

A photograph of a woman with long brown hair, wearing blue scrubs and a purple lanyard with the Ashgate Hospice logo, smiling warmly at an elderly woman with short brown hair. They are in a home-like setting with framed pictures on the wall.

Working together to deliver outstanding palliative and end of life care

**Ashgate Hospice Annual Report
April 2022 – March 2023**

 **Compassionate
care for everyone**

 **Ashgate
Hospice**

www.ashgatehospice.org.uk

Hospice care for the people of North Derbyshire

We aim to be there for people at any stage of their illness to ensure they are well supported and cared for in the place of their choosing. Wherever you are, there is an Ashgate Hospice nursing team working in your area, supporting people in your community.

Our support and care covers:



Key to symbols

- Town or village
- Place of interest
- H Chesterfield Royal Hospital
- Catchment area
- 📍 Ashgate Hospice Shop



Our teams make 6,000 home visits every year.

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The difference we made

Our hospice services are available for those living with a life-limiting illness and complex needs. Wherever you are, there's an Ashgate Hospice team working in your area, supporting people in your community.

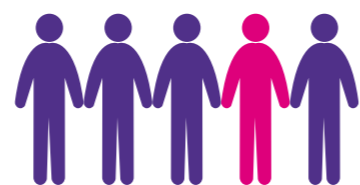
765  **volunteers**
gave their time freely

Our eldest volunteer is **90** years old

and our youngest is **14** years old

The work our volunteers do equates to around **£22,924** per week

£2,688,561 left to Ashgate as gifts in wills



One in five of our patients is cared for by a gift left in a will



131,549 visited our website for information, support and to fundraise. 

£103,000 was won by our supporters in the Ashgate lottery

617 

Christmas Trees were collected as part of our **TreeCycle** campaign



50 tractors

helped to raise **£17,163** in the first ever Tractor Fest

16,807 lattes were sold across our coffee shops 

£4,200 raised from a painting that had been donated to our shops 



2,351 patients and their families supported across North Derbyshire



293 received specialist inpatient care



271 access Day Services support



1,307 cared for in their own homes



894 supported by our Supportive Care teams

Welcome from our Chair and Chief Executive



Chair, Penny Brooks (left) and Chief Executive, Barbara-Anne Walker (right)

This last year truly epitomises Ashgate Hospice’s commitment to working together to deliver outstanding palliative and end of life care.

Despite the profound challenges brought about by the pandemic and then the cost-of-living crisis, our staff and volunteers continued to work tirelessly to support families living with a life-limiting illness in North Derbyshire.

Whether this was caring for someone in their own home, delivering round-the-clock care at our Inpatient Unit or serving our loyal customers in our shops, everyone played an integral part in helping to deliver our crucial support.

This togetherness, something we refer to as One Ashgate, is at the very heart of what we do. It is embodied by our staff and volunteers who are compassionate, dedicated and resilient.

This commitment to making a difference, delivering outstanding care and teamwork is what unites everyone here at Ashgate Hospice. Our annual report gives us an opportunity to look back on a year of immense pressure and significant achievement.

We’ve seen our care and services adapt to meet the changing needs of our communities. From the introduction of a new virtual ward, supporting people at home with real-time monitoring, to enhancing our services to help guide children and young people through the complexities of grief.

Our fundraising and community events have also evolved to include new and innovative ways to raise the much-needed funds to deliver our care. This includes the reimagining of our poignant Light up a Life celebrations and the opening of a new shop in Buxton.

Together, we supported over 2,300 people, helping them to receive the very best care available at what is often the most difficult time of their lives.

However, there is more to be done. More to improve and adapt our services to the changing needs of our communities. More to address the inequalities of marginalised people accessing our services. More to secure our future with a long-term sustainable funding model.

These are exciting times ahead. We are determined to do more and to do it together. We will work as One Ashgate to develop our services to meet the needs of the population we are proud to serve, and we will work in partnership with others to address inequalities in palliative and end of life care.

We’d like to take this opportunity to thank everyone who has stood alongside Ashgate Hospice this year. From our incredible staff and volunteers to our supporters and local communities, without you the hospice would not be the thriving charity that it is today.

Penny Brooks
Chair of the Board of Trustees

Barbara-Anne Walker
Chief Executive

Remembering Nicholas and Tony by Barbara-Anne Walker

I would like to pay special tribute to our Chair of Trustees, Nicholas Jeffrey and our Patron, Tony Nunn.



Nicholas Jeffrey

Nicholas joined us in 2018 and became our Chair in April 2019.

During his time as Chair, Nicholas oversaw Ashgate’s response to the pandemic, which included services switched to virtual-only offerings overnight, the opening of our award-winning COVID ward and the successful campaign for sustainable funding from local health budgets.

Sadly, he died of cancer on 19 December 2022, aged 80.

On a personal note, I appreciated his true kindness when I was faced with personal bereavements.

I will miss his laughter and his continued and insistent encouragement of my leadership of the hospice. We shall hold his memory at the heart of our work.



Tony Nunn

Tony, founder of Antony Nunn Agencies, a successful toy business based in Chesterfield, had lived next to our hospice in Old Brampton for more than 28 years.

He was a dedicated supporter of the hospice for many years and became an Ashgate Hospice Patron in 2017. He was passionate about supporting the hospice and raising money and introduced many of his friends, family and business contacts to the hospice, bringing further awareness to the essential work and care we provide.

Tony died unexpectedly on 5th February 2023, aged 69.

Our dear friend, Patron and neighbour, will be remembered for his kindness, generosity and will be sincerely missed by all who had the pleasure to know him.

Strategic report

In this section, you can read about who we are and what we do, our plans for the future and a summary of our objectives for the coming financial year.

Why we do what we do



Heather on her wedding day at Ashgate Hospice



Richard and Heather on their wedding day

Heather and Richard's story

Our staff and volunteers pulled together to give Heather, who had incurable cancer, a "beautiful" wedding day to remember.

Heather, 32, and her husband Richard Odams tied the knot surrounded by family and close friends in our picturesque gardens in Old Brampton, Chesterfield.

Our teams "went above and beyond" to ensure their day was as special as possible.

Richard said: "It was a really beautiful day. It seemed to go in a flash just like every wedding does, but we had such a lovely time.

"It was mentioned to the staff at Ashgate that we were supposed to be getting married in June and they just rallied around and took everything off our hands really – everyone was just so brilliant.



"It was pretty much a case of turning up on the day and everything was sorted. We can't thank them enough.

"They organised everything for us in such a short space of time. Everyone at the hospice has just gone above and beyond what we could have imagined."

Who we are and what we do

Whether you're living with a life-limiting illness, caring for someone who is, or grieving the death of a loved one, we're here to help.

We are here for the people of North Derbyshire and beyond. We work together with energy, care and compassion so that people can have a good death in a place of their choosing and know that their loved ones are important to us too.

We provide palliative and end of life care free of charge to people aged 18 and over. We care for people living with a life-limiting illness, including cancer, neurological diseases, and end-stage heart, kidney and lung diseases.

We aim to ensure that our patients are well informed, supported and pain-free. While our purpose is to provide end of life care, our work doesn't only begin at the very end of someone's life. We can help improve quality of life soon after a terminal diagnosis. We also support people's loved ones to ensure they get the practical, emotional and bereavement support they need.

We are proud that the Care Quality Commission continues to rate our care as 'Outstanding'.

When it comes to funding, much of the care and services we deliver are funded by the generosity of our supporters. In fact, more than 70% of what we do is paid for through fundraising and less than 30% comes from local NHS budgets.

Support when and where it's needed

When someone living in North Derbyshire is diagnosed with a life-limiting illness and has complex needs, they can access Ashgate Hospice's services through a referral. This normally comes from their GP, hospital team or community nurse.

At that point, we provide specialist care and support for our patients in their own homes or at our Inpatient Unit in Old Brampton, or sometimes both. For example, patients can come to the hospice for a few days to control their pain, before returning home, if able to do so. We also provide practical, emotional and bereavement support for the families of our patients.

The type of care and level of intervention we provide depend on the degree to which a patient's disease has advanced. We also consider other factors, such as their support network, home environment and pain levels.

Our aim is to provide the right care at the right time.



More than 70% of what we do is paid for through fundraising

Ashgate Hospice was founded in 1988



What we believe

We're working to ensure everyone in North Derbyshire has access to excellent palliative and end of life care when they ask for it and where they need it. Here's how:

Our vision

Our vision is for people with a life-limiting illness to be able to live well and to have a good death – well informed and supported – and for their loved ones to be well supported and comforted too.

Our purpose

We provide, campaign for, and educate about, specialist palliative and end of life care and bereavement support. We aspire to be a centre of excellence – working as part of the wider healthcare system with energy, openness, compassion and hope.

Our values

We are compassionate. We work as a team. We are respectful, open and inclusive.



Our strategic approach

At the beginning of 2022, we published our Three Ambitions that set out the ideal world we want to create – not what we are doing day to day – but what we hope will one day come about.

These ambitions were split into three categories; our care, our people and our voice. The things, above all else, we'll work to achieve and will shape everything we do.

Our care

Care is at our heart. We open our arms to you and the people you care about.

Our ambition for our care – an Ashgate model of care which:

- is about living well and dying with dignity and in comfort
- is accessible to everyone who needs our care, in all their diversity
- is safe, and always improving, using feedback, our expertise, research, emerging ideas and innovation
- is delivered in collaboration with other care providers – including on issues where we can have more influence and impact together – promoting best practice across different healthcare settings
- is fairly funded, well supported and understood.

Our people

We are the One Ashgate team working together with warmth and hope to provide compassion and care. Our aim is to be exceptional in everything we do.

Our ambition for our people – a One Ashgate team who:

- bring our values to life with the people in our care at the centre of everything we do
- connect and collaborate, working together and where everyone's views are heard and valued

- are proud ambassadors and fundraisers for Ashgate Hospice and understand how we all help deliver outstanding care
- are committed to improvement and excellence, celebrating successes together and speaking up when something is wrong or requires change
- are leaders and learners, committed to our wellbeing and able to say why a positive working culture matters
- reflect the diversity of the communities we serve.

Our voice

We use our trusted voice to make things better for our patients, their loved ones and people needing specialist palliative and end of life care in North Derbyshire and further afield.

Our ambition for our voice – a powerful and combined Ashgate voice which:

- increases our reach, influence and impact across North Derbyshire and beyond
- is as inclusive and accessible as possible, so that everyone can get the help they need
- helps create a North Derbyshire community who know how to support people at the end of their lives, and those living with loss
- encourages conversations about death and dying, and demystifies hospice care
- advocates locally, regionally and nationally for specialist palliative and end of life care to be properly funded and resourced.

Our future plans

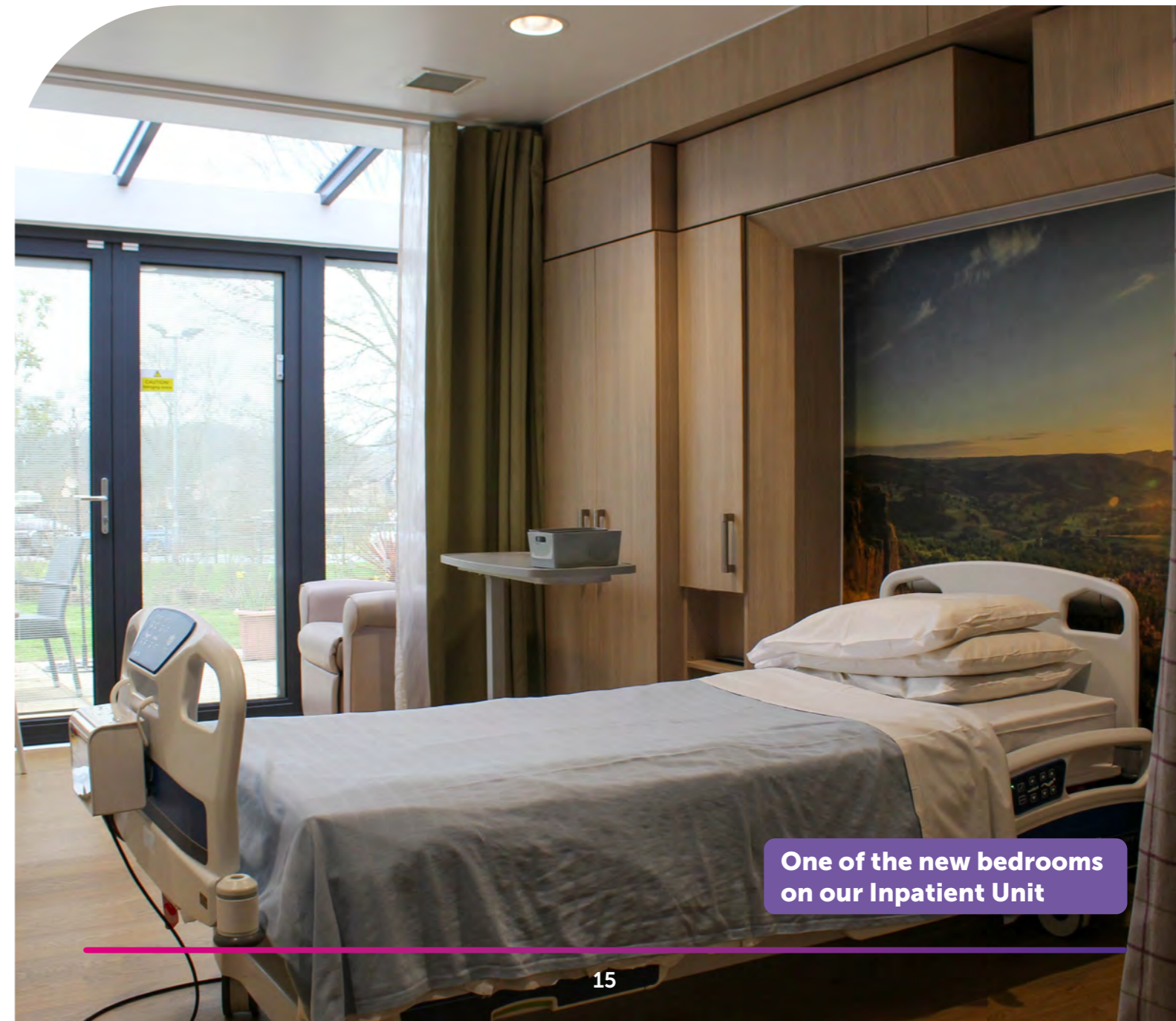
Just as we were beginning to emerge from the shadow of the pandemic the cost-of-living crisis hit. Like everyone, we have been impacted by a rise in our day-to-day running costs for things like food, heat and electricity. So, we're focussing on building financial resilience, improving access to our services and developing our workforce to ensure our care remains the very best.

With all this in mind, in 2023/24, we will:

- 1 Listen to our patients and their families to improve our care** by expanding the methods used to obtain meaningful feedback. As part of this work, the hospice will continue to introduce and embed the new national Patient Safety Incident Response Framework.
- 2 Increase access to pre-bereavement support and intervention for children and young people** with an aim to reduce inequalities in later life and reduce the impact of adverse childhood experiences. We will increase the awareness of the pre-bereavement service across North Derbyshire, offering and delivering workshops to schools and colleges with a focus on supporting students who have a relative approaching end of life.
- 3 Embed the virtual ward approach to support our community in their preferred place of care**, enhancing our community services with a rapid response to care needs, admission avoidance and discharge support. We will use qualitative feedback from service users and staff to support continuous improvements.
- 4 Continue to work as part of Joined Up Care Derbyshire**, to share our specialist palliative and end of life care expertise, to enhance the quality of care for the people of North Derbyshire.
- 5 Continue to improve the facilities at our Old Brampton site to support the standardisation of care and to improve patient experience and comfort.** This includes updating our Outpatient Clinic rooms, reimagining our Day Services space and defining plans for modernising the remainder of bedrooms on the Inpatient Unit, and associated work spaces, which were not included in our previous refurbishment in 2019.
- 6 Continue to develop a Single Point of Access**, to ensure that all referrals have a consistent response and that those referred receive the right service at the right time.
- 7 Continue to make Ashgate Hospice a great place to work and volunteer** with the introduction of wellness days and an even greater focus on inclusion, including awareness and training on topics such as menopause to ensure our people continue to be well supported.

- 8 Expand our reach and grow our sales in retail** with the opening of further shops across the region. Not only does this help to generate the much-needed income to fund our care but it also helps to raise awareness of hospice services within local communities.

- 9 Deliver an inclusive portfolio of fundraising campaigns and events**, offering an activity for everyone and expanding our regional reach to generate more income and build deeper relationships with the community. Our events and fundraising activities will grow and adapt to ensure they are as accessible and inclusive as possible. New events added this year include the Superhero Night Walk, for under 11s and the return of the Open Air Cinema.



One of the new bedrooms on our Inpatient Unit

Our impact

Working together to provide the very best care

At Ashgate, our ambition, for every patient we meet, is to enable them to live their life as fully as they are able for however many days, weeks or months they have left. We care for them in a way that is right for them. Because every person is different, and their care must be too. We try to care for everyone we meet as if they were our own loved ones.



Our care

In 2022/23, we continued to emerge from the pandemic and respond to the ever-changing environment caused by the cost-of-living crisis. Our focus was always on providing those families living with a life-limiting illness the very best care and support at what is often the most difficult time in their lives.

Our teams supported 2,351 people living with a life-limiting illness, their families and their loved ones. That included care in homes across North Derbyshire and the High Peak and Dales, as well as on the ward at our site in Old Brampton.



We supported **2,351** people living with a life-limiting illness in 2022/23

Our services at a glance

- 
Palliative Care Specialist Nurses
 supporting you in your place of choice
- 
Lymphoedema
 managing the symptoms of lymphoedema
- 
Complementary Therapy
 from head massages to aromatherapy
- 
Counselling and Therapies
 a safe space for you to be heard
- 
Social Work
 support for you and your loved ones
- 
Inpatient Unit
 round the clock care on our ward
- 
Physiotherapy
 helping to improve your quality of life
- 
Spiritual Care
 finding peace, comfort and hope
- 
Day Services
 advice, activities and peer support
- 
Occupational Therapy
 helping you maintain your independence
- 
Virtual Ward
 safe care at home through remote monitoring using easy-to-use technology

Helping those living with a life-limiting illness to make the most of the time they have left

At Ashgate Hospice, we offer a holistic range of services to help our patients and their loved ones manage both their physical and emotional needs. We believe that everyone should be able to spend their final days surrounded by the people they love.

As we began to emerge from the pandemic, our clinical teams were able to increase face-to-face contacts, either at the hospice or in a patient's own home. They continually adapted to changing guidance and restrictions issued by the government to ensure that our care and support continued.

Lydia's story

Lydia Williams is one of our Palliative Care Specialist Nurses at the hospice and has been caring for patients and their families in their homes for about 15 years now.

From working with other hospice teams to ensure patients are comfortable to prescribing the correct medication so their symptoms are under control – Lydia provides complex care to people who are nearing the final months, weeks and days of their life.

"The best thing about working at the hospice is working with patients and families – it is a privilege to go into someone's home and get to know them and their family," says Lydia.

"It's different from being in a clinical setting; you can see how people are living their lives and you get a real feel of what's important to each individual. Every patient we support is unique, it is about them as a whole and what means most to them.

"People think that dying and preparing for death is sad but there is often a lot of humour, love and warmth. You have difficult conversations but there is an openness which can be really moving.

"Of course, it can be very challenging at times too. There are lots of sad and painful moments and you feel for patients and families who are experiencing such heartbreak.

"Working in their homes, you're more aware of the emotions patients and families are going through. You can almost absorb the emotions physically and sometimes the conversation sticks in your mind and sits with you for many years – it can be very emotional.

"That's why we do what we do – to try and make the lives and journeys of the patients and families we're caring for that little bit easier for them."



Lydia Williams,
Palliative Care Specialist Nurse

During the year our services included:

Care at home – Most of our patients tell us that they would prefer to spend their last days at home. Our nurses, doctors, occupational therapists and support workers work alongside other health and social care professionals to ensure patients can remain in their own homes. This includes helping to manage difficult symptoms and providing advice or equipment when needed.

Physiotherapy – our physiotherapists assist patients with a variety of needs including breathlessness, fatigue, discomfort, weakness, mobility and pain, by providing a realistic and appropriate treatment regime to help improve quality of life.

Lymphoedema specialist support – our specialist Lymphoedema Nurses work with our medical team to provide support and care to patients who have lymphoedema. We help them by carrying out a thorough assessment and providing an individual treatment plan. The plan may consist of skincare, massage, exercise and compression. It aims to manage the symptoms of lymphoedema and improve quality of life.

Counselling and therapies – the Counselling Team is part of the Ashgate Hospice Supportive Care Team and is based in the Harry Fisher Building at the hospice. Our service is available to patients with palliative care needs, their families, friends and carers. We offer a safe space for our patients to be heard and supported, as they explore their concerns and any issues they wish to resolve.

Outpatient care – we continue to provide important services including lymphoedema treatment, counselling, consulting, medical assistance, physiotherapy, psychology, consultation with the Ashgate Community Nurse Specialists and bereavement services.

Social work – our Social Work Team is based at the hospice and out in the community. They work alongside other professionals and agencies to understand the needs of patients, their families, friends and carers. They help

people to understand what help and support is available, including any wider needs (for example, the needs of children and young people when an important adult in their lives has died). They help to arrange and manage practical support for daily tasks.

Spiritual care – our Spiritual Care Practitioners work as part of the Supportive Care Team. They are all specially trained and experienced in providing person-centred spiritual care in a healthcare setting and provide support to patients, their relatives, friends, carers, staff members and volunteers. The team seeks to listen, with compassion, helping people to explore their own sources of strength, comfort and hope.

Occupational therapy – our Occupational Therapists promote independence and quality of life when a patient's illness has restricted their normal activities of daily living. The team works very closely with other members of the care team, carers and community agencies, and the patient's choice is central to any decisions made. They can see patients in a variety of settings, including their own homes and at Ashgate Hospice's Inpatient Unit and Day Services. They can also provide an advisory role to nursing and residential homes.

Complementary therapy – our Complementary Therapists specialise in palliative care. They form part of the Supportive Care Team at Ashgate Hospice and are based in the main hospice building. This service is available to inpatients, Day Services attendees and to participants in the recently bereaved groups. The complementary therapy treatments that we provide can be used alongside conventional medicine or on their own.

Inpatient unit – our Inpatient Unit at Old Brampton in Chesterfield offers the reassurance of round-the-clock, expert care and support.

Day services – Our Day Services Team provide advice, education, activities and support to a patient and their family at an earlier stage of their diagnosis. At a drop-in session a patient has access to a range of services, including physiotherapy, complimentary therapy and expert medical advice. In 2022/23, Day Services were able to resume onsite drop-in sessions that were complemented by virtual groups for those who are unable to attend.

You can read the Quality Account online at www.ashgatehospice.org.uk/reports

- 293** people received specialist Inpatient care
- 271** people accessed day services support
- 1,307** people were cared for in their own homes
- 894** people were supported by our supportive care teams
- 724** people were supported to live independently by our occupational therapists
- 480** people were supported by the lymphoedema team
- 612** patients received physiotherapy support
- 237** people were supported with complementary therapies onsite at Old Brampton and in their own homes

What makes a good death? By Dr Sarah Parnacott



Dr Sarah Parnacott

For many people, trying to comprehend the concept of a 'good death' may seem impossible, particularly so soon after the death of a loved one.

You might think that the term is jarring and insensitive; that the words 'good' and 'death' should not be in the same sentence.

However, for us at Ashgate Hospice, and for our palliative and end of life care colleagues across the UK, we believe the term 'good death' can have positive connotations.

For us, a 'good death' is an end of life experience that seeks to remove pain, distress and suffering and takes into account the wishes of the patient and their loved ones.

The London End of Life Clinical Network has worked with a range of organisations and people to identify exactly what makes a 'good death'.

The organisation says a service supporting someone at the end of their life must follow certain criteria for the patient to experience a 'good death'. This includes:

- providing care which is competent, confident, compassionate and personalised
- offering joined-up, co-ordinated services and pathways which are easy to access and navigate
- access to psychological and spiritual support
- tailored pain management
- timely assessment and provision of bereavement services.

For each individual we care for, we strive to ensure all these attributes are met – doing everything possible to ensure our patients have the most comfortable death possible.

We all wish we could avoid death. It is certainly something that is never wanted and can never be forgotten.

At the point when death is something that can't be avoided, when there really is no other outcome to the most heart-breaking of situations, we strive to ensure that symptoms are controlled, and that the person has a say in where they want to be.

Extending our care with the Virtual Ward

In January 2023, we opened our palliative and end of life care Virtual Ward, allowing us to admit 10 patients at any one time. The Virtual Ward allows patients to get the care they need in the place they call home safely and conveniently, rather than being in hospital or the hospice.

Patients remain under our care, through remote monitoring using easy-to-use technology and face-to-face visits.

Care includes remote supervision from consultants, specialist nurses, social workers, therapists and other medical professionals.

Modern equipment and technology provided to patients also allows them to easily submit readings, such as their blood oxygen levels and temperature.

Patients, including those in care homes, receive high quality face-to-face care when needed and can request 24-hour help through an out-of-hours number.

Here's what our Director of Quality and Patient Care, Hayley Wardle, had to say...



Hayley Wardle

We're delighted to be introducing our new Virtual Ward to the patients and families who need us now and in the future.

The initiative is an enhanced version of the community care we are already delivering and allows patients to get the support they need at home safely and conveniently, rather than being in hospital or the hospice.

Virtual wards can also support the safe and earlier discharge of patients from our Inpatient Unit, enabling patients to be monitored at home and freeing up our specialist beds.

It essentially means that we can extend our care and support the community even further by bringing more people into our care.

Patients and their families will have access to doctors, nurses, physiotherapists, occupational therapists and more whilst receiving Virtual Ward care at Ashgate.

Support can include remote monitoring using apps, technology platforms, wearables and medical devices and may also involve face-to-face care from multi-disciplinary

teams, such as our community nursing team, doctors and therapists – and they can be reassured they're being monitored on an on-going basis.

Not only will the service be convenient so the patient's condition can be monitored at home, but we hope it will empower patients to take a more active role in the management of their health to improve their quality of life.



Our Virtual Ward Palliative Care Specialist Nurses, Amanda Hall and Sophie Dudley

Supporting children and young people through bereavement

Bereavement isn't easy for anyone, but it can be especially difficult for children and young people. That is why we have developed our children's services to offer one-to-one support in schools and support to teaching staff and other professionals in the community.

Work is now underway to widen the offer and reach more children and young people. This will include virtual groups and specific targeted activities.

Support is also given to those attending the bereavement groups, to support them to talk to their children and grandchildren about death, and similar sessions will be delivered throughout the year through our Day Services.

We have also increased our pre-bereavement support, with a greater presence on the Inpatient Unit, supporting children to understand what is happening to their loved one and having honest and kind conversations about death. We also have a variety of books to give to children and families to help them prepare for a death or to reflect on the death of a loved one. These may be story books or books written by other young people offering advice and coping strategies.

Ensuring patient safety

Ashgate is well known for its outstanding patient care, but we are always looking for ways to improve. It is important that our staff and volunteers feel well supported to be able to keep delivering the best possible care.

We champion an environment of reflection and learning, encouraging staff and volunteers to be open and honest including access to reflective practice and clinical supervision. In July 2022, we established one-to-one, small and medium-sized clinical supervision groups.

In addition, the development of our clinical supervision training offer is in progress and focuses on a restorative and resilience-based model with support from Hospice UK.

During 2022/23, we provided 22 patient safety study days for our staff on the Inpatient Unit, introducing the basics of clinical human factors, principles of incident investigation, and a refresher on the Duty of Candour.

We welcome the introduction of the new national Patient Safety Incident Response Framework and have begun a phased approach to the introduction of the new framework. We are providing education and training to all staff who work in and support clinical teams via patient safety study days and cascading via team meetings.

Making our care and support easy to access

We want everyone who needs our care and support to be able to easily access it. This starts at the point of referral. In 2022/23, we began work to create a single point of access to all our services.

We implemented a new streamlined method of referral to ensure that 100% of patient and client referrals, both external and internal, are registered consistently and given a decision outcome based on service criteria. Additionally, we have worked to ensure that there is a consistent and centralised approach to making internal referrals between services.

The second part of the project has been looking at how we ensure that referrals are sent to the right service at the right time through a single point of access. Improvements are also being made to make it easier for referrals to be made through our website.

How engaging with patients and families is key to care improvements

by Ashgate's Head of Quality Improvement, Claire Blakey



Claire Blakey

We strive to continuously improve for our patients and their loved ones because we want them to experience the highest standards of specialist palliative and end of life care and support.

Quality Improvement (QI) is embedded into our practices to ensure that all services are safe, timely, efficient, equitable and patient-centred.

It is a collaborative approach to identify and address problems in order to improve the quality of care, a process or a system. It is about looking at what we do and seeing if we can do things differently to improve safety, experience, and effectiveness.

So why does it matter for patients and families?

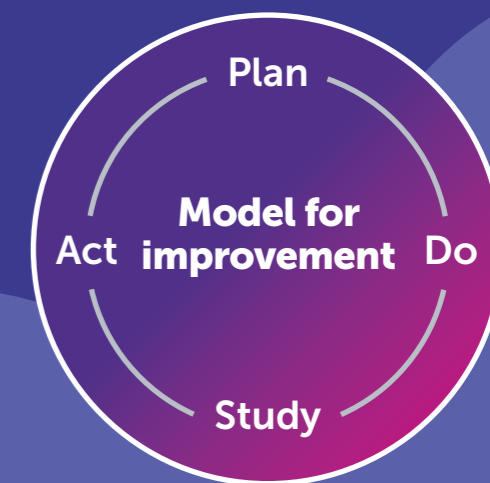
In clinical work, there are many reasons why QI is important for patients and their families:

- It helps to ensure that patients receive the best possible care and treatment;
- It helps to improve patient safety and reduce the risk of errors and adverse events;
- It helps to improve the efficiency of care delivery and make the best use of resources;
- When QI is part of everyday work it has been shown to deliver better patient outcomes, staff experience, and improve morale.

At Ashgate, we introduced our own Model for Improvement (MFI), a three steps process that uses a simple methodology. It recognises that improvement works best when people at the point of delivery, those who are directly engaged in the work, are empowered to test changes and use feedback from staff, volunteers and patients to make improvements.

MFI is made up of the 'Plan, Do, Study, Act' cycle which allows for continuous improvement and learning that is fundamental to quality.

Since introducing QI at Ashgate, we have already seen fantastic changes made by our staff and volunteers who ensure patients, and their families remain at the heart of our QI practices. By listening to their experiences, we can learn and improve instead of assuming that we understand what is needed.



Our people

We're proud of the way our staff and volunteers work together to support families living with a life-limiting illness in North Derbyshire. Our aim is to create an environment where our people can bring their authentic selves to work, fulfil their potential and support their wellbeing. We invest in training and development and strive to become North Derbyshire's employer of choice, attracting and retaining the best people to work with us.

We want everyone's experience of Ashgate Hospice to be a great one – whether they work for us, volunteer with us, support us, or come to us for care and support.

Caring for our people

We know that looking after the wellbeing of our workforce is important to engaging our people, preventing stress and creating a positive working environment where our staff and volunteers can deliver the outstanding care and support we are known for.

In the last twelve months, we developed an inclusive and dynamic rolling offer of wellbeing support. This includes virtual and face-to-face support and one-to-one wellbeing and coaching sessions. We are also working with Joined Up Care Derbyshire to access their wellbeing support and ensure it is readily available to our workforce.

This wellbeing support, coupled with an encouragement in peer-to-peer support has contributed to a steady reduction in staff absence throughout the year.

Radical Kindness

We have developed a bespoke model for communication, teamwork and management at Ashgate to help our people better live our values. This approach was adapted from Kim Scott's Radical Candor and encourages open and compassionate conversations, supports compliance with management processes, and challenges incivility and bullying at work. The intent is to have a shared language and understanding, and processes and spaces that enable clear and consistent actions in line with our values.

We have
352 staff
who are supported
by a team of
765 volunteers.

Supporting equality, diversity and inclusivity

Equality, diversity and inclusivity (EDI) is deeply important at Ashgate. We are passionate about our care and services being accessible to anyone who needs them and in turn we're committed to being an inclusive employer and valuing the diversity of our people.

Driven by our Equality, Diversity and Inclusion Lead, we set up a Workforce Advisory Group to bring about positive changes in our policies, practices and culture. This has included information sessions for our staff and volunteers about identity, pronouns and LGBT+ awareness. We've also engaged with local communities who represent marginalised groups, including the Chesterfield EDI Forum, the MacIntyre charity for people with learning disabilities and Derbyshire LGBT+.

Our work with Derbyshire LGBT+ has resulted in us signing up for their Rainbow Accreditation Scheme, which offers a comprehensive framework to look at every area of Ashgate from patient care, to fundraising events and the experience of customers in our shops and cafes. It is an opportunity to evaluate our organisation with honesty and openness, so that we can identify potential barriers and areas for improvement in our LGBT+ inclusion. We reinforced our commitment to the LGBT+ community with the installation of a rainbow crossing at our Old Brampton site, ensuring everyone gets a warm welcome when they visit.

We've also focused on the diversity of our workforce, helping us to understand who we are and how we can create a better working environment where they can do their best.



Our Equality, Diversity and Inclusion Lead, Liz Allam on our work to become an open and inclusive organisation where everyone is warmly welcomed.

Staff and volunteers at Ashgate are committed to welcoming people from all identities and backgrounds to the organisation as patients, staff, volunteers or supporters – however we know that historically people from LGBT+ communities have experienced discrimination and inequality both within healthcare and in the workplace.

Research tells us that, even in organisations with good intentions, LGBT+ people can experience barriers accessing services, such as end of life care, due to systemic discrimination and inequality embedded in society and its institutions.

We want to ensure Ashgate is open to everyone who needs us, and we are working to understand how we can improve this.

Ashgate already has a hugely committed and compassionate workforce and by welcoming staff and volunteers with diverse backgrounds we can enhance and strengthen the organisation further.



Compassionate care for everyone



Liz Allam



Liz Allam from Ashgate Hospice and John Yates-Harold from Derbyshire LGBT+



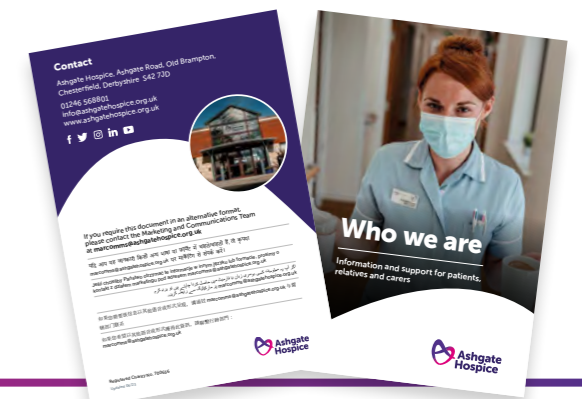
Improving accessibility to our services

We have a longstanding focus on providing welcoming and inclusive facilities for our patients, staff, volunteers and visitors of all abilities. As part of the continuous improvement of our facilities, we have created a new accessible entrance at our Old Brampton site in Chesterfield.

The project has not only allowed for improved access to our Inpatient Unit through the new automatic door next to the Reflections Room, but also the transformation of the internal courtyard next to the hospice café and the refurbishment of the entrance and corridor space.

The new doors into the courtyard will enable patients in beds to easily be taken into the outdoors and our staff, volunteers and visitors will benefit from new outside seating for the café.

To reinforce that our care and support is for everyone, we now offer our service literature in alternative languages. This includes Traditional Chinese/unsimplified Chinese, Cantonese, Polish, Hindi and Urdu. These languages are the most spoken after English in North Derbyshire.



Gender pay gap

The Equality Act 2010 requires all organisations with 250 employees or more to report on their gender pay gap. The gender pay gap is defined as the difference in the average earnings of men and women over a defined period, regardless of role or seniority.

In 2022, Ashgate had a negative gender pay gap. The 'mean' gender pay gap shows that for every £1 a man is paid a woman is paid £1.05. The 'median' figure shows that for every £1 a man is paid a woman is paid £1.16.

Following an anomaly in the 2021 figures – due to the engagement of contractors that year – the 2022 data builds on the 2020 gender pay gap (in favour of women) and demonstrates that Ashgate is continuing to close the gender pay gap ahead of national benchmarks.

This is a testament to our commitment to equity, and to Ashgate as an organisation where women are treated fairly, are valued

and hold positions of authority. We are also delighted that following several new appointments, the gender diversity on our board of trustees now more closely reflects the make-up of our workforce.

In recognition of our predominantly female workforce, we are enhancing workplace support; for example, increased carers leave, women's wellbeing provision and the introduction of a menopause policy and support. We have improved employee diversity monitoring, which will enable us to examine potential intersectional factors influencing the pay, performance and progression of our employees.

We acknowledge the society wide issues that mean women are over-represented in the hospice and health care sector and recognise that there is work to be done to increase the representation of men in roles such as nursing and healthcare assistants, and to ensure the representation of women at senior levels in the organisation.

Listening to our people

We have focused heavily on our internal engagement this year, including the introduction of stay interviews to complement our existing exit surveys and bi-annual People Survey. This helps us to understand what our people think about working at Ashgate and enables us to prioritise areas for further development.

We also created a new Employee Forum, which is a way for our workforce to raise ideas or questions through their elected representative. The Employee Forum played a crucial role in Reward and Recognition, the review of staff terms and conditions, which saw the introduction of a new pay framework and enhanced benefits.

Our weekly email communication, The Weekly Bulletin, provides regular organisational updates, equality, diversity and inclusion initiatives, and celebrations of our workforce successes to all our staff. This is complemented by a bi-weekly email communication to our volunteers.



Fairly rewarding our people

Recruiting, retaining, and motivating employees are critical to Ashgate's sustainability and success. Our Reward and Recognition project saw an organisation wide consultation and review of staff terms and conditions with the aim of introducing a fair, transparent and consistent framework for how we pay and reward staff and to strive for the hospice to be North Derbyshire's employer of choice.

We prioritised clear communications and inclusivity to ensure that everyone's voices could be heard throughout the collective consultation which ran from April 2022 to July 2022.

As a result of the Reward and Recognition project, a new equitable and sustainable pay framework has been implemented, ensuring that for the first time all staff have the opportunity for pay progression. Other changes included an increase in carer's leave, bereavement leave and compassionate leave.

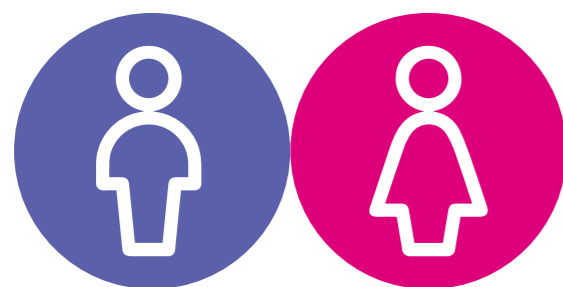
Offering staff greater choice and flexibility has also seen the introduction of a new way for staff to buy and sell their annual leave.

The annual review process was also overhauled to support staff to perform their best by providing a comprehensive evaluation of their progress and development in a way that is fair and transparent. Individuals are assessed against clear criteria for performance, values and learning, and supported by regular 1:1 meetings throughout the year.

In addition, we have modernised our long service recognition, ensuring staff and volunteers receive formal recognition sooner in their service with us.

Mean gender pay gap

-5.35%

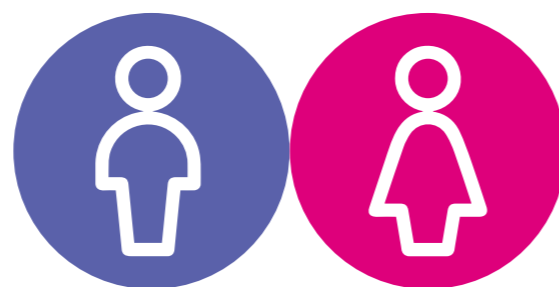


£1.00

£1.05

Median gender pay gap

-15.65%



£1.00

£1.16

Attracting the very best people

As part of our response to a highly competitive labour market, we have introduced onsite clinical recruitment events to showcase our benefits and amenities. We were keen to recruit more nurses to help alleviate winter pressures, help staff our new Virtual Ward and future proof our Inpatient Unit. Pleasingly, an increasing number of nursing vacancies have also been due to internal promotion and progression.

The recruitment events included guided tours, a chance to speak with staff on the ground and on-the-spot interviews. Both events were well attended, and 10 people were recruited in addition to our usual recruitment activities.

We also modernised our application process as part of our digital transformation, to create a seamless and easy-to-use system, not just for prospective candidates but for managers too.

Developing our people

At Ashgate, we are committed to developing our people. We offer apprenticeships, work placements and shadowing opportunities across the organisation to give individuals the chance to step into a career they love.



Charlotte's story

Our very own Charlotte Butterworth started off her career at Ashgate Hospice 10 years ago by taking on a one-year Business and Administration apprenticeship; now she works as our Partnerships Manager.

She said: "Completing an apprenticeship with the hospice helped with my personal development; I learned what working in a charitable fundraising team was like, and it gave me the opportunity to learn from professionals. It boosted my confidence and provided me with the opportunity to grow within an organisation which I love working for."

"The best thing about the apprenticeship was that it helped me decide that a career in events was right for me and more so, it opened my eyes to the third sector as an industry which I had never considered. I learnt so much about the broad range of care the hospice provides and the importance of what we do, it made me incredibly passionate about the cause and how organising fundraising events was able to directly impact patients and families."



Charlotte Butterworth, Partnerships Manager
(2nd from right)

Innovating in technology

During 2022/23, we nurtured innovation across Ashgate to enable collaborative working and developed our digital space to transform how we share information and data. This has included providing new laptops and a new Virtual Desktop Interface solution to ensure our workforce has the tools they need to fulfil their roles whilst working from a range of locations.

An overhaul of the way in which we work has seen a move to cloud-based servers to reduce cost and risk whilst providing a sustainable solution for our future. This has been further enhanced by a new strategic reporting database with live downloads of clinical data which allows Ashgate to produce real-time reports on all aspects of patient care.

Our intranet system has also undergone extensive development to encourage easier information sharing and collaboration with teams from across Ashgate. Staff have also

undergone internet and email training to help improve knowledge, confidence and encourage safe practice.

Information security continues to be of utmost importance at Ashgate, particularly as cyber-crime continues to increase. Our security has been greatly enhanced through device encryption, network and website scans as well as multi-factor authentication and awareness raising for our workforce. External auditors carried out penetration testing of our systems which we were pleased to pass with "flying colours".



Internet and email training has helped improve knowledge, confidence and encouraged safe practice

Celebrating our amazing volunteers

Yet again, our volunteers have been incredible. Volunteers are a crucial part of the work we do at Ashgate, enabling us to support families who need us the most. In the past year, 765 volunteers contributed their time, knowledge, and expertise, supporting Ashgate in a wide variety of roles, including as part of our Inpatient Unit, maintaining our gardens and fundraising events. In the last year alone, we have welcomed more than 200 new volunteers into our hospice.

Significant progress has been made to improve volunteer recruitment and retention. This includes the introduction of dedicated recruitment events, streamlining online applications and refreshing training and development.



Ann Roberts enjoying a Calendar Girls photo opportunity

49% of our volunteers are based in our shops, coffee shops and donation centre, helping to generate the £8 million needed to fund our services



Ann's story

Our fundraising volunteer Ann Roberts gives back her time after we were there to support her when she was first diagnosed with incurable cancer more than 30 years ago.

From giving talks in the community about Ashgate to doing her bit to help us prepare for our events – Ann says volunteering gives her “a great sense of pride”.

She was first touched by our care after being diagnosed with a rare form of cancer in 1991, aged 37; doctors said it had spread around her body and Ann was given two years to live.

Ann said: “The hospice was there for me when I desperately needed them. When I was first diagnosed – my kids would have been 10 and 12 – I had two operations and they thought they had stopped it in its tracks.

“But in a few short weeks they told me it was well and truly taking over my body; they couldn’t cure it and gave me two years to live.

“In desperation, I rang Ashgate and within two days, a nurse came to visit and was just absolutely brilliant and helped me get my emotions under control.

“Ashgate did so much for my family all those years ago and it’s a pleasure to give something back and do my bit.

“I’m determined that the hospice should survive so other families can benefit as mine did.

“If giving up a few hours of my time each week helps then I’ll continue to volunteer as long as I’m able.

“I love volunteering. I get to go out into the community and tell people about the history of the hospice, what we do, how we’re funded, what it costs to run each year, how we’re staffed, and then if appropriate I’ll tell them my story too.”

Annual Report 2022/23
Proud to support Ashgate Hospice

Our voice

Raising awareness of death, dying and bereavement and the work we do is essential to our fundraising and campaigns work. Through our website, social media and the press, we can make more people aware of what we do and help create a North Derbyshire community who know how to support people at the end of their lives, and those living with loss.

Life, death and everything in-between

Series three of The Life and Death podcast debuted in May. Hosted by our Senior Physiotherapist, Stephen Rumford, the six-part series is an honest look at life, death, bereavement and everything in-between. In this series he sat down with special guests to discuss their experiences of death, dying and bereavement – with the aim of finding a deeper understanding of what life and death means to them.

This series saw us meet guests from as far as Arizona who have experienced death, dying and bereavement.

Guests included:

- **Mary-Frances O'Connor** – neuroscientist, author and associate professor at the University of Arizona and investigator on the effects of grief on the brain and the body.
- **Clover Stroud** – Sunday Times Bestseller and journalist writing for the Daily Mail, Sunday Times, Daily Telegraph and author of her new book, *The Red of My Blood*. Her book shares her grief story following the death of her beloved sister, Nell.
- **Stacey Heale** – writer, Ted Talk contributor and well-known grief commentator on social media. Her husband, Greg Gilbert, lead singer of noughties indie-rock band *The Delays*, died of bowel cancer in 2021.

Mary-Frances O'Connor from episode three visited Ashgate to deliver an in-person talk to staff and volunteers about the effects that grief has on the brain.

The popularity of the podcast continues to grow, allowing us to help create a North Derbyshire community who know how to support people at the end of their lives, and those living with loss. It also supports conversations about death and dying, and helps to demystify hospice care.



Since the first episode was shared on 8th October 2020, the podcast as a collective has had

11,614 listens



The podcast has listeners right across the world, including **58.6% in the UK** and **24% in America**



70.9% are women listeners aged 35–44 (35.5%)

Giving a voice to others

Throughout 2022/23, we helped people living with a life-limiting illness and their loved ones tell their stories and bring to life the challenges they face. We also highlighted the crucial role of Ashgate in the healthcare system, challenges in the way we are funded and how our care and support can make a lasting impact to those in need. We achieved this through vital media coverage, to help inform and educate about the way hospice care is funded and reach others that may need our services so they would know they were not alone.

Stories told by our patients and their loved ones gained extensive local media coverage, including broadcast and print. Their stories were also shared within our twice-yearly supporter newsletter which is delivered to 17,000 homes across the region.

Our professionals on the frontline understand the challenges faced by those living with a life-limiting illness. That is why we set up an online blog area on our website; to give them a platform to tell their stories.

The blog is written by staff and volunteers right across Ashgate and includes stories from nurses, those working in fundraising and our Supportive Care team.

This included the blog: 'What makes a good death?' from Specialist Palliative Care Nurse, Sophie Dudley.

She said: "I think a good death is one that the patient wanted. To be as settled, comfortable and pain free as possible, in the place that they want to be. For us, it is about ensuring that the patient's wishes are met, whether that is to be surrounded by loved ones, their pets and their favourite things, or simply being in their own bed."



An online community of support

Our website is often the first step in someone getting in touch with Ashgate. It's the place our patients and their families go to find vital information to make informed choices about their care.

Our website is also home to multiple resources, including videos, leaflets and articles. This includes tips for coping with grief at Christmas, hand massage techniques and mindfulness breathing exercises.

At Ashgate, we know that peer-to-peer support is important to those we care for and their families. Whether someone is living with a life-limiting illness or is grieving their loss, our online communities are there for each other. It is also an important way for us to raise awareness of our services, extend our support and encourage open and honest conversations about death, dying and bereavement.

In 2022/23, our social media platforms reached approximately 1.3 million people.

As well as sharing our own content across our social media channels, we engage with others through the content they share, and encourage engagement. It is a valuable tool to not only cement our messages in other media, but also to reach new people and generate more support for Ashgate.

We have also increased our video content, including reels (short videos), and have started to post more content on TikTok, aiming to grow our audience on that platform.



131,549
people visited the
Ashgate Hospice
website



Raising money for our crucial care and support

Without our incredible supporters, we simply couldn't provide so much care and support to families living with a life-limiting illness. Last year, despite the shadow of the pandemic and the cost-of-living crisis, they helped us to raise £10,147,098.

From recovery to record growth

Our network of 16 shops and two coffee shops directly funds the compassionate care and support we provide to families living with a life-limiting illness. Without this support, we simply couldn't do what we do. Last year, we were delighted to report record-breaking sales for our shops totalling £3,632,167 and exceeding our expectations.

The ongoing economic uncertainty meant our shops saw record numbers of customers and transactions. In our clearance shops, where items are 50p to £3, an amazing 182,996 items were sold and saved from recycling or disposal, generating an incredible £216,685 of income.

Across the wider network of our shops, we sold 1,001,872 items, from second hand clothing and homeware to furniture and toys.

Over the past year, our furniture store has been working alongside new local suppliers to broaden our product range. This has allowed us to include more choices to cater to all budgets as well as the addition of white goods. This led to record-breaking sales here too, with income reaching £1,193,247.

Not only are we seeing an increase in footfall on the high street, but our online sales have also rocketed with a record-breaking year for our eBay, Amazon and Auction activities, raising £158,921.



We are not an NHS Hospice.

That means we must raise
£8 million
each year to continue to provide our crucial palliative and end of life care.

£3,632,167
was raised by our network of shops

£1,193,247
was raised by our furniture store

£158,921
was raised by our online sales

Thank you

We are hugely grateful to our retail teams, who work tirelessly to sort through donations, keep our shelves stocked and our tills ringing. We are also hugely grateful to the communities who shopped and donated throughout the year. This ongoing support enables us to fund our compassionate hospice care, when and where it's needed most.

How your donation can make a difference

One donation that made a huge difference was a mystery painting that was picked up by staff in one of our shops – it turned out to unknowingly be the work of a world-renowned artist and raised thousands of pounds at auction.

Our Ecommerce team spotted something special when they saw the framed artwork, so sent it across to its partners at Sheffield Auction Gallery to get their opinion.

Emma's story

Emma Holloway, who uses a wheelchair, decided to volunteer with us as she was looking for a new volunteering opportunity in her local area of Alfreton and she saw that we were opening a new shop – that was over seven years ago, and the rest is history!

Her main duties include operating the till and serving customers and she says one of the best things about volunteering in retail is the connections and relationships she has made.

Emma does three shifts a week, plus an additional Saturday shift once a month and is a highly valued member of the Alfreton team.

She added: "I enjoy the fact that every day is different and it's never boring, I enjoy meeting lots of new people and getting to know regular customers."

"There is a wide variety of jobs within the shops and there is always somebody around for support. Every day is different and you learn new skills which could help you in the future."



Emma Holloway
Alfreton shop volunteer



The closing bid reached £4,200!

Experts revealed the piece had been painted by famous French impressionist painter Pierre Adolphe Valette, who tutored L.S. Lowry before he would go on to become one of Britain's most celebrated and renowned artists.

When it went to auction earlier this month it was expected to fetch between £300 and £500, but bidding exceeded way beyond the estimate before eventually reaching £4,200!

Ashgate Hospice received the total amount fee-free thanks to the continued generosity and support of Sheffield Auction Gallery, meaning the money will go further towards helping us fund vital care for the families who need the hospice most.

New shop opened in Buxton

Around 100 patients living in the Buxton area accessed our care and support last year – from clinical care at home to our Inpatient Unit to occupational support and physiotherapy.

Now with the opening of our 16th shop there is a way for the Buxton community to support the delivery of our care to families in their local community living with a life-limiting illness.

The opening of the shop has proven to be very popular with £886 taken on the first day.



The opening of our new shop in Buxton



Mick Cook was looked after on our Inpatient Unit last summer

Penny's story

The shop has been funding care for families like Penny Cook's, whose husband Mick died on the hospice's Inpatient Unit, aged 75, after being diagnosed with incurable stomach cancer.

The Buxton couple had only just celebrated their 50th wedding anniversary the year before.

Penny said: "Within a few hours of being at the hospice, Mick looked like a different person – he was relaxed, I'd finally got my husband back."

"Being at the hospice feels like someone has wrapped a blanket around you, like you're getting a hug. It's the people who make it feel that way."



"When Mick was admitted for the second time, we knew it would be the last. My big, cuddly husband became thin, frail and not much longer for this world – in just a few days."

"We'd been together 24/7 for the last 30 years and the thought of being apart now engulfed me in sadness. But once again, the hospice's team came together and pulled out all the stops for us."

"Sleeping by Mick meant we didn't lose a minute together. I was blessed to have another eight weeks with him at the hospice before he died."

"We planned to make lots of memories when Mick was diagnosed but we didn't get the chance because he lost his mobility quickly. So being able to spend the last eight weeks together with nowhere else to be and nothing else to do was precious."

"Having nowhere else to be except by my husband's side meant the world to both of us."



Extending our support further

In response to the cost-of-living crisis, we set up a warm space to help the community of Clowne amid the cost-of-living crisis.

The initiative was backed by Derbyshire County Council, which provided Ashgate with a grant of £3,000 to fund the scheme.

The scheme was open twice daily throughout March and April. Anyone who asked for a "winter warmer" at the till point of the coffee shop received a hot drink, as well as a slice of toast, teacake or crumpet for free.

Stepping out for palliative and end of life care

On Saturday 9th July 2022, more than 2,000 people donned flashing bunny ears and their brightest clothing and took part in our annual Sparkle Night Walk.



★ Our 2022 Sparkle Night Walk raised **£171,575**

Together, they raised £171,575 in 2022 to help fund our vital, compassionate care for patients and their loved ones living with a life-limiting illness.

A total of 135 people volunteered at the event, including many staff and volunteers from across the organisation who supported in a variety of roles, including assisting with car parking, helping out at the event village and marshaling the route.

Rachel's story

Among those taking part in Sparkle Night Walk was Rachel, who walked with her sisters Helen, Hannah and Becky in loving memory of her father, Keith to raise funds for the vital care he received at the end of his life.

Before he died on 8th February 2021, aged 63, Keith was cared for at the hospice for two weeks and during that time, Rachel said the care he received was "second-to-none."

"The staff were just so attentive, compassionate and professional during the time Dad was in Ashgate's care," said Rachel.

"I remember just days before he died, one of the wonderful Healthcare Assistants explained everything to me, not in a patronising way, but in a manner which I could understand.

"Their honesty and support was so comforting at such a difficult time, and I just knew his care was in the best hands it could have been.

"Ashgate's care relies so much on fundraising and we want to do as much as we can to support Ashgate as it made our family feel as though we were at home from the moment we arrived."



Rachel with her father, Keith

Gifts in Kind

Not all the support we receive is monetary, many companies and organisations choose to support us by donating their goods or services. This support is just as valuable, and in 2022/23 gifts in kind totaled £160,829. Some of those gifts include:

- **Netflix** which continues to be donated to our Inpatient Unit by our IT provider, Central Technology
- £4,000 worth of bread donated by **Jacksons the Bakers** for our patients at the hospice and for our fundraising events
- The scoreboard at **Chesterfield Football Club** which was kindly donated by **Jason Elliott** and is worth over £16,000
- 3,300 bottles of water donated by **Nestle** for supporters taking on our fundraising events
- Pro bono quantity surveyor time to assess our new accessible entrance and courtyard from **CLoSE UK** worth £10,000.

Trust and Grants

Without funding from trusts and foundations, we wouldn't be able to make a difference to the lives of so many people living with a life-limiting illness and their loved ones. In 2022/23, we received £740,424 from a wide range of charitable funds. This included:

- £122,784 secured from nine trusts, the largest being £45,000 from **CRASH** to pay for the renovation of our courtyard and accessible entrance*
- £49,834 from **BBC Children in Need** to enable our Supportive Care Team to make an incredibly positive difference to the lives and futures of the children and young people facing grief and loss living in Bolsover
- £10,000 secured from **Westfield Health Charitable Foundation** and £10,250 secured from **The Gordon Bramah Charitable Settlement** to pay for syringe drivers to help to keep our patients pain free on our Inpatient Unit
- £470,617 from the **Laura John Foundation** to fund the provision of children's bereavement services over many future years.

*As well as the significant donation of £45,000 from **CRASH** Charity, we also received donations of between £1,000 and £20,000 from other foundations and charities, including:

The Garfield Weston Foundation, Edward Gostling Foundation, Zachary Merton and George Woofindin Convalescent Trust, February Foundation, Hobson Charity, and the Welcome Club of Dronfield.

This meant that the project was funded entirely by grants, donations, and through gifts in kind from the patrons of **CRASH** Charity and local businesses.

We also received a grant of £20,000 from the **Albert Hunt Trust** towards the running costs of the Hospice.



Before and after photos of the new accessible entrance and courtyard renovation

Our corporate partners

Thank you to our corporate partners, who went above and beyond in supporting us last year. We partnered with several fantastic organisations to help families living with a life-limiting illness, including:

- **Kingfield Electronics**, who raised a total of £13,500 via monthly contributions. They increased their monthly donation to £1,500 in January after receiving a tour of the hospice and being awarded a framed nurses tunic
- **Technique Learning Solutions** for sponsoring the Hospice's flagship Sparkle Night Walk event
- **Harold Lilleker & Son's Funeral Directors** for their ongoing support of fundraising events and initiatives, including Sparkle Night Walk and Light up a Life. A special thank you also goes to them for developing the idea of the Tractor Fest event
- **FlameCare** supported Ashgate by donating every time they signed up a new customer, raising £4,228
- **Whittam Cox Architects**, who raised £6,000 by donating £500 a month
- **Graysons Solicitors** for their generous ongoing sponsorship and support of our Spring Appeal
- **£10,500** raised from multiple businesses who sponsored the stars that adorn the front of the hospice building in Old Brampton throughout December.



The total raised by BRM Solicitors was £23,495

Make a Will Month

We have once again been grateful for the support of **BRM Solicitors**, who encouraged local people to make a will and instead of paying a fee to the solicitors, they were encouraged to make a donation to the hospice.

During Make a Will Month, which took place in April, a total of 175 people made their will with BRM while making a suggested donation of £75 for a single will or £150 for a mirror will for a couple.

The total amount raised by BRM Solicitors was £23,495 – the largest amount the firm have raised for any charity in a single month.

Rob Woodhead, Head of Wills and Probate at BRM Solicitors, said: "We are delighted to be teaming up with Ashgate Hospice again this year to raise funds for a charity that plays such a key role in the Chesterfield and North Derbyshire community. We hope to build on this year's success and raise even more money for the hospice in 2023."

739 fundraising tins

were distributed across shops and pubs and raised an incredible

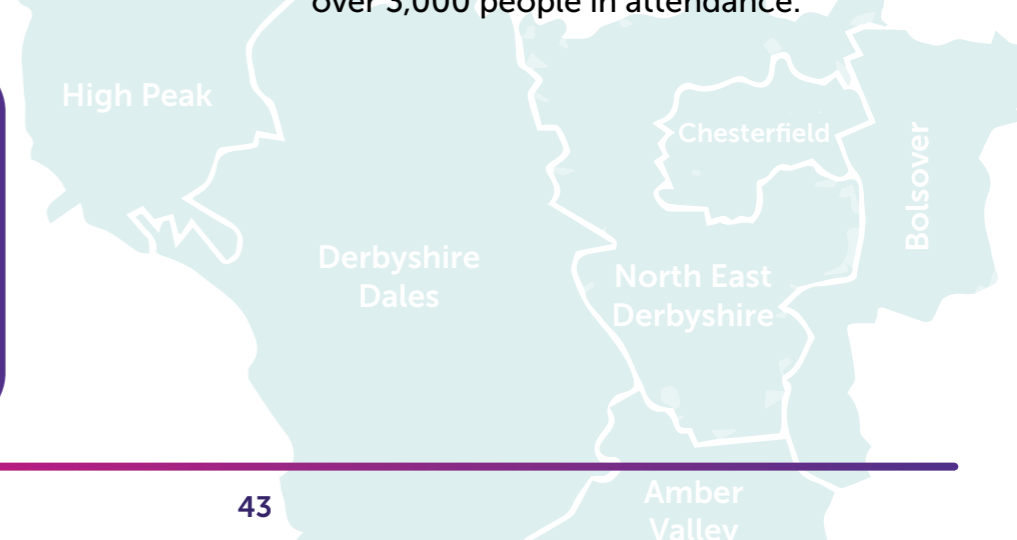
£38,937



Fantastic fundraisers right across the region

Over the past year, we have been overwhelmed by the ongoing support from fundraisers across North Derbyshire. Their ongoing dedication to funding our crucial care and support is demonstrated through their tremendous efforts:

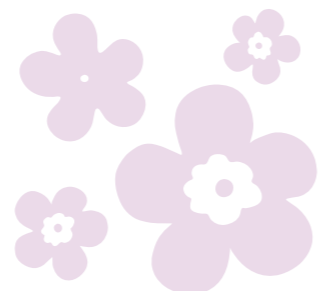
- **Challenge Derbyshire** The initiative began in 2015 with an ambition to raise £1m, which they achieved by 2019. The initiative continues to provide outstanding support, including the Challenge Derbyshire Ball at the Dome in Buxton in February which raised £165,000 of which Ashgate will receive £82,500
- North Derbyshire turned pink in October for Go Pink Week and raised £8,146
- In the run up to Christmas, thirty-six hampers were beautifully wrapped by staff and volunteers, with the content primarily donated by Spar. These were given to organisations to run their own raffles and raised £3,489
- During the last academic year **St Mary's Catholic High School** in Chesterfield raised £9,121
- **The Louise Smalley Walk** committee raised £11,000 from their 40 mile walk in the summer
- In March, Tractor Fest was held at Storforth Lane Trading Estate and was organised with support from **Harold Lilleker** and **The Green Hall Estate**. A total of £17,163 was raised with 50 tractors showcased and over 3,000 people in attendance.



Fundraising in memory

Last year we provided two very special ways for supporters to celebrate and honour the lives of their loved ones. Our Forget-Me-Not Appeal, sponsored by Graysons Solicitors, invited supporters to dedicate a flower in memory of their loved ones. Over 1,200 flowers then formed a beautiful display at Renishaw Hall, helping to raise £62,850.

Then in December, our annual Light up a Life event took place, this time with a memorial lantern procession which concluded with a touching ceremony within the grounds of our hospice at Old Brampton. The appeal raised £27,100, including generous sponsorship from Harrold Lilleker and Sons Funeral Director.



Chloe's story

We were pleased to receive the support from five families who shared stories about the care their loved ones received to help us promote our Light up a Life campaign.

Among them was Chloe Rumsey, whose mum, Claire Sivorn, a teaching assistant from Chesterfield, was diagnosed with secondary cancer in October 2020.

Chloe will always be grateful to the hospice after we ensured her mum was able to fulfil her wish of getting married to her partner Craig before she died, aged just 55.

She said: "Everyone says it about their own but my mum really was one of a kind – she was amazing.

"My mum was a patient in Ashgate's Inpatient Unit for a few weeks after being in hospital with a blood clot in her leg.

"She had 24-hour care and a physio which enabled her to build the strength to stand and walk so it was safe for her to come home.

"The support they provided with the wedding meant the world to Mum as it took a little stress away for her.

"Although her original plans changed, it meant she could get married and that is all she wanted."

As well as the care Claire received, Chloe has received counselling from our Supportive Care team.

Her counsellor, Annie, made a huge difference. Chloe says it helped to "talk to someone about what mum was dealing with and what we were going through as a family".

She added: "It was a very confusing time, and it still is, but she listened and helped me try and understand. I'm grateful she was there for me to talk to."



Chloe with a photo of her mum, Claire Sivorn

Gifts in wills

Over 30 people generously left us a gift in their will last year. This resulted in us receiving an incredible £1,261,890 in cash during 2022/23 to help fund our crucial, compassionate hospice care. This amount is increased to £2,688,561 in our financial statements due to a requirement in charity accounting rules, to accrue for legacies received post year end where there was sufficient certainty and entitlement at the year end date.

In 22/23, we were fortunate to be supported by BRM Solicitors and Graysons Solicitors who held free will months and weeks in which they waived their will-making fee and instead asked for donations to Ashgate Hospice. This not only helps to raise immediate funds for the hospice, but also helps to secure legacy gifts for the future. We are looking forward to working with these solicitors in future years, as well as welcome new ones as partners of the hospice.

Finally, this year we are also pleased to have partnered with Guardian Angel to offer free online will-making services to our supporters. This was launched in January 2023 and so far, six people have completed their wills via the site which is estimated to bring in £22,000 in future legacy income.



One in five of our patients is cared for by a gift left in a will

Lottery

Ashgate Hospice operates raffles and a weekly lottery as a way for people to support us. These activities are regulated by The Gambling Commission. In 2022/23, our lottery raised £710,425. We currently have around 8,000 active players with 12,200 numbers at £1 per week.

Every penny really does make a difference.

In fact, last year we received **21,375 donations of £10 or less**. Together, this raised **£142,826**



How we're governed

Governance and Trusteeship at Ashgate

Our Board of Trustees consists of volunteers who bring a range of professional expertise and life experiences to shape the direction of our strategic approach. Trustees are not involved in the day-to-day management of the charity. They delegate this responsibility to the Chief Executive and the Leadership Team. They hold the Chief Executive to account, ensuring that the hospice is managed effectively and in line with the highest standards of quality, safety and customer service.

Trustees undertake a full induction and take part in the role-specific essential training provided by the hospice for all staff and volunteers. Trustees also take part in Quality Visits to clinical services. They shadow both clinical and non-clinical teams to gain assurances about performance and quality, to introduce themselves to staff and volunteers and to increase their knowledge of our services.

Our Ashgate Governance Framework sets out a robust hospice-wide governance and assurance structure. This has fully developed operational alignment and an emphasis on the 'golden thread' from frontline to Board.

There are three committees which report directly to the Board. Their membership is drawn from the Trustees and senior leaders. The Healthcare Quality Committee includes clinical quality and safety, evidence-based care and patient experience in its portfolio. The People, Engagement and Performance Committee has a focus on our staff and volunteer workforce, on information governance, IT and digital development and community engagement. The Finance and Strategy Committee is charged with governance of our income generation, our reserves and investments, procurement and estate management.

This framework enables the Board meetings and development days to focus on long-term strategy, oversight of the charity's performance, risk management and sustainability. The Board and the Committees meet on a quarterly basis.

Fundraising standards

Ashgate Hospice's approach to fundraising is focused on supporter care through extensive and regular training of staff and volunteers. Ashgate Hospice is registered with the Fundraising Regulator and ensures its fundraising is legal, open, honest and respectful. We monitor third parties who fundraise for us by asking supporters for feedback, providing training and following up any complaints. The charity received no complaints during the year.

As part of our approach, policies and standards, we ensure that we protect vulnerable people and other members of the public from inappropriate behaviour. We train everyone involved in fundraising and clear processes are in place to monitor and manage every interaction. In the past year, we have not uncovered any failure by staff, volunteers, professional fundraisers or commercial participators to comply with our policies and standards.

Public benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the hospice's objectives and in planning its future activities. In particular, the Board of Trustees considers how planned activities will contribute to the objectives they have set. The Trustees are confident that this report appropriately reflects public benefit in some detail when describing the purpose, objectives and strategic plans, services, service developments and future plans for continued or enhanced service delivery.



Our Board of Trustees

Our Trustees are all volunteers and they are responsible for ensuring that the organisation is effectively managed and well led. Our Chief Executive and the Leadership Team report directly to the Board.

Ashgate Hospice

Registered Charity No. 700636

Our Leadership Team

Our Leadership Team is responsible for managing all aspects of our work here at Ashgate.

For more information, go to www.ashgatehospice.org.uk/our-people

Financial review

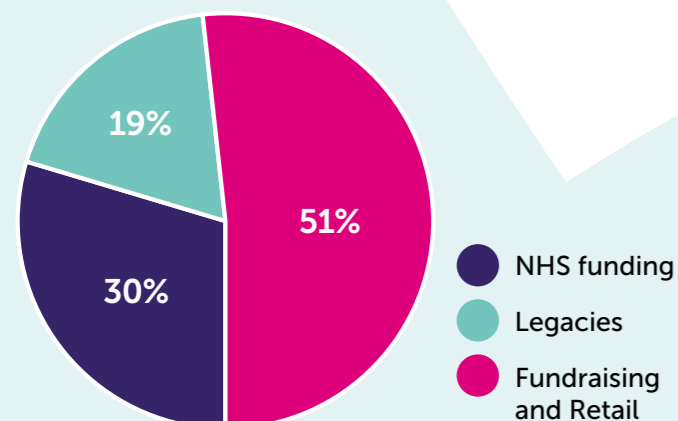
A firm foundation

2022/23 has been a transformational year in terms of our funding. It began precariously but has ended on a significant note of optimism for the future.

In March 2022, the Hospice Board approved a £2.1m deficit budget for 22/23 – this had obvious risk and would have necessitated drawing on our tight reserves. It was, however, agreed to maintain our well integrated portfolio of services, while we engaged in longer term funding discussions with Joined Up Care Derbyshire (JUCD).

JUCD recognised the value and importance of our hospice services within the wider healthcare system and agreed to provide a one off £0.9m for 22/23 from their Hospice Sustainability Fund. This was a supplement to our underlying statutory funding.

As a result of continued partnership dialogue, and despite their own financial challenges, JUCD were sufficiently assured as to the funding risks in the hospice and Ashgate’s criticality to the wider system, that they initiated a £1.5m recurrent increase to our annual contract value for 23/24 onwards. That is now firmed up in a five-year contract as opposed to previous one-year contracts.



This will still mean that statutory funding covers only 32% of our total cost base, but this is a massive vote of confidence in the future of Ashgate and the need for our services. Inflationary pressures on our costs and on our donors, mean that we still have a £0.5m deficit budget for 23/24, but we are injecting fresh momentum into a strategic review of our functions in order to elevate the hospice back out of deficit.

22/23 in more detail

Despite a £2.1m deficit budget for 22/23, the actual result was much better, with a £1.5m surplus. The £3.6m improvement reflected three main themes: negotiation of improved funding, a large restricted donation to fund future years’ children’s bereavement services and a large adjustment to legacy income due to charity accounting requirements.

As explained above, the Hospice secured a £0.9m increase in JUCD funding which has become a stepping stone to a larger increase for 23/24 onwards. The Hospice has also successfully engaged in the first year of the national pilot of Virtual Wards, taking on new staff and new costs in the process, but securing an extra £0.2m funding in 22/23 (you can read more about this new service on page 21). Strong donations of goods and their sale led to £0.2m extra contribution from retail activities and staff costs were £0.1m below budget due to the complex resourcing environment.

The restricted donation for children’s bereavement services was £0.5m and has had to be accounted for in full in the year of receipt even though it will be used to cover increased costs of new roles in future years. Legacy income was £1.4m above budget at £2.7m due to an increase in the year end debtor figure reflecting legacies received or expected in the subsequent year, but where there was entitlement and high likelihood at year end.

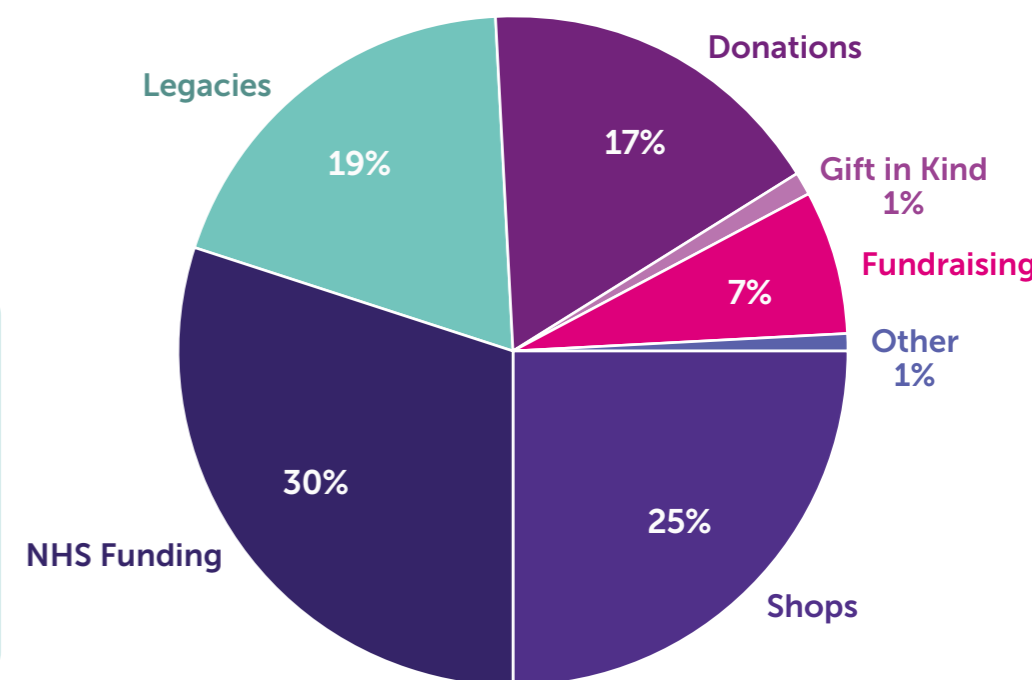
Trusts and trust

Our trust in our staff and volunteers, our trust in our supporters and the trust that JUCD has demonstrated in us, manifest themselves in many other positive outcomes. Early in 22/23 we knew that we needed to enhance our

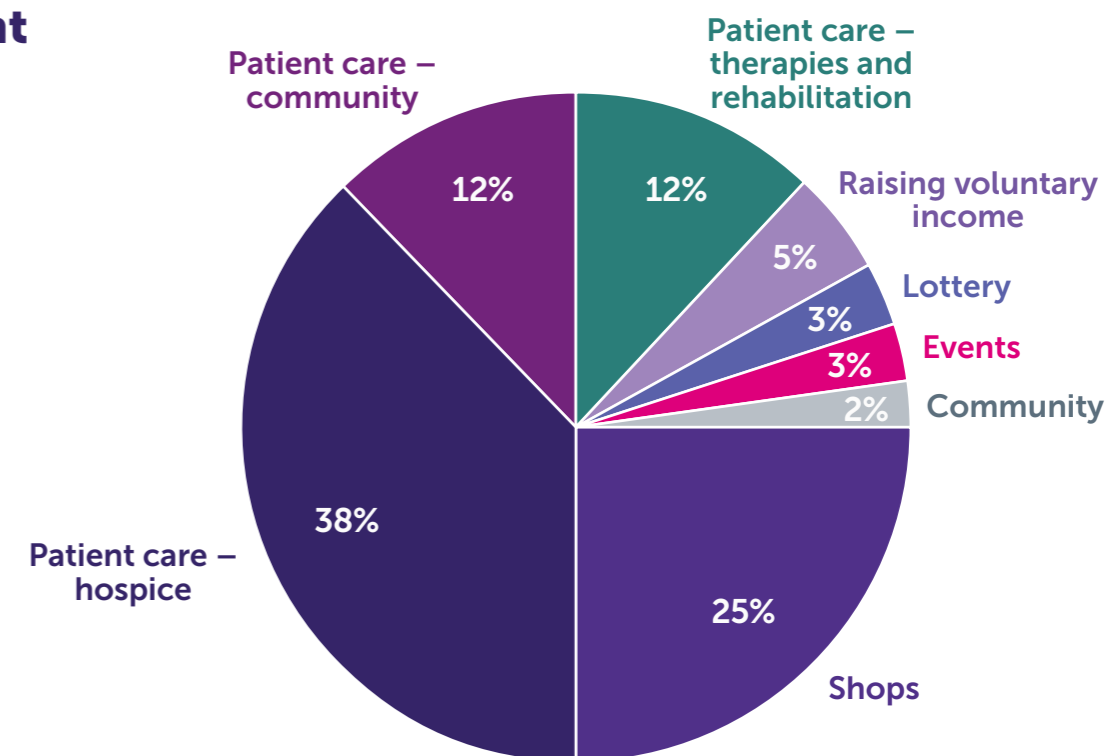
accessibility at the main hospice site, but we did not have the funds to do the necessary building work. Our Trust and Grants Team were able to share our story with supporters and trust and grant funders with a wonderful outcome of complete funding for the required works. The project is explained further on page 41.

How we raised our money

For every £1 we raise:
62p goes towards delivering and improving our care and services.
The other 38p goes towards generating future income.



How we spent our money



Reference and Administrative Information

Charity Name: Ashgate Hospicecare
Charity Registration Number: 700636
Company Registration Number: 02263980

Registered Office and Operational address: Ashgate Road, Old Brampton, Chesterfield, S42 7JD

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

Directors and Trustees

Penny Brooks, Chair
 Malcolm Pope, Vice Chair
 Kirsty McMillan
 Nigel Myhill
 Dermot Toberty
 Nicholas Jeffrey, Chair (sadly died 20/12/2022)
 Daniel Ratchford, Vice Chair (resigned 23/03/2023)
 Claire Newton (appointed 01/07/2022)
 Ruth Cooper (appointed 29/09/2022)
 Tim Robinson (appointed 29/09/2022)
 Victoria Webb (appointed 15/12/2022)
 Kirstie Wilson (appointed 15/12/2022)
 Lynn Andrews (appointed 23/03/2023)

Auditors

Azets Audit Services Limited, Triune Court,
 Monks Cross Drive, York, YO32 9GZ

Governing Document

Ashgate Hospicecare is a charitable company limited by guarantee, incorporated on 2 June 1988 and registered as a charity in England and Wales on 14 September 1988.

The charity's objects are specifically restricted to the relief of sickness and the preservation of health among people residing permanently, or temporarily, in North Derbyshire.

The company was established under a Memorandum of Association and is governed under its Articles of Association which were revised and amended in 2016, to ensure that appropriate consideration was given to tenures and succession planning for the Chair and Trustees.

Leadership Team

Matt Corbishley
 Helen Furnivall (Resigned 06/05/2022)
 Rod Ismay
 Dr Sarah Parnacott
 Peter Stone
 Barbara-Anne Walker
 Hayley Wardle

Company Secretary

Heidi Golden

Bankers

Barclays, 1 St. Paul's Place, 121 Norfolk Street,
 Sheffield, S1 2JW

Related Parties

Ashgate Hospicecare Shops Limited is a subsidiary of Ashgate Hospicecare. During 2022/23, it operated fifteen shops and three coffee shops, the profits of which are spent wholly supporting the work of Ashgate Hospicecare.

Ashgate Hospicecare is a partner and shareholder in Hospice Quality Partnership (HQP). HQP was set up to support independent hospices with procurement, benchmarking and collaboration regarding the improvement of value and reduction of cost, as well as the potential to generate new income through dividends in the future. The hospice sees significant benefits in being a Partner/Shareholder with HQP and is supportive of the company's aims.

Financial Review

The consolidated net surplus before investment movements and tax for 22/23 is £1,639k compared to a net deficit of £492k in 21/22. The improvement of £2,131k is almost exactly explainable by an increase in legacy income of £2,125k. That increase is partly a reflection of higher legacy receipts within the year, but is mainly due to legacy SORP accounting and its requirement to accrue for post year end legacies where there was entitlement and high likelihood as at the year end.

Naturally, there are many other variances line by line. These broadly net off against each other.

Within donations, unrestricted income fell by £108k, but restricted income rose by £503k driven by a one-off donation of £472k to fund bereavement services for children. This will cover the incremental costs of such services for many years ahead, but has to be recognised in full in the year of receipt. This is a very exciting development for the breadth of services.

Retail income rose by £381k on the back of strong donations, strong brand awareness and increased recognition of Hospice shops as both a value and quality retailer. The cessation of any Covid related funding in 22/23 meant a drop of £894k in that area now that normal trade and service has resumed. Income from charitable activities was £1,264k higher. This mainly reflected additional funding from Joined Up Care Derbyshire who recognised the underlying year on year funding challenge and the distorting effect of legacy accounting. All these variations in income closely matched an increase in costs of £1,232k. This increase reflected inflationary pressures on salaries, consumables and energy, plus higher new goods purchases linked to higher sales of such new goods. It also reflected stronger recruitment and retention after a very challenging period for resourcing as well as the cost of retail, fundraising and events returning to full service after all the restrictions of Covid.

Total funds have increased by £1,549k due to the surplus above, partly offset by a decrease in investment valuations of £61k.

Investment Policy

The hospice has a portfolio of long-term investments, deposit accounts and an interest-bearing current account, to ensure appropriate liquidity of funds. Investments were £966k at 31 March 2023, down 6% from 31 March 2022. With regard to the ethical investment element of the Policy, the Trustees do not wish to adopt an exclusionary policy when considering prospective investments, or potential donation receipts. However, individual investment proposals, and donations, may be rejected if they are perceived to be in conflict with the purpose of the Charity.

Reserves Policy

Reserves are held to give the hospice a financial buffer against shocks to income and expenditure. They are necessary for protecting services in the event of a short-term disruption to normal income streams and they ensure the hospice has funds available to cater for capital works.

The Hospice implemented a risk-based reserves policy in 19/20. This has supported subsequent years' strategic decision making and has been subject to regular review in the Finance & Strategy Committee.

Whilst total funds have increased by 17% (£1,549k) from £9,371k to £10,921k, in line with the surplus for the year, free reserves have reduced by 21% (£852k) from £4,070k to £3,218k mainly due to the legacy debtor of £1,861k (21/22 – £434k) no longer being recognised in free reserves in either year – it is not a liquid debtor at year end, and although accrued under charity SORP, a large part of it may not arise in cash for many months. There is also an increase of £405k in the offset for restricted funds and designation of £501k for the budgeted deficit in 23/24.

The risk-based target for free reserves on 31st March 2023 was £2,144k (21/22 – £2,797k) meaning that the hospice was at 150% of target (21/22 – 146%). Whilst there is an expected increase in expenditure in 23/24, the free reserves target has reduced due to the certainty of the increased funding from JUCD. Free reserves are net of restricted funds and designated funds. The purpose of such funds is narrated further in Note 25 of the accounts.

Financial Review continued

Senior Management Remuneration

Pay awards for the workforce are recommended to the Board by the Chief Executive with supporting evidence and rationale from the Leadership Team. No recommendations are made by the Chief Executive or Leadership Team for setting their own pay or remuneration, other than where an explicit recommendation or offer is made by them to forfeit any award. Instead, the Board of Trustees take responsibility for making any such decisions for key senior management personnel based on organisational performance, affordability and taking account of sector benchmarks. The HR team undertake regular pay benchmarking exercises for the workforce in general, using the independent benchmarking tool, Cendex. This includes review of salaries for Chief Executive and Leadership Team.

Principal Risks and Uncertainties

The Board of Trustees has established processes to assess business and corporate risk. This involves identifying the types of risk the charity faces, prioritising them in terms of potential impact and the likelihood of occurrence, and identifying means of mitigating the risks. This assessment is monitored and updated on a regular basis.

The corporate risk register and the operational risk registers are monitored by the Risk Review Group which meets quarterly to ensure effective operational management of risk. Operational risk registers are, in turn, reported to the three Board Committees to ensure effective oversight and escalation. The corporate risk register is reported to the Board to ensure that Trustees are fully apprised of any strategic risks and the actions being taken to mitigate them.

A wide range of policies and procedures have been introduced to minimise risk and ensure compliance with legislation and CQC standards. Specific policies relating to risk include management guidelines, standing financial instructions, health and safety, information governance, clinical issues and employment.

Going Concern and Cashflow

The Trustees have considered the impact of the global economic situation, UK inflation, international tensions and the legacy of COVID-19 on the company's income and operating cost base. Whilst it is not considered practical to accurately assess the duration and extent of the disruption, the Board are confident that they have in place plans to deal with any financial losses that may arise.

The Board have prepared forecasts of income and expenditure and cash flow for the period to 31 March 2025 and subjected these forecasts to sensitivity analysis which shows that they have sufficient reserves to be able to continue for the foreseeable future. They will continue to monitor the impact on income and take appropriate action as necessary.

The Board do however recognise that uncertainty exists around the global economy and the evolution of COVID-19 and hence there is inherent risk regarding the success and sustainability of future plans, however the Board have concluded that the company remains a going concern whilst such viable options are available to it. The Board therefore continue to adopt the going concern basis of preparation for these financial statements.

Statement of Trustees' Responsibilities

The trustees (who are also directors of Ashgate Hospicecare for the purposes of company law) are responsible for preparing the Trustees' Annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (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 these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

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

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

Auditors

The auditor, Azets Audit Services Limited, is deemed to be reappointed under section 487(2) of the Companies Act 2006.
By Order of the Board



14/12/2023

Penny Brooks
Chair of Trustees
Chesterfield

Independent Auditor's Report to the Members of Ashgate Hospicecare

Opinion

We have audited the financial statements of Ashgate Hospicecare (the "parent charity") and its subsidiary (the "group") for the year ended 31 March 2023, which comprise the Consolidated Statement of Financial Activities, the Group and Charity Balance Sheets, the Consolidated Statement of Cash Flows and the related Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and parent group and parent charity's affairs as at 31 March 2023 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the strategic report and the directors' report) has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Independent Auditor's Report to the Members of Ashgate Hospicecare

Our responsibilities for the audit of the financial statements

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

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

Extent to which the audit was considered capable of identifying irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the group through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias;
- Performing audit work over the timing and recognition of income and in particular whether it has been recorded in the correct accounting period.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

This report is made solely to the charity'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 charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Alan Sidebottom

14/12/2023

Alan Sidebottom (Senior Statutory Auditor)
For and on behalf of Azets Audit Services Limited
 Chartered Accountants
 Statutory Auditor

.....
 Triune Court
 Monks Cross Drive
 York
 YO32 9GZ

Consolidated Statement of Financial Activities

Incorporating a Consolidated Income and Expenditure Account

For the year ended 31 March 2023

		Unrestricted Funds	Designated Funds	Restricted Funds	2023 Total	2022 Total
		£	£	£	£	£
Income:						
Donation and legacies						
Donations	(2)	1,896,134	-	715,720	2,611,854	2,217,064
Legacies	(3)	2,688,561	-	-	2,688,561	563,881
		4,584,695	-	715,720	5,300,415	2,780,945
Income from other trading activities:						
Shops	(4)	3,632,167	-	-	3,632,167	3,251,641
Fundraising	(5)	1,047,672	-	-	1,047,672	1,020,660
Other	(6)	166,844	-	-	166,844	114,105
		4,846,683	-	-	4,846,683	4,386,406
Investment income	(7)	13,237	-	-	13,237	1,372
Income from charitable activities	(8)	4,277,317	-	-	4,277,317	3,012,897
Income from COVID-19 Grants	(9)	-	-	-	-	880,154
Income from furlough	(10)	-	-	-	-	13,350
Total income		13,721,932	-	715,720	14,437,652	11,075,124
Expenditure:						
Costs of raising voluntary income	(11)	661,298	-	-	661,298	579,404
Fundraising & other trading costs	(11)	4,160,117	-	-	4,160,117	3,652,729
Costs of charitable activities	(11)	7,947,754	-	29,977	7,977,731	7,335,066
Total expenditure		12,769,169	-	29,977	12,799,146	11,567,199
Net movement in funds before investment gains		952,763	-	685,743	1,638,506	(492,075)
Unrealised (losses) / gains on investments	(16b)	(61,019)	-	-	(61,019)	19,941
Corporation tax	(24)	(28,000)	-	-	(28,000)	-
Net income / (expenditure)		863,744	-	685,743	1,549,487	(472,134)
Funds transfer	(25)	280,877	-	(280,877)	-	-
Designated funds transfer		(501,000)	501,000	-	-	-
Net movement in funds		643,621	501,000	404,866	1,549,487	(472,134)
Reconciliation of funds						
Total funds brought forward		9,026,506	100,000	244,811	9,371,317	9,843,451
Total funds carried forward	(25)	9,670,127	601,000	649,677	10,920,804	9,371,317

All activities are continuing activities. All gains and losses recognised in the year are included in the Consolidated Statement of Financial Activities. A fully detailed Consolidated Statement of Financial Activities for the year ended 31 March 2023 is shown in note 30. The Statement of Financial Activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Balance Sheets

At 31 March 2023

		2023 Group	2022 Group	2023 Charity	2022 Charity
		£	£	£	£
Fixed assets					
Tangible assets	(15)	4,945,247	4,876,608	4,812,554	4,746,443
Investments	(16 a&b)	965,761	1,026,780	965,765	1,026,784
		5,911,008	5,903,388	5,778,319	5,773,227
Current assets					
Stock of finished goods		79,627	43,859	39,631	2,572
Debtors	(17)	2,292,033	2,194,386	3,049,497	3,241,983
Cash at bank and in hand		3,974,513	2,408,861	3,090,366	1,709,015
		6,346,173	4,647,106	6,179,494	4,953,570
Creditors: Amounts falling due within one year	(18)	(981,377)	(824,177)	(683,246)	(620,035)
Net current assets		5,364,796	3,822,929	5,496,248	4,333,535
Total assets less current liabilities		11,275,804	9,726,317	11,274,567	10,106,762
Creditors: Amounts falling due after more than a year	(19)	(355,000)	(355,000)	(355,000)	(355,000)
Net assets		10,920,804	9,371,317	10,919,567	9,751,762
Unrestricted charity funds					
Unrestricted general funds		9,670,127	9,026,506	9,668,890	9,406,951
Unrestricted designated funds		601,000	100,000	601,000	100,000
Restricted funds		649,677	244,811	649,677	244,811
Total funds	(25 & 26)	10,920,804	9,371,317	10,919,567	9,751,762

The financial statements were approved by the Board of Directors and are signed on its behalf by:-

P. Brooks

14/12/2023

Penny Brooks, Chair of Trustees

Company Registration No. 02263980

The notes on pages 61 to 82 form part of these financial statements.

Statement of Cash Flows

For the year ended 31 March 2023

	2023 £	2022 £
Cash generated by operating activities	(28) 2,025,254	787,807
	<u>2,025,254</u>	<u>787,807</u>
Cash flows from investing activities		
Interest received	13,237	1,372
Purchase of tangible fixed assets	(466,242)	(249,237)
	<u>(453,005)</u>	<u>(247,865)</u>
Cash flows from financing activities		
Repayment of finance leases	(6,597)	(19,790)
	<u>(6,597)</u>	<u>(19,790)</u>
Cash used in financing activities		
	<u>(6,597)</u>	<u>(19,790)</u>
Increase in cash and cash equivalents in the year	1,565,652	520,152
Cash and cash equivalents at the beginning of the year	2,408,861	1,888,709
Cash and cash equivalents at the end of the year	<u>3,974,513</u>	<u>2,408,861</u>

Notes to the financial statements

For the year ended 31 March 2023

1. Accounting policies

a. Basis of preparation

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

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

The financial statements are presented in sterling which is the functional currency of the charity and group and rounded to the nearest £1.

b. Company status

The charity is a company limited by guarantee and has no share capital. The charity is registered in England and Wales, with company number 02263980 and charity number 700636. The members of the charity are the Trustees named on page 50. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

c. Basis of consolidation

The consolidated financial statements include the results of Ashgate Hospicecare and its wholly owned subsidiary Ashgate Hospicecare Shops Limited on a line by line basis.

A separate Statement of Financial Activities for the charity has not been presented because the charity has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

The surplus for the year for the charity was £1,167,803 (2022 deficit £463,961).

d. Going concern

The Trustees have considered the impact of the global economic situation, UK inflation, international tensions and the legacy of COVID-19 on the group and charity's income and operating cost base. Whilst it is not considered practical to accurately assess the duration and extent of the disruption, the Board are confident that they have in place plans to deal with any financial losses that may arise.

The Board have prepared forecasts of income and expenditure and cash flow for the period to 31 March 2025 and subjected these forecasts to sensitivity analysis which shows that they have sufficient reserves to be able to continue for the foreseeable future. They will continue to monitor the impact on income and take appropriate action as necessary.

The Board do however recognise that uncertainty exists around the global economy and the evolution of COVID-19 and hence there is inherent risk regarding the success and sustainability of future plans, however the Board have concluded that the group and charity remain a going concern whilst such viable options are available to it. The Board therefore continue to adopt the going concern basis of preparation for these financial statements.

Notes to the financial statements

For the year ended 31 March 2023

e. Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

f. Critical accounting estimates and areas of judgment

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

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

The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities are outlined below:

Depreciation of tangible assets

Depreciation policies have been set according to management's experience of the useful lives of the assets in each category, something which is reviewed annually.

The charity incurs expenditure on creating tangible fixed assets for use in the charity with costs being incurred over a number of months. The Trustees believe it is possible to segregate these costs into identifiable projects, and as such no depreciation is charged on that project until it is brought into use.

Legacies

Legacies are recognised as income when probate has been granted, the charity has established its entitlement to the funds and where sufficient information is available to allow it to measure its entitlement with reasonable accuracy.

Notes to the financial statements

For the year ended 31 March 2023

g. Income

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

Donated services are recognised when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised. Please refer to the Trustees' report for more information about their contribution.

Donations and gifts towards the running cost of the hospice are treated as income when received. Gifts in kind and donated goods are valued where the item is specifically identified and some reliable form of valuation is available. Goods donated for sale are not accounted for until the point of sale. On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Government and other grants are included in the SOFA in the year in which they are receivable and allocated to the necessary funds accordingly, and would be deferred if relating to services in a future period.

Lottery income is accounted for in respect of those draws that have taken place in the year. Income received from draws after the balance sheet date is deferred to the relevant accounting period.

Trading income is recognised at point of sale for both donated and purchased goods.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

Retail grants received after the first national lockdown have been recognised in the period in which they relate to.

h. Expenditure

Expenditure is recognised on an accruals basis inclusive of any irrecoverable VAT. Costs of generating funds comprise the costs associated with attracting voluntary income. Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them, which have been apportioned based on headcount and activity.

Allocation of support costs

Support costs are those functions that assist the work of the charity and group but do not directly undertake charitable activities. Support costs include executive costs, HR & IT costs, other support functions, depreciation and governance costs which support the services providing care to patients and families. These costs have been allocated between the costs of raising funds and expenditure on charitable activities on the basis set out in notes 11 and 12.

Notes to the financial statements

For the year ended 31 March 2023

i. Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised, except for computer equipment where all items with a value of £100 or more are capitalised.

All fixed assets are included at cost, net of depreciation and any provision for impairment. Depreciation is calculated to write down the cost of fixed assets by equal annual instalments over the following periods:-

Freehold buildings	2% straight line per annum
Fixtures and fittings	25% straight line per annum
Motor vehicles	25% straight line per annum
Buildings extension	2% straight line per annum
IT hardware	33% straight line per annum
Plant	10% straight line per annum
Freehold land is not depreciated	

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

j. Fixed asset investments

Investments are a form of basic financial instruments and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing market price, except for shares in the trading subsidiary which are carried at cost. The Statement of Financial Activities includes the net gains and losses arising on revaluation and disposals throughout the year.

All gains and losses are taken to the Statement of Financial Activities as they arise.

k. Stock

Stocks of retail goods are included at the lower of cost and net realisable value. Donated items of stock for resale or distribution are not included in the financial statements until they are sold or distributed because the Trustees consider it impracticable to be able to assess the amount of donated stocks as there are no systems in place which record these items until they are sold and undertaking a stock take would incur undue cost for the charity which would far outweigh the benefits. Additionally, due to the agent arrangements present for the purposes of retail gift-aid, some donated items of stock held at the year end are not technically an asset of the charity and therefore no value can be assigned to them.

l. Debtors

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

m. Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Notes to the financial statements

For the year ended 31 March 2023

n. Creditors and provisions

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

o. Leases

Rentals applicable to operating leases are charged to the SOFA over the period in which the cost is incurred.

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessees. All other leases are classified as operating leases.

Assets held under finance leases are recognised as assets at the lower of the assets fair value at the date of inception and the present value of the minimum lease payments. The related liability is included in the balance sheet as a finance lease obligation. Lease payments are treated as consisting of capital and interest elements. The interest is charged to the statement of financial activities so as to produce a constant periodic rate of interest on the remaining balance of the liability.

p. Pensions

The pension costs charged in the financial statements represent the contributions payable by the charity during the year in accordance with FRS 102. Employees who joined the hospice before February 2020 and who were already active members of the NHS Pension Scheme are permitted to continue contributing to the Scheme. Rates are set by the NHS Pensions Agency. The scheme is a multi-employer scheme not designed to identify the assets and liabilities attributable to the Charity, so in accordance with FRS102 the scheme is accounted for as a defined contribution scheme.

q. Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the group is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

r. Taxation

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

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

Notes to the financial statements

For the year ended 31 March 2023

2. Donations

	2023		2022 Total	2022		2022 Total
	Unrestricted	Restricted		Unrestricted	Restricted	
	£	£	£	£	£	£
General donations	773,880	5,064	778,944	933,767	17,765	951,532
In memory	305,570	1,100	306,670	319,809	2,375	322,184
Gift aid income from individuals	138,708	-	138,708	172,692	622	173,314
Community	476,970	9,309	486,279	356,156	5,664	361,820
Gifts in kind (see below)	131,791	29,038	160,829	96,892	-	96,892
Trusts and grants	69,215	671,209	740,424	125,175	186,147	311,322
	1,896,134	715,720	2,611,854	2,004,491	212,573	2,217,064

	2023		2022 Total	2022		2022 Total
	Unrestricted	Restricted		Unrestricted	Restricted	
	£	£	£	£	£	£
Gifts in kind						
Donated food and drink	13,333	-	13,333	2,704	-	2,704
Capital items	-	29,038	29,038	13,280	-	13,280
Other items	118,458	-	118,458	80,908	-	80,908
	131,791	29,038	160,829	96,892	-	96,892

3. Legacies

	2023		2022 Total	2022		2022 Total
	Unrestricted	Restricted		Unrestricted	Restricted	
	£	£	£	£	£	£
Legacies	2,688,561	-	2,688,561	562,381	1,500	563,881

4. Shops

	2023 Unrestricted	2022 Unrestricted
	£	£
Trading activities	2,830,972	2,500,559
Donation of sale proceeds for goods sold as agent	637,243	553,877
Gift aid on donations of sale proceeds to charity	160,919	139,868
COVID-19 Retail Grant	3,033	57,337
	3,632,167	3,251,641

Notes to the financial statements

For the year ended 31 March 2023

5. Fundraising

	2023 Unrestricted	2022 Unrestricted
	£	£
Lottery	710,425	745,304
Events	337,247	275,356
	1,047,672	1,020,660

6. Other income

	2023 Unrestricted	2022 Unrestricted
	£	£
Training and Education	4,188	2,842
Catering	42,012	30,461
Other	120,644	80,802
	166,844	114,105

7. Investment income

	2023 Unrestricted	2022 Unrestricted
	£	£
Gross interest receivable	13,237	1,372

8. Income from charitable activities

	2023 Unrestricted	2022 Unrestricted
	£	£
NHS Derby and Derbyshire Integrated Care Board / Joined Up Care Derbyshire	4,192,831	2,946,714
University of Sheffield – Student training	54,180	39,200
Chesterfield Royal Hospital – Medical secretarial support	16,591	16,590
Other	13,715	10,393
	4,277,317	3,012,897

Notes to the financial statements

For the year ended 31 March 2023

9. Income from COVID-19 grants

The NHSE awarded funding to allow the hospice to make available bed capacity and community support from December 2021 to March 2022 to provide support to people with complex needs in the context of the COVID-19 situation.

10. Income from furlough

The hospice received funding through the COVID-19 Furlough Scheme for staff who were furloughed due to Government restrictions. In accordance with the guidance on gov.uk, 'furlough' refers to employees who have been asked to stop working for at least 3 weeks, but who are still being kept on their employer's payroll.

11. (a) Analysis of group expenditure current year

	Direct staff costs	Other direct costs	Support costs	Total costs
	£	£	£	£
Donations	377,092	180,951	49,863	607,906
Legacies	21,559	8,929	22,904	53,392
Costs of raising voluntary income	398,651	189,880	72,767	661,298
Lottery	69,894	225,700	47,968	343,562
Events	164,895	146,272	58,877	370,044
Community	150,521	46,353	40,332	237,206
Shops	1,741,023	1,165,335	302,947	3,209,305
Fundraising and other trading costs	2,126,333	1,583,660	450,124	4,160,117
Patient care – hospice	2,876,133	498,650	1,515,736	4,890,519
Patient care – community	1,261,011	49,718	265,684	1,576,413
Therapies & rehabilitation	1,247,668	79,163	183,968	1,510,799
Cost of charitable activities	5,384,812	627,531	1,965,388	7,977,731
Total	7,909,796	2,401,071	2,488,279	12,799,146

Notes to the financial statements

For the year ended 31 March 2023

11. (b) Analysis of group expenditure prior year

	Direct staff costs	Other direct costs	Support costs	Total costs
	£	£	£	£
Donations	303,108	160,504	45,356	508,968
Legacies	43,197	6,399	20,840	70,436
Costs of raising voluntary income	346,305	166,903	66,196	579,404
Lottery	101,108	223,405	43,641	368,154
Events	129,826	139,655	53,567	323,048
Community	92,104	32,007	36,685	160,796
Shops	1,550,237	972,571	277,923	2,800,731
Fundraising and other trading costs	1,873,275	1,367,638	411,816	3,652,729
Patient care – hospice	2,823,221	421,039	1,377,470	4,621,730
Patient care – community	1,097,510	45,618	241,691	1,384,819
Therapies & rehabilitation	1,095,541	65,663	167,313	1,328,517
Cost of charitable activities	5,016,272	532,320	1,786,474	7,335,066
Total	7,235,852	2,066,861	2,264,486	11,567,199

All costs for raising voluntary income and for fundraising and other trading costs, in both years, related to unrestricted funds.

Charitable expenditure includes £29,977 (2022 – £914,640) of restricted expenditure.

Patient care within the hospice includes the activities of the Inpatient Unit, Outpatient and Day Services teams.

Patient care within the community includes the activities of the Palliative Care Nurse Specialists, Palliative Care Community Nurses, Support Workers and End of Life Care Facilitators.

Therapy and rehabilitation includes the activities of teams within Supportive Care Services, Lymphoedema, Occupational Therapy and Physiotherapy.

The patient facing functions above are all directly supported by a Clinical Administration Team, Quality Improvement Team, Catering, Housekeeping and other Estates functions. The costs of these functions are included within the direct costs above.

All patient facing functions, direct support teams and fundraising functions are then supported by the wider management structure of the organisation including HR, Learning & Development, Executive Team, Finance, Procurement, IT and Governance. The costs of these functions and costs of depreciation are all included in Support Costs.

Support costs include £165,365 (21/22 £150,132) of governance costs incurred in connection with the compliance with constitutional and statutory requirements of the charity.

Notes to the financial statements

For the year ended 31 March 2023

12. (a) Analysis of support costs current year

	Executive costs	HR & IT costs	Other support function costs	Depreciation	Total costs
	£	£	£	£	£
Donations	10,972	21,360	14,657	2,874	49,863
Legacies	5,240	10,201	7,000	463	22,904
Costs of raising voluntary income	16,212	31,561	21,657	3,337	72,767
Lottery	10,849	21,121	14,492	1,506	47,968
Events	13,359	26,006	17,843	1,669	58,877
Community	8,783	17,098	11,731	2,720	40,332
Shops	59,043	114,942	78,868	50,094	302,947
Fundraising and other trading costs	92,034	179,167	122,934	55,989	450,124
Patient care – hospice	285,376	555,554	381,194	293,612	1,515,736
Patient care – community	59,043	114,942	78,868	12,831	265,684
Therapies & rehabilitation	39,362	76,628	52,579	15,399	183,968
Cost of charitable activities	383,781	747,124	512,641	321,842	1,965,388
Total	492,027	957,852	657,232	381,168	2,488,279

Notes to the financial statements

For the year ended 31 March 2023

12. (b) Analysis of support costs prior year

	Executive costs	HR & IT costs	Other support function costs	Depreciation	Total costs
	£	£	£	£	£
Donations	11,999	17,844	12,916	2,597	45,356
Legacies	5,731	8,522	6,168	419	20,840
Costs of raising voluntary income	17,730	26,366	19,804	3,016	66,196
Lottery	11,865	17,644	12,771	1,361	43,641
Events	14,609	21,725	15,725	1,508	53,567
Community	9,605	14,283	10,339	2,458	36,685
Shops	64,571	96,021	69,504	47,827	277,923
Fundraising and other trading costs	100,650	149,673	108,339	53,154	411,816
Patient care – hospice	312,091	464,102	335,935	265,342	1,377,470
Patient care – community	64,571	96,021	69,504	11,595	241,691
Therapies & rehabilitation	43,047	64,014	46,336	13,916	167,313
Cost of charitable activities	419,709	624,137	451,775	290,853	1,786,474
Total	538,089	800,176	579,198	347,023	2,264,486

13. Net movement in funds is stated after charging:

	2023 Group	2022 Group
	£	£
Auditors' remuneration – audit	17,685	13,385
Auditors' remuneration – tax	915	840
Auditors' remuneration – other	16,250	4,575
Depreciation – owned assets	371,231	327,149
Depreciation – assets held on hire purchase	9,937	19,874
Payments made under operating leases	330,722	317,626

Notes to the financial statements

For the year ended 31 March 2023

14. Wages and staff costs

	2023 Group	2022 Group
	£	£
Gross salaries	7,957,144	7,111,858
Social security costs	727,678	612,537
Pension costs	505,094	495,474
	9,189,916	8,219,869

Average number of employees and full time equivalents for the group and analysis of employees in the year were:

	2023		2022	
	No.	FTE	No.	FTE
Clinical	159	113	161	115
Retail	105	65	96	65
Finance & IT	8	8	6	6
HR & Executive	22	19	18	13
Estate	26	18	27	18
Fundraising/Marketing	34	29	31	27
Total	354	252	339	244

Employees earning over £60,000 are summarised below (excluding pension costs):

	2023 No.	2022 No.
£60,001 – £70,000	2	2
£70,001 – £80,000	1	3
£80,001 – £90,000	1	-

Pension contributions relating to the staff earning over £60,000 totalled £20,155 (2022: £30,028).

The total amount of employee benefits received by key management personnel is £421,663 (2022: £477,188). The charity considers these to be the staff who comprise the senior management team on the hospice payroll: Chief Executive Officer, Director of Income Generation, Director of Quality & Patient Care, Director of People, Engagement & Performance, Director of Finance & Estates and Director of Marketing & Communications.

Included within gross salaries are redundancy payments totalling £1,624 (2022: £nil).

Notes to the financial statements

For the year ended 31 March 2023

15. Tangible fixed assets

The group	Freehold Land & Buildings Original	Extension & Development	Fixtures & Fittings	Plant & IT Hardware	Motor Vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2022	355,000	4,903,727	1,102,284	1,193,175	188,644	7,742,830
Additions	-	-	104,589	323,540	38,113	466,242
Disposals	-	-	(54,561)	(60,076)	(23,540)	(138,177)
At 31 March 2023	355,000	4,903,727	1,152,312	1,456,639	203,217	8,070,895
Depreciation						
At 1 April 2022	156,200	1,060,883	884,412	576,083	188,644	2,866,222
Charge for the year	7,100	98,075	100,401	170,828	4,764	381,168
Disposals	-	-	(38,316)	(59,886)	(23,540)	(121,742)
At 31 March 2023	163,300	1,158,958	946,497	687,025	169,868	3,125,648
Net Book Value						
At 1 April 2022	198,800	3,842,844	217,872	617,092	-	4,876,608
At 31 March 2023	191,700	3,744,769	205,815	769,614	33,349	4,945,247
The charity						
	Freehold Land & Buildings Original	Extension & Development	Fixtures & Fittings	Plant & IT Hardware	Motor Vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2022	355,000	4,903,727	492,959	1,131,971	80,350	6,964,007
Additions	-	-	75,353	321,831	-	397,184
Disposals	-	-	-	(59,620)	-	(59,620)
At 31 March 2023	355,000	4,903,727	568,312	1,394,182	80,350	7,301,571
Depreciation						
At 1 April 2022	156,200	1,060,883	381,652	538,479	80,350	2,217,564
Charge for the year	7,100	98,075	64,655	161,243	-	331,073
Disposals	-	-	-	(59,620)	-	(59,620)
At 31 March 2023	163,300	1,158,958	446,307	640,102	80,350	2,489,017
Net Book Value						
At 1 April 2022	198,800	3,842,844	111,307	593,492	-	4,746,443
At 31 March 2023	191,700	3,744,769	122,005	754,080	-	4,812,554

The value of fixed assets held under finance leases is £nil (2022: £9,937) in both the group and the charity.

Notes to the financial statements

For the year ended 31 March 2023

16. (a) Investments – charity

	Shares in group undertakings and participating interests
	£
Cost at 1 April 2022 and 31 March 2023	4
Net book value at 1 April 2022 and 31 March 2023	4

Holding of more than 20%

The charity holds more than 20% of the share capital of the following company:

Company	Company number	County of registration or incorporation	Shares held class %
Ashgate Hospicecare Shops Limited	02577401	England & Wales	Ordinary 100%

The aggregate amount of capital and reserves and the results of the subsidiary for the financial year are as follows:

Principal Activity	Capital and reserves	Profit for the year
	£	£
Ashgate Hospicecare Shops Limited	1,242	381,684

(b) Fixed asset investments

	Charity and group	
	2023	2022
	£	£
Listed investments		
Fair value at 1 April 2022	1,026,780	1,006,839
Additions	-	-
Adjustment	-	-
Investment (losses) / gains	(61,019)	19,941
Fair value at 31 March 2023	965,761	1,026,780

The historical cost of the investment is £900,000 (2022: £900,000).

Notes to the financial statements

For the year ended 31 March 2023

17. Debtors

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Trade debtors	101,390	89,249	96,553	79,891
Other debtors	53,053	260,225	14,712	229,169
Value added tax	61,068	686,098	46,659	668,434
Prepayments and accrued income	2,076,522	1,158,814	1,978,571	1,085,490
Amounts owed by group undertakings	-	-	913,002	1,178,999
	2,292,033	2,194,386	3,049,497	3,241,983

The Charity's intercompany debtor balance includes an intercompany loan of £543,093 which is due after more than one year. The loan has been provided on a 5 year term, is repayable by 8 December 2026 and has an interest rate of 5% per annum.

18. Creditors

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Amounts falling due within one year				
Trade creditors	280,169	210,407	163,166	145,537
Tax and social security	276,287	191,270	221,349	170,525
Accruals and deferred income	424,921	415,903	298,731	297,376
Finance lease creditors < 1 year	-	6,597	-	6,597
	981,377	824,177	683,246	620,035

Deferred income relates to lottery money received in advance for future draws. At 31 March 2023 this totalled £95,818 (2022: £100,790).

19. Creditors: amounts falling due after more than one year

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Other creditors	355,000	355,000	355,000	355,000
	355,000	355,000	355,000	355,000

Notes to the financial statements

For the year ended 31 March 2023

20. Operating lease commitments

At 31 March 2023 the charity had future minimum lease payments under non cancellable operating leases as follows:

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Within one year	307,550	277,709	8,319	12,743
Within two to five years	479,432	365,622	1,067	3,634
In more than five years	-	-	-	-
	786,982	643,331	9,386	16,377

21. Pension costs

The pension costs relate to the amounts contributed by the Group and paid over to the Health Service pension scheme or to eligible employees' pension schemes. The pension costs amounted to £505,094 (2022: £495,474). The amount owed to the pension providers at the year end was £69,868 (2022: £39,688). All schemes are treated as defined contribution and payments are charged to the SOFA in the year they are payable.

22. Capital commitments

There were no capital commitments at 31 March 2023 (2022:£nil).

Notes to the financial statements

For the year ended 31 March 2023

23. Related party transactions and trustee remuneration

No Trustee received or waived any remuneration during either year. There were no other transactions with Trustees during either year.

The only related party transactions were between the parent charity and the trading subsidiary. These were routine items, primarily where shops in the subsidiary receive gift aided donations of the sale proceeds of donated goods but then transfer such donations, net of commission, into the parent charity accounts. The parent charity administers payroll for the group and transfers the salary costs of shops staff into the subsidiary. Both companies also incur some costs which benefit the other entity, primarily costs borne in the subsidiary associated with sales of gift aided stock and costs of central support functions such as finance and HR, borne in the charity. Year end balances are shown in the charity columns of Note 17 Debtors. Net recharges in the year were £1,979k (2022: £2,238k).

24. Taxation

As a charity, Ashgate Hospicecare is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objectives. No tax charges have arisen in the Charity. The tax charge arises from the trading results of the subsidiary.

	2023	Group 2022
	£	£
Corporation Tax current year	28,000	-

Notes to the financial statements

For the year ended 31 March 2023

25. (a) Statement of funds current year

	Balance at 1 April 2022	Income	Expenditure	Transfers in/out	Designated	Losses	Corporation Tax	Balance at 31 March 2023
Unrestricted Funds	£	£	£	£	£	£	£	£
General Funds	9,026,506	13,721,932	(12,769,169)	280,877	(501,000)	(61,019)	(28,000)	9,670,127
Designated Funds	100,000	-	-	-	501,000	-	-	601,000
	9,126,506	13,721,932	(12,769,169)	280,877	-	(61,019)	(28,000)	10,271,127
Restricted Funds								
Earmarked Donations	244,811	244,909	(29,977)	(269,996)	-	-	-	189,747
Children's Services	-	470,811	-	(10,881)	-	-	-	459,930
	244,811	715,720	(29,977)	(280,877)	-	-	-	649,677
Total of Funds	9,371,317	14,437,652	(12,799,146)	-	-	(61,019)	(28,000)	10,920,804

(b) Statement of funds prior year

	Balance at 1 April 2021	Income	Expenditure	Transfers in/out	Designated	Gains	Corporation Tax	Balance at 31 March 2022
Unrestricted Funds	£	£	£	£	£	£	£	£
General Funds	7,292,645	9,980,897	(10,652,559)	106,497	2,279,085	19,941	-	9,026,506
Designated Funds	2,379,085	-	-	-	(2,279,085)	-	-	100,000
	9,671,730	9,980,897	(10,652,559)	106,497	-	19,941	-	9,126,506
Restricted Funds								
Earmarked Donations	171,721	214,073	(34,486)	(106,497)	-	-	-	244,811
HUK/NHSE COVID-19	-	880,154	(880,154)	-	-	-	-	-
	171,721	1,094,227	(914,640)	(106,497)	-	-	-	244,811
Total of Funds	9,843,451	11,075,124	(11,567,199)	-	-	19,941	-	9,371,317

Notes to the financial statements

For the year ended 31 March 2023

Transfer of Funds

The transfer of £280,877 relates to expenditure on restricted projects which has been disclosed as unrestricted expenditure on the face of the SOFA. This predominantly relates to staff costs which are reported within the costs of charitable activities.

Designation of Funds

The Trustees designated £100,000 in 2022 to support the pilot of new income generation initiatives. The balance remains unutilised. In 2022/2023, the trustees have also designated £501,000 for the budgeted deficit in 2023/2024.

Restricted Funds

These are funds restricted by the donors for items of expenditure as follows:

Earmarked Donations

These are donations contributed by the general public to help fund specific clinical activities. At the end of the year £189,747 remained unspent and this will be expended in 2023/2024 onwards.

Hospice UK/NHSE

In 21/22 non recurring funding of a restricted nature was received from NHSE as explained in Note 9. The cost of charitable activities (Note 11) is greater than the combination of this NHSE funding and other income from charitable activities (Note 8) and therefore the Trustees consider that this restricted funding was fully utilised in 21/22.

Children's Services

This donation is restricted to develop and extend child bereavement support within Derbyshire and the High Peak.

Notes to the financial statements

For the year ended 31 March 2023

26. (a) Analysis of net assets between funds current year

	Unrestricted General Funds	Unrestricted Designated Funds	Restricted Funds	Total Funds
	£	£	£	£
Fixed assets	5,908,508	-	2,500	5,911,008
Current assets	5,097,996	601,000	647,177	6,346,173
Current liabilities	(981,377)	-	-	(981,377)
Liabilities due after one year	(355,000)	-	-	(355,000)
	9,670,127	601,000	649,677	10,920,804

(b) Analysis of net assets between funds prior year

	Unrestricted General Funds	Unrestricted Designated Funds	Restricted Funds	Total Funds
	£	£	£	£
Fixed assets	5,900,888	-	2,500	5,903,388
Current assets	4,304,795	100,000	242,311	4,647,106
Current liabilities	(824,177)	-	-	(824,177)
Liabilities due after one year	(355,000)	-	-	(355,000)
	9,026,506	100,000	244,811	9,371,317

27. Ashgate Hospicecare Shops Limited: Profit and loss account for the year ended 31 March 2023

	2023	2022
	£	£
Turnover	2,830,972	2,500,559
Furlough	-	12,659
Retail Grant	3,033	57,337
Other income	555,000	-
Total income	3,389,005	2,570,555
Cost of sales	(2,154,518)	(1,898,882)
Gross Profit	1,234,487	671,673
Administrative expenses	(801,934)	(671,754)
Other interest payable	(27,154)	(8,258)
Other interest receivable	4,285	166
Tax on profit	(28,000)	-
Retained profit / (loss) for the year	381,684	(8,173)
Number of shops and coffee shops	18	18

Notes to the financial statements

For the year ended 31 March 2023

28. Reconciliation of net movement in funds to net cash flow from operating activities

	2023	2022
	£	£
Net movement in funds	1,549,487	(472,134)
Depreciation charges	381,168	347,023
Increase / (decrease) in creditors excluding finance leases	163,797	(22,502)
(Increase) / decrease in debtors	(97,647)	965,359
(Increase) / decrease in stocks	(35,768)	(8,626)
Loss on disposal	16,435	-
Loss / (gain) on investments	61,019	(19,941)
Interest received	(13,237)	(1,372)
	2,025,254	787,807

There were no changes in net debt other than the cashflows above.

29. Contingent assets – legacy income

As at the reporting date, the charity has entitlement to 8 further legacies (21/22 – 18), but these have not been included within accrued income, as although the income is probable, the amounts have not yet been confirmed.

Notes to the financial statements

For the year ended 31 March 2023

30. Consolidated statement of financial activities – prior year

	Unrestricted Funds	Designated Funds	Restricted Funds	2022 Total
	£	£	£	£
Income:				
Donation and legacies				
Donations	2,004,491	-	212,573	2,217,064
Legacies	562,381	-	1,500	563,881
	2,566,872	-	214,073	2,780,945
Income from other trading activities:				
Shops	3,251,641	-	-	3,251,641
Fundraising	1,020,660	-	-	1,020,660
Other	114,105	-	-	114,105
	4,386,406	-	-	4,386,406
Investment income	1,372	-	-	1,372
Income from charitable activities	3,012,897	-	-	3,012,897
Income from COVID-19 Grants	-	-	880,154	880,154
Income from furlough	13,350	-	-	13,350
Total income	9,980,897	-	1,094,227	11,075,124
Expenditure:				
Costs of raising voluntary income	579,404	-	-	579,404
Fundraising & other trading costs	3,652,729	-	-	3,652,729
Costs of charitable activities	6,420,426	-	914,640	7,335,066
Total expenditure	10,652,559	-	914,640	11,567,199
Net (expenditure)/income before investment gains	(671,662)	-	179,587	(492,075)
Gains on investments	19,941	-	-	19,941
Corporation tax	-	-	-	-
Net (expenditure)/income	(651,721)	-	179,587	(472,134)
Funds transfer	106,497	-	(106,497)	-
Designated funds transfer	2,279,085	(2,279,085)	-	-
Net movement in funds	1,733,861	(2,279,085)	73,090	(472,134)
Reconciliation of funds				
Total funds brought forward	7,292,645	2,379,085	171,721	9,843,451
Total funds carried forward	9,026,506	100,000	244,811	9,371,317

Thank you

We'd like to say a special thank you to everyone who supports us and helps us to be there when it matters most.

Our funders and supporters, you recognise the importance of what we do and are as determined as we are to ensure that those who need our care can access it. We couldn't do what we do without your unwavering generosity.

Our One Ashgate team, our dedicated and hardworking staff and our loyal volunteers. We are incredibly proud of all you do and how you work together to help families living with a life-limiting illness across North Derbyshire.

Lastly, a special thank you to the **patients and the families** who allow us to share their stories. Who are featured throughout this report to help raise awareness and understanding of our crucial palliative and end of life care.

Our patients and their families remain at the heart of Ashgate Hospice and all we do.

Thank you.

For more information

If you would like to know more about how you can help us to care for people living with a life-limiting illness, please contact us:

Call us on **01246 567 250**

Or email us at **fundraising@ashgatehospice.org.uk**

Looking for support?

Call us on **01246 568 801**

Or email us at **clinicalenquiries@ashgatehospice.org.uk**

Or visit **www.ashgatehospice.org.uk**



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