to public benefit guidance published by the Charity Commission. This report indicates how our activities have delivered public benefit.

The Board of Trustees includes one representative of the Sisters of the Cross and Passion with a deputy if required. The remaining members of the Board of Trustees have been recruited for their experience and skills in relevant areas including medicine and nursing, finance, legal and commerce. The Trustees who served during the year are set out on page 5.

The Board of Trustees is responsible for overseeing the Hospice's strategy and performance. It is chaired by Philomena Corrigan. The Board powers are detailed in the Articles of Association.

Full meetings of the Board of Trustees are held at least four times a year to review the performance of the Hospice and to agree any major changes to the strategy or financial plans. These meetings are supported by two focused strategy and development sessions a year.

During the year, the Hospice had more than the maximum number of Trustees as recommended in the Charity Governance Code. The total number of Trustees serving during the year was in accordance with the governing document. The Board values the continued support and wise counsel provided by the Sisters through this Constitutional arrangement.

The Board is supported by three Committees that meet on a quarterly basis:

Clinical and Academic Governance Committee

This Committee has delegated responsibility for oversight of clinical and academic governance, strategy, and delivery.

Corporate Governance Committee

This Committee has delegated responsibility for oversight of Hospice corporate governance arrangements, risk management, culture (including equality, diversity, and inclusion) and compliance with the Charity Governance Code. The Committee is also responsible for Board succession planning, and recruitment of Trustees and the Hospice Leadership Team.

Finance and Business Committee

This Committee has delegated responsibility for oversight of the financial strategy, annual budget, income generation and longer-term financial planning. The Committee is also responsible for overseeing the investment of Hospice funds and recommending the appointment of an investment manager to the Board.

Scheme of Delegation

The Board has approved a scheme of delegation under which the majority of operational management and decision making is delegated to the Chief Executive. The Chief Executive has a key role in the management and monitoring of service delivery, patient satisfaction, financial performance, the assessment and control of risk, and the prioritisation and allocation of resources.

The Hospice Leadership Team (HLT) reports to the Board and its Committees, leading on strategy development, overseeing the provision of Hospice services, and managing risk. The HLT is supported by Heads of Department, closely managing day to day service provision.

The HLT comprises the Chief Executive, Kerry Jackson; Chief Nurse, Heather McClelland; Chief Medical Officer and Consultant in Palliative Care, Dr Mike Stockton; Director of Income Generation, Kate Goldring; Chief Operating Officer, Jason Kirk. The Chief Executive and HLT are not members of the Board and have no beneficial interest in the company.

Senior Staff Pay

The pay of the senior staff is reviewed by the Board of Trustees, through its Remuneration Committee. The levels of remuneration paid to senior employees are carefully considered compared to other roles in the market and are benchmarked, as required, against other local hospices and national charities. The Hospice directly employs four medical consultants on NHS equivalent contracts, in line with national agreements.

The levels paid are those necessary to ensure a well-run, effective organisation in line with regulatory requirements. Competitive salaries help the Hospice to attract, recruit and retain the best possible calibre of staff, in a competitive environment.

Risk Management and Principal Risks

The Board has overall responsibility for establishing and maintaining the whole system of internal control and the management of risk, including reviewing the effectiveness of internal controls. The Board has adopted a risk based approach to establishing and maintaining internal controls, which are embedded within day to day management and governance processes.

The Board of Trustees assesses and reviews the management of the major risks to which the charity and its subsidiary company, St Gemma's Hospice Services Limited, are exposed, including financial, clinical, and business risks. The risk register is developed by the HLT and is scrutinised by the relevant Committees and Board on a quarterly basis.



The key risks facing the Hospice are:

- The achievement of income targets and controlling expenditure to support financial sustainability. This remains a key risk due to the current economic environment and the future impact on key income streams and expenditure plans. We have a well diversified income portfolio and have an appropriate level of free reserves to withstand short term funding fluctuations. We have strong financial governance arrangements to oversee and scrutinise financial performance. If we identify any longer term trend of reduced income or rising expenditure levels, our reserves will enable us to respond to these challenges and make any necessary changes to ensure continuity of service provision.
- The risk that changes in the health and social care environment will adversely impact our NHS grant funding. The level of government funding has given rise to pressure on the finances of the West Yorkshire Integrated Care Board (ICB) which is driving cost reductions across the region and directly impacting our statutory funding. We received a modest uplift to our core NHS grant 2023/24 (0.8%). We are, however, actively negotiating with the West Yorkshire ICB, together with the West Yorkshire Hospice Collaborative, to secure additional NHS funding to support our future sustainability. The Hospice Leadership Team continues to develop sustainable relationships and partnerships with health and care professionals and organisations across the healthcare system, demonstrating the impact of the care that we deliver. We take every opportunity to ensure that we have effective representation and continue to advocate for the needs of people facing the end of life.
- The risk of IT system failure or a cyber event, a risk shared in the health and social care and other sectors. This reflects ongoing IT infrastructure changes including the upgrade of our wireless systems, retail operational support transitioned to cloud services, the upgrade of firewalls and equipment and a new telephone system, all of which impact our IT security arrangements.

Information Governance

We comply with the Charity Governance Code, review Information Commissioner's Office (ICO) guidance and submit the NHS Data Security and Protection Toolkit (DSPT) which enables us to measure and publish performance against the National Data Guardian's ten data security standards.

Trustees Fundraising Statement

Income Generation at St Gemma's is conducted by a team of fundraisers and retail staff directly employed by the charity and led by the Director of Income Generation. The Hospice also generates Lottery income through an external partner (Local Hospice Lottery Limited) and their team of directly employed lottery fundraisers. There have been no failures to comply with the standards set by these organisations and St Gemma's is fully committed to the delivery of high quality, engaging and compliant fundraising activity.

The Trustees of the Hospice monitor the activities of the Income Generation team via quarterly meetings of the Finance and Business Committee, supported by regular meetings of the Income Review Group. The Chair of the Committee also meets monthly with the Chief Operating Officer and Director of Income Generation. Policies to protect vulnerable individuals are in place and all fundraisers are aware of their responsibilities in this area. During 2023/24 there were six complaints (2022/23: Two) relating to the Hospice's fundraising activities and no complaints (2022/23: None) relating to the chain of charity shops. The complaints highlighted opportunities for process improvements which are being implemented.

Trustees Responsibility Statement

The Trustees (who are also directors of St Gemma's Hospice for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law mandates Trustees to prepare financial statements annually that accurately

represent the financial status of the charitable company and group, including incoming resources, resource allocation, income, and expenditures. The Trustees must ensure these statements comply with legal requirements.

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

The Trustees are responsible for keeping adequate accounting records that 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 the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

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

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.

Going Concern

As part of our annual financial planning arrangements, the Board approved budget plans for 2024/25 and a supporting five-year financial outlook in considering the sustainability of the Hospice. This included a review of cashflows, capital investment needs and minimum level of general reserves. We have recorded a deficit of £377.3k this financial year but retain a strong asset base and general reserves of £8.8m to support the Hospice and ensure financial sustainability. Our cash flow forecasts and supporting management accounts all project sufficient liquid balance of funds to support sustainability.

The Board is satisfied that the charity has a reasonable expectation of continuing in operational existence for the foreseeable future and so has continued to adopt the going concern basis in preparing the financial statements. This confirmation is given and should be interpreted in accordance with the provisions of s418 of the Companies Act 2006.

Auditor:

Saffery LLP have expressed their willingness to continue as auditor for the next financial year.

The Trustees' Report, including the Strategic Report, was approved by the Board, and signed on its behalf by:

Philomena Corrigan
Chair of the Board of Trustees

Date
17 October 2024.

Signature



Independent Auditor's Report to the Members of St Gemma's Hospice

Opinion

We have audited the financial statements of St Gemma's Hospice (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2024 which comprise the group statement of financial activities, the group and parent charitable company balance sheets, the group cash flow statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the affairs of the group and the parent charitable company as at 31 March 2024 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

Other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on pages 28-29, the trustees (who are also the directors of the parent charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations or have no realistic alternative but to do so.



Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

Further, the parent charitable company is subject to other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements; through a significant fine, litigation, prosecution or restrictions on the parent charitable company's operations. We identified the most significant laws and regulations to be those issued by the Care Quality Commission ('CQC') covering the provision of health and social care in England.

Audit response to risks identified:

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

During the planning meeting with the audit team, the engagement partner drew attention to the key areas which might involve non-



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

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

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

Use of our report

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

Sally Appleton (Senior Statutory Auditor) for and on behalf of Saffery LLP

Chartered Accountants Statutory Auditors

Saffery LLP
10 Wellington Place
Leeds
LS1 4AP

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

Date
31 October 2024.

Signature

Saffery LLP

Consolidated statement of financial activities (Including consolidated income and expenditure account)

For the year ended 31 March 2024

Income From:	Notes	Unrestricted Funds 2024 £	Designated Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Donations, legacies, grants and trusts	2	3,164,427	-	108,131	3,272,558	4,666,842
Other trading activities:	3					
Sale of donated goods		4,309,544	-	-	4,309,544	4,050,961
Fundraising		710,987	-	-	710,987	606,717
Lottery		399,035	-	-	399,035	348,911
Commercial trading		57,374	-	-	57,374	49,953
		5,476,940	-	-	5,476,940	5,056,542
Charitable activities - Provision of Hospice Services						
Grant Income from WYICB	4	4,313,568	-	-	4,313,568	4,279,346
Additional WY ICB income		-	-	-	-	272,452
LPCN income		165,017	-	-	165,017	182,499
Controlled drugs income		30,950	-	-	30,950	66,788
Other grants		-	-	-	-	27,535
Education and research		159,579	-	-	159,579	146,322
Bistro		83,518	-	-	83,518	71,912
Other		170,662	-	-	170,662	94,024
		4,923,294	-	-	4,923,294	5,140,878
Investments	5	313,834	-	-	313,834	195,036
Total income		13,878,495	-	108,131	13,986,626	15,059,298
Expenditure On:						
Raising funds						
Cost of selling donated goods		3,138,629	80,290	-	3,218,919	2,720,870
Costs of raising income from donations, legacies, trusts and fundraising		1,646,613	51,454	-	1,698,067	1,598,550
Investment management fees		32,597	-	-	32,597	31,390
Commercial trading operations		54,247	-	-	54,247	39,374
		4,872,086	131,744	-	5,003,830	4,390,184
Charitable activities - Provision of Hospice Services		9,104,638	630,445	82,352	9,817,435	9,128,697
Total expenditure	6	13,976,724	762,189	82,352	14,821,265	13,518,881

	Notes	Unrestricted Funds 2024 £	Designated Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Net income/(expenditure) before investment (losses)/gains	8	(98,229)	(762,189)	25,779	(834,639)	1,540,417
Net (losses)/gains on investments	11	457,357	-	-	457,357	(465,381)
Net income/(expenditure)		359,128	(762,189)	25,779	(377,282)	1,075,036
Transfer between funds	16/17	(2,768,954)	2,793,867	(24,913)	-	-
Net movement in funds		(2,409,826)	2,031,678	866	(377,282)	1,075,036
Reconciliation Of Funds:						
Total funds brought forward		11,215,950	3,889,375	133,677	15,239,002	14,163,966
Net movement in funds for the year		(2,409,826)	2,031,678	866	(377,282)	1,075,036
Total funds carried forward	16/17	8,806,124	5,921,053	134,543	14,861,720	15,239,002

There were no other recognised gains or losses other than those listed above and the net income for the year.

All income and expenditure derive from continuing activities.

See note 15 for comparative Consolidated Statement of Financial Activities analysed by funds.

The accounting policies and notes on pages 38 to 55 form part of these accounts.



Balance Sheets

As at 31 March 2024

Fixed Assets	Notes	Group		Charity	
		2024 £	2023 £	2024 £	2023 £
Tangible assets	10	2,551,764	2,556,917	2,551,764	2,556,917
Investments	11	6,674,068	6,248,717	6,674,070	6,248,719
		9,225,832	8,805,634	9,225,834	8,805,636
Current Assets					
Stocks		10,941	14,270	-	-
Debtors	12	708,580	2,211,320	705,118	2,225,350
Current asset investments		3,500,000	2,531,416	3,500,000	2,531,416
Cash at bank and in hand		2,591,404	3,906,699	2,588,505	3,887,743
		6,810,925	8,663,705	6,793,623	8,644,509
Creditors - amounts falling due within one year	13	(1,175,037)	(2,230,337)	(1,157,737)	(2,211,143)
Net current assets		5,635,888	6,433,368	5,635,886	6,433,366
Net assets		14,861,720	15,239,002	14,861,720	15,239,002
Represented by funds					
Designated funds	16	5,921,053	3,889,375	5,921,053	3,889,375
General fund	16	8,806,124	11,215,950	8,806,124	11,215,950
Restricted funds	17	134,543	133,677	134,543	133,677
Total Funds		14,861,720	15,239,002	14,861,720	15,239,002

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

Date
17 October 2024.

Signature



Philomena Corrigan

Chair of the Board of Trustees

Company Number: 02773867

The notes on pages 38 to 55 form part of these accounts

Consolidated cash flow statement

For year ended 31 March 2024

	Notes	Group 2024 £	Group 2023 £
Net cash provided by operating activities	19	25,766	2,030,216
Cash flows from investing activities			
Dividends and interest received		313,834	195,036
Purchase of tangible fixed assets		(723,105)	(644,866)
Loss on disposal of fixed assets		4,788	-
Purchase of investments		(5,059,731)	(1,583,281)
Proceeds on sale of investments		4,977,985	1,609,777
Movement on cash held by Investment Managers		113,752	5,479
Net cash outflow/inflow from investing activities		(372,477)	(417,855)
Change in cash and cash equivalents during the year		(346,711)	1,612,361
Cash and cash equivalents at the beginning of the year		6,438,115	4,825,754
Total cash and cash equivalents at the end of the year		6,091,404	6,438,115
Reconciliation to balance sheet:			
Cash at bank and in hand		2,591,404	3,906,699
Current asset investments		3,500,000	2,531,416
Balance at 31 March		6,091,404	6,438,115

The notes on pages 38 to 55 form part of these financial statements.



Statement of accounting policies

For year ended 31 March 2024

Company and charitable status

St Gemma's Hospice, meets the definition of a public benefit entity under FRS 102, is incorporated in England and Wales as a charitable company limited by guarantee not having a share capital. The Sisters of the Cross and Passion are the members of the company. Each member has undertaken to contribute to the assets in the event of winding up a sum not exceeding £1. The charity is a registered charity. The registered office is given on page 3.

Basis of accounting

The financial statements have been prepared under the historical cost convention with the exception of investments which have been included at market value. The financial statements have been prepared in accordance with Statement of Recommended Practice "Accounting and Reporting by Charities (SORP 2019)" 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 and the Companies Act 2006.

The Company meets the definition of a qualifying entity under FRS 102 and has therefore taken advantage of the disclosure exemption available to it in respect of its separate financial statements in relation to presentation of a cash flow statement.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

The principal accounting policies are set out below.

Basis of consolidation

The consolidated financial statements comprise St Gemma's Hospice and its wholly owned subsidiary undertaking, St Gemma's Hospice Services Limited. The summarised profit and loss account for the subsidiary is shown in note 1. The results of the subsidiary are consolidated on a line-by-line basis.

Preparation of the financial statements – going concern basis

The principal risks facing the charity are discussed in the Trustees' report. Trustees have considered budget plans and a revised five-year financial outlook in considering the sustainability of the Hospice. The Trustees have also reviewed the cash position of the charity and cash forecasts at the date of signing the financial statements and are satisfied that the charity will be able to meet all of its financial commitments for at least twelve months from the date of signing.

As a consequence, the Trustees believe that the charity is well placed to manage its financial risks successfully. After making enquiries, the Trustees have a reasonable expectation that the charity has adequate reserves to continue in operational existence for the foreseeable future. Accordingly, the Trustees continue to adopt the going concern basis in preparing the financial statements.

Income

Income is recognised when the Group and Charity have entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Income received by way of donations, fundraising events, trading, legacies, and West Yorkshire Integrated Care Board (WY ICB) receipts are credited in the accounts when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. These are shown gross before deductions of related expenses and net of VAT. Lottery income is from Local Hospice Lottery and the joint lottery with Sue Ryder Wheatfields Hospice and is included net after associated expenditure.

For legacies, entitlement is taken as the earlier of the date when all the following conditions are met: the charity is aware that probate has been granted, a copy of the will has been received to confirm entitlement, there is sufficient information to value the estate, a copy of the estate accounts are received and approved and the estimated value of the benefit exceeds £10,000. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed where material.

Income tax recoverable on income received and bank interest received are included in these accounts on the accruals basis. Dividend income from investment funds is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of dividends paid or payable.

Deferred income includes amounts received in respect of grants received for work to be carried out in the next financial year.

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.

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. The full value of the freehold peppercorn rent is not valued due to the prohibitive cost of doing so. Income from goods donated for sale in the charity's shops is recognised at point of sale. As a result of the high volume of low value donated goods received by the charity, the cost of recognising these items at their value on receipt would outweigh the benefit of recognising them in the financial statements.

All income arises in the United Kingdom. In accordance with Charities SORP FRS102), the value of volunteer time is not recognised in the financial statements. Please refer to the Trustees' Annual Report for more information.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings.

Costs of raising funds include the costs incurred in generating voluntary income, fundraising trading costs, including the costs of running the charity shops, and investment management costs. Charitable expenditure has been analysed by activity, these costs enable the Hospice to meet its charitable aims and objectives.

Support costs cover functions that support the Hospice's work but do not directly engage in charitable activities. This includes back-office, finance, personnel, payroll, and governance expenses. Governance costs are linked to the charity's governance arrangements, including compliance, trustee meetings, and legal advice. These costs are divided between fundraising and charitable activities. The bases on which support costs have been allocated are set out in note 7.

Expenditure is included in the Statement of Financial Activities inclusive of any VAT which cannot be recovered.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Board of Trustees in the furtherance of the general objectives of the charity. Designated funds are amounts that have been put aside at the discretion of the Board of Trustees. Restricted funds are funds subject to specific conditions imposed by donors. Where restricted funds are received for the purchase of fixed assets then the funds are transferred to designated funds once the purchase has been made. See notes 16 and 17 for further information on funds and funds utilisation.

Tangible fixed assets

Tangible fixed assets are stated at cost, net of depreciation. Assets under construction are not depreciated until the asset is completed and brought into use or similar

Tangible fixed assets individually costing more than £1,000 are capitalised and included in the accounts at cost. Provision is made for depreciation on all tangible assets at rates calculated to write off the cost of each asset over its expected useful life as follows:

Improvements to leasehold property costs	5% per annum on a straight line basis
Fixtures and fittings	10% per annum on a straight line basis
Motor vehicles	25% per annum on reducing balance basis
Computer Equipment	25% per annum on a straight line basis

Investments

Listed investments are included in the financial statements at market value. Investment in subsidiary is recognised at cost. The Statement of Financial Activities includes the net gains and losses arising on revaluations and disposals throughout the year.

Stock

Stock of purchased goods is valued at the lower of cost and net realisable value. Items donated for resale are not included in the financial statements until they are sold.

Employee benefits

The Hospice operates two pension schemes. A defined benefit scheme with the National Health Service Superannuation Scheme is only available to staff who have previously contributed to the scheme. The administration of this scheme is dealt with by the National Health Service Pension agencies. In addition, there is a Group Personal Pension Scheme administered by Standard Life which is available to all other employees. Contributions to both Schemes are charged directly to the Statement of Financial Activities. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

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.

Financial instruments

Financial assets and financial liabilities are recognised when the Group becomes a party to the contractual provisions of the instrument. All financial assets and liabilities are initially measured at transaction price (including transaction costs). The charity and group only have financial assets and financial liabilities of a kind that qualify as basic financial instruments. With the exception of fixed asset investments, basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

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

Current asset investments include short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

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

Cash at bank and cash in hand includes cash and short-term highly liquid investments with a short maturity held for working capital.

Taxation

The Hospice is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, the Hospice is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising. Given this, no tax charge arises on the charity.

The trading subsidiary is liable to corporation tax on its taxable profits. Current tax, including UK corporation tax and foreign tax, is provided at amounts expected to be paid (or recovered) using the tax rates and laws that have been enacted or substantively enacted by the balance sheet date.

Critical accounting judgements and key sources of estimation uncertainty

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

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Legacies

Legacies are recognised as income when probate has been granted, the charity has established its entitlement to the funds and sufficient information is available to allow the measure of entitlement, and it is probable that funds are receivable.



Notes to the Group Financial Statements

For year ended 31 March 2024

1. NET INCOME FROM TRADING ACTIVITIES OF SUBSIDIARY

The charity has a wholly owned subsidiary, St Gemma's Hospice Services Limited which is incorporated in the UK and registered in England and Wales No 03739423. The company undertakes trading activities including the sale of bought in goods and the provision of room hire within the St Gemma's Academic Unit of Palliative Care. A summary of its trading results for the period is shown below. The company donates its taxable profit to St Gemma's Hospice under Gift Aid. Audited accounts will be filed with the Registrar of Companies.

Profit and Loss Account	2024 £	2023 £
Turnover	57,374	49,953
Cost of Sales	(26,173)	(17,281)
Gross Profit	31,201	32,672
Administrative expenses	(2,624)	(846)
Management charge	(25,450)	(21,247)
Operating profit	3,127	10,579
Charitable donation to St Gemma's Hospice	(3,127)	(10,579)
Retained in subsidiary	-	-
Aggregate Capital and reserves	2	2

2. INCOME FROM DONATIONS, LEGACIES AND TRUSTS

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total 2024 £
Donations	1,313,581	37,650	1,351,231
Legacies	1,796,980	-	1,796,980
Grants and Trusts	53,866	70,481	124,347
	3,164,427	108,131	3,272,558
2023 Comparative	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total 2023 £
Donations	1,302,475	133,849	1,436,324
Legacies	3,104,107	5,000	3,109,107
Grants and Trusts	11,040	110,371	121,411
	4,417,622	249,220	4,666,842

At 31 March 2024 there were legacies totalling £1,019,172 (2023: £1,410,319) that had been notified as receivable to the charity but have not been included in the financial statements as they did not comply with the recognition requirements of the accounting policy. A legacy of £180,000 has not been recognised within the accounts as it did not comply with the full recognition requirements for the asset.

Included in donations is gift aid received or receivable of £173,023 (2023: £174,832).

3. INCOME FROM FROM OTHER TRADING ACTIVITIES

	2024 £	2023 £
Sale of donated goods	4,309,544	4,050,961
Fundraising	710,987	606,717
Lottery	399,035	348,911
Income from wholly owned subsidiary:		
Room hire	930	808
Sale of purchased goods	51,443	45,306
Lottery License fee	5,001	3,839
	5,476,940	5,056,542

The sales of donated and purchased goods in 2024 includes donations under retail gift aid of £784,734 (2023: £730,089) and the associated gift aid of £193,829 (2023: £183,332). St Gemma's Hospice had 25 shops at the year end (2023: 24).

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total 2024 £
Provision of hospice services			
Grant income from WY ICB	4,313,568	-	4,313,568
LPCN income	165,017	-	165,017
Controlled drugs income	30,950	-	30,950
Education and research	159,579	-	159,579
Bistro	83,518	-	83,518
Other	170,662	-	170,662
	4,923,294	-	4,923,294
2023 Comparatives			
	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total 2023 £
Provision of hospice services			
Grant income from WY ICB	4,279,346	-	4,279,346
Additional WY ICB Income	272,452	-	272,452
LPCN income	182,499	-	182,499
Controlled drugs income	66,788	-	66,788
Covid 19 grant income from NHSE	-	27,535	27,535
Education and research	146,322	-	146,322
Bistro	71,912	-	71,912
Other	94,024	-	94,024
	5,113,343	27,535	5,140,878

5. INVESTMENT INCOME

All investment income for 2024 and 2023 was unrestricted.

	2024 £	2023 £
Listed securities	157,967	171,673
Bank and other interest	155,867	23,363
Total	313,834	195,036

6. ANALYSIS OF EXPENDITURE

Expenditure on raising funds	Direct Costs 2024 £	Support Costs 2024 £	Total 2024 £
Costs of selling donated goods	2,931,437	287,482	3,218,919
Cost of raising income from donations, legacies, trusts and fundraising	1,431,737	266,330	1,698,067
Investment management fees	32,597	-	32,597
Cost of wholly owned subsidiary:			
Purchased goods	54,247	-	54,247
	4,450,018	553,812	5,003,830

Expenditure on charitable activities			
Provision of hospice services			
In-Patient Care	5,595,038	657,423	6,252,461
Community Care	1,731,364	160,752	1,892,116
Out-Patients	515,629	109,988	625,617
Bereavement Support	263,410	40,516	303,926
Education and research	667,765	75,550	743,315
	8,773,206	1,044,229	9,817,435
Total expenditure	13,223,224	1,598,041	14,821,265

2023 Comparatives			
Expenditure on raising funds	Direct Costs 2023 £	Support Costs 2023 £	Total 2023 £
Costs of selling donated goods	2,459,677	261,193	2,720,870
Cost of raising income from donations, legacies, trusts and fundraising	1,353,352	245,198	1,598,550
Investment management fees	31,390	-	31,390
Cost of wholly owned subsidiary:			
Purchased goods	39,374	-	39,374
	3,883,793	506,391	4,390,184
Expenditure on charitable activities			
Provision of hospice services			
In-Patient Care	5,257,315	618,715	5,876,030
Community Care	1,497,380	144,499	1,641,879
Out-Patients	512,982	84,727	597,709
Bereavement Support	259,232	35,425	294,657
Education and research	648,303	70,119	718,422
	8,175,212	953,485	9,128,697
Total expenditure	12,059,005	1,459,876	13,518,881

7. ANALYSIS OF SUPPORT COSTS

2024	Raising Funds	In-Patient Care	Community Care	Outpatients	Bereavement Support	Education & Research	Total
Governance	36,938	43,849	10,722	7,336	2,702	5,039	106,586
Finance	64,310	76,341	18,667	12,772	4,705	8,773	185,568
IT	86,432	102,603	25,088	17,166	6,323	11,791	249,403
HR	21,966	26,075	6,376	4,362	1,607	2,997	63,383
Admin	94,232	111,861	27,352	18,715	6,894	12,855	271,909
Estates and Facilities	220,957	262,296	64,136	43,882	16,165	30,142	637,578
Depreciation	28,977	34,398	8,411	5,755	2,120	3,953	83,614
Total	553,812	657,423	160,752	109,988	40,516	75,550	1,598,041
2023	Raising Funds	In-Patient Care	Community Care	Outpatients	Bereavement Support	Education & Research	Total
Governance	35,436	43,296	10,112	5,929	2,479	4,907	102,159
Finance	75,301	92,003	21,487	12,599	5,268	10,426	217,084
IT	87,426	106,819	24,947	14,628	6,116	12,106	252,042
HR	14,454	17,660	4,124	2,418	1,011	2,002	41,669
Admin	127,550	155,841	36,396	21,341	8,923	17,661	367,712
Estates and Facilities	139,953	170,997	39,936	23,416	9,790	19,379	403,471
Depreciation	26,271	32,099	7,497	4,396	1,838	3,638	75,739
Total	506,391	618,715	144,499	84,727	35,425	70,119	1,459,876

The allocation is based upon the headcount in these areas, adjusted for those costs which were only incurred on the Hospice site, being IT, Finance and administration together with a proportion of building and maintenance costs.



8. NET INCOME/ (EXPENDITURE) FOR THE YEAR

This is stated after charging:	2024 £	2023 £
Auditor's Remuneration:		
Fees payable to the charity's auditor for the audit of the charity's annual financial statements	17,745	16,900
Fees payable to the charity's auditor for other services to the group:	-	-
Taxation services	1,900	1,950
The audit of the charity's subsidiary	3,730	3,550
Reporting to group auditor	-	1,100
Depreciation:		
On owned fixed assets	363,714	301,348
On leased fixed assets	359,756	350,440
Rental of land and buildings under operating leases	522,360	509,590
Hire of equipment under operating leases	13,746	9,701

9. ANALYSIS OF STAFF COSTS, TRUSTEES REMUNERATION AND EXPENSES AND THE COST OF KEY MANAGEMENT PERSONNEL GROUP AND CHARITY

Aggregate remuneration comprised:	2024 £	2023 £
Wages and salaries	9,199,405	8,439,019
Social security costs	848,114	817,994
Other pension costs	738,304	671,232
	10,785,823	9,928,245

During the year, three ex-gratia payments were made totalling £64,506 (2023: £nil).

The overall average and whole time equivalent (WTE) employees during the period was as follows:

	2024 No.	2024 WTE	2023 No.	2023 WTE
Provision of Hospice Services	167	133	170	135
Raising funds	85	71	84	70
Support functions	47	42	47	42
	299	246	301	247





The number of Group employees whose emoluments, excluding pension contributions and employers' national insurance, but including benefits in kind, were in excess of £60,000 was:

	2024 No.	2023 No.
£60,000 - £70,000	1	-
£70,001 - £80,000	1	2
£80,001 - £90,000	2	2
£90,001 - £100,000	1	1
£100,001 - £110,000	2	2
£140,001 - £150,000	-	1
£150,001 - £160,000	1	-

The key management personnel of the parent Charity, listed on page 4, are the same as the Group. The total remuneration (including pension contributions and employers' national insurance) of the key management personnel of the Group for the year totalled £717k (2023: £724k).

As shown above, St Gemma's Hospice has employed eight individuals who earned over £60,000. Four of these are medical consultants who are directly employed on NHS equivalent contracts, in line with national agreements. The others are members of the Hospice Leadership team (HLT), responsible for running the Hospice. The Chief Executive is not the highest paid employee.

No trustees received remuneration during the current or prior year. No travel or subsistence expenses were paid to trustees during the current or prior year.

10. TANGIBLE FIXED ASSETS

Charity and Group Cost:	Improvements to Leasehold Property £	Computer Equipment £	Fixtures and Fittings £	Assets Under Construction £	Motor Vehicles £	Total £
1 April 2023	6,670,892	893,006	4,006,886	212,051	49,732	11,832,567
Additions	15,202	122,195	577,802	7,906	-	723,105
Transfers	219,957	-	-	(219,957)	-	-
Disposals	(2,997)	(12,232)	(63,442)	-	-	(78,671)
31 March 2024	6,903,054	1,002,969	4,521,246	-	49,732	12,477,001
Depreciation:						
1 April 2023	5,557,765	733,442	2,947,951	-	36,492	9,275,650
Charge for the year	359,756	107,227	253,177	-	3,310	723,470
Transfers	-	-	-	-	-	-
Disposals	(1,349)	(12,232)	(60,302)	-	-	(73,883)
31 March 2024	5,916,172	828,437	3,140,826	-	39,802	9,925,237
Net book value:						
31 March 2024	986,882	174,532	1,380,420	-	9,930	2,551,764
31 March 2023	1,113,127	159,564	1,058,935	212,051	13,240	2,556,917

All tangible fixed assets are used for or to support charitable purposes.

11. FIXED ASSET INVESTMENTS

Charity	Cost Unlisted £	Listed 2024 £	Total 2024 £
Cost / market value at 1 April	2	6,248,717	6,248,719
Additions	-	5,059,731	5,059,731
Disposal proceeds	-	(4,977,985)	(4,977,985)
Unrealised gains	-	495,849	495,849
Realised loss	-	(38,492)	(38,492)
Decrease in cash deposits	-	(113,752)	(113,752)
Cost / market value at 31 March 2024	2	6,674,068	6,674,070
The charity holds a £2 investment in the subsidiary.			
Group		Listed Valuation £	
		2024 £	2023 £
Market value at 1 April	-	6,248,717	6,746,073
Additions	-	5,059,731	1,583,281
Disposal proceeds	-	(4,977,985)	(1,609,777)
Unrealised gains	-	495,849	(318,888)
Realised loss	-	(38,492)	(146,493)
Decrease in cash deposits	-	(113,752)	(5,479)
Market value at 31 March	-	6,674,068	6,248,717

The unlisted investment represents an investment in a subsidiary undertaking:



Name of Subsidiary	Class of Shares Held	Percentage of Shares Held
St Gemma's Hospice Services Limited	Ordinary	100%

St Gemma's Hospice also holds a minority share in an unlisted investment, Hospice Quality Partnership, which was acquired for £10.

Listed Investments

The historic cost of listed fixed asset investments at 31 March 2024 was £5,963,434 (2023: £5,209,889). The investments are managed by an external fund manager. The funds can be analysed as follows:

	2024 £	2023 £
Fixed interest	696,494	686,345
UK Equities	657,978	2,212,330
Overseas equities	4,495,086	2,467,295
Property	177,112	187,613
Alternative Assets	586,978	520,964
Cash deposits	60,420	174,170
	6,674,068	6,248,717

12. DEBTORS

	Group		Charity	
Amounts falling due within one year:	2024 £	2023 £	2024 £	2023 £
Trade debtors	12,215	18,732	-	-
Amounts due from subsidiary undertaking	-	-	8,753	32,762
Income tax recoverable	69,414	92,676	69,414	92,676
Other debtors	402,770	1,931,339	402,770	1,931,339
Prepayments	224,181	168,573	224,181	168,573
	708,580	2,211,320	705,118	2,225,350

13. CREDITORS: amounts falling due within one year

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Trade creditors	17,301	19,196	-	-
Other creditors	652,341	688,781	652,342	688,783
Accruals and deferred income	505,395	1,522,360	505,395	1,522,360
	1,175,037	2,230,337	1,157,737	2,211,143

Included in Other Creditors is £226,059 (2023: £284,849) received by St Gemma's in the role of host of the Leeds Palliative Care Network, which involves collaborative working with other palliative and end of life care providers in Leeds.

14. DEFERRED INCOME

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Brought forward	1,297,766	91,053	1,297,766	91,053
Deferred income	188,251	1,287,166	188,251	1,287,166
Release in year	(1,278,879)	(80,453)	(1,278,879)	(80,453)
Carried forward	207,138	1,297,766	207,138	1,297,766

The deferred income figure includes £18,886 (2023: £20,475) for monies received to support our Academic Unit of Palliative Care in the delivery of the CNS ECHO project. £nil (2023: £1,126,107) has been received from West Yorkshire ICB for care of patients. In addition, £17,884 (2023: £32,484) has been received in advance for training courses delivered by the Academic Unit of Palliative Care. £134,707 (2023: £118,699) has been received for the provision of an Inclusion Service. £5,515 (2023: £nil) has been received for the Winter Ball 2024.



15. COMPARATIVE CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

Income from	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	31 March 2023 Total Funds £
Donations, legacies and trusts	2	4,417,622	-	249,220	4,666,842
Other trading activities					
Sale of donated goods		4,050,961	-	-	4,050,961
Fundraising		606,717	-	-	606,717
Lottery		348,911	-	-	348,911
Commercial trading operations		49,953	-	-	49,953
	3	5,056,542	-	-	5,056,542
Charitable activities – Provision of Hospice Services:					
WY ICB Funding		4,279,346	-	-	4,279,346
Additional WY ICB income		272,452	-	-	272,452
LPCN income		182,499	-	-	182,499
Controlled drugs income		66,788	-	-	66,788
Other grants		-	-	27,535	27,535
Education and research		146,322	-	-	146,322
Bistro		71,912	-	-	71,912
Other		94,024	-	-	94,024
	4	5,113,343	-	27,535	5,140,878
Investments Income	5	195,036	-	-	195,036
Total income		14,782,543	-	276,755	15,059,298
Expenditure on					
Raising funds					
Cost of selling donated goods		2,651,691	69,179	-	2,720,870
Cost of raising income from donations, legacies, trusts and fundraising		1,551,942	46,608	-	1,598,550
Investment management fees		31,390	-	-	31,390
Commercial trading operations		39,374	-	-	39,374
		4,274,397	115,787	-	4,390,184
Charitable activities - Provision of Hospice Services		8,338,285	605,495	184,917	9,128,697
Total expenditure	6	12,612,682	721,282	184,917	13,518,881
Net income/(expenditure) before investment (losses)/gains	8	2,169,861	(721,282)	91,838	1,540,417
Net (losses)/gains on investments	11	(465,381)	-	-	(465,381)
Net income /(expenditure)		1,704,480	(721,282)	91,838	1,075,036
Transfer between funds	16/17	(735,289)	961,667	(226,378)	-
Net movement in funds		969,191	240,385	(134,540)	1,075,036
Reconciliation of funds:					
Total funds brought forward		10,246,759	3,648,990	268,217	14,163,966
Net movement in funds for the year		969,191	240,385	(134,540)	1,075,036
Total funds carried forward	16/17	11,215,950	3,889,375	133,677	15,239,002

16. UNRESTRICTED FUNDS

Charity and Group	1 April 2023 £	Income & net gain on investments £	Expenditure/ Gains £	Transfers £	31 March 2024 £
Designated Funds					
Research facilitator	52,934	-	-	-	52,934
Maintenance and gardens	262,356	-	-	(189,168)	73,188
Buildings Development	214,174	-	-	(89,977)	124,197
Service Transformation	201,311	-	(77,614)	-	123,697
Digital Development	571,074	-	(34,988)	(71,422)	464,664
COVID Response	30,609	-	-	-	30,609
AUPC Strategy	-	-	-	500,000	500,000
Buildings Upgrade	-	-	-	2,000,000	2,000,000
Fixed assets	2,556,917	-	(649,587)	644,434	2,551,764
	3,889,375	-	(762,189)	2,793,867	5,921,053
General Fund	11,215,950	14,335,852	(13,976,724)	(2,768,954)	8,806,124
Total unrestricted funds	15,105,325	14,335,852	(14,738,913)	24,913	14,727,177

The maintenance and Gardens fund is for ongoing building maintenance work to ensure that the Hospice is kept to the highest possible standard. The fixed asset fund represents reserves invested in fixed assets and each year a transfer is made equivalent to the value of additions in the year.

In 2023/24 we appointed a Research Practitioner, funded by the National Institute for Health Research to further embed and develop our research portfolio in the Hospice. The Digital Development Reserve and COVID Response Reserve were created in 2021 to support the Transformation Programme. An additional £500,000 was added to allow for the continued upgrade programme of IT and telephony infrastructure and to enhance IT skills across the Hospice in 2023.

The Buildings Development Reserve represents a commitment from the Sisters of the Cross and Passion to transform and integrate the convent into the current estate. Two new reserves were created in 2024: The AUPC Strategy Reserve will support the commercialisation of the AUPC; and the Buildings Upgrade Reserve will support the initial site development requirements of the current facilities. The Service Transformation fund is designated to support ongoing service development needs of the Hospice.

The transfers represent expenditure on capital items within the different designated funds.

YEAR ENDED MARCH 2023 COMPARATIVES

Charity and Group	1 April 2022 £	Income & net gain on investments £	Expenditure/ Gains £	Transfers £	31 March 2023 £
Designated Funds					
Research Facilitator	-	-	-	52,934	52,934
Maintenance	312,836	-	-	(50,480)	262,356
Buildings Development	304,641	-	-	(90,467)	214,174
Service Transformation	257,175	-	(55,864)	-	201,311
Digital Development	171,558	-	(5,298)	404,814	571,074
COVID Response	38,941	-	(8,332)	-	30,609
Fixed assets	2,563,839	-	(651,788)	644,866	2,556,917
	3,648,990	-	(721,282)	961,667	3,889,375
General Fund	10,246,759	14,317,162	(12,612,682)	(735,289)	11,215,950
Total unrestricted funds	13,895,749	14,317,162	(13,333,964)	226,378	15,105,325

17. RESTRICTED FUNDS

Charity and Group	1 April 2023 £	Income £	Expenditure £	Transfers £	31 March 2024 £
City wide education programme	10,550	-	-	-	10,550
Postage costs – restricted donation	20,873	25,000	(16,248)	-	29,625
Training and Education	63,162	-	-	-	63,162
Restricted Trust Income	20,714	70,481	(56,425)	(20,913)	13,857
Sundry restricted donations	-	12,650	(4,500)	(4,000)	4,150
Mental Health Clinical Nurse Specialist	18,378	-	(5,179)	-	13,199
Total Restricted Funds	133,677	108,131	(82,352)	(24,913)	134,543

The Citywide education programme was set up to improve the provision of palliative care across the city.

The competency framework for nursing staff was funded by WY ICB. Health Education England provided funding to support the End-of-Life Care Outcomes project being undertaken within the Academic Unit of Palliative Care.

The Mental Health Clinical Nurse Specialist is funded by West Yorkshire ICB.

The transfers represent expenditure on capital items within the different restricted funds.

YEAR ENDED MARCH 2023 COMPARATIVES

Charity and Group	1 April 2022 £	Income £	Expenditure £	Transfers £	31 March 2023 £
NHSE Covid funding	-	27,535	(27,535)	-	-
Restricted legacy – Dales ward	-	5,000	(5,000)	-	-
City wide education programme	10,667	-	(117)	-	10,550
Dedicated space Young People's service-WY ICB	57,357	-	-	(57,357)	-
Dedicated space Young People's service-donation	41,000	50,000	-	(91,000)	-
Postage costs – restricted donation	16,181	25,000	(20,308)	-	20,873
Training and Education	63,162	52,934	(52,934)	-	63,162
Restricted Trust Income	58,723	110,371	(70,359)	(78,021)	20,714
Sundry restricted donations	225	5,915	(6,140)	-	-
Mental Health Clinical Nurse Specialist	20,902	-	(2,524)	-	18,378
Total Restricted Funds	268,217	276,755	(184,917)	(226,378)	133,677

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

Charity	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2024 Total £
Tangible assets	-	2,551,764	-	2,551,764
Investments	6,674,070	-	-	6,674,070
Current assets	3,289,791	3,369,289	134,543	6,793,623
Current liabilities	(1,157,737)	-	-	(1,157,737)
Total net assets	8,806,124	5,921,053	134,543	14,861,720
Group	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2024 Total £
Tangible assets	-	2,551,764	-	2,551,764
Investments	6,674,068	-	-	6,674,068
Current assets	3,307,093	3,369,289	134,543	6,810,925
Current liabilities	(1,175,037)	-	-	(1,175,037)
Total net assets	8,806,124	5,921,053	134,543	14,861,720

2023 Comparatives

Charity	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2023 Total £
Tangible assets	-	2,556,917	-	2,556,917
Investments	6,248,719	-	-	6,248,719
Current assets	7,178,374	1,332,458	133,677	8,644,509
Current liabilities	(2,211,143)	-	-	(2,211,143)
Total net assets	11,215,950	3,889,375	133,677	15,239,002
Group	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2023 Total £
Tangible assets	-	2,556,917	-	2,556,917
Investments	6,248,717	-	-	6,248,717
Current assets	7,197,574	1,332,458	133,677	8,663,705
Current liabilities	(2,230,337)	-	-	(2,230,337)
Total net assets	11,215,950	3,889,375	133,677	15,239,002

19. NOTES TO THE CASHFLOW STATEMENT

Reconciliation of net incoming resources to net cashflow from operating activities	2024 £	2023 £
Net income/(Net deficit) for the reporting period	(377,282)	1,075,036
Investment income	(313,834)	(195,036)
Depreciation	723,470	651,788
Losses/(gains) on investments	(457,357)	465,381
Decrease in stock	3,329	1,482
(Increase)/decrease in debtors	1,502,740	(891,681)
Increase/(decrease) in creditors	(1,055,300)	923,246
Net cash inflow from operating activities	25,766	2,030,216

20. FINANCIAL COMMITMENTS

At the balance sheet date the total future minimum lease payments under non-cancellable operating leases:

	Land & Buildings		Other	
	2024 £	2023 £	2024 £	2023 £
Within one year	417,458	416,318	12,271	9,401
Between one and five years	958,417	831,042	18,233	19,461
	1,375,875	1,247,360	30,504	28,862

21. PENSION COMMITMENTS

The Hospice contributes to two pension schemes. A defined benefit scheme operated by the National Health Service Superannuation Scheme, which is only available to staff who have previously contributed to the scheme. The administration of the scheme is dealt with by the National Health Service Pension agencies. Contributions to this scheme are paid in respect of current service, and there is no liability to the Hospice in respect of past service. In addition, there is a Group Personal Pension Scheme, which is a defined contribution pension scheme, administered by Standard Life, which is available to all employees.

The charge to the Statement of Financial Activities of £738,304 (2023: £671,232) represents contributions to the funds during the period. Contributions payable to the schemes at the year end date totalling £43,452 (2023: £40,862) are included in creditors.

22. RELATED PARTIES

Control

Throughout the period, St Gemma's Hospice was ultimately controlled by the Congregation of the Sisters of the Cross and Passion of our Lord Jesus Christ. The members of the company all belong to this congregation.

Transactions

The Congregation retains freehold title to the Hospice which is let to the company on a long term lease for peppercorn rent.

Trustee donations

The aggregate amount of cash donations received from Trustees during the year was £5,195 (2023: £25).

Trustee relationships

Schofield Sweeney has provided legal advice in relation to the Hospice's lease arrangements. Chris Schofield (Trustee – resigned 30th September 2023) is Chairman of Schofield Sweeney.

23. JOINT ARRANGEMENT

St Gemma's Hospice has an arrangement with Sue Ryder Wheatfields to operate a joint lottery for fundraising purposes, which is administered by Sterling Lotteries.

The income received during the year from this lottery was £76,144 (2023: £81,752) and is included in note 3.



St Gemma's Hospice is a local, independent charity, providing expert medical and nursing care to thousands of local people every year – all free of charge to patients and their families. If you would like more information about our work, please contact us:

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Charity Registration No: 1015941



**St.
Gemma's
Hospice**

Always caring

Registered Charity No. 1015941