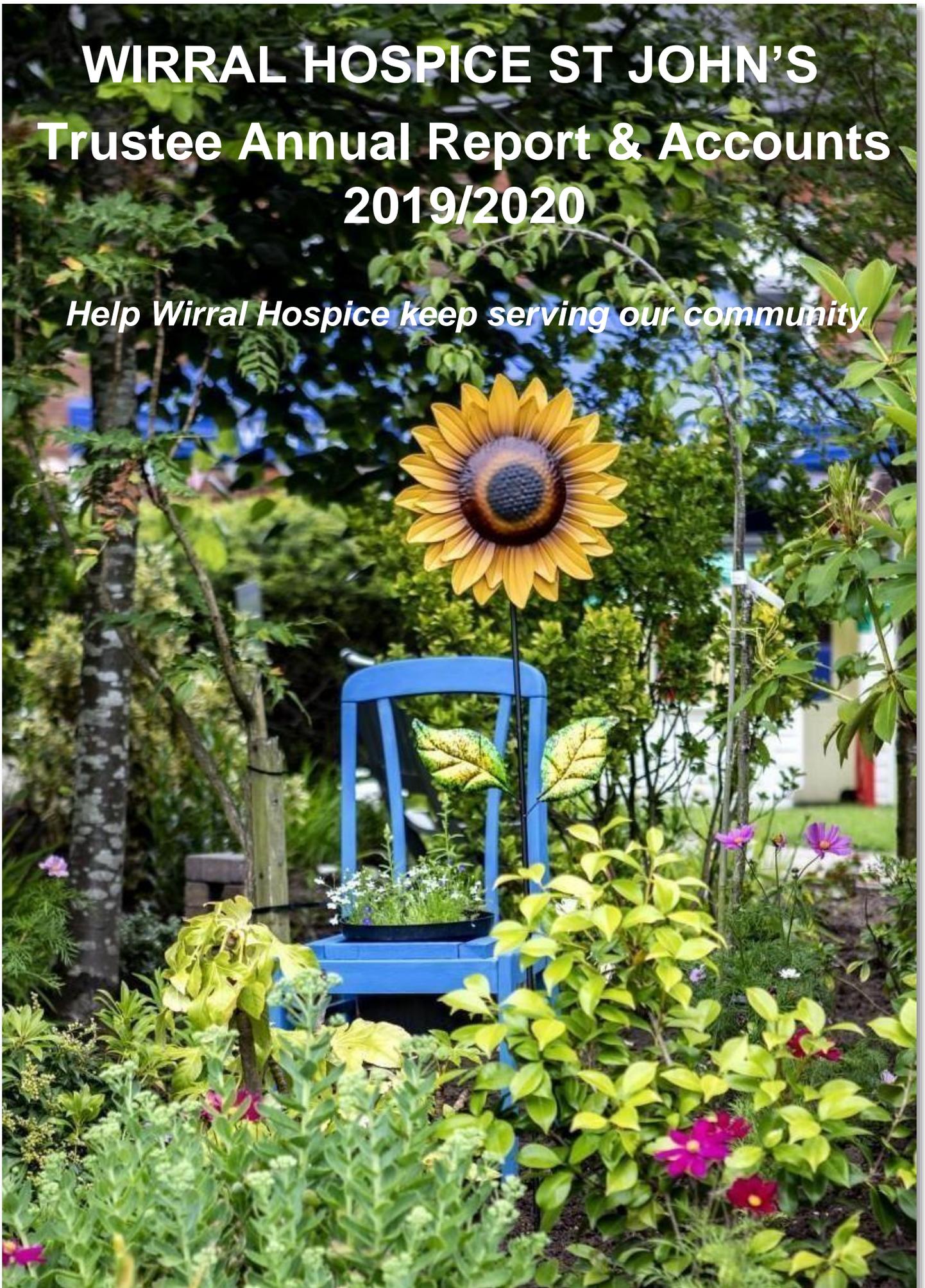


WIRRAL HOSPICE ST JOHN'S Trustee Annual Report & Accounts 2019/2020

Help Wirral Hospice keep serving our community



Annual Report 2019/20

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The Trustees present their report together with the consolidated financial statements for the year ended 31 March 2020. The Trustees confirm that the financial statements comply with current statutory requirements, with those of the company's Memorandum and Articles of Association and those of the Statement of Recommended Practice (FRS102).

Reference and Administrative Details:

Charity Number: 510643

Company Number: 1518364

Registered Office: Mount Road
Higher Bebington
Wirral, CH63 6JE

Auditors: BWM
Castle Chambers,
43 Castle Street
Liverpool, L2 9SH

Bankers: HSBC Bank plc
31 The Pyramids, Grange Road
Birkenhead, CH41 2ZL

Solicitors: Brabners LLP
Horton House, Exchange Flags
Liverpool, L2 3YL

Investment Manager: Investec Wealth & Investment Limited
100 Old Hall Street
Liverpool L3 9AB



Directors and Trustees

President:

His Honour John Roberts

Trustees:

The Directors of the charitable company are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

The Trustees serving during the year, and since the year end, on Wirral Hospice St John's Board were as follows: -

Mr. Steve Schroeder	Chair	
Dr. Bev C Oates	Deputy Chair	(Resigned 31.08.2020)
Mr. Graham M Ridgway	Treasurer	
Mr. Stephen Burrows DL		
Dr. Jean Quinn		
Dr. Hilary Leggat		
Mrs. Lyn N Meadows	Appointed 05.08.2019	
Dr. Roger H Platt	Appointed 05.08.2019	
Mrs. Debbie C A Mintowt-Czyz	Appointed 05.08.2019	(Resigned 10.08.2020)
Mrs. Julie Wynne	Appointed 11.05.2020	

Company Secretary:

Mr. John R Pentland

Senior Leadership Team:

Mrs. Helen Brown	Chief Executive Officer
Mr. John R Pentland	Director of Finance
Mrs. Teresa Nightingale	Director of Income Generation and Marketing
Mrs. Christine Sutcliffe	Director of Clinical Services – Appointed 01.08.2019
Dr. Emma Longford	Medical Director



Chair's Preface:

The 19-20 year has been one of continuing development building on the firm foundation of past years as well as consolidating changes in our operating practice but right at the end having to address the issues arising out of the Covid-19 pandemic.

The data later on in this report for our clinical services reflects the trends we have detected and upon which we have based a key element of our strategy for the future, namely an emphasis in developing services delivered away from the hospice. On site services are of the same order as last year albeit with in patient data reflecting increased complexity of patient conditions resulting in fewer admissions but longer mean stays and higher occupancy. In Wellbeing, the take up of availability is heavily dependent on the referral process accounting for some of the shortfall in the take up of this service and we have been working at strengthening relationships with community partners to provide a more seamless integrated service for patients. The Community Trust Integrated Specialist Palliative Care Team now work out of an office in the hospice building and there is a marked increase in referrals for the Hospice at Home.

The year-end accounts show a reduction in total assets of circa £950k and a cash position around £700k lower than the start of the year. This is due to the higher than usual cash balance brought forward, arising out of an exceptional previous year legacy income, being converted to investments and then the portfolio suffering a 17.6% drop right at the end of the year due to the impact of Covid on the markets, although this has partially recovered subsequently. Nevertheless, our cash balance is typical of previous year end amounts and the prudence with which we continue to manage cash has been fundamental to dealing with the impact of Covid on our overall financial position.

We have continued to invest in our people both in terms of training and development but also for the future with an expansion of our apprenticeship programme. An effective staff communication plan has reaped its rewards in the response to the measures necessary to deal with the impact of Covid in all sectors of our operations not least in the willingness of staff to take on roles outside their usual responsibilities as well as adopting flexible working practices.

Despite the relative strength of our position compared to many other hospices, the 20-21 year is going to be extremely challenging not only financially but also in adapting how we engage with patients as social behaviours are changed by the continuing presence of Covid. Our strategic objective of taking services to patients is going to be even more important in this context as well as dealing with the indirect consequences of Covid on the care of patients with life limiting conditions both in volume and complexity.

Increased emphasis on the use of digital platforms will be a key element not only in shifting the basis of our fundraising initiatives but also in support of delivering care services. Whilst effective cost control will continue to be a pre-requisite we will continue to make investments in the infrastructure that enables us to deliver services and maintain them at a high level of safety and quality which is so fundamental to the trust placed in us by our patients, their families and our supporters. Maintaining these values will be at the core of retaining and attracting people with the necessary skills and commitment on which our reputation is based particularly in what will be a much more competitive health care market.

We are realistic about the extent of the challenges we face but the platform we have established enables us to face them positively and in particular the manner in which our people have responded to the Covid situation through their flexibility and continued commitment gives us encouragement for the future.

Steve Schroeder: Chair

Objectives and Performance Monitoring:

Aims and Objectives of the Charity:

As a provider of Specialist Palliative Care, our responsibility is to patients, families and carers, who are supported by our multi-professional team working in close liaison with all healthcare professionals including primary, secondary and community care. Care is personalised according to what is important to the patient and their family.

How Our Activities Deliver Public Benefit:

Our sole aim is the provision of Specialist Palliative Care, without charge, supporting patients and their families.

Our Key Strategic Aims for 2019/20:

Wirral Hospice St John's Three Year Strategy 2020-23 sets out the hospice's four key strategic aims to:

1. Increase the reach of our services across the Wirral community providing care and support closer to home.
2. Secure sustainable income reducing the risk on the funding of care activities and provide funding for service developments.
3. Be the employer of choice with a highly motivated workforce inclusive of volunteers supported through learning & development opportunities and investment in their skills and personal development.
4. Ensure that Wirral Hospice St John's is recognised as an effective, efficient and thriving organisation worthy of future investment

Strategic Aim 1: To increase the reach of our services across the Wirral community providing care and support closer to home.

We know that the external landscape is rapidly changing with an ageing population and increasing demand on services. The NHS future plan emphasises the need for care to be delivered closer to home with both statutory and voluntary sectors working in partnership. We will keep abreast of these changes and adapt to suit changing demand to ensure that Wirral Hospice St John's is fit for the future and continues to be seen as a lead player in specialist palliative care.

We will achieve this by:

- Adjusting and adapting to the potential opportunities and threats arising from the rapidly changing external environment, economic and political contexts.
- Collaborating with other palliative care providers in Wirral to establish a new model of collaborative working for palliative care with patient and family support
- Continuing to examine and further develop the range of our clinical services particularly focusing on care closer to home
- Reviewing and developing our approach to outpatient follow-up, using knowledge and skills of our hospice staff, while embracing innovation and, where appropriate, alternative technology
- Developing in partnership with Neighbourhoods and third sector, a bespoke Wellbeing service to meet locality need
- Introducing nurse led outpatient services to augment medical provision

- Collaborating with Claire House to develop a transition pathway for young adults into adult palliative care services.
- Developing our bereavement service to provide equitable access to all patients and families linked to palliative services
- Embedding patient reported outcome measures across all our services
- Improving our marketing approach to significantly raise awareness amongst patients, families, professionals across Wirral of our services to increase both patient and family access to services
- Enhancing the quality and reach of end of life care through the development of our learning and development provision both internal and external to the hospice

Strategic Aim 2: To secure sustainable income reducing the risk on the funding of care activities and provide funding for service developments

As a charity we are heavily reliant upon the relationships we have with and the donations we receive from our local community. It is important to us that we spend the money received wisely so wherever possible we will make best use of our resources, cutting costs as appropriate without impacting on the quality of the services we deliver. We will ensure that we optimise procurement and expenditure to achieve best value for money to maximise monies available for direct patient services. We aim to develop alternative income streams to reduce reliance upon those that are less predictable expanding links with all areas of our Wirral community

We will achieve this by:

- Continuing to monitor costs and improve efficiency across all areas of the hospice to maximise available monies for direct patient care services
- Working together through a values based approach underpinning all that we do
- Optimising the use of technology to maximise efficiency in service delivery
- Improving our marketing approach to significantly increase our reach to both patients, families, professionals and potential investors
- Exploring and testing alternative income streams to optimise sustainable income streams

Strategic Aim 3: We will be the employer of choice with a highly motivated workforce inclusive of volunteers supported through learning & development opportunities and investment in their skills and personal development

The present and future workforce is pivotal to our ability to continue to develop and deliver patient and family services to meet future demand. The external landscape continues to change offering more choice and increased competition from which to recruit. We intend to recruit and retain high quality staff and volunteers investing in their knowledge and skills development. We will use a values based approach in all that we deliver.

We will achieve this by:

- Undertaking a thorough review of our pay and remuneration package to ensure competitive with other local providers
- Understanding present and future workforce requirements through workforce analysis and planning
- Reviewing all roles within the organisation to identify career pathways and opportunities for progression
- Exploring alternative approaches where future workforce recruitment challenges are identified
- Reviewing and developing staff appraisal system
- Enhancing learning & development opportunities for staff and volunteers
- Embedding our apprenticeship programme throughout the organisation
- Expanding volunteer opportunities across all departments
- Increasing professional placement opportunities, linking with more educational establishments
- Expanding marketing, increasing presence at local jobs and careers fairs and schools

Strategic Aim 4: We will ensure that Wirral Hospice St John's is recognised as an effective, efficient and thriving organisation worthy of future investment.

Wirral Hospice St John's is a fundamental part of the local community, established and supported by them to provide care and support for them. We cannot act in isolation and therefore through collaboration with both statutory and third sector organisations we will work together to explore and develop services to meet the future needs of our community. We will celebrate and publicise our success through the development of our marketing approach. Through development of our learning & development offer we will enhance the quality of palliative care delivered across Wirral.

We will achieve this by:

- Working closely with Wirral Clinical Commissioning Group to identify and develop present and identify future service provision.
- Actively engaging with and participating in joint work with our health & social care colleagues developing a shared, collective and integrated approach to specialist palliative and end of life services for the people of Wirral
- Increasing the number of organisations actively engaged with through meetings, projects and service developments
- Increasing our reach through enhanced marketing and increased contact with the people and organisations across Wirral
- Optimising opportunities to develop greater understanding of the present and future needs of our community
- Listening to feedback from professionals and the community to inform and develop our services to meet changing need
- Providing an enhanced education provision for professionals and the public which will inform practice and increase the take up of services
- Engaging with and supporting our community colleagues to develop as a compassionate community helping support one another

Monitoring Achievement of the Charity's Objectives:

Key Performance Indicator (KPIs) reports are compiled on a monthly basis to cover:

- Quality / Safety / Patient Experience
- Performance (Clinical, Financial, Income Generation & Marketing, Organisational)
- Activity levels

The reports are reviewed by the Senior Leadership Team, the Board as a whole and Committees of the Board. In the period covered by this report the Board met 5 times, including the annual Board Strategy Day, and the following Committees met on 4 occasions per year.

- Clinical Governance
- Financial & Infrastructure Governance including Investment, Income Generation & Marketing, and Workforce

For in-depth review and future planning purposes, Investment, Income Generation & Marketing and Workforce Committee meetings took place bi-annually.

A strategic element is incorporated into most Board meetings to facilitate discussion and identify opportunities for future learning & development. In addition, during 2019/20, Trustees have continued to carry out regular visits and trustee audits to the hospice observing breadth of services, speaking with staff and service users reporting their findings to Board.

The Board maintains an Organisational Risk Register to identify key high-level risks which arise out of the monitoring process and the actions being taken to mitigate them with regular review.

Monitoring by External Bodies:

The hospice operates a co-operative policy for visits and statutory inspections by external bodies including:

Care Quality Commission (CQC): The CQC is the independent regulator of health and social care in England and ensures health and social care services provide people with safe, effective, compassionate, high-quality care. CQC monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety and they publish their findings/performance ratings to ensure services meet the fundamental standards that people have a right to expect whenever they receive care from Wirral Hospice St John's.

Wirral Hospice St John's is registered with the CQC to provide:

- Diagnostic and Screening Procedures
- Treatment of Disease, Disorder or Injury

The Registered Manager, in conjunction with Organisational Quality & CQC Group members, provides a summary of policies and processes across the hospice to demonstrate how ongoing compliance is maintained to meet the fundamental standards required by the CQC providing assurance to the Board through the quarterly Governance Committees.

External regulators CQC last inspected in March 2016. The inspection found the hospice to be fully compliant with the fundamental standards with no requirement for enforcement action in any area. The hospice was rated as 'good overall' and has remained registered with the CQC without conditions. Their report was published 13 May 2016 and can be found on the CQC and Wirral Hospice St John's websites:

<https://www.cqc.org.uk/>

<http://www.wirralhospice.org/>

Healthwatch Wirral: Healthwatch is the national consumer champion in health and care. They have significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. Healthwatch Wirral is the local team which works to support the voice of patients and public in this area.

Fundraising Regulator: The Fundraising Regulator regulates charity fundraising in England, Wales and Northern Ireland. They work to improve fundraising standard and build public trust. We are registered with the Fundraising Regulator and we confirm that we comply with the Fundraising Regulator's voluntary registration scheme.

Our Achievements in the Year:

Over the course of the year, the hospice has achieved its overarching objectives of remaining fully compliant with all statutory requirements, maintaining and developing the high quality of the services we deliver for patients and their families.

The performance is evidenced by a PLACE Assessment (Patient Led Assessment of the Care Environment) which took place at the hospice in October 2019, resulting in scores of 100% for cleanliness and Building Condition /Appearance/Maintenance and improvements on previous year's scores for Dementia friendly rising from 73.01% to 82.05% and Disability Accessibility rising from 80.52% to 81.82%. All categories highlighting the quality of services provided, comparable with and at times exceeding the national scores for other healthcare establishments.

Our priorities for the year were:

1. Developing high quality services for the communities we serve
2. Securing sustainable income
3. Working in partnership to achieve our vision
4. Ensuring that Wirral Hospice is an effective, efficient and thriving organisation

Aiming:

- a. To optimise user engagement in the planning & delivery of Wirral Hospice St John's services
- b. To improve the effectiveness and accessibility of Wirral Hospice St John's services
- c. To improve the palliative & end of life care for those with conditions other than cancer
- d. To maximise usage of our facilities providing services tailored to need
- e. To ensure that Wirral Hospice St John's is at the centre of palliative and end of life care in Wirral.

Over the course of the year in keeping with our priorities:

In pursuit of developing high quality services for the communities we serve, we have:

- a. Developed new 3 year strategy.
- b. Further developed our wellbeing model of delivery for outpatients through nurse led clinic access providing bespoke programme based around what is important to them.
- c. In collaboration with Citizens Advice Bureau provided a benefits advice service for service users achieving significant success.
- d. Continued to develop the use of Individual Patient Outcome Scores (IPOS) and Outcome Assessment and Complexity Collaboration (OACC) suite of patient reported outcomes to facilitate individualised care & support, forming a key part of Multi-Disciplinary Team discussions.
- e. Collaborated with other healthcare organisations across Wirral supporting the introduction of the Wirral Care Record through the Healthy Wirral programme, providing rapid access to up to date patient care information at point of delivery.
- f. Enhanced the scope and capacity of psychological support for patients and families pre and post bereavement through the training & development of bereavement volunteers.
- g. Introduced intentional 'rounding' to enhance the comfort of our inpatients.
- h. Increased the diversity of volunteer roles across clinical services.
- i. Strengthened our education offer for both internal and external health & social care staff across Wirral.

In pursuit of maintaining stable financial viability, we have:

- a. Continued to strengthen robust financial controls and cash handling procedures
- b. Maintained strong budgetary monitoring to achieve positive balance at yearend.
- c. Strengthened marketing to increase community awareness of the hospice, its services and increased engagement.
- d. Further expanded apprenticeship offer across the organisation recruiting apprentices to income generation, clinical and workforce teams.
- e. Developed further opportunities for volunteers.
- f. Continued to develop new ways of working to optimise use of resources through review of all vacancies with a view to the future.

In pursuit of working in partnership to achieve our vision, we have:

- a. Developed closer working relationships with the integrated specialist palliative care service, enhancing patient flow, developing shared documentation and support.
- b. Continued to work closely with IT services across health & care to facilitate HealthyWirral, to achieve data sharing to enhance patient care.
- c. Developed transition pathway for young adults with children's hospices in Wirral and Liverpool supporting the adoption of the care pathway across other hospices.
- d. All departments linking with their relevant peers locally and further afield sharing best practice in clinical, HR, Finance, Education and support services.
- e. Worked with local businesses gaining valuable volunteer support to help maintain, deliver, plan and expand our offer.
- f. Worked together with other providers to develop Palliative Care Education Hub with co-production and delivery of education across the health & care sector helping develop knowledge and skills across the locality.
- g. Facilitated joint working event bringing together all parties supporting homeless people to develop pathways to enhance support available for this sector of society.

In pursuit of ensuring that Wirral Hospice is an effective, efficient and thriving organisation, we have:

- a. Reviewed and enhanced recruitment, induction and education programme including e-learning
- b. Introduced Staff & Volunteer long service awards
- c. Reviewed our approach to incident reporting and risk assessment, to enhance reporting and mitigation of risk
- d. Continued to develop as a learning organisation, learning from every interaction, incident etc.
- e. Undertaken a senior leadership team (SLT) and Trustees education & development day.
- f. Further expanded volunteer roles across organisation in support of service delivery
- g. Reviewed performance management approach to ensure relevant shared vision, supporting staff development of knowledge and skills, complementing skills analysis informing development of competency framework.
- h. Developed and launched a new three-year strategy in February 2020.
- i. Remained compliant within all regulatory frameworks.

Our People:

Our people are at the heart of the service we seek to provide, maintain and develop. We aspire to be a learning organisation together with a workforce having relevant palliative care knowledge, skills, experience and qualifications continuously developing to ensure the delivery of excellent evidence based care. The professional development of our staff team working in partnership with our committed volunteers underpins all our healthcare activity.

This could not be achieved without the significant support we receive from both individuals and organisations from within our community who contribute to the promotion of the hospice and the raising of funds to sustain its services.

Our Palliative Medicine Consultants work as 'one team' closely aligned across the three areas of acute hospital, hospice and community. Linking closely with the Integrated Specialist Palliative Care Team within the community; ensuring best practice and continuity of care for patients and their families.

The Wirral community is pivotal to the hospice. During the year over 500 volunteers helped us across every area of our service. Through a variety of media and regular events in conjunction with our Long Service Awards we recognise and thank them all for their invaluable contribution without which we could not continue to provide the care and support for our patients, their families and their carers.

Ensuring our Senior Leadership Team and Trustees remain up to date is important. Annual employment and charity law updates are provided by the hospice solicitors, auditors and Hospice UK, to inform of legislative and policy changes required ensuring both knowledge and compliance.

Our Hospice Ambassadors – public figures who support the hospice by using their influence and contacts for the benefit of the organisation, continue to take an active role in developing and promoting fundraising activity to raise funds and heighten awareness of the work of the hospice with the launch of our first business evening.

Communication is key to ensuring that every member of our team feels informed, valued and part of the team as a whole, upholding our vision and values in all that they do. This is achieved through a shared vision, co-delivery and valued recognition of their contribution through our first long service awards evening for staff. Our Annual Delivery Plan underpins our strategy developed with our teams with regular progress reviews, monthly 'Team Brief', quarterly employee forums and increased use of social media with regular get togethers, sharing information and news updates.

Again this year, our Trustees and Senior Leadership Team took the opportunity to take timeout for a day to learn and develop together, exploring the role of the Board and Senior Leadership team ideas for our future vision and new three-year strategy, thereby emphasising the principle of co-operative working. From this exploration, our working relationships and governance processes have strengthened and continue to develop to ensure we are an efficient and thriving organisation worthy of future investment.

Our Charitable Activities:

Wirral Hospice St John's submits annual returns on Patient Activity to Hospice UK:

Inpatient Service:

Wirral Hospice has 16 Inpatient beds, of which 7 are single rooms, with 3 three-bedded bays. The unit has a large bright patient and visitor lounge with dining facilities, a relatives' room with en-suite facilities for overnight stays and easy access to patio areas and gardens. Patients and their families are also able to make use of the facilities in the hospice's Hub café, providing an informal meeting place away from the ward environment.

Patients are admitted for short term interventions following assessment by the Multi-Professional Team whose needs cannot be met by Specialist Palliative Care providers elsewhere. Patients are admitted under the care of the Palliative Care Consultant.

Multi-Professional Team Meetings are held once a week. All patients, including family issues/concerns when appropriate, are discussed and a management plan devised with patients to address their complex symptoms and needs. In addition, patients are reviewed daily by a doctor and twice weekly by a Consultant.

Discharge planning commences at the point of (or even prior to) admission, and discharge occurs once the patient's identified needs of what is important to them and their specialist palliative care needs have been addressed. The average length of stay is three-four weeks.

Inpatients (16 beds)	2018/19	2019/20
Total number of admissions	247	201
% Occupancy	85%	87%
Mean Length of stay (Days)	22	25.3
Total number of discharges	100(40%)	102 (51%)
Total number of deaths	122(49%)	93 (46%)

2019/20 saw a decrease in admissions with increased length of stay highlighting the complex nature of our patients. The year saw a slight increase in the number of patients discharged with some delays due to the availability of complex care packages. Occupancy remained high at and above optimum.

Wellbeing Service:

Wellbeing services are available four days per week in a purpose-built unit registered with CQC for 12 patients per day, provided by a Specialist Multi-Professional Team working alongside patients and their families promoting wellbeing to enable them to live well with a life-limiting disease.

Patients attend Wellbeing for a maximum of 8 weekly sessions during which they may access Educational sessions, Aromatherapy, Creative Therapy, Occupational Therapy, Physiotherapy, Relaxation, exercise classes, breathlessness, anxiety and fatigue management, counselling, support with advance care planning and benefits advice.

Wellbeing (48 places per week)	2018/19	2019/20
Total number of available places	2304	2280
Total number of allocated places	2300	1891
% attendance of available places	64%	54%
Mean length of stay (sessions)	8	5.5

The unit was closed for 2 days for staff training reducing the number of available places. Attendance has reduced on previous years. Referrals have continued to be affected by inconsistency in community staffing mainly due to sickness and late referrals delaying timely access. Work is underway to address timeliness through joint multidisciplinary reviews and support.

Outpatient Service:

Outpatient clinics are provided by a team of Consultants in Palliative Medicine, Bereavement Counsellors, and an Aromatherapy service. Clinics are provided for patients under the care of their General Practitioner and the Community Team requiring medical access to the wider Multi- Professional Specialist Palliative Care Service.

Outpatients	2018/19	2019/20
Total number of referrals	528	499
New appointments	297	308

The number of patients seen is dependent upon the number of appointments available. Reduced Consultant & Specialty Doctor cover in year has affected availability.

Hospice at Home Service:

The Hospice at Home team provides quality end of life care to patients wishing to remain at home, providing practical and emotional support to patients, families and carers in a variety of ways.

Hospice at Home	2018/19	2019/20
Total number of referrals	327	382
Hospice at day	1863	1741
Hospice at night	497	511
Total number of deaths	221	253
Total number of deaths at home	180 (81%)	209 (83%)

The number of referrals to this community service has seen an increase supporting more people in their own homes at end of life.

Interventional Pain Service:

The Interventional Pain Service is an Outpatient Service for patients with cancer-related pain who are not responding to conventional treatment and patients with life-limiting illnesses who are suffering from chronic pain. Patients are assessed by the Consultant either as an Outpatient or Inpatient at Wirral Hospice. A referral can be made by Consultants or General Practitioners.

Interventional Pain Service	2018/19	2019/20
Total number of referrals	83	82
New appointments	85	73

This service has maintained level of referrals with a predominance of appointments with ongoing patients as they benefit from the intervention ensuring it operates at capacity. This remains a fully funded service which limits the capacity available.

Plans for Future Periods:

Our plans for future periods are set in the context of five overarching Care Quality Commission themes for the delivery of our activities under the headings of being:

- **Caring**
- **Responsive**
- **Effective**
- **Well- Led**
- **Safe**

In achieving this, we have the same four defined strategic priorities as in the period covered by this report to:

- 1. Increase the reach of our services across the Wirral community providing care and support closer to home.**
- 2. Secure sustainable income reducing the risk on the funding of care activities and provide funding for service developments.**
- 3. Be the employer of choice with a highly motivated workforce inclusive of volunteers supported through learning & development opportunities and investment in their skills and personal development.**
- 4. Ensure that Wirral Hospice St John's is recognised as an effective, efficient and thriving organisation worthy of future investment**

In pursuing these priorities, we will focus on the aims of:

- a. Optimising user engagement in the planning & delivery of Wirral Hospice St John's services**
- b. Improving the effectiveness & accessibility of Wirral Hospice St John's services through collaboration & partnership**
- c. Improving the palliative and end of life care for those with conditions other than cancer**
- d. Ensure that Wirral Hospice St John's is at the centre of palliative & end of life care in Wirral. Collaborating to enhance the effectiveness and accessibility of our services, developing integrated model**
- e. Promoting a personalised approach to palliative care with patient reported outcome measures**
- f. Increasing knowledge and skills in Palliative and End of Life Care across professional groups**
- g. Maximise usage of our facilities providing services tailored to need**

Principal Risks and Uncertainties:

The hospice operates a policy of pro-actively monitoring risk through a Board Risk Register, covering both clinical and organisational risks reviewed regularly by the Board, Senior Leadership Team and the Governance Committees. High-level risks to the organisation are reviewed jointly by the Board and Senior Leadership Team on a quarterly basis.

To a large extent the principal risks and uncertainties are on-going challenges which we are seeking to address through the implementation of our strategy detailed earlier. However, their significance and the potential negative impact arising out them has been substantially heightened by the continuing Covid-19 pandemic.

There is significant risk to the level of our fundraising income including social distancing requirements placing limits on challenge events which raise funds through sponsorship, the ability for lottery canvassers/collectors to make house to house calls and decreased high street footfall reducing our charity shop income. The reduction in the UK economy will put pressure on dividend returns and on individual donations as well as grant availability from trust funds in what is an increasingly competitive local charity market.

We will mitigate the impact of these risks on our fundraising income through greater emphasis on contact through digital means including marketing initiatives to develop donor/lottery income, instituting virtual challenge events for sponsorship income and the sale of donated goods on platforms such as eBay.

Whilst the promised government investment in the health care sector may provide the opportunity for us to increase our statutory funding, any significant pay rises in the NHS will put pressure on our ability to maintain current service levels through the recruitment and retention of staff with the necessary skills and experience. We will mitigate this through a pro-active approach to staff relations and their working environment but ultimately it may lead to increased cost as a result of the need to stay competitive putting further pressure on financial stability.

Across the organisation we will continue to exert diligent cost control, ensuring value for money in all our activities matched with strategic analysis in assessing the benefit of developments including the returns from fundraising initiatives. We already have in place effective budgeting, monitoring and reporting processes and previous astute financial management has ensured we have reserves which provide the space to make any necessary adjustments to our operating practice to ensure continued viability.

The continuing presence of Covid-19 and the extent of infection in the community will determine our capability to maintain service levels, in particular where the availability of staff is significantly reduced through the need to self-isolate if symptomatic or having been in contact with someone who is. We will manage this risk through the procedures we successfully introduced during the first peak of the pandemic including our admission protocols.

We anticipate that Covid-19 will continue to impact on social behaviour for some time resulting in a reluctance for patients and their families to access our services through existing means, thereby reducing their efficiency and effectiveness. We will address this through initiatives which are already a part of our strategic aims, such as more community-based service delivery, although this may lead to a period of disruption as delivery means and our skill base is adjusted.

The end of the Brexit transition period has the potential to disrupt supply chains which could be exacerbated by further waves of the pandemic. We are dependent on the NHS for the supply of key medical items and due to their market domination it is not practical for us to seek alternative sources however we will be prudent in maintaining stock levels for these and other critical goods.

Wirral University Hospital Trust intends selling land immediately adjacent to the hospice site including a building which is part of the route by which the hospice receives utility services. As such there is the potential for disruption to our activities arising out of the redevelopment of this land by a third party as well as inhibiting opportunities for expansion of the hospice site. We will mitigate this risk through continued liaison with WUTH, planning authorities and the eventual purchaser to protect hospice activities.

Structure, Governance and Management:

Governing Document:

Wirral Hospice St John's is a company limited by guarantee governed by its Memorandum and Articles of Association. Originally dated 22 September 1980, this was amended via a Special Resolution passed at the Annual General Meeting on 24 November 2014.

It is a registered charity engaged in the relief of illness and suffering by providing Inpatient, Outpatient, Hospice at Home and Wellbeing services.

Appointment of Trustees:

Trustees retire after a period of three years and can seek re-appointment each year. New Trustees are appointed by the Board when appropriate, ensuring a balance of skills is maintained.

Trustee Induction, Appraisal and Training:

The 'Trustee Recruitment and Selection Policy' and 'Ambassadors Recruitment and Selection Policy' were reviewed and updated in October 2018. The policies were updated to enhance the requirements and processes for identifying and recruiting suitably qualified candidates to join our Board and Ambassadors in line with current Charity Commission recommendations.

All new Trustees undertake a formal induction programme with the Chair, Chief Executive and the Senior Leadership Team, in addition to visiting each department, to gain an understanding of the hospice's services. Their legal obligations under Charity and Company Law are highlighted to ensure their understanding of the content of the Memorandum and Articles of Association, decision-making and function of the Board, which supports its business plan, and ongoing financial performance. Resources are readily available on the hospice's intranet to support trustees during their induction and to enable them to carry out their roles effectively throughout their term.

Ambassadors also undergo an induction; meeting the Board, Senior Leadership Team and touring the hospice. Trustee and Ambassador Induction Packs are provided, with regular updates and training sessions as appropriate.

To ensure that the Board of Trustees continues to operate effectively, in the year each trustee has had the opportunity to review the performance of the Board with the Chair from a neighbouring hospice, in addition to a personal appraisal conversation with their own Chair. The neighbouring hospice Chair has provided a written report on the outcome of their conversations giving feedback of both achievements and constructive support for future working which has been formally accepted by the Board.

E-Learning in the following four areas is mandatory for all trustees: -

- **GDPR Awareness**
- **Information Governance**
- **Safeguarding Adults (Level 1)**
- **Safeguarding Children (Level 1)**

Trustees are also encouraged to undertake additional individual learning, training and development appropriate to their roles as charity trustees, for example: conference and seminars from Hospice UK, charity law and finance updates, and internal hospice training events.

Organisational Structure:

The Board has a maximum of ten Trustees who administer the Charity. The composition of the Board reflects the expertise necessary to oversee the range of activity undertaken by the hospice.

The Trustees refer to the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future developments. Trustees give their expertise and time on a voluntary basis and without reimbursement.

In addition to exercising governance through full Board meetings, the Governance Committees and Sub-Committees of the Board monitor specific areas of activity. The terms of reference of these Governance Committees are reviewed on an annual basis.

The Chief Executive is appointed by the Chair and Board and is responsible for the day to day management of the charity with the support of the senior leaders.

To facilitate effective operations, the Chief Executive has delegated authority in accordance with the delegated powers documents.

Related Parties:

The company's wholly-owned subsidiary, Wirral Hospice St John's Enterprises Ltd., is engaged in the sale of goods for the benefit of the charity.

Risk Management:

The hospice has a Risk Management Policy which is endorsed by the Board and ensures that: -

- Risk management is integral to daily activity and in operation throughout the organisation
- All employees benefit from regular professional development, in addition to those recommended by their own professional body
- The Board Risk Register covering the organisation is updated monthly, stratifying risk according to impact and likelihood across all areas of the hospice
- The Serious Untoward Incident Policy is regularly updated and reviewed 3 yearly or when legislation/guidance changes. Staff awareness is maintained through regular in-house meetings and through the guidance of their own professional bodies
- Management accounts are produced monthly, with all variances to budget investigated and appropriate corrective actions implemented
- Investment Policy – a bi-annual review is undertaken by the Investment Group and subsequently endorsed by the Finance and Infrastructure Governance Committee
- Reserves Policy – an annual review is undertaken by the Treasurer and subsequently endorsed by the Board

Serious incidents are considered at relevant Governance Committees and reported to the Charity Commission/CQC/Health & Safety Executive as appropriate.

There were no serious untoward incidents recorded during 2019/20

These policies and procedures safeguard and ensure propriety. The Board has overall responsibility for risk management and receive quarterly reports, in addition to Annual Delivery Plan & Key Performance Indicators progress report.

Income Generation Review:

Wirral Hospice St John's has a broad income generation programme to raise funds for the charity. The four main areas are: -

- **Retail & enterprise**
- **Lottery**
- **Donations, charitable grants & legacies**
- **Community, corporates, challenges & other events**

The hospice largely co-ordinates its income generation activities from within the Fundraising Department using paid fundraising staff.

The following activities are carried out through third parties: -

- Lottery canvassing – the use of a door to door agency to recruit lottery members (contracts are put in place to formalise the relationship and expectations of both parties).
- Printing leaflets and mailing packs – the use of printers / mailing houses to produce cost-effective fundraising materials
- Community fundraising – schools, community groups, local businesses and families raise funds in aid of our hospice (email trails are in place and database records kept up to date with activities and funds raised)

Wirral Hospice St John's income generation activities are co-ordinated following legislation, guidance and advice set out by the following: -

- Gambling Commission
- Fundraising Regulator – Code of Fundraising Practice and the Fundraising Promise
- Wirral Hospice is also an organisational member of the Charity Retail Association
- Wirral Hospice is also an organisational member of Hospice UK – which provides some support for fundraising activities
- Some staff are individual members of the Hospice Income Generation Network, which is a membership body that supports fundraisers from hospices

Wirral Hospice St John's has complied with regulatory reporting to the Gambling Commission in relation to its lottery and fundraising activities and more generally to both the Charity Commission and the Care Quality Commission. No issues have been raised with these reports or audit visits.

All fundraising activities are monitored through monthly management reports. Performance and significant variances are discussed at board level using risk management reporting tools. Any activities carried out by third parties are also monitored closely to ensure that objectives are met and the hospice's good reputation and values are upheld.

For the year 1 April 2019 up to and including 31 March 2020, **5** complaints were received about income generation activities:

- **4** relating to retail
- **1** relating to lottery
- **0** relating to donations, charitable trusts and legacies
- **0** relating to community, corporates, challenges and other events

These were reviewed and investigated following Wirral Hospice St John's robust complaints policy. Actions were taken to address the matters raised with relevant individuals and appropriate feedback was given to

the complainant. None of the complaints were considered to be serious in nature and the complainant in each case appeared satisfied with our course of action. All complaints were fully resolved within timescales set and were fully compliant with the hospice's policy.

Wirral Hospice St John's takes its role in the community very seriously. On occasion, our charity comes into contact with potentially vulnerable members of public.

We train our staff and volunteers to be alert to vulnerable persons and to sensitively remove themselves from situations or commitments that could put themselves or the individuals at risk.

If a safeguarding matter is identified, staff are trained to follow the hospice's Safeguarding policy and alert the most appropriate member of senior staff or the Safeguarding Team.

- **Retail:** Lone working is strongly advised against for staff or volunteers in our charity shops. If it is suspected that someone is vulnerable, staff will try their best to avoid selling items to the individuals and forewarn other staff / volunteers in a sensitive way
- **Lottery:** If a telephone call or door-to-door visit highlights a vulnerability, we would look to cancel a financial commitment to us or not proceed with setting one up. We can sensitively mark donor records so that this information can be seen by appropriate users of a particular database
- **Donations:** If a vulnerable supporter is identified or suspected we look to not process a donation or cancel any regular commitments
- **Community-related activities:** Staff are trained to follow the hospice's Safeguarding policy if required, and to also follow Lone Working policy for themselves so the risk of being out in the community reduces any vulnerability they might be exposing themselves to

Financial Review:

Income:

Total income has decreased by approximately £850,000 this year, principally as a result of a decrease in legacies of almost £1,000,000. Revenue grants covered 49% (2019: 48%) of our expenditure (excluding fundraising costs).

The turnover of the trading subsidiary was approximately £70,000. Details of the subsidiary's performance, which we consider to be acceptable, are set out in note 6 of the financial statements.

Expenditure:

68% (2019: 68%) of costs relate to salaries, the total salary bill for the year being approximately £3,700,000. Of these costs, approximately 73% relate to employees who are directly involved in clinical care.

Fundraising costs include the costs of running our lottery (£325,000) and the charity shops (£426,000), which generated income of £663,000 and £699,000 respectively.

In summary, a difficult year due to the reduction in legacy income and an operating deficit of over £200,000 was generated, before losses on investments of £700,000. The Hospice's reliance on voluntary income, and particularly legacies, continues.

Balance Sheet:

Our principal assets are our tangible fixed assets, our investment portfolios of quoted investments and our bank balances. The bulk of our fixed assets consist of the Hospice premises.

Approximately £220,000 was spent on upgrading our fixed assets during the year.

Liquid reserves fell by approximately £700,000 during the year, as a result of the factors noted above and a transfer of £500,000 to the investment portfolio.

The Trustees continue to monitor future activities and costs with caution and are actively considering a wide range of options, particularly in the light of the impact of the Covid-19 pandemic on our income.

Reserves Policy:

Reserves are required because the on-going revenue expenditure of the Hospice exceeds the minimum guaranteed income on an annual basis.

Due to the fundamental uncertainties surrounding the Hospice's income and the ever-increasing cost of its service commitment, the Trustees believe that the reserves should be equivalent to between 6 and 24 months of anticipated net expenditure. Currently reserves amount to 13.6 (2019: 15.1) months of anticipated expenditure. Note that reserves held are primarily in the form of listed investments which provide a further source of income to the Hospice in the year.

The Trustees annually monitor and review the Reserves Policy.

Investment Policy:

The overall investment policy aims to achieve capital growth, with a medium level of risk, taking a long-term view.

Investments can be made across fixed interest investments, UK and overseas equities, property and alternative assets.

Fixed interest investments can be made in UK Government stocks (no restrictions), loan stocks of UK blue chip equities, and in UK unit trusts investing in gilts, corporate bond funds rated BBB or higher and cash. If the outlook for fixed interest investments at any time appears unfavorable, this allocation can be held in cash.

Individual equity purchases are restricted to shares that, at the time of purchase, are constituent elements of the FTSE 100 and FTSE 250 Indices. Shares held in a company that is subsequently relegated from these indices need not automatically result in a disposal of that holding.

Holdings of smaller company shares will be held through unit trusts and/or investment trusts.

No more than 25% of the total equity allocation is to be invested in non-UK stocks and only through unit trusts and investment trusts. A maximum of 10% of the value of the portfolio may be invested in emerging markets through unit trusts and investment trusts. No investment should exceed 5% of the total value of the funds under management.

Investments in tobacco stocks, hedge funds, derivatives and direct investments in commodities are not permitted.

The Board has given authority for the investments to be managed by the Investment Manager on a discretionary basis.

Investment Performance 2019/20:

Fixed Interest Investments:

During the year to 31 March 2020, the portfolio returned -11.83% compared to a return of -10.1 % for the FTSE All Share index.

These are total return performance figures on a time weighted basis.

(Source: Investec Wealth & Investment)

Trustees' Responsibilities for the Financial Statements:

Company law requires the Trustees, who are also Directors of the company, to prepare financial statements for each financial period, which give a true and fair view of the group's financial activities during the period and of the financial position of the group and the charity at the end of the period. In preparing those financial statements, the Trustees should follow best practice and:

- Select suitable accounting policies and then apply them consistently
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on a going concern basis unless it is appropriate to presume that the charity will continue in business

In so far as the Trustees are aware:

- There is no relevant audit information of which the company's auditors are 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 auditors are aware of that information

The Trustees are responsible for keeping accounting records, which disclose with reasonable accuracy the financial position of the group and charitable company and which enable them to ascertain its financial position and to ensure that the financial statements comply with applicable law. They are also responsible for safeguarding the assets of the group and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. There are no private or incidental benefits to the Trustees.

Auditors:

BWM who were appointed during the year, offer themselves for reappointment as auditors of the company in accordance with Section 485 of the Companies Act 2006.

BY ORDER OF THE TRUSTEES:

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John R Pentland
Company Secretary
16th November 2020

WIRRAL HOSPICE, ST JOHN'S
COMPANY LIMITED BY GUARANTEE
INDEPENDENT AUDITORS REPORT

TO THE MEMBERS OF WIRRAL HOSPICE ST JOHN'S

Opinion

We have audited the accounts of Wirral Hospice St John's (the "Charity") and its subsidiary (the "Group") for the year ended 31 March 2020 which comprise the Consolidated Statement of Financial Activities, the Consolidated and parent charitable company Balance Sheets, the Consolidated Statement of Cash Flows and the notes to the accounts, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Group's and Charity's affairs as at 31 March 2020 and of the group's incoming resources and application of resources, 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 accounts section of our report. We are independent of the Group and Charity in accordance with the ethical requirements that are relevant to our audit of the accounts 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the accounts any identified material uncertainties that may cast significant doubt about the Group's or the Charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the accounts are authorised for issue.

Other information

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

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

WIRRAL HOSPICE, ST JOHN'S
COMPANY LIMITED BY GUARANTEE
INDEPENDENT AUDITORS REPORT

TO THE MEMBERS OF WIRRAL HOSPICE ST JOHN'S

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' 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 Charity and their environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

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

- adequate accounting records have not been kept by the charity, or returns adequate for our audit have not been received from branches not visited by us; or
- the charity accounts are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees, who are also the directors of the Charity for the purpose of company law, are responsible for the preparation of the accounts and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of accounts that are free from material misstatement, whether due to fraud or error.

In preparing the accounts, the trustees are responsible for assessing the Group's and the Charity'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 charity or to cease operations, or have no realistic alternative but to do so.

WIRRAL HOSPICE, ST JOHN'S
COMPANY LIMITED BY GUARANTEE
INDEPENDENT AUDITORS REPORT

TO THE MEMBERS OF WIRRAL HOSPICE ST JOHN'S

Auditor's responsibilities for the audit of the financial statements

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://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 charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Peter Taaffe, FCA CTA DChA (Senior Statutory Auditor)
for and on behalf of BWM

Dated.....

Chartered Accountants
Statutory Auditor

Castle Chambers
43 Castle Street
Liverpool
L2 9SH

WIRRAL HOSPICE ST JOHN'S

PRINCIPAL ACCOUNTING POLICIES

For the year ended 31 March 2020

CHARITY INFORMATION

Wirral Hospice St John's is a private company limited by guarantee incorporated in England & Wales. The registered office is Mount Road, Higher Bebington, Wirral CH63 6JE

BASIS OF PREPARATION

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2016) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Wirral Hospice St John's meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

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 £.

The principal accounting policies of the group are set out below.

BASIS OF CONSOLIDATION

The group financial statements consolidate those of the company and of its subsidiary under-taking (see note 8), drawn up to 31 March 2020. Profits or losses on intra group transactions are eliminated in full.

No specific SOFA or Income & Expenditure account has been presented for the charity alone as permitted by Section 408 of the Companies Act 2006 and under the SORP.

GOING CONCERN

At the time of approving the accounts, and as detailed in the Trustees' report, the Trustees have considered the impact of Covid-19 on the charity and the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees continue to adopt the 'going concern' basis of accounting in preparing the accounts.

At the time of approving this report WHSJ is operating under the Government social distancing and lockdown measures owing to the Covid 19 outbreak. The board has taken numerous steps to minimise the effect of Covid-19 and the long-term risk to the charity.

FUND ACCOUNTING

Funds held by the charity are either:

Unrestricted general funds – these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds – these are unrestricted funds set aside by the trustees out of unrestricted general funds. The Development fund is a designated fund and represents a provision for future capital expenditure and operational developments. Where the directors consider it appropriate, having regard to the intended use of the money, funds are transferred to the Development fund from the General fund.

Restricted funds – these are funds which can only be used for particular restricted purposes within the objects of the charity. The balance in the Restricted fund includes donations received specifically for the development of the new Hospice, less revenue costs and depreciation to date, and is represented on the balance sheet as a proportion of the net book amount of tangible fixed assets.

INCOME

Income from donations and grants are accounted for in the accounting year in which they are receivable, except as follows:

- When donors specify that donations and grants given must be used in future accounting periods, the income is deferred until those periods.
- When donors impose conditions, which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred and not included in incoming resources until the pre-conditions have been met.

WIRRAL HOSPICE ST JOHN'S

WIRRAL HOSPICE, ST JOHN'S

PRINCIPAL ACCOUNTING POLICIES

For the year ended 31 March 2020

LEGACIES

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 if material.

Income derived from trading activities is accounted for in the accounting year in which it is received. Lottery income is accounted for in respect of those weekly draws which have taken place during the year.

INVESTMENTS

Fixed Asset Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the net gains and losses arising on revaluation and disposals throughout the year.

The charity does not take out call or put options, derivatives or other complex financial instruments. The main form of financial risk faced by the charity is that of volatility in equity markets and investment markets due to wider economic conditions, the attitude of investors to investment risk, and changes in sentiment concerning equities and within particular sectors or sub sectors.

A subsidiary is an entity controlled by the Charity. Control is the power to govern the finances and operating policies of the entity so as to obtain benefits from its activities.

Realised Gains and Losses

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their purchase value. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

CASH AND CASH EQUIVALENTS

Cash and Cash equivalents include cash in hand, deposits held at call with banks, other short term liquid investments with original maturities of three months or less and bank overdrafts.

OPERATING LEASES

Rentals payable under operating leases are charged to the Statement of Financial Activities as incurred over the term of the lease.

TANGIBLE FIXED ASSETS AND DEPRECIATION

Individual fixed assets are capitalised at cost where they are identified as being for continuing use in the charity's activities. Depreciation is calculated to write down the cost of all tangible fixed assets by equal annual instalments on a straight-line basis, as follows:

Hospice premises	50 years
Charity shops	50 years
Fund-raising office/education centre	
- Equipment, fixtures and fittings	7 years
- Building	50 years
Medical and office equipment	7 years
Computer equipment	4 years
Motor Vehicles	4 years

Impairment reviews are carried out on any assets where an indication is given that the recoverable amount is below the net book value. No assets have been subject to an impairment review.

STOCK

Stock is stated at the lower of cost and net realisable value. Donated items of stock are not valued on receipt as this would be impractical.

CONTRIBUTIONS TO PENSION SCHEMES

Defined Contribution Schemes

The group contributes towards the NHS pension scheme and the Group Flexible Retirement Plan for employees who are members of either scheme. The NHS pension scheme is a defined benefit scheme but the group is unable to identify its share of the underlying assets and liabilities.

The pension costs charged against profits represent the amount of contributions payable to the schemes in respect of the accounting period.

RESOURCES EXPENDED

Expenditure, which is charged on an accruals basis, is allocated between:

- expenditure incurred directly to the fulfilment of the charity's objectives (charitable activities);
- expenditure incurred directly in the effort to raise voluntary contributions (cost of generating funds);
- And
- expenditure incurred on governance costs.

Items of expenditure involving more than one cost category are apportioned on the basis of staff time incurred in respect of each category.

GOVERNANCE COSTS

Governance costs include expenditure on administration of the charity and compliance with constitutional and statutory requirements. Governance costs are included within support costs in Note 3 to the Accounts.

VAT

Hospice Income and Expenditure is recorded gross, with the net recoverable VAT element included within income.

Enterprise Income and Expenditure is recorded net of VAT.

FINANCIAL INSTRUMENTS

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

CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

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

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

For the year ended 31 March 2020

		Year ended 31.03.2020	Year ended 31.03.2020	Year ended 31.03.2020	Year ended 31.03.2019
	Note	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
		£	£	£	£
Income					
Income from generated funds:					
Donations and Legacies	6	774,267	-	774,267	1,782,341
Other Trading Activities	6	1,897,711	-	1,897,711	1,958,993
Investments	6	160,389	-	160,389	148,587
		<u>2,832,367</u>	<u>-</u>	<u>2,832,367</u>	<u>3,889,921</u>
Income from charitable activities	6	2,399,395	3,750	2,403,145	2,194,516
Total Income		<u>5,231,762</u>	<u>3,750</u>	<u>5,235,512</u>	<u>6,084,437</u>
Expenditure					
Costs of raising funds	2(a)	27,380	-	27,380	26,575
Fundraising costs	2(b)	1,195,226	-	1,195,226	1,036,067
Investment management costs		29,555	-	29,555	20,687
Charitable activities	1	4,162,118	60,819	4,222,937	4,140,959
Taxation	5	-	-	-	-
Total expenditure		<u>5,414,279</u>	<u>60,819</u>	<u>5,475,098</u>	<u>5,224,288</u>
Net (Expenditure) / Income		(182,517)	(57,069)	(239,586)	860,149
Gains / (Losses) on investments	8	(704,029)	-	(704,029)	199,508
Net movement in funds	13	(886,546)	(57,069)	(943,615)	1,059,657
Reconciliation of Funds					
Total funds brought forward		<u>9,529,231</u>	<u>2,165,672</u>	<u>11,694,903</u>	<u>10,635,246</u>
Total funds carried forward		<u><u>8,642,685</u></u>	<u><u>2,108,603</u></u>	<u><u>10,751,288</u></u>	<u><u>11,694,903</u></u>

The Statement of Financial Activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes at pages 35 to 48 form part of these accounts.

WIRRAL HOSPICE, ST JOHN'S

CONSOLIDATED BALANCE SHEET

As at 31 March 2020

	Note	2020 £	2020 £	2019 £	2019 £
Fixed assets					
Tangible assets	7		5,131,767		5,159,131
Investments	8		4,394,070		4,632,862
			9,525,837		9,791,993
Current assets					
Stocks	9	5,392		6,961	
Debtors	10	1,349,373		1,187,667	
Cash at bank and in hand	11	1,448,962		2,110,166	
		2,803,727		3,304,794	
Liabilities					
Creditors: amounts falling due within one year	12	(1,578,276)		(1,401,884)	
Net current assets			1,225,451		1,902,910
Net assets			10,751,288		11,694,903
The funds of the charity					
Restricted income funds	13		2,108,603		2,165,672
Unrestricted income funds	13				
General		5,385,093		6,149,395	
Fixed Assets		3,107,592		3,079,836	
Development		150,000		300,000	
Total unrestricted funds			8,642,685		9,529,231
Total charity funds			10,751,288		11,694,903

The notes at pages 35 to 48 form part of these accounts.

The directors approved the financial statements on 16th November 2020

S Schroeder

Director

G M Ridgway

Director

Company Registration Number: 1518364

WIRRAL HOSPICE, ST JOHN'S

BALANCE SHEET

As at 31 March 2020

	Note	2020 £	2020 £	2019 £	2019 £
Fixed assets					
Tangible assets	7		5,131,767		5,159,131
Investments	8		<u>4,394,072</u>		<u>4,632,864</u>
			9,525,839		9,791,995
Current assets					
Debtors	10	1,459,225		1,275,291	
Cash at bank and in hand	11	<u>1,344,480</u>		<u>2,028,944</u>	
		2,803,705		3,304,235	
Liabilities					
Creditors: amounts falling due within one year	12	<u>(1,578,256)</u>		<u>(1,401,327)</u>	
Net current assets			<u>1,225,449</u>		<u>1,902,908</u>
Net assets			<u>10,751,288</u>		<u>11,694,903</u>
The funds of the charity					
Restricted income funds	13		2,108,603		2,165,672
Unrestricted income funds	13				
General		5,385,093		6,149,395	
Fixed Assets		3,107,592		3,079,836	
Development		<u>150,000</u>		<u>300,000</u>	
Total unrestricted funds			8,642,685		9,529,231
Total charity funds			<u>10,751,288</u>		<u>11,694,903</u>

The notes at pages 35 to 48 form part of these accounts.

The directors approved the financial statements on 16th November 2020

S Schroeder

Director

G M Ridgway

Director

Company Registration Number: 1518364

WIRRAL HOSPICE, ST JOHN'S

CONSOLIDATED STATEMENT OF CASH FLOWS

As at 31 March 2020

	2020 £	2019 £
Cash flows from operating activities		
Net Income for the financial year (before investment revaluations)	212,485	1,007,304
Adjustments for:		
Depreciation of tangible assets	247,739	241,011
Profit on disposal of investments	(452,071)	(147,155)
Decrease/(increase) in trade and other debtors	(161,706)	96,970
Decrease in stocks	1,569	828
(Decrease)/ Increase in creditors	176,392	(67,382)
Net cash provided by operating activities	24,408	1,131,576
Cash flows from investing activities		
Proceeds from sale of investments	1,377,310	554,781
Purchases of tangible assets	(220,375)	(154,757)
Purchases of investments	(2,231,960)	(275,002)
(Increase)/Decrease in cash held by stockbrokers	389,413	(254,331)
Net cash (used in) / provided by investing activities	(685,612)	(129,309)
Net increase in cash and cash equivalents	(661,204)	1,002,267
Cash and cash equivalents at the beginning of year	2,110,166	1,107,899
Cash and cash equivalents at the end of the year	1,448,962	2,110,166

NOTES TO THE ACCOUNTS

As at 31 March 2020

1. CHARITABLE ACTIVITIES

	2020	2019
	£	£
Salaries	2,693,435	2,595,646
Depreciation	219,745	211,774
Medical supplies	268,213	260,057
Food	63,536	58,751
Heat and lighting	95,665	82,831
Repairs and renewals	150,974	160,772
Cleaning	39,062	30,853
Other	120,358	118,860
Support costs (note 3)	571,949	621,415
	<u>4,222,937</u>	<u>4,140,959</u>

2. COST OF RAISING FUNDS

	2020	2019
	£	£
(a) Costs of generating voluntary income – salaries	<u>27,380</u>	<u>26,575</u>
(b) Fundraising costs :		
Salaries	200,537	153,619
Depreciation	27,994	29,237
Charity shop costs (including salaries £229,711)	426,238	391,200
Purchase of goods for resale	38,216	33,803
Lottery costs (including salaries £105,334)	325,110	272,970
Printing, stationery and advertising	3,438	8,441
Postage and telephone	1,645	1,161
Fundraising expenditure	102,348	99,116
Other	69,700	46,520
	<u>1,195,226</u>	<u>1,036,067</u>

3. SUPPORT COSTS

	2020	2019
	£	£
Salaries	454,911	495,908
Printing, stationery and advertising	19,790	22,044
Postage and telephone	16,020	8,743
Accountancy and payroll charges	13,593	15,121
Insurance	36,162	32,523
Governance Costs (Including salaries £8,196)	31,473	47,076
	<u>571,949</u>	<u>621,415</u>

Included in Governance Costs is an amount of £9,000 (2019: £9,000) payable to the company's auditor for the audit of its financial statements.

As at 31 March 2020

4. DIRECTORS AND EMPLOYEES

Staff costs during the year were as follows

	2020	2019
	£	£
Wages and salaries	3,263,630	3,145,920
Social security costs	237,701	233,114
Other pension costs	218,173	194,960
	<u>3,719,504</u>	<u>3,573,994</u>
Average number of employees	<u>161</u>	<u>173</u>

The analysis of employees by category is as follows:

	2020	2019
	Number	Number
Direct charitable	109	118
Fund-raising and publicity	30	33
Management and administration	15	14
Directors	<u>7</u>	<u>8</u>

The number of employees whose emoluments as defined for taxation purposes amounted to over £60,000 in the year was as follows:

	2020	2019
	Number	Number
£60,000 - £70,000	0	1
£70,000 - £80,000	<u>1</u>	<u>0</u>

The employee earning over £70,000 participated in the NHS defined benefit pension scheme.
No employee earned more than £80,000 in the year.

The charity trustees were not paid or received any other benefits from employment with the charity or its subsidiary in the year (2019: £nil) neither were they reimbursed expenses during the year (2019: £nil). No charity trustee received payment for professional or other services supplied to the charity (2019: £nil).

The key management personnel of the parent charity, Wirral Hospice St John's, comprise the Trustees, the Chief Executive Officer, Medical Director, Finance Director, Director of Clinical Services, and Director of Income Generation. The total employee benefits of the key management personnel employed by the Charity were £292,073 (2019: £324,897).

The Medical Director is an employee of Wirral University Teaching Hospital NHS Foundation Trust.

WIRRAL HOSPICE, ST JOHN'S

NOTES TO THE ACCOUNTS

As at 31 March 2020

The Charity has arrangements with a number of staff who are not paid through the company payroll, but through a recharging agreement with third parties. The arrangements are in place to ensure continuity of service and protection of benefits for those staff whose careers are within the Health Service. The total amount paid under such agreements in 2020 was £157,545 (2019: £168,026). The posts and third parties involved are as follows:

Consultants and Doctors - Wirral University Teaching Hospital NHS Foundation Trust
Psychologist – Southport & Ormskirk NHS Trust

The Charity benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

5. TAXATION

The company has been granted charitable status and is thus generally exempt from Corporation Tax. All taxable trading income is received by the company's subsidiary undertaking, which has provided for Corporation Tax as follows:

UK Corporation Tax at 19% £nil (2019: £nil)

NOTES TO THE ACCOUNTS

As at 31 March 2020

6. NET INCOME FOR THE YEAR

The net income for the year is stated after charging:

	2020	2019
	£	£
Depreciation	247,739	241,011
Auditors remuneration	9,000	9,000
	<u>256,739</u>	<u>250,011</u>
and after crediting:		
Donations and Legacies:		
Legacies	467,519	1,431,135
In memoriam	152,636	148,639
General donations	97,289	147,367
Gift Aid	56,823	55,200
	<u>774,267</u>	<u>1,782,341</u>
Investments:		
Listed investments	154,360	143,295
Bank deposits	6,029	5,292
	<u>160,389</u>	<u>148,587</u>
Income from charitable activities:		
Income from NHS Clinical Commissioning Groups	1,742,632	1,679,818
Hospice at Home Income	342,764	329,568
Sundry Income	317,749	185,130
	<u>2,403,145</u>	<u>2,194,516</u>
Other trading activities:		
Fund-raising events	464,992	615,502
Charity shop sales	699,252	653,819
Subsidiary's turnover	69,904	62,055
Lottery income	663,563	627,617
	<u>1,897,711</u>	<u>1,958,993</u>

The Charity has one wholly owned trading subsidiary, which is incorporated in England and Wales.

Wirral Hospice St John's Enterprises Limited is engaged in the sale of goods for the benefit of Wirral Hospice, St John's.

Wirral Hospice St John's Enterprises Limited has transferred its profits to the Charity.

WIRRAL HOSPICE, ST JOHN'S

NOTES TO THE ACCOUNTS

As at 31 March 2020

THE SUBSIDIARY'S PROFIT AND LOSS ACCOUNT CAN BE SUMMARISED AS FOLLOWS:

	2020	2019
	£	£
Turnover	69,904	62,055
Cost of sales	<u>(38,216)</u>	<u>(33,803)</u>
Gross profit	31,688	28,252
Administrative expenses	(28,444)	(23,622)
Taxation	-	5,108
Gift Aid Payment	<u>(3,244)</u>	<u>(4,630)</u>
Profit retained	<u><u>-</u></u>	<u><u>5,108</u></u>

THE SUBSIDIARY'S BALANCE SHEET CAN BE SUMMARISED AS FOLLOWS:

	2020	2019
	£	£
Current assets	109,874	88,183
Current liabilities	<u>109,872</u>	<u>88,181</u>
	<u><u>2</u></u>	<u><u>2</u></u>
Share capital	2	2
Profit and loss account	<u>-</u>	<u>0</u>
	<u><u>2</u></u>	<u><u>2</u></u>

As at 31 March 2020

7. TANGIBLE FIXED ASSETS**The Group and the Company**

	Hospice Premises £	Computer, medical & office equipment £	Charity shops £	Motor vehicles £	Total £
Cost					
At 1 April 2019	6,546,501	1,962,187	158,453	101,344	8,768,485
Additions	<u>55,126</u>	<u>146,038</u>	<u>19,211</u>	-	<u>220,375</u>
At 31 March 2020	<u>6,601,627</u>	<u>2,108,225</u>	<u>177,664</u>	<u>101,344</u>	<u>8,988,860</u>
Depreciation					
At 1 April 2019	1,737,873	1,672,883	108,568	90,030	3,609,354
Charge for the year	<u>131,805</u>	<u>98,493</u>	<u>13,669</u>	<u>3,772</u>	<u>247,739</u>
At 31 March 2020	<u>1,869,678</u>	<u>1,771,376</u>	<u>122,237</u>	<u>93,802</u>	<u>3,857,093</u>
Net book amount at 31 March 2020	<u>4,731,949</u>	<u>336,849</u>	<u>55,427</u>	<u>7,542</u>	<u>5,131,767</u>
Net book amount at 31 March 2019	<u>4,808,628</u>	<u>289,304</u>	<u>49,885</u>	<u>11,314</u>	<u>5,159,131</u>

The net book amount at 31 March 2020 in respect of land and buildings comprises freehold property of £4,731,949 (2019: £4,808,628)

The net book amount at 31 March 2020 represents fixed assets used for:

	Hospice Premises £	Computer, medical & office equipment £	Charity shops £	Motor vehicles £	Total £
Charitable activities	4,542,868	316,063	-	-	4,858,931
Fund-raising	189,081	20,786	-	7,542	217,409
Charity shops	-	-	<u>55,427</u>	-	<u>55,427</u>
	<u>4,731,949</u>	<u>336,849</u>	<u>55,427</u>	<u>7,542</u>	<u>5,131,767</u>

The net amount at 31 March 2020 in respect of Charity shops comprises property improvements £30,476 and fixtures and fittings £24,951

NOTES TO THE ACCOUNTS

As at 31 March 2020

8. INVESTMENTS

	The Group		The Company	
	2020	2019	2020	2019
	£	£	£	£
Quoted investments at market value	4,249,969	4,099,348	4,249,969	4,099,348
Cash held by stockbrokers	144,101	533,514	144,101	533,514
Investment in subsidiary undertaking at cost	-	-	2	2
	4,394,070	4,632,862	4,394,072	4,632,864
Quoted investments			£	£
Market value				
At 1 April 2019			4,099,348	4,179,619
Additions at cost			2,231,960	275,002
Disposal proceeds			(1,377,310)	(554,781)
Profit on disposals			452,071	147,155
Increase/(Decrease) in unrealised gain			(1,156,100)	52,353
At 31 March 2020			4,249,969	4,099,348
Cost			4,314,503	3,007,782

All investments are carried at their fair value. Investment in equities and fixed interest securities are all traded in quoted public markets, primarily the London Stock Exchange. Holdings in common investment funds, unit trusts and open-ended investment companies are at the bid price. The basis of fair value for quoted investments is equivalent to the market value, using the bid price. Asset sales and purchases are recognised at the date of trade at cost (that is their transaction value).

The significance of financial instruments to the ongoing financial sustainability of the charity is considered in the financial review and investment policy and performance sections of the Trustees' Annual Report.

The coronavirus and its effects were the key influence on markets in the last quarter of the 2019-20 financial year. Governments around the world were forced to introduce social distancing measures to prevent healthcare systems being overwhelmed, and this in turn created a demand shock of epic proportions. The effect on equity markets was destructive, with falls, at their deepest, of around a third seen in major indices from recently achieved peaks. The most extreme selling pressure in the third week of March was exacerbated by forced selling from investors who manage their funds according to the levels of market volatility. Confidence was restored to some degree by the policy response of central banks and governments, promising a combination of liquidity and fiscal support.

NOTES TO THE ACCOUNTS

As at 31 March 2020

Crucially we believe that every measure possible will be taken to limit economic damage within the private sector, encouraging the search for long-term value across asset classes. Although this period will be extremely painful on many levels, the ability of good companies to generate decent returns on capital will not be permanently impaired. More negatively in the short term, it is already apparent that portfolio income will be severely constrained by the decisions of many companies to suspend dividend payments in an effort to conserve cash resources and to ensure their survival to participate in the recovery.

Initial hopes for a “V” shaped recession are fading, with the consensus now shifting more towards “U”. The worst of the downturn should be felt in the second quarter of the year. Company earnings are under severe pressure, with an aggregate decline in the range of 30-50% being pencilled in for the full year, and possibly no profits at all in the second quarter. A strong bounce is expected in 2021, especially as pent-up demand recovers across many industries.

The lack of profits and the need to preserve cash has already led to many companies suspending dividend payments. Although dividend income will remain the least volatile element of investors’ returns, overall distributions could be cut by a third or more.

Government bond yields hit new historic lows as a consequence of the demand for safe havens and the actions of central banks, which cut interest rates again and reintroduced asset purchase programmes. Low government bond yields facilitate the assumption of higher debt by governments providing support to the private sector, but increase the difficulty of finding safe income.

Alternative assets, including Gold and selected hedge funds have proved their defensive worth during a period of extreme stress, emphasising the benefits of a balanced portfolio. The IMF has again downgraded its assessment for global growth in 2020 from -3% previously to -4.9%. The world economy will recover by 5.4% in 2021, it forecasts.

Investment in subsidiary undertaking

The investment in subsidiary undertaking represents a 100% holding in the Ordinary share capital of Wirral Hospice St John's Enterprises Limited. The company holds 2 Ordinary shares, being 100% of the subsidiary's issued share capital. The purpose of the company, which is incorporated in England and Wales, Company Number : 3940685, is to undertake the trading activities of the Hospice (buying and selling Christmas cards and other goods).

9. STOCKS

	The Group		The Company	
	2020	2019	2020	2019
	£	£	£	£
Fund-raising goods	<u>5,392</u>	<u>6,961</u>	<u>-</u>	<u>-</u>

NOTES TO THE ACCOUNTS

As at 31 March 2019

10. DEBTORS

	The Group		The Company	
	2020	2019	2020	2019
	£	£	£	£
Prepayments and accrued income	205,963	123,109	205,963	123,109
Due from subsidiary undertaking	-	-	109,852	87,624
Other debtors	1,143,410	1,064,558	1,143,410	1,064,558
	1,349,373	1,187,667	1,459,225	1,275,291

11. BANK BALANCES

	The Group		The Company	
	2020	2019	2020	2019
	£	£	£	£
Bank balances	1,448,379	2,109,483	1,344,017	2,028,381
Petty cash	583	683	463	563
	1,448,962	2,110,166	1,344,480	2,028,944

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	The Group		The Company	
	2020	2019	2020	2019
	£	£	£	£
Trade creditors	265,050	173,363	265,050	172,806
Social security and other taxes	57,071	55,857	57,071	55,857
Other creditors and accruals	42,344	75,105	42,324	75,105
Deferred income	1,213,811	1,097,559	1,213,811	1,097,559
	1,578,276	1,401,884	1,578,256	1,401,327

DEFERRED INCOME - THE GROUP AND THE COMPANY

	Total	Activities in furtherance of the charity's objectives	
		Lottery income	
	£	£	£
As at 1 April 2019	1,097,559	998,891	98,668
Released to income in the year	(1,097,559)	(998,891)	(98,668)
Deferred in the year	1,213,811	1,128,413	85,398
As at 31 March 2020	1,213,811	1,128,413	85,398

Deferred income comprises lottery income received in advance and grants and donations which the donor has specified must be used in future accounting periods.

NOTES TO THE ACCOUNTS

As at 31 March 2020

13. RESERVES**The Group**

	Unrestricted General funds	Unrestricted Fixed Assets	Unrestricted Development funds	Restricted Funds	2020 Total
	£	£	£	£	£
As at 1 April 2019	6,149,395	3,079,836	300,000	2,165,672	11,694,903
(Deficit) for the year	(886,546)	-	-	(57,069)	(943,615)
Transfers	<u>122,244</u>	<u>27,756</u>	<u>(150,000)</u>	-	-
As at 31 March 2020	<u>5,385,093</u>	<u>3,107,592</u>	<u>150,000</u>	<u>2,108,603</u>	<u>10,751,288</u>

	Unrestricted General funds	Unrestricted Fixed Assets	Unrestricted Development funds	Restricted Funds	2020 Total
Represented by:					
Tangible fixed assets	-	3,107,592	-	2,024,175	5,131,767
Investments	4,394,070	-	-	-	4,394,070
Cash at bank and in hand	1,214,534	-	150,000	84,428	1,448,962
Other net current liabilities	<u>(223,511)</u>	-	-	-	(223,511)
	<u>5,385,093</u>	<u>3,107,592</u>	<u>150,000</u>	<u>2,108,603</u>	<u>10,751,288</u>

The Company

	Unrestricted General funds	Unrestricted Fixed Assets	Unrestricted Development funds	Restricted Funds	2020 Total
	£	£	£	£	£
As at 1 April 2019	6,149,395	3,079,836	300,000	2,165,672	11,694,903
(Deficit) for the year	(886,546)	-	-	(57,069)	(943,615)
Transfers	<u>122,244</u>	<u>27,756</u>	<u>(150,000)</u>	-	-
As at 31 March 2020	<u>5,385,093</u>	<u>3,107,592</u>	<u>150,000</u>	<u>2,108,603</u>	<u>10,751,288</u>

	Unrestricted General funds	Unrestricted Fixed Assets	Unrestricted Development funds	Restricted Funds	2020 Total
Represented by:					
Tangible fixed assets	-	3,107,592	-	2,024,175	5,131,767
Investments	4,394,072	-	-	-	4,394,072
Cash at bank and in hand	1,110,052	-	150,000	84,428	1,344,480
Other net current liabilities	<u>(119,031)</u>	-	-	-	(119,031)
	<u>5,385,093</u>	<u>3,107,592</u>	<u>150,000</u>	<u>2,108,603</u>	<u>10,751,288</u>

NOTES TO THE ACCOUNTS

As at 31 March 2020

13. RESERVES (cont.)**The Group Prior Year**

	Unrestricted General funds	Unrestricted Fixed Assets	Unrestricted Development funds	Restricted Funds	2019 Total
	£	£	£	£	£
As at 1 April 2018	5,239,861	3,110,970	150,000	2,134,415	10,635,246
Surplus for the year	1,028,400	-	-	31,257	1,059,657
Transfers	<u>(118,866)</u>	<u>(31,134)</u>	<u>150,000</u>	<u>-</u>	<u>-</u>
As at 31 March 2019	<u>6,149,395</u>	<u>3,079,836</u>	<u>300,000</u>	<u>2,165,672</u>	<u>11,694,903</u>

	Unrestricted General funds	Unrestricted Fixed Assets	Unrestricted Development funds	Restricted Funds	2019 Total
Represented by:					
Tangible fixed assets	-	3,079,836	-	2,079,295	5,159,131
Investments	4,632,862	-	-	-	4,632,862
Cash at bank and in hand	1,723,789	-	300,000	86,377	2,110,166
Other net current assets	<u>(207,256)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(207,256)</u>
	<u>6,149,395</u>	<u>3,079,836</u>	<u>300,000</u>	<u>2,165,672</u>	<u>11,694,903</u>

The Company Prior Year

	Unrestricted General funds	Unrestricted Fixed Assets	Unrestricted Development funds	Restricted Funds	2019 Total
	£	£	£	£	£
As at 1 April 2018	5,219,427	3,110,970	150,000	2,134,415	10,614,812
Surplus for the year	1,048,834	-	-	31,257	1,080,091
Transfers	<u>(118,866)</u>	<u>(31,134)</u>	<u>150,000</u>	<u>-</u>	<u>-</u>
As at 31 March 2019	<u>6,149,395</u>	<u>3,079,836</u>	<u>300,000</u>	<u>2,165,672</u>	<u>11,694,903</u>

	Unrestricted General funds	Unrestricted Fixed Assets	Unrestricted Development funds	Restricted Funds	2019 Total
Represented by:					
Tangible fixed assets	-	3,079,836	-	2,079,295	5,159,131
Investments	4,632,864	-	-	-	4,632,864
Cash at bank and in hand	1,642,567	-	300,000	86,377	2,028,944
Other net current liabilities	<u>(126,036)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(126,036)</u>
	<u>6,149,395</u>	<u>3,079,836</u>	<u>300,000</u>	<u>2,165,672</u>	<u>11,694,903</u>

The parent undertaking has taken advantage of Section 408 of the Companies Act 2006 and has not included its own profit and loss account in these financial statements.

The group deficit for the year includes a deficit from the parent company of £943,615 (2019: surplus £1,080,091), which is dealt with in the financial statements of the company.

The unrestricted development funds are in place to cover anticipated expenditure on tangible fixed assets and operational developments in the next 12 months.

NOTES TO THE ACCOUNTS

As at 31 March 2020

14. RESTRICTED FUNDS

The Group and the Company

	At 1.4.19	Incoming Resources	Resources Expended	At 31.03.20
	£	£	£	£
Sunrise Appeal	466,023	-	(17,617)	448,406
Anniversary Appeal	660,087	-	(15,618)	644,469
Inpatient Refurbishment	420,000	-	(10,000)	410,000
Kitchen Appeal	35,236	-	(820)	34,416
Patient Information Centre	497,949	-	(11,065)	486,884
Apprentice Funding	77,877	-	-	77,877
Pallaborative Funds	<u>8,500</u>	<u>3,750</u>	(5,699)	<u>6,551</u>
	<u>2,165,672</u>	<u>3,750</u>	(60,819)	<u>2,108,603</u>

The above funds represent amounts received mainly to finance capital expenditure.

The Sunrise Appeal raised over £1m to fund the construction of a new purpose built Inpatient hospice which opened in 1996.

The Anniversary Appeal raised funds to construct a new Outpatient Service building which was completed in 2008.

The Inpatients Refurbishment was a grant received from the Department of Health for the remodelling and improvement of the Inpatients Ward of the Hospice. This has been included within Hospice Premises in fixed assets.

The Kitchen Appeal raised funds to redevelop the Hospice Kitchen, which was completed in 2012

The Patient Information Centre is a grant received from the Department of Health for the redevelopment and extension of a building for use as patient information centre and office space for our integrated shared care team. This has been included within Hospice Premises in fixed assets.

Apprentice Funding is restricted income received from The Wirral Postgraduate Medical Centre, expressly for the funding of clinical apprentices.

Pallaborative funds is restricted income, expressly for the funding of clinical training.

This is a comparative for the prior year

The Group and the Company

	At 1.4.18	Incoming Resources	Resources Expended	At 31.03.19
	£	£	£	£
Sunrise Appeal	483,640	-	(17,617)	466,023
Anniversary Appeal	675,705	-	(15,618)	660,087
Inpatient Refurbishment	430,000	-	(10,000)	420,000
Kitchen Appeal	36,056	-	(820)	35,236
Patient Information Centre	509,014	-	(11,065)	497,949
Apprentice Funding	-	77,877	-	77,877
Pallaborative Funds	<u>-</u>	<u>8,500</u>	-	<u>8,500</u>
	<u>2,134,415</u>	<u>86,377</u>	(55,120)	<u>2,165,672</u>

15. CONTINGENT LIABILITIES

Neither the group nor the company had any contingent liabilities at 31 March 2020 or 31 March 2019.

16. CAPITAL COMMITMENTS

The group and the company had no capital commitment liabilities as at 31 March 2020. (2019: nil)

17. OPERATING LEASE COMMITMENTS

The total amounts payable in respect of operating leases for land and buildings are shown below, analysed according to the expiry date of the leases.

	The Group		The Company	
	2020	2019	2020	2019
	£	£	£	£
Within one year	4,300	1,800	4,300	1,800
Between one and five years	35,800	52,200	35,800	52,200
More than five years	431,663	283,250	431,663	283,250
	<u>471,763</u>	<u>337,250</u>	<u>471,763</u>	<u>337,250</u>

18. RELATED PARTY TRANSACTIONS

During the year, the company paid £3,300 (31st March 2019: £4,800) including VAT for accountancy advice to Grant Thornton UK LLP. G M Ridgway, the company's Treasurer, is an employee of Grant Thornton UK LLP.

During the year, the company paid £4,140 (31st March 2019: £24,340) including VAT for legal advice to Brabners LLP. S Burrows, a Trustee, acts as a consultant for Brabners LLP.

19. STATUTORY INFORMATION

Wirral Hospice St John's is a private company, limited by guarantee, registered in England and Wales and has no share capital. Approval has been obtained to dispense with "Limited" in the name of the company, being a charitable organisation. The company's registered number and registered office address can be found on the Reference and Administrative Details page within the Trustees' Report.

The presentation currency of the financial statements is the Pound Sterling (£).

As at 31 March 2020

20. ANALYSIS OF PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

	Year ended 31.03.2019 Unrestricted Funds £	Year ended 31.03.2019 Restricted Funds £	Year ended 31.03.2019 Total Funds £
Income			
Donations and Legacies	1,704,464	77,877	1,782,341
Other Trading Activities	1,958,993	-	1,958,993
Investments	148,587	-	148,587
	<u>3,812,044</u>	<u>77,877</u>	<u>3,889,921</u>
Income from charitable activities	2,186,016	8,500	2,194,516
Total Income	<u>5,998,060</u>	<u>86,377</u>	<u>6,084,437</u>
Expenditure			
Costs of raising funds	26,575	-	26,575
Fundraising costs	1,036,067	-	1,036,067
Investment management costs	20,687	-	20,687
Charitable activities	4,085,839	55,120	4,140,959
Support costs	-	-	0
	<u>5,169,168</u>	<u>55,120</u>	<u>5,224,288</u>
Total Expenditure	<u>5,169,168</u>	<u>55,120</u>	<u>5,224,288</u>
Net Income	828,892	31,257	860,149
Gains / (Losses) on investments	199,508	-	199,508
	<u>1,028,400</u>	<u>31,257</u>	<u>1,059,657</u>
Net movement in funds	<u>1,028,400</u>	<u>31,257</u>	<u>1,059,657</u>
Reconciliation of Funds			
Total funds brought forward	8,500,831	2,134,415	10,635,246
Total funds carried forward	<u>9,529,231</u>	<u>2,165,672</u>	<u>11,694,903</u>

For more information, please contact us:

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www.wirralhospice.org | Registered Charity No. 510643



Thank you for WHATEVER support you ARE ABLE to give us!