

**REGISTERED COMPANY NUMBER: 1562110 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 281963**

**Report of the Trustees and  
Audited Financial Statements For The Year Ended 31st March 2011**  
**for**  
**St Wilfrid's Hospice (South Coast) Ltd**

**TUESDAY**



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COMPANIES HOUSE

Sheen Stickland LLP  
Chartered Accountants  
Registered Auditors  
7 East Pallant  
Chichester  
West Sussex  
PO19 1TR

**St Wilfrid's Hospice (South Coast) Ltd**

**Contents of the Financial Statements  
for the Year Ended 31st March 2011**

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# **St Wilfrid's Hospice (South Coast) Ltd**

## **Report of the Trustees for the Year Ended 31st March 2011**

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The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2011. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005 and revised May 2008.

### **REFERENCE AND ADMINISTRATIVE DETAILS**

#### **Registered Company number**

1562110 (England and Wales)

#### **Registered Charity number**

281963

#### **Registered office**

Grosvenor Road  
Chichester  
West Sussex  
PO19 8FP

#### **President**

Anne, Duchess of Norfolk

#### **Vice Presidents**

Dr Christopher Bateman  
Joan Foster  
Lady Rosemary Griffin  
Peter Hounscome  
Susan Hyland  
Dr David Lacey  
Dr Sandra Sedgwick  
Jim Shippam  
Anthony Wickins

#### **Patrons**

Lady Pippa Blake  
Charles Fraser  
The Very Reverend Nicholas Frayling  
Mark Hewitt  
Margaret Johnson  
Lady Nicholas Gordon Lennox  
Sir Patrick Moore  
Patricia Routledge  
Christopher & Annie Timothy

#### **Trustees**

Mr S M P Ahern  
Dr A Copsey  
Dr A G Dewhurst  
Mrs K Glendinning MBE

- appointed 28<sup>th</sup> April 2010  
Vice Chair

Dr D Hennessy  
Mr R C Hull  
Mrs S A Hyland  
Mrs J Kroes Randall  
Mrs J A Lampam  
Mr A J Lewis

- resigned 23<sup>rd</sup> February 2011  
- resigned 22<sup>nd</sup> June 2011  
- resigned 23<sup>rd</sup> March 2011  
- appointed 26<sup>th</sup> May 2010  
- appointed 23<sup>rd</sup> February 2011  
Honorary Treasurer

Mr G C Papworth  
Mrs E A Spence  
Mr C D Todman  
Mr M D Troy

- appointed 28<sup>th</sup> April 2010  
- appointed 23<sup>rd</sup> February 2011

Mr A J Wickins  
Commodore M S Williams CBE  
Mrs A P Wormald

- resigned as Chair and Trustee 23<sup>rd</sup> March 2011  
- appointed 28<sup>th</sup> April 2010  
Chair (appointed 23<sup>rd</sup> March 2011)

**St Wilfrid's Hospice (South Coast) Ltd**

**Report of the Trustees  
for the Year Ended 31st March 2011**

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**REFERENCE AND ADMINISTRATIVE DETAILS**

**Company Secretary**

Ms Joanna Scutt

**Management Team**

Mrs Alison Moorey, Chief Executive

Dr Brendan Amesbury, Medical Director

Ms Beverly Applin, Lead Nurse Community Services

Mrs Avril Blakely, Head of Fundraising

Ms Jacqui Bourne, Lead Nurse Inpatient Services

Ms Joanna Scutt, Head of Finance

**Auditors**

Sheen Stuckland LLP

Chartered Accountants

Registered Auditors

7 East Pallant

Chichester

West Sussex

PO19 1TR

**Solicitors**

Thomas Eggar LLP

The Corn Exchange

Baffins Lane

Chichester

West Sussex

PO19 1GE

**Investment Advisers**

Ruffer LLP

80 Victoria Street

London

SW1E 5JL

**Bankers**

National Westminster Bank plc

5 East Street

Chichester

West Sussex

PO19 1HE

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing document**

The charity is controlled by its governing document, a deed of trust and its Memorandum and Articles of Association, and constitutes a company limited by guarantee, as defined by the Companies Act 2006

### **Public Benefit**

Under the Charities Act, all charities must have charitable purposes that are for the public benefit. The Trustees confirm that they have taken the Charity Commission guidance on public benefit into account when reviewing the charity's aims and objectives and when planning future objectives. The Trustees have identified that St Wilfrid's meets three of the thirteen descriptions of charitable purposes as set out in the Charities Act, namely the advancement of health, the relief of those in need by reason of ill health or disability and the advancement of education.

Those who benefit from the services that St Wilfrid's Hospice provides are people suffering from cancer and other terminal conditions and the relatives and friends of such people. The referral criteria for access to our services are widely disseminated and those patients who are referred and meet the eligibility criteria will be accepted for care. The services operate in a defined area and the boundaries of this are adjacent with the boundaries served by our neighbouring Hospices who in turn provide very similar services to St Wilfrid's Hospice.

Our services are made available at no cost to any patient who meets the referral criteria. Their family and loved ones are also offered support. Our education department has impact on services and care elsewhere, for example, in nursing homes.

### **Methods for recruiting and appointing new Trustees**

Trustees are appointed / elected at the Annual General Meeting but may be co-opted to serve at any time during the course of the year. The Board strives to achieve a balance of skills and experience that reflects the needs of the Hospice. Trustees are recruited following an open and transparent recruitment process which includes advertising in local press, formal applications and a competency based interview involving a panel consisting of Trustees and a representative of the Management Team. The Trustees are grateful to all who offer to become Trustees.

Further recruitment was undertaken in November 2010 and resulted in Dr Chris Todman and Mrs Julia Lampam being elected to the Board in February 2011.

During the year three Trustees resigned from the Board. Dr Deborah Hennessy left the Board in February 2011 after serving three years and the Trustees are grateful to her for her support and in particular for her involvement in the planning and implementation of the Hospice at Home service. Mrs Sue Hyland, who had been a Trustee since 1998 and had been supporting St Wilfrid's Hospice for many years prior to that, left the Board in March 2011. Mrs Hyland had been instrumental in the ongoing development of the fundraising support groups in our local community and the Trustees owe her an enormous debt for the contribution she has made to the positive reputation of the Hospice in the community it serves. The Trustees are pleased to report that Mrs Hyland has become a Vice-President and will be continuing to work with the support groups and remain as a member of the Communications and Fundraising Sub-Committee of the Board.

Anthony Wickins, who joined the Board in 1998 and had been Chair of Trustees since July 2007, announced at the Annual General Meeting his intention to step down as Chair and leave the Board when a successor could be appointed and sufficient time had been allowed for a full handover. The Trustees were delighted to confirm the selection of Mrs Angela Wormald as Chair in December 2010 and a period when Mr Wickins and Mrs Wormald worked closely together followed. Mr Wickins left the Trustee Board in March 2011 and the Trustees wish to express their gratitude to him for the energy, enthusiasm and great passion he brought to the role as Chair and wish him well for the future. Mr Wickins has agreed to become a Vice-President of St Wilfrid's Hospice and the Trustees are pleased that he will continue to be involved in this way.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Trustee induction and training**

New Trustees have been provided with a full induction programme and are provided with a pack of relevant information about the charity itself as well as the responsibilities of being a Trustee. New Trustees are also assigned a mentor, another Trustee, who supports them to familiarise themselves with the Hospice and governance issues. Trustees are offered the opportunity to attend relevant training courses and seminars.

The Human Resources sub committee of the Board held its first meeting in July 2010 and meets quarterly. Part of the role of the committee is to plan and monitor training and development for Trustees, monitor the process of review and appraisal of Trustees and oversee the annual Trustee board skills audit.

During the year the Chair and Chair-elect met with all Trustees individually to carry out a review / appraisal. This was an invaluable opportunity to discuss each Trustee's contribution towards the Board and Hospice and to ensure that their skills and experience are being fully utilised.

### **Members, appointment and members' liability**

The members of the charitable company are the Trustees, the chairs of the Hospice support groups, and others appointed to the membership by the company in order to give the widest possible representation of those involved with St Wilfrid's.

Every member undertakes to contribute an amount not exceeding £1 in the event of the company being wound up while a member, or within one year of ceasing to be a member.

### **Organisational structure and how decisions are made**

The Charity is managed by a Board of Trustees, which currently (as at July 2011) comprises thirteen Trustees. One is appointed to be the Chair, one to be the Vice-Chair and one to be the Honorary Treasurer. One third of the serving Trustees retire each year, at which time they may seek re-election.

Full meetings of the Board took place on twelve occasions this year in addition to the Annual General Meeting in October. There were meetings of the following sub-committees of the Board:

- Communications and Fundraising Committee
- Governance
- Human Resources
- Investment
- Retail
- Finance

All sub committees have comprehensive terms of reference agreed by the Trustees to ensure that they effectively support the roles of the Trustees and Management Team.

The Trustees are responsible for the strategic direction and policy of the charity. The operational management of St Wilfrid's is delegated to the Chief Executive who leads the Management Team. An effective organisational structure is in place to ensure that responsibilities are delegated effectively and that all staff and volunteers are offered support and supervision.

### **Relationships with wider interests and related parties**

St Wilfrid's Hospice is a member of Help the Hospices, the national charity which exists to support voluntary hospices and provide a campaigning voice to hospices across the United Kingdom. St Wilfrid's is also part of local and regional groups working to improve the provision of end of life care. In particular close links exist with the other hospices serving people in West Sussex and all members of the Management team meet with their counterparts in neighbouring hospices.

### **Risk management**

The Trustees have formal processes in place to assess clinical and business risks and to implement risk management strategies. Systems of internal control are in place to minimise risk, including formal delegation of duties, comprehensive policies, procedures and guidelines and regular review by the Trustees of financial and organisational performance against agreed targets. Formal reports are given to the Board from all sub committees and the Management Team ensure the Trustees are informed of any significant risks through monthly written reports to the Board which are discussed at Trustee meetings.

The Trustees confirm that they have sought to ensure that the necessary safeguards are in place to mitigate those risks.

**Report of the Trustees  
for the Year Ended 31st March 2011**

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**OBJECTIVES AND ACTIVITIES**

**Objectives and aims**

The objective of the charity is the relief of people suffering from cancer and other terminal conditions and to include support that may be appropriate for relatives and friends of such people

**Vision**

St Wilfrid's Hospice aspires to a time when all services work together to provide high quality palliative and end of life care to meet the needs of all in our community

**Mission**

Our mission, as a charity, is to provide high quality specialist palliative and end of life care to adults in our local community, complementing NHS and other services

**Services**

To meet the mission of St Wilfrid's the following services are provided

An inpatient unit with fourteen beds

A Day Hospice open three days a week offering fifteen places per day

A community service supporting typically 210 patients at any one time, most of them in their own homes, including a Hospice at Home service

A comprehensive bereavement service

Support and advice to patients and staff in the local hospitals

An education and training department

**Objectives**

The operational plan for 2010-12 cited a number of key objectives arising from the strategy agreed last year. The Management Team reported progress towards these key objectives to the Trustees on a quarterly basis and a summary of progress is as follows

<b>Objective</b>	<b>Progress during 2010-11</b>
Continue development of and promotion of Hospice at Home	<b>Achieved</b> – Hospice at Home rapidly became established as a vital part of our services and has carried out 2,134 visits during 2010-11
Continue to review ways of working of Clinical Nurse Specialists and medical staff	<b>Achieved and ongoing</b> – assessments of patients allocated according to need, further developments will follow with changes in the use of the Day Hospice
Continue development of day hospice and monitor activity and establish need for any increase in provision	<b>Partly achieved and ongoing</b> – format of one of the three day hospice days will change with start of the Orchard Centre June 2011
Plan towards implementation of new clinical database	<b>Partly achieved and ongoing</b> – research undertaken in preparation to select the new database
Increase the proportion of referrals received where patients have diseases other than cancer and Motor Neurone Disease	<b>Achieved</b> – an increase of 90% from 22 referrals during 2009-10 to 42 this year
Increase engagement in end of life care for people with dementia	<b>Partly achieved and ongoing</b> – Medical Director has been part of group discussing end of life care for people with dementia
Register with the Care Quality Commission and meet new requirements and standards	<b>Achieved</b> – successful inspection by CQC in May 2010. Standards met and work ongoing to ensure compliance recorded and evidenced
Review system of board assurance of quality of standards and care	<b>Achieved</b> – Governance committee reviewed terms of reference and reporting during year
Achieve compliance with six of the Top Ten Quality Markers from the End of Life Care Strategy	<b>Achieved</b> – report made to Governance committee and accepted
Agree a set of quality standards and apply rigorous clinical audit procedures to ensure compliance with standards agreed	<b>Achieved</b> – following CQC inspection a new process for clinical audit was agreed and is in place

**Report of the Trustees  
for the Year Ended 31st March 2011**

**OBJECTIVES AND ACTIVITIES**

<b>Objective</b>	<b>Progress during 2010-11</b>
Develop a Business Continuity Plan	<b>Partly achieved and ongoing</b> – planning for unforeseen circumstances took place during the year and a Business Continuity Plan is being developed in conjunction with insurers
Maintain close links with all external agencies and engagement with NHS West Sussex End of Life Programme Board	<b>Achieved</b> – clinical services have maintained close links with external agencies and engagement with NHS West Sussex has been continued in line with changes in commissioning structures
Develop the role of volunteers in supporting people at home and improve range of training for volunteers	<b>Achieved</b> – new team of seven home care volunteers has been established, other training has taken place and satisfaction of volunteers has been high
Develop set of agreed key performance indicators to measure HR engagement and staff satisfaction and monitor these on a quarterly basis	<b>Achieved</b> – HR committee established and has agreed these KPIs and received quarterly reports
Ensure active use of competencies by all line managers and staff in performance management and staff development	<b>Partly achieved and ongoing</b> – competencies in use in recruitment and selection but further development of performance management processes is being undertaken
Continue Trustee development and ongoing governance review	<b>Achieved</b> – HR committee overseen Trustee development and governance processes enhanced
Develop a comprehensive communications strategy and clear brand identity and image	<b>Partly achieved and ongoing</b> – plans not taken forward as expected due to change in staffing but progress now being made
Meet the requirements of the Charity Commission, Companies Act and all other legal and regulatory requirements	<b>Achieved</b> – all requirements met
Achieve annual financial targets	<b>Achieved</b> – targets met and many surpassed expectations
Develop retail by opening at least one new traditional shop by the end of 2012, increase the number of younger volunteers, promote gift aid in furniture shops	<b>Achieved</b> – one new traditional shop opened during the year, gift aid suspended for a few months but recommenced April 2011 Retail income above expectations, volunteer base developed and standards high
Develop fundraising by new events, communications and brand development and investigate the potential for a lottery	<b>Partly achieved and ongoing</b> – plans not taken forward as expected due to change in leadership but progress now being made Lottery planned for 2011-12
Aim to increase funding through statutory sources including NHS and continuing health care	<b>Achieved</b> – new income stream of continuing health care for some inpatient admissions has been successful Outcome of national review of palliative care funding awaited
Develop education and research through research into education in nursing homes, increasing amount of commissioned education and medical training	<b>Partly achieved and ongoing</b> – education has continued to develop despite challenging climate Head of Education retiring in autumn 2011 and succession plan in process
Work with Dying Matters to increase public awareness of end of life care issues	<b>Partly achieved and ongoing</b> – open afternoon and road show planned for May 2011 during second Dying Matters awareness week
Carry out Market Research to establish catchment area understanding of SWH	<b>Achieved</b> – market research carried out and demonstrated good awareness in catchment area and indicated areas to address further
Increase involvement with community groups, schools and colleges and monitor level of donor and supporter satisfaction	<b>Partly achieved and ongoing</b> – engagement continues to develop and levels of supporter satisfaction remain high where monitored



**Report of the Trustees  
for the Year Ended 31st March 2011**

**ACHIEVEMENT AND PERFORMANCE**

**Charitable activities**

**Clinical services**

Clinical activity for the year is summarised in the table below

	2010-11	2009-10
Average daily number of patients	183	195
Referrals	620	644
Admissions to inpatient unit	295	314
Average wait for admission (days)	1	1
Average stay (days)	13.1	12
% occupancy of inpatient unit	79%	74%
Discharges from inpatient unit	127	137
Total new patients seen	525	559
<b>Place of death of patients under care of the Hospice:</b>		
Home	156	150
Hospice	170	177
Hospital	79	101
Nursing home, other	68	63
<b>Total deaths</b>	<b>473</b>	<b>491</b>
Home visits by Clinical Nurse Specialists	3,118	3,170
Home visits by medical team	215	256
Non-cancer referrals	53	29
Non-cancer admissions	14	14
Day Hospice attendances	1,156	1,245
Hospice at Home referrals	152	163
Hospice at Home visits	2,134	1,856

**Overall activity**

Patients referred to St Wilfrid's Hospice continue to have very complex needs and require expert support from our services. Activity has increased in local hospitals and this reflects an important and growing area of work to assist in the national aim of reducing the number of patients who die in hospital and to increase the proportion of patients who die in their preferred place of death, which is commonly home. Efforts continue to ensure that local General Practitioners are fully aware of the work of St Wilfrid's and the support that the Hospice can offer.

The increased number of referrals of patients with diseases other than cancer has met a key objective this year and reflects joint work undertaken with Heart Failure Nurse Specialists to ensure that St Wilfrid's Hospice services can impact upon this group of patients.

A key aim of the clinical team is to ensure that people referred to St Wilfrid's Hospice are cared for in the place of their choice wherever possible. To support this aim senior clinical staff worked in conjunction with the other three hospices serving West Sussex to develop an Advance Care Planning Patient Held Record which is available on the Hospice website.

All members of the multidisciplinary team have continued to work effectively together through this year to ensure that services are delivered efficiently and to a high standard and the Trustees thank them all for their work in doing so.

**Inpatient services**

Further work to improve the four rooms in the inpatient unit which were not included in the initial Dignity in Care project has been carried out this year, there have been short periods of bed closures during the year and bed occupancy has risen to 79% this year. All inpatient rooms are now of an excellent standard and fully meet the needs of the patients and families cared for. The inpatient nursing team have continued to strive to improve quality and enhance practice through audit and review of practice and these efforts were complimented by the Care Quality Commission at their statutory inspection in May 2010. Satisfaction amongst inpatients is now being measured on an ongoing basis using a comprehensive questionnaire and this demonstrates that patients being cared for by the inpatient team are very satisfied with the support and care they receive.

## **ACHIEVEMENT AND PERFORMANCE**

### **Charitable activities**

#### **Community Services**

Community services include the Clinical Nurse Specialist and Hospice at Home teams. During the year the Clinical Nurse Specialist (CNS) team have worked with the multidisciplinary team to ensure that patients are supported in the place of their choice where possible. Most members of the CNS team are now qualified as nurse prescribers so are able to ensure that patients being cared for at home have timely access to prescriptions. During the year the number of first assessments of patients referred to St Wilfrid's Hospice carried out by the CNS team rose again to 274 and this change has enabled the medical team to carry out more follow up visits to patients at home, thus enabling better use of the respective teams' skills and experience. The CNS team, supported by the education department, organised a conference in September- 'Palliative care into the next decade' - attended by seventy one delegates and speakers included local experts in end of life care.

This was the first full year of operation for the Hospice at Home service and the aims of the service have been met throughout the year. Of patients supported by Hospice at Home and where their preferred place of death was known this was achieved in 100% of cases. The team has worked hard to manage the demand for the service which has grown during the year whilst experiencing fluctuations. Feedback received from patients and families has been very positive through the year. The Hospice at Home team have been supported by inpatient nurses where appropriate and there is an ongoing commitment to ensure that teams support each other and that rotation around different elements of the services continues where appropriate.

Recruitment and training of Home Care volunteers has been carried out during the year so a new team of seven volunteers support the community teams and provides provision of support for patients, and relief for carers, in their own homes. The support may take the form of home sitting, or helping the patient shopping, or other defined activity. The role of the volunteer is to supplement the work of the professional staff thereby extending the practical and supportive service offered to patients and families.

#### **Day Hospice**

Patient attendances at the Day Hospice reduced slightly this year by 7% and during the year the Day Hospice Leader has been reviewing the format of the Day Hospice operation with the aim of providing a more flexible service to meet the needs of more patients. As a result of this review from June 2011 one of the three Day Hospice days will change to a flexible day where attendees can come for any length of time during the day and meet with relevant members of the multidisciplinary team. Changes have been made to the environment of the Day Hospice to support this new format and the team were pleased to attract a donation made specifically to support this development. In addition during the year a ceiling hoist was fitted to an area of the Day Hospice lounge to assist the staff in moving patients who require this additional assistance.

#### **Hospital Support**

Throughout the year the medical team have continued to work closely with colleagues in Western Sussex Hospitals Trust in particular. The Hospice Medical Director has chaired a group planning end of life care in the Trust and has worked closely with colleagues from St Barnabas Hospice as the Trust includes the acute hospital in Worthing. The group has been working on obtaining NHS funding to increase the amount of palliative medicine time available to patients in hospital. The number of new patients assessed in hospital has increased by 44% this year from 68 to 98, reflecting an increase in the number of referrals received from hospital staff. The Trustees report a decrease of 22% in the number of patients under the care of St Wilfrid's Hospice dying in hospital this year.

#### **Bereavement**

The bereavement service continues to provide valuable support to many people, both leading up to and after their bereavement. The team of Hospice Visitor volunteers has been strengthened this year with the training of seven new members, bringing the total team of visitors to seventeen. This team provides crucial support to the Psychosocial Team and enables them to dedicate their time to those in need of more specialist and complex support, including families with children. Bereavement care is provided in a flexible manner to meet the needs of each individual and includes group meetings as well as individual one to one support.

The Psychosocial Team and Hospice Visitors have worked closely with the Chaplaincy team in the provision of the bereavement service and this is demonstrated in the Service of Thanksgiving and Remembrance, now held every other month to accommodate increasing demand. The teams work closely together in the planning of the annual Light up a Life service in Chichester Cathedral and in December 2010 an additional event was held in the Hospice garden in response to requests from some bereaved relatives to visit the Hospice to light a candle in memory of their loved ones.

**Report of the Trustees  
for the Year Ended 31st March 2011**

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**ACHIEVEMENT AND PERFORMANCE**

**Charitable activities**

**Education**

The Education Centre has delivered a total of 684 hours of training which was a slight decrease of 6% from the previous year and the total number of attendees was 1,338 – a decrease of 8% although there was a marked increase of St Wilfrid's Hospice staff attending courses. This demonstrates the value of the Education Centre in ensuring that staff employed by the Hospice are updated and trained to an appropriate level.

St Wilfrid's Hospice remains a partner in the West Sussex Centre for Health Care Studies along with the local acute trust and primary care trust. The Centre is a satellite of the University of Winchester and during the year the new awards of the BSc Palliative and End of Life Care and Diploma (HE) Palliative and End of Life Care were validated. These courses attract a number of external delegates as well as staff employed by St Wilfrid's Hospice and are consistently well evaluated, much of the strength of the course is that it is taught by local experts including Hospice staff.

Training and education of staff working in care homes and in domiciliary care remains a priority for the department and a key success this year has been the Action Learning project with care home leaders. Now under way is a further 2 year project with Bournemouth University so that the course can be fully evaluated, the costs of the first year of this course are supported by a charitable trust.

Jenny Buckley, Head of Education since the inception of the Education Centre, has announced her intention to retire in the summer of 2011 and plans are under way to recruit to this position.

**Quality and assurance**

Throughout the year the feedback from patients and their families has remained consistently positive and only one written clinical complaint was received during the year, this was not upheld and was responded to in line with the complaints policy and procedure. The audit group has formulated and agreed plans to seek feedback from our beneficiaries on an ongoing basis where possible and this is under way in the inpatient unit and Hospice at Home. A comprehensive survey of those bereaved under the care of St Wilfrid's Hospice from September 2008 until August 2009 was undertaken during the year. A response rate of 43% was achieved and the survey enquired about all aspects of the services provided. 90% of respondents rated the bereavement service 'Good' or 'Fairly Good'. Comments were made about various aspects of our services and the following are a representative selection.

"I like the way the St Wilfrid's keeps in contact with me, I find it very comforting"

"All my husband's needs were met in the hospice, he needed 24 hour care, and I was able to spend his last days with him as I had cared for him at home for 4 years"

"The message under the tree for Light up a Life is a wonderful idea"

"Calming efficient coping with death and heart break without ever seeming clinical"

As noted in last year's report, The Care Quality Commission (CQC) carried out a statutory inspection in May 2010, the previous inspection visit was in 2005 and this indicates the satisfaction that the regulating body have with the quality and safety of the services provided. The outcome of the inspection was that 93% of the requirements assessed were fully met and since the inspection all requirements have been addressed. Changes in the regulation system required all hospices to re-register with the CQC and this was confirmed in October 2010. Further work is under way to ensure that the Hospice is able to demonstrate compliance with new standards and regulations and the Trustees are grateful for the efforts made to ensure that the high quality of our services can be evidenced to the regulator.

The Hospice holds a licence with the Gambling Commission in order to operate the raffle and any future lottery and a routine compliance assessment visit was carried out in November 2010. Minor recommendations were made but no formal follow up was required.

**Volunteers**

St Wilfrid's is very fortunate to receive so much help from its unpaid volunteers in both patient care and support services. They contribute their time and expertise to all aspects of hospice life. The number of volunteers at St Wilfrid's has increased by 12% to 270 this year, giving an estimated effort of 434 hours per week. In addition 212 volunteers who work in the Hospice shops giving 676 hours per week on average. The shops would not be able to function without their volunteers and their support makes a huge contribution towards the income and continued growth of the shops.

As noted above there have been developments in the use of volunteers in support in the community as well as bereavement support. The team of complementary therapy volunteers now numbers twenty four. A new role of duty driver was established this year and this provides additional support each day in tasks including driving our patients to and from the hospice and taking in-patients to the hospital for appointments.

**Report of the Trustees  
for the Year Ended 31st March 2011**

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**ACHIEVEMENT AND PERFORMANCE**

**Charitable activities**

The Hospice garden continues to give much pleasure and enjoyment to all who visit the Hospice as well as the patients cared for. This year the volunteer gardeners were delighted to win first place in the Best Shop Front/Business Premises category of the Chichester District Residents and Business Garden Awards. This award was a well deserved tribute to the team of volunteers who maintain the gardens all year round.

The staff join the Trustees in thanking all volunteers for their contribution to the care of patients and families in so many ways.

**Information Technology**

During the year there has been a review of the information technology (IT) needs of St Wilfrid's Hospice. The clinical team are in the process of planning a replacement of the clinical database and this change is required to enable improved communication and record keeping as well as access to patient records by staff working in the community. As a result of changes in staffing the Trustees approved a proposal to appoint a full time IT manager and the post-holder commenced in February 2011. Responsibilities of the post holder include leading the implementation of the new clinical database as well as supporting IT developments in other areas including retail. This expertise will allow St Wilfrid's Hospice to maximise the benefits of IT whilst securing best value.

**Fundraising**

The year has been a largely successful one in terms of fundraised income. Legacy income has again performed particularly well and support from Charitable Trusts has increased and includes support of specific services, including elements of the community service and the whole cost of the complementary therapy service.

Income from donations and gift aid has reduced from last year and overall resulted in a 13% decrease from the previous year. The Trustees recognise that the challenging financial climate may have an impact upon general donations and remain very grateful for the sustained support of so many people in the local area and beyond. In particular those who make regular donations as Friends of St Wilfrid's Hospice are appreciated and Trustees and staff were pleased to thank some of them personally at an event in December hosted at Pallant House Gallery.

The second Moonlight walk attracted a similar number of participants this year but did not meet the expectation of an increase in income. It remains an important event in the calendar of the Hospice and is expected to grow and develop in years to come. Such events are supported by a large number of volunteers and could not take place without their assistance.

Support groups in the community have had a particularly successful year, achieving 36% more income than the previous year. A particular success was the VE ball organised by Boxgrove support group where proceeds were split between St Wilfrid's Hospice and Help for Heroes. Open gardens have again been very successful and the Trustees wish to thank members of all the support groups for the time they give to raise money for the Hospice but also for the work they do in maintaining the reputation of the Hospice in the community. The fundraising team and Trustees are committed to ensuring the support groups are given the encouragement they require from the Hospice and are pleased to report the development of a new support group in Arundel, formed by someone whose loved one was cared for by Hospice at Home.

In the autumn a project to elicit the understanding of the local public of the work of St Wilfrid's Hospice was undertaken. With the help of forty five volunteers placed in twenty five locations across the area served by the Hospice 894 survey responses were obtained. It was pleasing to note that of the respondents 61% were familiar with St Wilfrid's Hospice and when asked to rate the service 76% rated five out of five and 19% rated four out of five.

The fundraising team has experienced a year of change in leadership as the Head of Fundraising and Support Services left St Wilfrid's Hospice to take up a promotion in August 2010. The Trustees agreed that it was appropriate to recruit to a full time Head of Fundraising role dedicated to taking the fundraising strategy forward to the 25<sup>th</sup> anniversary year in 2012 and beyond. The recruitment process was somewhat prolonged but the team were ably supported by Rachel Billsberry-Grass who was acting in a part time capacity in the interim until Avril Blakely was appointed as Head of Fundraising, commencing in post in March 2011.

In March an appeal to support Hospice at Home was sent to 6,000 donors and there was a positive response to this appeal. The Trustees wish to thank the beneficiaries of the Hospice at Home service who agreed to feature in the appeal and explain what a difference the service had made to them.

**Report of the Trustees  
for the Year Ended 31st March 2011**

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**ACHIEVEMENT AND PERFORMANCE**

**Charitable activities**

Plans are being made to celebrate and commemorate the 25<sup>th</sup> anniversary year of St Wilfrid's Hospice in 2012 and a campaign theme of 'People at the Heart of Care' has been agreed by the Trustees. The Hospice website is in the process of being redeveloped as this is an increasingly important way of communicating with supporters, patients and the general public amongst others.

**Retail**

This year has seen a period of consolidation and improvements in standards of the shops and a rise in overall income and net profit has resulted. Total income for the shops was £1,240,963 returning a profit of £348,381.

The main focus of the year for the retail operation has been continuing to develop the staff and volunteers, reviewing and consolidating new retail procedures and processes at shop level and improving awareness of the value of donations received. A particular success has been Antique Awareness training which was held in September 2010. These actions have assisted in ensuring that maximum profit has been gained from the retail activities during the year.

In line with the agreed retail strategy new units are sought on an ongoing basis and the Trustees are careful to evaluate each possibility thoroughly before deciding to proceed. A new shop was opened in Felpham in July and presented a welcome opportunity to build on the support the Hospice receives in this area. The success of the furniture shop at Lavant Road in Chichester led to the opening of an additional furniture shop in Chichester in May 2011 and it is expected that the additional store will assist in being able to accept all appropriate donations as well as increase income raised.

During the year some difficulties were experienced with the system used for the electronic point of sale tills and claiming of Gift Aid on donated goods. As a result it was decided to stop this process and seek a new provider of hardware and software. A decision was made to select a new provider following a rigorous evaluation of options and new tills and software were installed in March 2011. This change enables Gift Aid to be claimed on all donated goods including clothes and bric a brac and the Trustees welcome this change which will ensure that valuable additional income is raised.

**Facilities**

Excellent standards of catering, maintenance and housekeeping have been maintained throughout the year and the efforts made by these departments contribute greatly towards the standards of care delivered to patients.

During the year work was carried out to swap over the fundraising offices and the staff room and at the same time refurbishing them both. This move provided a much needed uplift and has also given the fundraising team space to develop its activities. The work was completed in December 2010.

Following this a further piece of work was carried out through the Department of Health funding for Dignity in Care. This represents the second successful application to the Department of Health which secured funding of £79,384. The project included improvements to the four inpatient rooms not included within the first Dignity in Care project as well as upgrading the ward refreshment area and refurbishment of a patient bathroom. Improvements to the patient rooms included installation of new hoist equipment and the provision of specialist mattresses for all patient bedrooms. Work commenced in the latter part of 2010 and was completed in January 2011. As an outcome of developing the line manager structure a new appointment of Facilities Manager was made during the year.

**Human Resources**

Staff satisfaction continues to be high and the Hospice gained place number 32 in the Healthcare 100 list of Top Employers in Healthcare and this represented an increase of 10 places from the previous year. Staff turnover remained low at 6% and there was a slight increase in the overall sickness absence rate from 4% to 4.6%. This year 18% of staff have made use of the Employee Assistance Programme and this support remains very highly rated alongside many other methods of staff support and supervision in use. Access to training and development has continued in all departments and a line manager development programme has been initiated.

The employment law services were reviewed during the year and the provider changed as an outcome, resulting in a more local service as well as a cost saving.

The Hospice was again affected by inclement weather in December 2010 and the Trustees wish to pay tribute to the staff and volunteers who went to great efforts to ensure that essential services were maintained despite such challenges.

**Report of the Trustees  
for the Year Ended 31st March 2011**

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**ACHIEVEMENT AND PERFORMANCE**

**Charitable activities**

**External links and NHS funding**

The year has seen fundamental changes in the future structure of health and social care and briefings from Help the Hospices have been of great assistance in keeping Management team and Trustees abreast of the changes. Working jointly with other hospices has continued to be of benefit and a campaign supported by Friends of East Sussex (FoESH) to promote the need to increase NHS funding of hospices was launched in April 2010. On this occasion FoESH agreed that St Wilfrid's Hospice should benefit by being included in the campaign, a significant outcome of which was a meeting between Chief Executives and Chairs of the Primary Care Trusts (PCT) and the Chief Executives of the eight hospices serving West Sussex. In addition local meetings were held with the Leader of West Sussex County Council and two of the Members of Parliament serving our catchment area. Whilst the campaign succeeded in raising awareness of the need to support local hospices it did not result in any increase in NHS funding to the Sussex hospices.

As the changes in commissioning structures start to take place efforts continue to ensure that the work of St Wilfrid's Hospice is recognised and valued. A meeting was held with the Chair of the Coastal West Sussex Federation along with colleagues from St Barnabas Hospice in Worthing.

A national review of funding for palliative care services was announced by the government and commenced in September 2010, there has been active engagement with the consultation process which continues.

**FINANCIAL REVIEW**

**Results**

The transactions for the year and the charity's financial position at the end of the year are shown in the attached financial statements and key information is summarised in the table below.

	<b>2010-2011</b>	<b>2009-2010</b>
Total Income	£6,477,402	£5,891,244
Total Expenditure	£5,391,995	£5,019,358
Net Surplus for the year (before investment movement)	£1,085,407	£871,886
Net Assets	£12,258,541	£10,885,350

Total income for the year (before accounting for investment gains) was £6.48M demonstrating a growth of almost 10% against income for the previous year of £5.89M. This year legacy income has achieved a best ever result of £2.8M (£2.5M in the previous year) equating to 43% of the total income and 69% of the voluntary income.

Following work in 2009-10 inequity in NHS funding for hospices in West Sussex was addressed resulting in an increase in the recurrent level of funding for 2010-11 of £225,000 from NHS West Sussex. A contribution is also received from NHS Hampshire in recognition of patients cared for from the Hampshire area. Income for supporting the Midhurst Macmillan Service continues to be received on a per case basis and income from NHS Continuing Healthcare funding has continued to grow during 2010-11. This year NHS funding includes receipt of a grant of £79,384 from the Department of Health Dignity in Care funding. The grant has been applied to further improvements to the inpatient facilities.

Voluntary income overall has increased by just over 5%, of which the most significant element was legacies. Income from donations and gift aid shows an overall reduction of just over 13%, a possible reflection of the economic situation although within donations income from regular donors remains almost unchanged against last year and the level of gift aid income has also remained constant which is encouraging. Fundraising events income is marginally reduced but the Raffle results show a marked improvement against the previous year.

Charitable Trusts have continued to support St Wilfrid's well in terms of specific services as well as various items of equipment and show an increase of almost 12% against the previous year.

Retail income has increased by just under 10% which includes increased sales in all shops as well as income from the new shop at Felpham from July 2010. Overall performance is good in spite of the economic climate generating a total net profit of £348,381 (28%). Overall net profit has reduced by almost 5% against the previous year resulting mainly from the inclusion of costs to replace all electronic till hardware and software together with set up costs for the Felpham shop.

**Report of the Trustees  
for the Year Ended 31st March 2011**

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**FINANCIAL REVIEW**

**Results**

Total expenditure for the year ending 31 March 2011 amounted to £5.39M and includes one off costs for building and refurbishment works included within the Dignity in Care project of £69,634. In addition to revenue costs the project also incurred capital expenditure of £37,431 to purchase new hoists and specialist mattresses.

Expenditure for the year also included the building and refitting costs for refurbishment of the Fundraising Office and Staff Room totalling £90,352.

Other one off costs for the financial year relate to the sale of the freehold property at Southbourne which resulted in a loss of £40,000.

In overall terms expenditure has increased by just over 3% after adjusting for one off items in the current and previous year and has remained well controlled against budget throughout the year.

The most significant area of expenditure continues to be salaries and related staff costs and as a percentage of total expenditure these costs equate to 71%.

Overall there was an increase in funds of £1,373,191. This comprises the surplus for the year of £1,085,407 together with realised and unrealised gains on investment activity of £287,784. Total funds at the end of the financial year equate to £12,258,541.

**RESERVES**

As an established local charity St Wilfrid's is heavily dependent on public generosity, over 80% of our income is from voluntary sources, and fluctuates from year-to-year. This can be difficult when managing an organisation that costs over £5 million a year to run. For these reasons the Trustees carried out a detailed review of their reserves policy during the year 2009-10. The outcome of this review was to establish an Operational Reserve to lessen the risk of placing reliance on a largely voluntary income stream. The Operational Reserve is held in cash and is separate to our investments which are held for the long term to generate income. The basis for its calculation is an assessment of the likely risks to all sources of income and the possibility of unforeseen expenditure over a rolling 2 year period and reviewed on an annual basis. The current level of the Operational Reserve is judged to be £974,000 - approximately 18% of St Wilfrid's annual operating costs. The Trustees hope to be able to achieve this within the 5 years from the date the Operational Reserve was established (31<sup>st</sup> March 2010) without restricting the activities of the hospice. The Trustees have approved the addition of £50,000 to the Operational Reserve at the end of the financial year 31<sup>st</sup> March 2011. The current level of operational reserve is £750,000.

As part of the review of the reserves policy two designated funds were also established and are held as follows -

- Investment Fund – represents the Trustees view that its investment portfolio is held for the long term in order to produce an income that helps support the Hospice's activities and should not be realised for operational purposes. The Investment Fund balance will equate to the market value of investments held at the end of each financial year.
- Fixed Asset Fund – recognises that the book value of tangible fixed assets held by the Hospice including the freehold property from which St Wilfrid's operates. The Trustees consider these assets should not be realised to support the operational activities of the Hospice.

**Investments**

The Trustees oversee and review the investment policy through the Investment Committee which reports to the Board. Investments are managed by the appointed investment manager, who has the discretion to manage the portfolio within an agreed risk profile.

The portfolio structure follows a multi asset allocation to deliver an absolute return using a long only investment approach. Total realised gains generated during the period were £41,653.

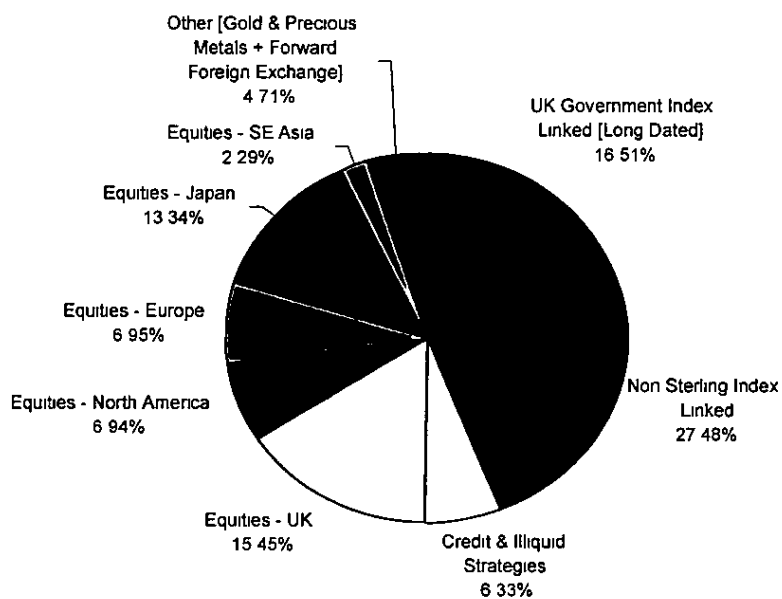
The Investment Committee met three times during the financial year with the investment manager to review investment performance and strategy which included a presentation to the Board of Trustees at the October Board meeting. The investment manager provides quarterly reports to the Investment Committee. The Investment policy directive is reviewed annually.

Report of the Trustees  
for the Year Ended 31st March 2011

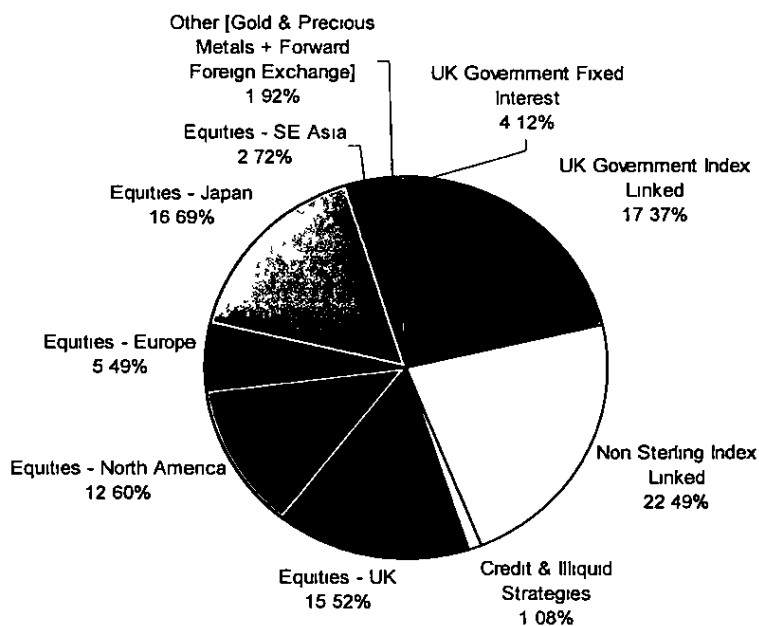
**FINANCIAL REVIEW**

Total investments and percentage allocations are indicated below and are based on the investment valuation excluding cash

**St Wilfrid's Hospice Investment Portfolio as at 31st March 2011 - Value  
£7,371,572 [excluding cash]**



**St Wilfrid's Hospice Investment Portfolio as at 31st March 2010 - Value  
£5,773,427 [excluding cash]**





**Report of the Trustees  
for the Year Ended 31st March 2011**

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**FINANCIAL REVIEW**

**Investments**

The Finance and Investment Committee regularly review the cash flow to identify opportunities for investment of surplus cash. In the year ended 31<sup>st</sup> March 2011 a transfer of £1,000,000 was made to the Investment Manager for investment.

At the end of the financial year cash held by the Investment Manager amounted to £485,626 held in sterling.

Cash balances at the end of March 2011 include operational cash balances, cash held with Ruffer LLP and cash placed locally on fixed term deposit bonds as part of the established Operational Reserve. Use of fixed term deposits enables St Wilfrid's to benefit from certainty for cash flow planning alongside a guaranteed rate of interest. At 31<sup>st</sup> March 2011 a total of £602,380 was held on bank fixed term deposit with maturity dates in April and September 2011.

At the end of the 2010-11 financial year the Trustees approved a further release of £550,000 to the Investment Managers. This amount will be transferred in the 2011-12 financial year.

Total investment income for the year was £157,064 consisting of £2,051 rental income, £8,007 contribution from trading through deed of covenant from the subsidiary St Wilfrid's Hospice Trading Limited, £125,836 from other fixed asset investment and £21,170 from bank interest.

The revaluation of the investment portfolio as at 31<sup>st</sup> March 2011 has resulted in an unrealised gain of £246,131 for the year.

**SALE OF FREEHOLD PROPERTY**

During the year the Trustees approved the sale of the freehold property in Southbourne. This decision was made in the context of the difficult property market and the general economic climate. The property was sold on 28<sup>th</sup> February 2011 and resulted in a loss of £40,000.

**PENSIONS**

The issues relating to the Capita Flexiplan 1 pension scheme are detailed in note 17 to these financial statements have continued to be monitored by the Finance Sub-Committee of the Board.

During the year the Employers Consultative Committee (ECC) which acts to work on behalf of the employers with the scheme's Independent Trustee, Entrust Pension and the Administrators KPMG plc was established as a company limited by guarantee "Flexiplan No 1 Employers Consultative Committee Limited". St Wilfrid's applied and was accepted as a member of the company in February 2011.

During the year 2010-11 the Recovery Plan was agreed by the Scheme Trustee and the Employers (represented by the ECC) and was signed off on 9<sup>th</sup> August 2010.

Under the terms of the Recovery Plan, the Employers contributions to the scheme deficit are due to commence in April 2011. It is expected that this will clear the deficit under the target pension scenario over 10 years, whilst under the pension capital scenario, or any intermediate outcome, this level of contributions will clear the deficit in a shorter period.

During the year to 31<sup>st</sup> March 2010 significant improvements in the funding position of the plan were noted, largely driven by the performance of the Plan's investments. The Scheme Trustee commissioned an actuarial report as at March 2010, which provides an update of the funding position since the last valuation. The overall impact is a reduction in the deficits to £19,664M on "Target Pension" basis and £1,540M on a "Pension Capital" basis. The next full actuarial valuation will be carried out as at 31<sup>st</sup> March 2012 and based on the results of this valuation the Trustee will agree any change in the level of contributions payable by the employers to meet the then disclosed shortfall (if applicable). Payments due from St Wilfrid's under the Recovery Plan commencing April 2011 take account of the improved position to 31<sup>st</sup> March 2010 and amount to £33,847.32 for the 2011-12 financial year.

**Report of the Trustees  
for the Year Ended 31st March 2011**

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**FUTURE DEVELOPMENTS**

The Board approved the new strategy for 2010-15 and the strategic objectives and associated actions for 2010-12 are set out below. The Management Team have developed these priorities in conjunction with senior staff and will monitor progress and review the action plans put in place twice a year. As part of the new strategy a five year financial plan has been developed which will also be reviewed on an annual basis. Detailed five year plans have been developed for the retail and fundraising functions.

**Strategic Priority 1:**

We will provide high quality palliative and end of life services to patients and their carers, which are free at the point of delivery, offer choice where possible and use best practice.

**Actions planned for 2011-12**

Review recording of clinical activity, implement use of electronic records

Identify patient preference for place of death and seek to achieve where appropriate continue development of and promotion of Hospice at Home, particularly in the role of assisting discharge from acute hospital wards and preventing inappropriate admissions

Continue development of day hospice and implement one day as Orchard Centre to reach more patients in a flexible 'drop in' way of accessing services

Increase engagement in end of life care for people with dementia

To roll out the schools programme in the model set up by St Christopher's Hospice, London

Carry out a review of Chaplaincy services

Further develop infection control procedures and practices within all settings

**Strategic Priority 2:**

We will continue to raise the standard of all hospice activities and services and monitor the quality and output to ensure continual improvement.

**Actions planned for 2011-12**

Meet new requirements of the Care Quality Commission

Carry out review of IT network, software, hardware and external support in place

Develop infrastructure to support, and subsequently implement, Clinical Database

Ensure compliance with relevant standards and codes for fundraising

Ensure consistently high retail standards achieved and monitored

Complete development of Business Continuity Plan

Ensure at all times the Hospice meets all health and safety compliance and risk management requirements

Carry out facilities review

**Strategic Priority 3:**

We will work closely with the users of our service, each other in the hospice and those providing and commissioning end of life care

**Actions planned for 2011-12**

Maintain close links with all external agencies to encourage smooth team working across all organisations

Establish working relationships with GP Commissioning Federation and other relevant bodies e.g. Local Authority

**Strategic Priority 4:**

We will value our staff and volunteers as a precious resource, promoting their development and providing a supportive and professional environment for them to use their skills and talents

**Actions planned for 2011-12**

Continue with current methods of staff support and review need for further development

Continue staff training and development at all levels

Continue Trustee development and ongoing governance review

Promote the use of competencies by line managers and staff in the performance review process

Ensure reward package for all staff remains equitable and affordable

Review pension planning for compulsory pension enrolment which will impact us in 2014

## **FUTURE DEVELOPMENTS**

### **Strategic Priority 5:**

We will maintain our independence whilst working closely with other agencies and remain accountable for the efficient and effective use of our resources to those who fund our work

#### **Actions planned for 2011-12**

Meet the requirements of the Charity Commission, Companies Act and all other legal and regulatory requirements

Develop a comprehensive communications strategy and clear brand identity and image

Ensure that information is made available to the public and our supporters about the cost of our services and how we spend the money that we raise

### **Strategic Priority 6:**

We will manage our financial resources prudently, and continue to raise the necessary resources so that the long term future of the charity is assured.

#### **Actions planned for 2011-12**

Achieve annual financial targets

Develop retail by opening one new furniture shop, promoting Gift Aid on donated goods and continue training and development of staff and volunteers

Develop fundraising income streams with a revised events programme, a new lottery programme and production of tailored communications

Further develop the brand identity of the organisation and build a stronger profile within the wider community

Plan and deliver a campaign in support of the 25<sup>th</sup> anniversary year commencing January 2012

### **Strategic Priority 7:**

We will tell the community about our end of life care work, and share our knowledge and expertise through education and research to encourage others to contribute towards our vision

#### **Actions planned for 2011-12**

Review education provision with appointment of a new Head of Education, working collaboratively with other hospices as relevant

Work with Dying Matters to arrange a series of events and programmes to promote public awareness of end of life care issues

Ensure brand identity is used consistently

### **Strategic Priority 8:**

We will cherish the reputation we have established and will work to maintain and improve our relationships with neighbours, supporters and friends

#### **Actions planned for 2011-12**

Increase involvement with community groups, schools and colleges to further develop awareness of the role of St Wilfrid's Hospice

Monitor level of donor and supporter satisfaction

**Report of the Trustees  
for the Year Ended 31st March 2011**

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**STATEMENT OF TRUSTEES RESPONSIBILITIES**

The Trustees (who are also the Directors of St Wilfrid's Hospice (South Coast) Ltd for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charity SORP,
- make judgements and estimates that are reasonable and prudent,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

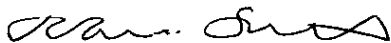
**STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS**

So far as the Trustees are aware, there is no relevant information (as defined by Section 418 of the Companies Act 2006) of which the charitable company's auditors are unaware, and each trustee has taken all the steps that they ought to have taken as a Trustee in order to make them aware of any audit information and to establish that the charitable company's auditors are aware of that information.

**AUDITORS**

The auditors, Sheen Stickland LLP, are willing to offer themselves for re-appointment at the forthcoming Annual General Meeting.

**ON BEHALF OF THE BOARD**



Ms Joanna Scutt - Secretary

Date 27<sup>th</sup> July 2011

**Report of the Independent Auditors to the Members of  
St Wilfrid's Hospice (South Coast) Ltd**

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We have audited the financial statements of St Wilfrid's Hospice (South Coast) Ltd for the year ended 31st March 2011 on pages twenty to thirty seven. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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.

**Respective responsibilities of trustees and auditors**

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

**Scope of the audit of the financial statements**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the trustees, and the overall presentation of the financial statements.

**Opinion on financial statements**

In our opinion the financial statements

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2011 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended,
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006.

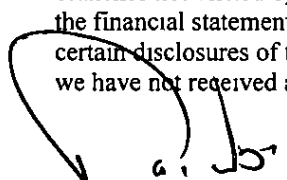
**Opinion on other matter prescribed by the Companies Act 2006**

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

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

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

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



Mr P E H Wright ACA DChA (Senior Statutory Auditor)  
for and on behalf of Sheen Stickland LLP  
Chartered Accountants  
Registered Auditors  
7 East Pallant  
Chichester  
West Sussex  
PO19 1TR

Date 27<sup>th</sup> July 2011

St Wilfrid's Hospice (South Coast) Ltd

Statement of Financial Activities (incorporating an Income and Expenditure Account)  
for the Year Ended 31st March 2011

		Unrestricted funds £	Restricted funds £	2011 Total funds £	2010 Total funds £
	Notes				
<b>INCOMING RESOURCES</b>					
<b>Incoming resources from generated funds</b>					
Voluntary income	2	3,830,404	204,329	4,034,733	3,835,504
Activities for generating funds	3	1,240,963	-	1,240,963	1,129,498
Investment income	4	157,064	-	157,064	240,892
<b>Incoming resources from charitable activities</b>					
Inpatient unit		636,334	79,384	715,718	409,698
Day Hospice		36,235	-	36,235	29,246
CNS Team		115,805	-	115,805	93,587
Education		51,741	-	51,741	50,864
Hospice at Home		108,285	-	108,285	87,738
Other income		12,749	-	12,749	13,217
<b>Other incoming resources</b>		<u>4,109</u>	<u>-</u>	<u>4,109</u>	<u>1,000</u>
<b>Total incoming resources</b>		<u>6,193,689</u>	<u>283,713</u>	<u>6,477,402</u>	<u>5,891,244</u>
<b>RESOURCES EXPENDED</b>					
<b>Costs of generating funds</b>					
Costs of generating voluntary income	6	1,210,491	6,837	1,217,328	1,019,048
Investment management costs	7	69,410	-	69,410	28,530
<b>Charitable activities</b>					
Inpatient unit	8	2,401,869	113,127	2,514,996	2,179,030
Day Hospice		336,632	12,577	349,209	330,605
CNS Team		450,087	57,232	507,319	485,031
Education		309,131	12,241	321,372	282,408
Hospice at Home		295,337	57,194	352,531	327,550
<b>Governance costs</b>	9	<u>19,830</u>	<u>-</u>	<u>19,830</u>	<u>27,156</u>
<b>Other resources expended</b>	10	<u>40,000</u>	<u>-</u>	<u>40,000</u>	<u>-</u>
<b>Total resources expended</b>		<u>5,132,787</u>	<u>259,208</u>	<u>5,391,995</u>	<u>4,679,358</u>
<b>NET INCOMING RESOURCES before transfers</b>					
		1,060,902	24,505	1,085,407	1,211,886
<b>Exceptional item</b>	17	-	-	-	(340,000)
<b>Gross transfers between funds</b>	18	<u>25,754</u>	<u>(25,754)</u>	<u>-</u>	<u>-</u>
<b>Net incoming/(outgoing) resources before other recognised gains and losses</b>		1,086,656	(1,249)	1,085,407	871,886
<b>Other recognised gains/losses</b>					
Realised gains/(losses) on investment assets		41,653	-	41,653	996,634
Unrealised gains/(losses) on investment assets		<u>246,131</u>	<u>-</u>	<u>246,131</u>	<u>598,007</u>
<b>Net movement in funds</b>		<u>1,374,440</u>	<u>(1,249)</u>	<u>1,373,191</u>	<u>2,466,527</u>

The notes form part of these financial statements

**St Wilfrid's Hospice (South Coast) Ltd**

**Statement of Financial Activities (incorporating an Income and Expenditure Account)  
for the Year Ended 31st March 2011**

	Notes	Unrestricted funds £	Restricted funds £	2011 Total funds £	2010 Total funds £
<b>Net movement in funds brought forward</b>		1,374,440	(1,249)	1,373,191	2,466,527
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		10,853,871	31,479	10,885,350	8,418,823
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>12,228,311</u>	<u>30,230</u>	<u>12,258,541</u>	<u>10,885,350</u>

**CONTINUING OPERATIONS**

All incoming resources and resources expended arise from continuing activities


**St Wilfrid's Hospice (South Coast) Ltd**

**Balance Sheet  
At 31st March 2011**

	Notes	Unrestricted funds £	Restricted funds £	2011 Total funds £	2010 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	13	2,243,148	-	2,243,148	2,383,681
Investments	14	<u>7,857,200</u>	<u>-</u>	<u>7,857,200</u>	<u>6,515,983</u>
		<u>10,100,348</u>	<u>-</u>	<u>10,100,348</u>	<u>8,899,664</u>
<b>CURRENT ASSETS</b>					
Debtors	15	773,386	-	773,386	1,218,975
Cash at bank and in hand		<u>1,991,436</u>	<u>30,230</u>	<u>2,021,666</u>	<u>1,936,728</u>
		2,764,822	30,230	2,795,052	3,155,703
<b>CREDITORS</b>					
Amounts falling due within one year	16	<u>(330,706)</u>	<u>-</u>	<u>(330,706)</u>	<u>(830,017)</u>
<b>NET CURRENT ASSETS</b>		<u>2,434,116</u>	<u>30,230</u>	<u>2,464,346</u>	<u>2,325,686</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		12,534,464	30,230	12,564,694	11,225,350
<b>PENSION LIABILITY</b>	17	<u>(306,153)</u>	<u>-</u>	<u>(306,153)</u>	<u>(340,000)</u>
<b>NET ASSETS</b>		<u>12,228,311</u>	<u>30,230</u>	<u>12,258,541</u>	<u>10,885,350</u>
<b>FUNDS</b>	18				
Unrestricted funds					
Fixed asset fund				2,243,148	2,383,681
Investment fund				7,857,200	6,515,983
Operational reserve				750,000	700,000
General fund				<u>1,377,963</u>	<u>1,254,207</u>
				12,228,311	10,853,871
Restricted funds				<u>30,230</u>	<u>31,479</u>
<b>TOTAL FUNDS</b>				<u>12,258,541</u>	<u>10,885,350</u>

The financial statements were approved by the Board of Trustees on 27<sup>th</sup> July 2011 and were signed on its behalf by

  
Mrs A P Wormald - Chair

  
Mr A J Lewis FCA -Honorary Treasurer

The notes form part of these financial statements



**St Wilfrid's Hospice (South Coast) Ltd**

**Cash Flow Statement  
for the Year Ended 31st March 2011**

		2011 £	2010 £
<b>Net cash inflow from operating activities</b>	Notes 1	955,235	1,073,265
<b>Returns on investments and servicing of finance</b>	2	147,006	227,514
<b>Taxation</b>	2	16,818	(32,939)
<b>Capital expenditure and financial investment</b>	2	(1,034,121)	(210,354)
<b>Increase in cash in the period</b>		<u>84,938</u>	<u>1,057,486</u>

**Reconciliation of net cash flow to movement in  
net debt**

	3		
<b>Increase in cash in the period</b>		<u>84,938</u>	<u>1,057,486</u>
<b>Change in net cash resulting from cash flows</b>		<u>84,938</u>	<u>1,057,486</u>
<b>Movement in net cash in the period</b>		84,938	1,057,486
<b>Net cash at 1st April</b>		<u>1,936,728</u>	<u>879,242</u>
<b>Net cash at 31st March</b>		<u>2,021,666</u>	<u>1,936,728</u>

The notes form part of these financial statements

Notes to the cash flow statement  
for the Year Ended 31st March 2011

**1. RECONCILIATION OF NET INCOMING RESOURCES TO NET CASH INFLOW FROM OPERATING ACTIVITIES**

	2011 £	2010 £
Net incoming resources	1,085,407	871,886
Depreciation charges	81,221	65,507
Loss/(profit) on disposal of fixed assets	40,000	(1,000)
Interest received	(21,170)	(27,378)
Dividends received	(125,836)	(200,136)
Decrease/(increase) in debtors	428,771	(478,513)
(Decrease)/increase in creditors	<u>(533,158)</u>	<u>842,899</u>
<b>Net cash inflow from operating activities</b>	<b><u>955,235</u></b>	<b><u>1,073,265</u></b>

Included in the 2010 movement in creditors is a provision for pension liabilities of £340,000 as detailed in note 17

**2. ANALYSIS OF CASH FLOWS FOR HEADINGS NETTED IN THE CASH FLOW STATEMENT**

	2011 £	2010 £
<b>Returns on investments and servicing of finance</b>		
Interest received	21,170	27,378
Dividends received	<u>125,836</u>	<u>200,136</u>
<b>Net cash inflow for returns on investments and servicing of finance</b>	<b><u>147,006</u></b>	<b><u>227,514</u></b>
<b>Taxation</b>	<b><u>16,818</u></b>	<b><u>(32,939)</u></b>
<b>Net cash inflow\outflow for taxation</b>	<b><u>16,818</u></b>	<b><u>(32,939)</u></b>
<b>Capital expenditure and financial investment</b>		
Purchase of tangible fixed assets	(115,688)	(50,951)
Purchase of fixed asset investments	(11,826,925)	(5,001,813)
Sale of tangible fixed assets	135,000	1,000
Sale of fixed asset investments	<u>10,773,492</u>	<u>4,841,410</u>
<b>Net cash outflow for capital expenditure and financial investment</b>	<b><u>(1,034,121)</u></b>	<b><u>(210,354)</u></b>

**3. ANALYSIS OF CHANGES IN NET DEBT**

	At 1 4 10 £	Cash flow £	At 31 3 11 £
Net cash			
Cash at bank and in hand	<u>1,936,728</u>	<u>84,938</u>	<u>2,021,666</u>
<b>Total</b>	<b><u>1,936,728</u></b>	<b><u>84,938</u></b>	<b><u>2,021,666</u></b>

## 1. ACCOUNTING POLICIES

### **Basis of preparing the financial statements**

#### **Accounting convention**

With the exception of investments which are included at market value, the financial statements have been prepared under the historical cost convention, the Companies Act 2006 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities

#### **Consolidation**

In the opinion of the Trustees, the charity and its subsidiary undertakings comprise a small group. The charity has applied the exemption provided by Section 405 of the Companies Act 2006 and has not prepared consolidated financial statements.

The charity has also applied the exemption conferred by paragraph 383 (c) of SORP 2005 on the grounds that the subsidiary undertakings results are not material to the group. The results of the subsidiary undertakings are adequately disclosed in the financial statements.

#### **Incoming resources**

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

All income is recognised on a receivable basis. Provision is made for tax recoverable on income received during the period.

Legacy income is recognised on a receivable basis to the extent that it is reasonably certain that the legacy will be received and the value of the legacy can be measured with sufficient reliability.

No provision is made in the accounts for any legacy where there is any doubt over the entitlement, certainty of receipt or measurability.

#### **Investment assets and income**

Investments are stated at market value. Unrealised gains or losses are carried to the statement of financial activities.

Investment income and associated tax recoverable is accounted for on a receivable basis.

#### **Resources expended**

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

All expenditure, including expenditure to be met from restricted funding, is recognised when the liability is incurred.

#### **Governance costs**

Governance costs, include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit and legal fees, together with trustee expenses.

#### **Allocation and apportionment of costs**

Expenditure is allocated between the charitable activities undertaken by the Hospice and apportioned as appropriate.

**1. ACCOUNTING POLICIES - continued**

**Tangible fixed assets**

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

Freehold property	- not provided
Short leasehold	- in accordance with the lease
Long leasehold	- not provided
Medical equipment	- 20% on cost
Furniture, fixtures and fittings	- at varying rates on cost
Motor vehicles	- 25% on cost
Office and computer equipment	- at varying rates on cost

Land is not depreciated. The Trustees consider that there will be no permanent diminution in value of the freehold or long leasehold property and therefore no depreciation is provided. An annual impairment review is undertaken by the Trustees.

Fixed assets are capitalised where the initial cost exceeds £2,500.

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**

**Unrestricted Funds**

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

**Restricted Funds**

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

To the extent that restricted funds are expended on capital items a transfer is made between unrestricted and restricted reserves.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Hire purchase and leasing commitments**

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the period of the lease.

**Pension costs and other post-retirement benefits**

The charitable company operates four pension schemes. Contributions payable for the year are charged in the Statement of Financial Activities as they arise.

## 2. VOLUNTARY INCOME

	2011	2010
	£	£
In Memoriam donations	195,900	253,033
Covenanted donations	1,765	1,905
Gift aid	105,704	105,142
Legacies	2,764,867	2,507,820
Charitable Trusts	273,785	245,362
Support groups	109,196	80,273
Events	274,979	290,558
Friends of St Wilfrid's	79,971	79,434
Other donations	183,465	213,287
Collection boxes	6,463	8,945
Raffle	17,485	9,813
Other fundraising income	21,153	39,932
	<u>4,034,733</u>	<u>3,835,504</u>

### ENTITLEMENT TO LEGACIES

The charity has received notification of a number of legacies, which have not been included in the accounts. The value of such legacies is estimated at £24,500 (2010 £67,300)

## 3. ACTIVITIES FOR GENERATING FUNDS

	2011	2010
	£	£
Delivery charges	15,644	14,889
New items	15,446	13,934
Furniture sales	589,137	531,760
Donated goods	534,952	462,524
Retail donations	68,820	85,113
Gift aid on retail donations	16,964	21,278
	<u>1,240,963</u>	<u>1,129,498</u>

The above income relates to the shops operation transferred to the charity on 1 April 2006. The shops produced a profit of £348,381 for the year ended 31 March 2011 (2010 £365,339)

	2011	2010
	£	£
Total income from activities for generating funds	1,240,963	1,129,498
Charity Shops - Staff costs	(510,470)	(450,901)
Charity Shops - Other costs	(358,206)	(288,238)
Depreciation on Charity Shops tangible fixed assets	(23,906)	(25,020)
	<u>348,381</u>	<u>365,339</u>

Notes to the Financial Statements - continued  
for the Year Ended 31st March 2011

4. INVESTMENT INCOME

	2011	2010
	£	£
Rents received	2,051	8,050
Deed of covenant receivable from subsidiary	8,007	5,328
Dividends	125,836	200,136
Deposit account interest	<u>21,170</u>	<u>27,378</u>
	<u>157,064</u>	<u>240,892</u>

5. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	2011	2010
	£	£
NHS funding (including drug supply)		
Inpatient unit	605,621	390,848
Day Hospice	35,957	29,246
CNS Team	115,064	93,587
Hospice at Home	107,872	87,738
Private patient insurance	28,800	18,850
Education	51,636	50,864
Dignity in Care funding	79,384	-
Help the Hospice	2,130	396
Meals (staff and visitors)	8,642	10,492
Miscellaneous income	1,913	-
Inpatient unit		
Day Hospice	278	-
CNS Team	741	-
Education	105	-
Hospice at Home	413	-
Other income	<u>1,977</u>	<u>2,329</u>
	<u>1,040,533</u>	<u>684,350</u>

Notes to the Financial Statements - continued  
for the Year Ended 31st March 2011

6. COSTS OF GENERATING VOLUNTARY INCOME

	2011 £	2010 £
Staff costs	181,551	164,521
Friends of St Wilfrid's	53	824
Events and seasonal fundraising	28,906	29,508
Donor development	16,699	-
Newsletter	18,720	20,001
Annual Report	1,747	2,131
Other printing and publicity	3,389	7,520
Advertising and website	23,423	5,078
Personnel costs	3,809	2,975
General expenses	9,919	8,200
Legacy, trust, lottery and donation fundraising	8,662	7,215
Staff room and office redevelopment	6,615	-
Support groups	796	654
Database management	2,786	-
Recycling costs	4,684	5,193
Fundraising consultancy	12,987	1,069
Charity Shops - Staff costs	510,470	450,901
Charity Shops - Other costs	358,206	288,238
Charity Shops - Depreciation of fixed assets	23,906	25,020
	<u>1,217,328</u>	<u>1,019,048</u>

7. INVESTMENT MANAGEMENT COSTS

	2011 £	2010 £
Portfolio management	61,860	25,673
Property costs	<u>7,550</u>	<u>2,857</u>
	<u>69,410</u>	<u>28,530</u>

8. CHARITABLE ACTIVITIES COSTS

	Direct costs £	Support costs £	2011 £	2010 £
Inpatient unit	2,474,195	40,801	2,514,996	2,179,030
Day Hospice	344,930	4,279	349,209	330,605
CNS Team	500,951	6,368	507,319	485,031
Education	309,959	11,413	321,372	282,408
Hospice at Home	<u>347,059</u>	<u>5,472</u>	<u>352,531</u>	<u>327,550</u>
	<u>3,977,094</u>	<u>68,333</u>	<u>4,045,427</u>	<u>3,604,624</u>

**9. GOVERNANCE COSTS**

	2011	2010
	£	£
Trustees' expenses	73	-
External consultancy	-	4,000
Legal fees	6,269	13,275
Auditors' remuneration	7,000	6,000
Auditors' remuneration for non-audit work	<u>6,488</u>	<u>3,881</u>
	<u>19,830</u>	<u>27,156</u>

**10. NET INCOMING/(OUTGOING) RESOURCES**

Net resources are stated after charging/(crediting)

	2011	2010
	£	£
Auditors' remuneration	7,000	6,000
Auditors' remuneration for non-audit work	6,488	3,881
Depreciation - owned assets	81,221	65,507
Loss/(Profit) on disposal of fixed asset - Disposal of Southbourne Shop	<u>40,000</u>	<u>(1,000)</u>

**11. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31st March 2011 nor for the year ended 31st March 2010

**Trustees' Expenses**

	2011	2010
	£	£
Trustees' expenses	<u>73</u>	<u>-</u>

During the year two (2010 - nil) trustees were reimbursed for travel expenses



12. STAFF COSTS

	2011	2010
	£	£
Wages and salaries	3,330,243	3,123,952
Social security costs	252,279	235,521
Other pension costs	249,848	233,685
	<u>3,832,370</u>	<u>3,593,158</u>

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

	2011	2010
Number of doctors	4	4
Number of nursing staff	46	49
Number of other Hospice staff	40	35
Charity shop staff	26	25
	<u>116</u>	<u>113</u>

The number of employees, included in the above, whose emoluments, excluding pension contributions, fell within the following ranges, were,

	2011	2010
	No	No
Employees earning £70,000 - £80,000	1	1
Employees earning £90,000 - £100,000	1	1
Employees earning £110,000 - £120,000	-	1
Employees earning £120,000 - £130,000	1	-

The employees included in the banding above were accruing retirement benefit under a defined benefit pension scheme. Employer contributions to this scheme totalled £38,778

Notes to the Financial Statements - continued  
for the Year Ended 31st March 2011

## 13. TANGIBLE FIXED ASSETS

	Freehold property £	Short leasehold £	Long leasehold £	Medical equipment £
<b>COST</b>				
At 1st April 2010	2,060,000	20,653	175,000	178,101
Additions	-	1,088	-	43,075
Disposals	-	-	(175,000)	-
At 31st March 2011	<u>2,060,000</u>	<u>21,741</u>	<u>-</u>	<u>221,176</u>
<b>DEPRECIATION</b>				
At 1st April 2010	-	12,911	-	142,404
Charge for year	-	2,171	-	19,015
Eliminated on disposal	-	-	-	-
At 31st March 2011	<u>-</u>	<u>15,082</u>	<u>-</u>	<u>161,419</u>
<b>NET BOOK VALUE</b>				
At 31st March 2011	<u>2,060,000</u>	<u>6,659</u>	<u>-</u>	<u>59,757</u>
At 31st March 2010	<u>2,060,000</u>	<u>7,742</u>	<u>175,000</u>	<u>35,697</u>
	Furniture, fixtures and fittings £	Motor vehicles £	Office and computer equipment £	Totals £
<b>COST</b>				
At 1st April 2010	164,593	73,755	102,368	2,774,470
Additions	50,025	21,500	-	115,688
Disposals	-	-	(1,900)	(176,900)
At 31st March 2011	<u>214,618</u>	<u>95,255</u>	<u>100,468</u>	<u>2,713,258</u>
<b>DEPRECIATION</b>				
At 1st April 2010	95,345	49,413	90,716	390,789
Charge for year	32,560	15,823	11,652	81,221
Eliminated on disposal	-	-	(1,900)	(1,900)
At 31st March 2011	<u>127,905</u>	<u>65,236</u>	<u>100,468</u>	<u>470,110</u>
<b>NET BOOK VALUE</b>				
At 31st March 2011	<u>86,713</u>	<u>30,019</u>	<u>-</u>	<u>2,243,148</u>
At 31st March 2010	<u>69,248</u>	<u>24,342</u>	<u>11,652</u>	<u>2,383,681</u>

**14. FIXED ASSET INVESTMENTS**

	Shares in group undertakings £	Listed investments £	Cash and settlements pending £	Totals £
<b>MARKET VALUE</b>				
At 1st April 2010	2	5,773,427	742,554	6,515,983
Additions	-	3,476,237	8,350,688	11,826,925
Disposals	-	(2,124,223)	(8,607,616)	(10,731,839)
Revaluations	-	246,131	-	246,131
At 31st March 2011	2	7,371,572	485,626	7,857,200
At 31st March 2010	2	5,773,427	742,554	6,515,983

At 31 March 2011 the cost of listed investments were £6,718,613 (2010 £5,392,457)

Investment assets are held geographically as follows

	2011 £	2010 £
UK	3,846,503	2,928,718
Europe	512,176	316,827
North America	2,337,562	2,149,548
Japan	991,941	963,869
SE Asia	169,018	157,021

The Charity has entered into forward foreign contracts with maturity dates of April and June 2011. At the balance sheet date there is an unrealised loss of £10,762 which is included in the Statement of Financial Activities.

Investments that are individually material within the investment portfolio are detailed as follows

	2011 £	2010 £
UK Government 2.5% Index Linked Treasury Stock 17/07/2024	-	343,952
USA Treasury Notes 1.625 TIPS 15/01/2015	626,305	627,442
UK Government 2.5% Index Linked Treasury Stock 26/07/2016	396,798	-
UK Government 1.25% Index Linked Treasury Stock 2017	525,655	-
Ruffer Illiquid Strategies Fund 2011 Ltd	399,196	-
USA Treasury Notes 1.625 TIPS 15/01/2018	371,216	-

**14. FIXED ASSET INVESTMENTS - continued**

The companies investments at the balance sheet date in the share capital of companies include the following

St Wilfrid's Hospice Trading Limited  
Nature of business Retail shops selling new goods

Class of share	% holding	2011	2010
Ordinary	100	£	£
Aggregate capital and reserves		<u>118</u>	<u>118</u>

**15. DEBTORS**

	2011	2010
	£	£
Trade debtors	9,521	638,032
Amounts owed by group undertakings	8,007	5,328
Other debtors	7,817	1,415
Income tax recoverable	28,874	45,692
Legacies	622,434	379,917
VAT	34,176	9,714
Prepayments and accrued income	62,323	60,147
Accrued income	234	78,730
	<u>773,386</u>	<u>1,218,975</u>

Amounts owed by group undertakings relates to unpaid covenants due from St Wilfrid's Hospice Trading Limited at the balance sheet date

**16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2011	2010
	£	£
Trade creditors	83,545	34,906
PAYE and Social Security	87,373	72,322
Pension creditor	35,314	32,106
Other creditors	34,172	-
Accruals	70,068	46,406
Deferred income	<u>20,234</u>	<u>644,277</u>
	<u>330,706</u>	<u>830,017</u>

## 17. PENSION COMMITMENTS

The charity operates three pension schemes on behalf of its employees. Contributions to each scheme are charged to the statement of Financial Activities as they arise. The amounts charged and the contributions outstanding at the balance sheet date are as follows -

	Contributions £	Amount outstanding £
FPS Flexiplan 1	-	-
NHS	180,331	24,196
Standard Life Group Pension Plan	69,517	11,118
	<u>249,848</u>	<u>35,314</u>

The NHS Pension Scheme is an unfunded, defined benefit scheme that covers NHS employers, general practices and other bodies allowed under the direction of the Secretary of State in England and Wales. As a consequence it is not possible for St Wilfrid's to identify its share of the assets and liabilities of the underlying scheme. The scheme is subject to a full valuation every five years with the last valuation being undertaken at 31 March 2004. St Wilfrid's adopts the employer contribution rates as recommended for its employees. These recommendations will be reviewed at the next actuarial investigation of the scheme.

The FPS Flexiplan 1 is a closed scheme. Its aims were to provide a pension benefit based on a members pension capital. It is a multi-employer scheme and as such is exempt from the full disclosure requirements of FRS 17 as it is not possible for the employer to identify its share of the underlying assets and liabilities. The practice of the scheme has been to pay retiring members a targeted benefit which has exceeded the benefit based on pension capital. The actuarial valuation at 31 March 2005 stated that it was no longer possible to pay targeted benefits and from 10 July 2006 benefits have been based on pension capital. Further valuations were carried out as at 31 March 2006 and 31 March 2009 in liaison with the Pensions Regulator. The Trustees formally confirmed that accrual ceased from 1 February 2010 and accordingly no further contributions were made after 31 January 2010.

A High Court Case is due to take place later in 2012 regarding the decision on the entitlement of certain deferred members to receive a target pension. In the event of decision in favour of the members, any pension scheme deficit would become the liability of each employer. The actuarial valuation as at 31 March 2009 showed a scheme deficit of £26.671M on a "Target Pension" basis and a scheme deficit of £10.265M on a "Pensions Capital" basis.

The Pension Scheme Trustee commissioned a further actuarial report as at 31 March 2010, which provides an approximate update of the funding position since the last valuation. This actuarial report demonstrates that the funding position as at 31 March 2010 has improved since the actuarial valuation as at 31 March 2009. The estimated funding position at 31 March 2010 shows a scheme deficit of £19.664M on a "Target Pension" basis and a scheme deficit of £1.540M on a "Pensions Capital" basis.

During the year 2010-11 a Recovery Plan was agreed by the Scheme Trustee and the Employers and was signed off on 9th August 2010.

The terms of the Recovery Plan require Employers to contribute to the scheme deficit over a period of 10 years commencing in April 2011. It is expected that the deficit under the target pension scenario will be cleared over 10 years. Under the pension capital scenario, or any intermediate outcome, this level of contributions will clear the deficit in a shorter period.

As a multi employer scheme St Wilfrid's has been advised by the Pension Scheme Trustee that 1.256% is attributable in respect of Hospice membership. This equates to £340,000 on a "Target Pension" basis based on the March 2009 actuarial valuation. This was provided for as an exceptional item in the year ending 31 March 2010.

The Standard Life Group Pension Plan is a defined contribution scheme.

Notes to the Financial Statements - continued  
for the Year Ended 31st March 2011

## 18. MOVEMENT IN FUNDS

	At 1 4 10 £	Net movement in funds £	Transfers between funds £	At 31 3 11 £
<b>Unrestricted funds</b>				
General fund	1,254,207	1,348,686	(1,224,930)	1,377,963
Fixed asset fund	2,383,681	-	(140,533)	2,243,148
Investment fund	6,515,983	-	1,341,217	7,857,200
Operational reserve	700,000	-	50,000	750,000
	10,853,871	1,348,686	25,754	12,228,311
<b>Restricted funds</b>				
Legacies	-	1,004	(1,004)	-
Charitable Trusts	6,902	(2,573)	-	4,329
Other donations	10,406	16,307	(15,000)	11,713
Staff amenity	14,171	17	-	14,188
Department of Health - Dignity Funding	-	9,750	(9,750)	-
	31,479	24,505	(25,754)	30,230
<b>TOTAL FUNDS</b>	<b>10,885,350</b>	<b>1,373,191</b>	<b>-</b>	<b>12,258,541</b>

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
<b>Unrestricted funds</b>				
General fund	6,193,689	(5,132,787)	287,784	1,348,686
<b>Restricted funds</b>				
Legacies	1,004	-	-	1,004
In Memoriam donations	1,105	(1,105)	-	-
Charitable Trusts	162,887	(165,460)	-	(2,573)
Other donations	27,268	(10,961)	-	16,307
Staff amenity	12,065	(12,048)	-	17
Department of Health - Dignity Funding	79,384	(69,634)	-	9,750
	283,713	(259,208)	-	24,505
<b>TOTAL FUNDS</b>	<b>6,477,402</b>	<b>(5,391,995)</b>	<b>287,784</b>	<b>1,373,191</b>

## 18 MOVEMENT IN FUNDS - continued

### Restricted funds

In Memoriam donations were received towards the Hospice at Home service

Ordinary donations have also been applied to the Hospice at Home service, Clinical Nurse Specialists and Inpatient unit. In addition a significant donation was received towards the Day Hospice drop in centre which opens in June 2011. Gifts from major donors part funded items of plant and equipment and contributed towards the cost of the raffle prize.

Charitable Trusts have again generously supported the Complementary Therapy Service, Hospice at Home Service and Clinical Nurse Specialist Teams as well as medical student training, youth bereavement services, education services, items of patient equipment and items of furniture and art equipment in the Day Hospice.

A challenge event raised funds towards the Day Hospice and a specific legacy has contributed towards the costs of improved patient hoists.

Donations towards the staff amenity fund have been applied to staff social events, staff complementary therapies, items for the staff room and staff Christmas celebrations.

Department of Health funding monies were to fund the refurbishment and extension of patient rooms under the Dignity in Care Project.

The Hospice holds sufficient liquid assets to enable restricted funds to be applied in accordance with the restrictions.

## 19. RELATED PARTY DISCLOSURES

The Charity leases the Summersdale Furniture Store and Donations Centre from Summersdale Garage who in turn leases the premises from City Motor Holdings Executive Pension Scheme, Mr A J Wickins, a Trustee (until 23 March 2011), is a beneficiary of the pension scheme. The rent paid during the year amounted to £70,000 which represents current market rent.

The Charity paid £2,550 to Nash & Partners Limited for professional services relating to property transactions. Mr R Hull, a Trustee, is a consultant to this company.

## 20. OTHER FINANCIAL COMMITMENTS

At the year end the Hospice committed to refurbishment works in respect of the new furniture shop at Unit 7 Quarry Lane. Quotations have been obtained and the contract awarded at an estimated cost of £22,000. The shop opened on 10 May 2011.

## 21. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year:

	Land and buildings	
	2011	2010
	£	£
Expiring		
Within one year	3,333	-
Between one and five years	74,600	42,350
In more than five years	115,150	113,500
	<u>193,083</u>	<u>155,850</u>