

Our journey to compassionate care for all

 **Compassionate
care for everyone**



**Ashgate Hospice Annual Report
April 2023 – March 2024**

www.ashgatehospice.org.uk
Registered Charity No. 700636

 **Ashgate
Hospice**

Heartfelt thanks from Ashgate Hospice



As we look back on the past year, we are deeply grateful for the incredible support and dedication shown by our community. Your generosity and commitment have been instrumental in ensuring that Ashgate continues to provide vital care and support to individuals and those important to them living with life-limiting or incurable illnesses across North Derbyshire.

To our patients and those important to them, we extend our heartfelt thanks for entrusting us with the privilege of caring for you during this vulnerable time. Your trust is invaluable to us, and we feel privileged to support those who matter most to you.

To our donors, whose contributions provide the financial foundation for our work, thank you for believing in our purpose and making a meaningful impact on the lives of those we serve.

To our volunteers and staff, who selflessly give their time and energy, thank you for your unwavering dedication and compassion. You make it possible for us to provide the care that our community needs and to bring comfort to our patients and the people who are important to them.

To our corporate partners, charitable trusts, and supporters, thank you for your ongoing collaboration and belief in our cause. Your partnership strengthens our ability to deliver high-quality care and support to our community.

To the families and patients who allow us to share their stories, thank you for your courage and trust. Your openness helps raise awareness and understanding of the importance of palliative and end of life care.

At Ashgate, we are inspired every day by the kindness and generosity of our supporters.

Together, we are making a real difference in the lives of those who need us most.

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Welcome from our Chief Executive, Barbara-Anne

I am pleased to share this year's annual report and the opportunity it offers to look back on a year of both challenge and significant achievement. You will read in the following pages about some of the ways we continue to adapt our services to meet the changing needs of the community we serve. Our staff and volunteers have continued to work with creativity and dedication to ensure we can provide our vital care across North Derbyshire.

Whether caring for someone in their own home or on our Inpatient Unit, serving customers in our shops, working with our system partners or collecting donation tins, everyone has played an integral part in delivering our high quality holistic care.

And this year we had the privilege of caring for over 2,400 people and their families. Amongst other highlights, we launched our pioneering Virtual Ward team who cared for 175 patients in their first twelve months. Our Single Point of Access team was established this year as part of our continuous improvement focus, to ensure that we are providing the right care at the right time for everyone who needs us. And we have enhanced our Children and Young People service to reflect a growing need for more support through the complexities of grief.

Our End of Life Care Facilitators have developed and reshaped their offer of bespoke and open training and support to care homes across North Derbyshire and our Learning and Development and Quality Improvement teams have been actively involved with Joined Up Care Derbyshire service improvement initiatives. Our vision is for everyone to have a good death; we know we cannot achieve that alone but we can and do play an active leadership role in the Derbyshire healthcare system.



That said, we know there is more to be done: more to improve and adapt our services to the changing needs of our communities and more to address the inequalities of marginalised people accessing our services. I am delighted that we were able to achieve Rainbow Accreditation with Derbyshire LGBT+. Our inclusion journey continues – we are committed to being a welcoming and safe space for all and we have more to do.

We also have more to do to secure our future with a long-term sustainable funding model. We have seen considerable press and media interest in recent years in the precarious funding situation faced by charitable hospices in England. I am proud of Ashgate's role in fighting alongside Hospice UK and other hospices for fair and sustainable funding for the necessary care that we provide. We have a moral obligation to share our story and the stories of the people who need our care and to highlight the appalling impact of inequitable funding on the lives and deaths of so many people who have a right to good palliative care – but still do not get what they need.

In closing, I want to pay tribute again to our volunteers and staff. I see how you live our values every day to make Ashgate the best it can be for everyone who turns to the hospice at their most precious and precarious times. Thank you – it is a joy and a privilege to work with you.

A handwritten signature in black ink, appearing to read 'BA Walker'.

Barbara-Anne Walker
Chief Executive

Hello from our new Chair of the Board of Trustees, Chris

I am truly honoured to join Ashgate Hospice as the new Chair of Trustees. Ashgate is an iconic institution in North Derbyshire, and I have always admired the incredible work done by the hospice movement. Ashgate holds a special place in our community's hearts, and I am thrilled to contribute to its purpose.

My personal values of kindness, fairness, and togetherness align closely with Ashgate's values of compassion, teamwork, and being respectful, open, and inclusive. I have deep roots in this area, having been nurtured by the communities of North Sheffield and North Derbyshire. My role at Ashgate is a wonderful chance to give back to the community that has been a significant part of my life.

Although my background is not in healthcare, I have spent my career helping leaders improve their leadership skills. A personal experience that deeply influenced me was the time I spent with a school friend in his local hospice. The care and support he received made a profound difference to him and his family, inspiring me to get involved in hospice care.

Looking ahead, I am excited about the future of Ashgate. The superb leadership team is developing ambitious plans to ensure we continue to grow and spread the Ashgate magic far and wide. Our priorities will focus on expanding our reach, improving our services, and innovating in how we deliver care to a broader community.

Effective leadership is crucial in a hospice setting. I believe that great leadership is grounded in visibility, collaboration, and the ability to take course corrections. Leaders must have clear, visible intent that everyone can understand. Collaboration with team members at all levels is essential, as great solutions come from working together. Finally, leaders must be humble and willing to adjust based on feedback.



As Chair of Trustees, my role is to ensure we utilise the incredible talent on our board to serve our purpose. By living our values every day, we can foster a culture of excellence, compassion, and innovation. Ashgate already knows how to be a beacon of support and care for patients and their families, and I will champion our cause whenever I can.

One of the biggest challenges we face is the lack of funding for end of life care. We must raise our voice nationally to address this issue. Despite these challenges, I am confident in our ability to continue providing exceptional care.

To the entire Ashgate community – staff, volunteers, patients, and supporters – it is a huge privilege to help lead this iconic organisation. I am in awe of everything you do to make Ashgate the special place it is today. I look forward to meeting many of you as I get to know the hospice better over the coming months and years. Thank you for your dedication and support.

A handwritten signature in black ink, appearing to be 'Chris Hallam'.

Chris Hallam
Chair of the Board of Trustees

Supporting our community

At Ashgate, 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 nursing team working in your area, supporting people in your community.

821 
volunteers
gave their time freely

38,518 
followers on our
social media pages

989 
Christmas trees were
collected during our
Treecycle campaign

£306,946
raised in memory of
someone special



£1,372,733
left to Ashgate as
gifts in wills



One in six of our
patients is cared for
thanks to gifts in wills

£115,500 was won by
our supporters in the Ashgate lottery



2,462 patients and those important to them
supported across North Derbyshire



317 received specialist inpatient care



266 accessed Day Services support



1,855 cared for in their own homes



173 cared for by our Virtual Ward team



651 supported by our Supportive
Care Service team

Strategic report

Here, you'll learn more about who we are, what our care and support looks like, and why we do what we do.



Ashgate Hospice was founded in **1988**

Whether you're living with a life-limiting or incurable 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. 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 the people who are important to them are supported 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 or incurable 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 have their symptoms managed. 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 60% of what we do is paid for through fundraising and less than 40% comes from local NHS budgets.

Why we do what we do

Glennis and Mick's story

Mick Richmond said he was "amazed" at the care and compassion his wife of 55 years Glennis Richmond received on our Inpatient Unit at the end of her life.



Glennis, from Chesterfield, died in December 2022, aged 75, months after being diagnosed with cancer.

Mick said: "We didn't know really what to expect – whether it'd be doom and gloom or sad, but everyone was smiling and happy.

"I was amazed that all the staff and volunteers said hello as I walked down the corridors. The room was like a hotel room with a different bed.

"Glennis was happy."

"The nurses and healthcare assistants were just brilliant. They knew straight away how to get Glennis' pain under control, and soon after she was able to sit up and talk.

"They did everything for us and were just so caring – we couldn't have asked for more. The hospice allows you to go peacefully.

"It sounds strange, but I have such happy memories of her in the hospice, because I knew she was safe, with the care she needed. Honestly, we couldn't have asked for anything better."

Support when and where it's needed

When someone living in North Derbyshire is diagnosed with a life-limiting or incurable illness and has complex needs, they can access our 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 symptoms, before returning home, if able to do so. We also provide practical, emotional and bereavement support for the people important to our patients.

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

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



Our care and support

At Ashgate, we provide a wide range of services to support our patients and those important to them, addressing both their physical and emotional needs.

Care at home – many of our patients wish to spend their final days at home, and we do everything we can to make this happen. Our dedicated team of Palliative Care Specialist Nurses and Support Workers, along with doctors and therapists, work together to provide all the care needed in the comfort of your home.

We consider the whole person, addressing physical, emotional, social, and spiritual needs. Every team member is experienced in caring for those with life-limiting or incurable illnesses.

We assist with managing symptoms, coordinate with GPs and other healthcare professionals, and offer support for both patients and those important to them. We also help with financial advice and future planning.

Our team is comprised of medical and nursing staff, social workers, occupational therapists, bereavement support workers, physiotherapists, volunteers, and administrators. We are committed to ensuring that you receive compassionate and expert care where you prefer to be – at home.

Inpatient Unit – our Inpatient Unit at Old Brampton in Chesterfield provides specialist,

round-the-clock care for patients who are struggling with complex or difficult-to-manage symptoms. Our team of doctors, nurses, therapists, and healthcare assistants work together to deliver the necessary inpatient care for our patients and those important to them.

We also offer emotional support, complementary therapies (massage, aromatherapy, reflexology, acupuncture, Reiki), physiotherapy for mobility, and comprehensive lymphoedema care.

Our occupational therapists provide practical help and advice for a smooth transition through different care services.

Led by experienced consultants, our unit ensures the highest standard of specialist care for every patient.

Day Services – our Day Services team provides advice, education, activities and support to a patient and the people important to them at an earlier stage of their journey. At drop-in sessions patients have access to a range of services, including physiotherapy, complimentary therapy and expert medical advice.

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, together with

our medical team, offer dedicated care to patients with lymphoedema. They carry out thorough check-ups and create personalised treatment plans. These plans might include skincare, massage, exercise, and compression. They aim to manage symptoms and improve each patient's quality of life.

Counselling and therapies – our counselling team at Ashgate is based in the Harry Fisher building. They're here for patients needing palliative care, as well as the people important to them. They create a caring space where patients can talk openly, get support, and work through their worries with understanding and compassion.

Outpatient care – we continue to provide vital services, including lymphoedema treatment, counselling, medical consultations, physiotherapy, psychology, support from specialist nurses, and bereavement services. These services are delivered with warmth and professionalism, ensuring individuals receive the necessary support.

Social work – our social work team is based both at the hospice and in the community, working alongside other professionals to understand the needs of patients and those important to them. They arrange practical help and make sure everyone knows about the support available, including for children and young people dealing with loss.

Spiritual care – our spiritual care team is here for everyone, including patients, those important to them, staff, and volunteers.



Our care and support

They're specially trained to provide compassionate support, helping people find their strength and comfort during difficult times.

Occupational therapy – our occupational therapists help patients regain independence and improve their quality of life when illness limits their daily activities. They work closely with our care team, carers, and community agencies, ensuring decisions always reflect the patient's preferences. They offer services at home, on our Inpatient Unit, and Day Services at Old Brampton, and provide guidance to nursing and residential homes when needed.

Complementary therapy – our complementary therapists specialise in palliative care. They form part of the Supportive Care Service 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.

Virtual Ward – our Virtual Ward offers patients the care they need in the comfort of their own homes. Instead of staying in hospital or the hospice, patients receive our support while remaining under our care. We use user-friendly technology for remote monitoring and conduct face-to-face visits as needed, ensuring safe and convenient care delivery.



Ashgate Hospice
Quality Improvement

Read more about our care at Ashgate in our Quality Account:
www.ashgatehospice.org.uk/reports



A fond farewell to Dr. Sarah Parnacott

After dedicating 21 years of her life to caring for patients and their families, Dr. Sarah Parnacott made the bittersweet decision to retire from her role as our Medical Director in December.

Her compassion and expertise have touched countless lives over the past two decades, and she leaves behind a legacy that will be remembered by everyone at the hospice.

Ahead of her departure, Sarah said: "Working at Ashgate Hospice has been an absolute privilege. No two days are the same and no two patients experience the same challenges.

"I enjoy feeling like I make a difference to the quality of a person's life, especially during those final chapters when every moment is so special.

"Often people will thank me for the help that the hospice offered them and those important to them in their time of need; it is so uplifting to feel that something positive has come out of the most awful of times.

"I feel incredibly proud that Ashgate is held in such high esteem by so many people in our community and it is so amazing to hear the stories of how the hospice can make a difference."

What we believe

We're dedicated to ensuring everyone in North Derbyshire has access to excellent palliative and end of life care when they need it, where they need it.

Our vision

Our vision is for everyone with a life-limiting or incurable condition to be able to live well and experience a good death. We want them, and the people who are important to them, to have the right information and support, and to feel cared for and understood.

Our purpose

We offer specialist palliative and end of life care and bereavement support. We also campaign for better care and educate others about these crucial services. Our aim is to grow as a centre of excellence, working with 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

For 2023–24 we continued to work towards our Three Ambitions. These ambitions set out the future we dream of – not just what we do each day, but the world we hope to help create.

These ambitions focus on three key areas: our care, our people, and our voice. They guide everything we do and inspire us to do our very best for our patients and the people who are important to them.

Our care

We will care for more people than ever before, and we will do it exceptionally well.

- We will increase access to our services.
- We will reach people earlier.
- We will continue to improve the quality of our services.

Our people

We will be a positive and inclusive environment which recruits, develops and nurtures the best people.

- We will continue to develop our clinical expertise.
- We will ensure we have a skilled and supported workforce, enabled by technology.
- We will foster a positive and inclusive work environment.

Our voice

We will use our voice to make things better for everyone at the end of their life.

- We will campaign for sustainable hospice funding.
- We will fight for fair end of life care for everyone, locally and nationally.
- We will encourage open conversations about death and dying and help people understand hospice care.



As we plan for 2024–25, we're excited to introduce a new ambition focused on our future. This fourth ambition highlights our commitment to ensuring that Ashgate remains a vital resource for generations to come. Here's how we plan to achieve this:

Our future

We will make sure that Ashgate is here for future generations who need our care.

- We will continue to manage hospice costs and grow our fundraising and retail net income.
- We will pilot new business projects to diversify our income streams.
- We will work to protect the environment and make our hospice as eco-friendly as possible.

Our impact

Our vision is for everyone with a life-limiting or incurable condition to be able to live well and experience a good death. We want them, and the people who are important to them, to have the right information and support, and to feel cared for and understood.



We've been providing expert care for 36 years

Our care

We understand that the end of life is a journey we all share. It's a time when care, support, and understanding mean everything. That's why our vision is simple: for people with a life-limiting or incurable illness to be able to live well and to have a good death.

Whether it's managing pain, offering emotional support, or simply being there to listen, our teams are committed to making a difference for those living with a life-limiting or incurable illness in North Derbyshire.



We supported
2,462
patients and
those important
to them across
North Derbyshire
in 2023/24

Our care highlights from the year

- 2,462** patients and those important to them supported across North Derbyshire
- 317** received specialist inpatient care
- 266** accessed Day Services support
- 1,855** were cared for in their own homes
- 173** were cared for by our Virtual Ward team
- 651** were supported by our Supportive Care Service team
- 663** were supported by our occupational therapists
- 660** were supported by our physiotherapists
- 323** received complementary therapy care
- 565** received care from our Lymphoedema team

Our impact

Improving accessibility to our care

In August 2023, we successfully launched our Single Point of Access service, a big step in making it easier for patients to get the care they need quickly.

What is the Single Point of Access service?

Single Point of Access is a dedicated service that streamlines access to Ashgate's care and support. It serves as the central contact point for referrals, ensuring patients receive timely assessments and support. The Single Point of Access team coordinates initial consultations, provides information about services, and facilitates seamless transitions into ongoing care, enhancing the patient experience through efficient and supportive pathways.

Since its launch, this service has become essential for patients, ensuring they hear from us within the same day or the next day after being referred. This has really helped patients understand what support is available, including our advice line.

There has been a significant increase in patient contact since the first pilot. Almost all contacted referrals received a contact within 48 hours of the referral being registered.

Looking ahead, we're excited to expand our Single Point of Access to cover more of our services. We're making sure we can continue to offer quick and clear support to everyone who needs it.

Transforming care at home

In April 2023, we introduced our Virtual Ward, a groundbreaking service aimed at delivering compassionate care directly to patients in their own homes. Starting from a successful trial in January 2023, this service is all about respecting patients' wishes to stay at home, avoiding unnecessary hospital visits, and providing flexible, responsive support.

Led by a skilled team including specialist nurses, palliative care support workers, and backed by medics, therapists, social workers, and coordinators, the Virtual Ward has already supported over 225 patients. Remarkably, only seven of these patients needed hospital care, showing how effective home-based support can be.

Beyond direct patient care, the Virtual Ward has led in-home treatments, helped with hospital discharges, and educated other healthcare providers on better symptom management.

Looking ahead, we hope to expand to a seven-day service, ensuring we're there whenever patients need us.



Amanda Hall and Sophie Dudley, Palliative Care Specialist Nurses on our Virtual Ward.



How our Virtual Ward has been supporting families

Carole Lowry was one of the first patients to use our Virtual Ward before she died in 2023, at the age of 79.

Her husband, Peter Lowry, praised the kindness and dedication of nurses Amanda Hall and Sophie Dudley, who lead the service, along with other staff who supported their family during one of the most difficult times they faced.

Peter said: "The hospice's Virtual Ward meant my wife Carole died in the home she loved with her husband by her side.

"I know that when Carole died she was peaceful, pain-free and in the place that she wanted to be.

"That was because of the hospice's Virtual Ward and its visionary approach to home-based hospice care.

"We felt that the hospice always had time for us. The support, which sometimes was just praise for the way we were handling it – whether it was a hug, a phone call or a visit made all the difference.

"I can't thank Ashgate enough for its kindness and dedication."



Our impact

Improving best practice in palliative and end of life care

End of Life Care Facilitators

Our End of Life Care Facilitators work closely with nursing homes and care homes across North Derbyshire to improve end of life care for their residents.

Over the past 12 months, our End of Life Care Facilitators have led regular training sessions on important topics such as using syringe drivers, verifying expected adult deaths, and communication skills. These sessions are easily accessible through platforms like Eventbrite. Additionally, we offer customised training to care homes, covering specific needs like mouth care, caring for dying patients, and advance care planning.



Erica Robins and Shelagh Freeman,
End of Care Facilitators

Project ECHO

Our work with Project ECHO has been especially impactful. This project, initially piloted with North Derbyshire nursing homes, has covered diverse topics such as working with funeral directors and supporting colleagues through death and dying. We are now rebranding this initiative as the “Ashgate Hospice End of Life Care Network for Care Homes” and expanding its reach.

What is Project ECHO?

Project ECHO (Extension for Community Healthcare Outcomes) is a model that uses video conferencing to connect healthcare professionals with experts. This initiative aims to boost the knowledge and skills of healthcare providers, especially in underserved areas, through regular virtual sessions where specialists share their expertise and best practices.

Joined Up Care Derbyshire (JUCD)

We have also been part of the Joined Up Care Derbyshire (JUCD) End of Life programme, which focuses on improving end of life care across Derbyshire. This initiative has educated 724 participants from various settings, including hospices and nursing homes.



ReSPECT

We have developed ReSPECT competencies, now used across the county, and offer training on conducting ReSPECT conversations and filling out forms. ReSPECT involves creating a personalised plan for emergency care and treatment based on a patient’s preferences and clinical needs.

Derbyshire End of Life Quality Award

Our involvement in the Derbyshire End of Life Quality Award (DELQA) highlights our dedication to improving standards in nursing homes. We regularly visit these homes to provide education and support, ensuring that staff are well-trained and equipped to deliver excellent end of life care. Feedback from our sessions, like this comment from a verification of death training participant, shows the positive impact of our efforts: “Very well executed, I feel my knowledge and skills have improved around this area and my experiences and feedback were well received. Thank you to such kind, caring and knowledgeable trainers.”



Our impact

Supporting children and young people

This year, our Children and Young People's Service has worked to better support those coping with bereavement. We've shifted from one-on-one therapy to group support, ensuring quicker access to help for young people referred to us. Now, one-on-one counselling is tailored specifically for those dealing with more complex grief.

Children and young people no longer have to wait; they can join support groups immediately. We've welcomed two full-time family support workers and launched monthly family and teenage support groups. Additionally, we've begun providing pre-bereavement support on our Inpatient Unit and extended our reach to homes and schools in the community.

Our individual support is now more focused on achieving specific goals within a set timeframe. We've trained staff at local primary schools to better support grieving children and transformed an office onsite at Old Brampton into a welcoming family therapy room.

Every child and young person referred to us receives personalised support, whether through books, group sessions, phone consultations, or one-on-one meetings. We also extend our support to the entire family, often connecting adult family members with our Counselling Service for additional assistance.





(main photo: @ekrpictures)

Soulmates of 52 years die side by side



We ensured that a loving married couple of 52 years could spend their final days side by side.

Lynne and Chris Johnson received end of life care together in the same room on our Inpatient Unit in Old Brampton.

The couple, who lived in Bolsover, held hands until the very end. Lynne died on 13 February, aged 69, after being diagnosed with a glioblastoma brain tumour less than two months earlier. Chris died at the hospice on 21 February, aged 76, after being diagnosed with bowel and secondary liver cancer in October.

Their daughter, Julie Whittaker, said the hospice granted their final wish of being together until the very end.

“Dad was there for Mum’s last breath,” said Julie, from Glapwell. “He was holding her hand, and he took so much comfort in that.”

“The ultimate goal was ensuring they were together until the end, and it wouldn’t have been possible without Ashgate.

“They did everything together. And other than when they were at work they were never apart; they were proper soulmates.

“Even to this day, it doesn’t feel real. It’s not been long since they passed away – how have they just gone?”

“It was such a whirlwind, everything happened so quickly. I’m just so grateful that Ashgate was able to keep them together.”

Our people

At Ashgate, our staff and volunteers are at the heart of everything we do. Their compassion and expertise are essential as we support people living with life-limiting or incurable illnesses in North Derbyshire. We are fortunate to have such talented teams across the hospice, whose passion for helping others is truly inspiring.



We have
377 staff
who are supported
by a team of
861 volunteers

We are committed to creating an inclusive environment where everyone can be themselves, grow professionally, and take care of their wellbeing. Through ongoing training and development opportunities, we strive to make Ashgate a sought-after place to work in North Derbyshire. Whether they are part of our staff, volunteer team, or supporting us in other ways, we want everyone's experience with Ashgate to be positive and fulfilling.

Saying thank you to our staff and volunteers

In June 2023, we hosted a BIG Thank You party to show our gratitude and celebrate our dedicated staff and volunteers. This event was especially important as we emerged from the pandemic, helping to reconnect and strengthen our team bonds.

At the party, we presented Values in Action and long service awards. The Values in Action Awards recognised those who best exemplify Ashgate's values of compassion, teamwork, respect, inclusivity, and openness, as nominated by their peers. We also honoured staff and volunteers with long service awards, acknowledging their dedication and commitment to Ashgate.



(photos: Ian Boler Photography)

Our people

Developing our teams

By investing in our teams, we ensure that everyone at Ashgate has the chance to grow, develop, and contribute meaningfully to our North Derbyshire community.

We rolled out the 'What it Means to be a Manager at Ashgate' workshop for all our managers and leaders. This workshop helps build strong leadership by exploring the roles and responsibilities of a line manager. It also focuses on understanding teams better to build trust and bring our values to life.

We introduced Roadmap, our new Learning Management System, with easy-to-follow guides and materials. As an active member of the Charity Learning Consortium, we have already helped improve system reports and collaborated with other hospices to share learning.

This year, we saw record levels of engagement in learning and development. There was a 10% increase in staff feeling they have the learning opportunities they need, as shown in the People Survey. By the end of the year, 96% of core skills training was up to date.

We celebrated our apprentices at a special event attended by our leadership team and apprentices from across the hospice. The event promoted continuous learning through apprenticeships and celebrated the achievements of these learners, including five employees who completed their qualifications and ten who are currently on a programme.



Learning on the job with apprentice Holly Lacey

From volunteer to retail worker and then clinical apprentice in just two years – Holly Lacey is always up for the challenge of striving to be the best she can be.

Holly joined our Community Clinical Admin team as an Apprentice Business Support Assistant in February – having gained experience in our Matlock shop as a volunteer and staff member.

She said: "I applied for the apprenticeship in clinical admin because I wanted a challenge. I wanted to push myself to try something completely different to what I'd done before.

"So I thought what better way to challenge myself than through an apprenticeship. Luckily, I ended up loving it!

"A challenge is what I wanted, and a challenge is what I got! Since starting my apprenticeship my overall understanding of business administration has hugely increased.

"Working at Ashgate is very fulfilling and varied. No two days are ever the same! I think no matter if you are in admin, a nurse, retail or a volunteer, everybody has a vital role in making the hospice the amazing place it is today, and your hard work does not go unnoticed."

Our people

Embracing a new way of working

We have reshaped the use of our Old Brampton site to facilitate more in-person work while maintaining the benefits of flexible working arrangements. To enhance collaboration and connection, we created and equipped five new meeting rooms.

We also introduced a new full-day induction workshop, attended by 81 new starters, aimed at fostering better connections with the hospice and each other. The feedback was overwhelmingly positive, with 100% of attendees recommending the workshop. One participant shared, "I felt confident during this workshop to get involved in the activities and speak to other new starters. All of the content throughout the workshop felt very relevant and useful and wasn't information overload."

Listening to our people

In April, we launched our People Survey to gather feedback on what it's really like to work and volunteer at Ashgate. Everyone's views are hugely important, so we were delighted that 240 members of staff (70%) and 253 volunteers (45%) took part. This excellent response rate helps us understand what we're doing well and where we can improve. In future, shorter, more regular surveys on specific topics will provide rapid feedback to steer ongoing improvements.

Following the survey, results show that an incredible 87% of all our staff and volunteers would recommend Ashgate as a place to work or volunteer.

Other key results following the survey include:

- 96% of our staff and volunteers would recommend Ashgate to their friends and family as a place to receive care.
- Our values are at the forefront of our work, with 81% of staff and 84% of volunteers seeing Ashgate's values demonstrated daily.
- 86% of volunteers feel appreciated and recognised for their contributions.
- The number of staff who feel fairly rewarded for their work has increased by 9% since the 2021 survey, with 65% of staff members now feeling this way.

The results were shared with staff and volunteers through in-person and virtual information sessions, team meetings, and internal newsletters. Since then, we've been working to improve the hospice in areas identified in the survey, ensuring we continue to provide the best possible environment for our staff, volunteers, and those we care for. This includes setting up a Volunteers' Forum to engage our volunteers, reshaping the retail wellbeing offer with new manager training opportunities and rolling out updated technology, including laptops to our shops.

87%
of staff and volunteers
would recommend
Ashgate as a place to
work or volunteer.



96%
of staff and volunteers
would be happy with the
standard of care provided
by Ashgate.



82%
of staff and volunteers
are comfortable with
their work life balance.



Our people

Our commitment to equality, diversity, and inclusion (EDI)

At Ashgate, we believe everyone who engages with us should feel seen, heard, and respected, especially those from under-served and under-represented communities. This commitment extends to our patients, supporters, staff, and volunteers.

Our approach to EDI is woven into our value of compassion. True compassion means embracing inclusivity and recognising the unique needs of every individual. We strive to promote equality, value diversity, and work inclusively across all aspects of the hospice.

To drive organisation-wide change, we established an EDI Oversight Group. Reporting directly to the Board of Trustees, this group ensures we are accountable and proactive in our efforts. Initiatives include adding pronouns to our email signatures and launching an Equality, Diversity, and Inclusivity Hub on our intranet.

Supporting this work is our EDI Advisory Group, now in its third year and with 30 members. This group meets quarterly to explore issues such as racism, disability, and equality impact assessments. Members act as EDI champions within their areas, fostering a culture of inclusivity across the hospice.

We have also built strong connections with local communities representing marginalised groups. We've engaged with the African Caribbean Community Association, the Asian Association of Chesterfield and North Derbyshire, the MacIntyre charity for people with learning disabilities, and Derbyshire LGBT+. These partnerships help us better understand and address the needs of these communities.

By focusing on EDI, we are making meaningful changes in our policies, practices, and culture. Information sessions for staff and volunteers on identity, pronouns, and LGBT+ awareness are just a few examples of our ongoing commitment.

Supporting our workforce through the menopause

We recognise the importance of supporting our staff and volunteers through menopause. With 79% of our workforce being female, many are likely to experience menopause and its associated symptoms.

Menopause and peri-menopause affect individuals differently. While some may have mild or no symptoms, around a quarter experience debilitating effects that can impact their ability to perform at work. This can sometimes lead to valued and experienced staff leaving their roles.

Historically, stigma and taboo have made menopause a sensitive issue, especially in the workplace. Many have suffered in silence, unable to access the support they need. At Ashgate, we are committed to changing this. We want to ensure that everyone experiencing adverse menopause symptoms can continue to bring their vital skills, experience, and commitment to their work.

In the past year, we have taken significant steps to support our team through menopause. We developed a menopause support policy, provided awareness sessions for managers, and set up a menopause support group. These initiatives are aimed at creating a supportive environment where everyone feels valued and empowered to perform at their best.



Our people

Our journey to Rainbow Accreditation

At Ashgate, we've been excited to work towards Rainbow Accreditation with Derbyshire LGBT+ (D+). This accreditation is a key step in our journey to support inclusivity for all. Collaborating closely with D+, we're making meaningful changes to ensure everyone feels safe and valued.

Our work includes LGBT+ awareness sessions for staff and volunteers, promoting the use of personal pronouns through our "Pronouns at Ashgate" video, and actively participating in local Pride events. We proudly display rainbow logos and share information about LGBT+ inclusion on our website. We've also improved our data collection to support our aim of more closely reflecting the diverse community we serve.

Our staff have taken part in specialised training to ensure sensitive and skilled support for trans and gender diverse individuals. While earning accreditation is a milestone, we recognise it's just the beginning. D+ has encouraged us to continue improving our LGBT+ inclusion work.



We're committed to creating an environment where everyone receives compassionate care, free from discrimination. With D+'s support, we were delighted to hear at the end of 2023/24 that we had achieved the Rainbow Accreditation.

Proud to have achieved



Derbyshire LGBT+
Rainbow Partnership Accreditation



Heather Maurice-Smith reflects on trans and gender-diverse end of life care training

A recent Hospice UK report highlighted a gap in end of life care for transgender and gender-diverse individuals, who often face barriers to respectful care.

In response, several of our staff members participated in the “Being Ready” training by the Gender Identity Research and Education Society (GIREs).

Heather Maurice-Smith, a Palliative Care Support Worker on the Virtual Ward team, shares how this training profoundly impacted her understanding and commitment to providing inclusive care.

“When people are given a palliative diagnosis, the feelings they go through are intense and vary widely from moment to moment. As a support worker, my role is to be there for them and all their people. It is a job I care passionately about, and I want to always be the best that I can be.

“The course is aimed at all professionals involved, from palliative diagnosis to bereavement care and the funeral.

“Ashgate’s core values include compassion, respect and inclusion. A portion of our patients and loved ones will be trans or gender diverse. How can we uphold our values without being inclusive to our trans and gender diverse population? In short, we can’t.

“The GIREs training included many discussions concerning language and the words we use. All questions were answered, concerns were listened to, many of the attendees had concerns about “getting it wrong” or ‘offending someone’. As someone who often feels I am ‘getting it wrong’ and ‘offending’ people, it was wonderful to hear that many other professionals felt the same way.

“By the end of the day, I was buzzing with all the new information and ideas. Looking out for our gender diverse and trans people in our communities is not just for young people. There were stories about older people 70+ years transitioning. Something as simple as having our pronouns in our emails demonstrates we are thinking about this portion of our population. Representation matters.”

Our people

Celebrating women at Ashgate

For International Women's Day, we paid tribute to the incredible role women have had and continue to have in shaping Ashgate.

To mark the occasion, we caught up with some of the amazing women at our hospice. They shared how they inspired inclusion in their roles and lives, and who the women that inspired them were.



Cat Maddy

Head of Marketing and Communications

"I'm really proud to be part of a team where women take the lead, making up a staggering 79% of our workforce. Witnessing women excel across diverse roles and positions within our organisation is truly inspiring.

"Whether they're leading teams, shaping our strategies, or bringing fresh ideas to the table, women are driving our success, and we're always cheering each other on.

"What's equally important to me is being in a workplace where women aren't just there, they're valued and supported every step of the way.

"At Ashgate, we've got some fantastic family-friendly policies that give everyone the flexibility they need to juggle work and life."

Oz Heaton Manager of our Rowsley shop

"I am proud to manage the charity shop and embrace inclusivity within our team. Elinor, who has autism, has been a dedicated volunteer with us for three years now. She takes joy in sorting, pricing, and organising books, media, and children's items. Working alongside her is a pleasure as she brings a unique perspective and enthusiasm to the team.

"We also value the work of our wonderful volunteer Diane, who is deaf. Her sense of humour brightens our days, and she helping us learn basic sign language to facilitate communication. Diane excels at pricing goods, arranging displays, and assisting customers at the till.

"I recognise that individuals with disabilities have the same desires as those without disabilities – to be part of a community, to be engaged, to contribute meaningfully, and to be challenged. Volunteering at our shop fulfils these needs for Elinor and Diane, and it brings me immense pride to see them thrive in our inclusive environment at Ashgate."



Laura Wilson Ward Sister

"I have recently been working with our Equality, Diversity and Inclusion Lead, Liz Allam and MacIntyre, which aims to support and empower people living with disabilities.

"We want to be able to do everything we can here at the hospice to improve things for patients, their loved ones, staff, volunteers and supporters, not only on the Inpatient Unit but at the hospice as a whole.

"Our aim is to make our services as accessible as they can be for people who visit us. We are also looking at ways in which we communicate to one another and how we can make this more inclusive."



Our people

Gender pay gap

In 2023/24 Ashgate had a negative gender pay gap. The pay gap exists because of an imbalance in the proportion of men and women across all levels of the organisation and is mainly in favour of women due to the number of women in higher paid roles.

Our mean gender pay gap is just -4.91%, and the median is -5.54%. This means that, on average, women earn £1.05 for every £1 men earn. When looking at the median, women earn £1.06 for every £1 men earn.

We are committed to understanding and improving the experiences of both men and women at Ashgate. While our sector is mostly female, which has many benefits, it also has challenges like lower pay and status for health work.

We ensure that women have equal opportunities for promotion and leadership roles. We also provide flexible working options for everyone to help balance part-time and full-time work. Our annual pay audits make sure that equal work is equally valued.

Our Equality, Diversity, and Inclusion Advisory group helps us improve policies and practices. We aim to create a safe and supportive working environment with family-friendly policies and flexible working options.

We know there is always room for improvement in pay fairness. By valuing all our staff and promoting fairness and flexibility, we can provide the best care to our patients, those important to them, and our supporters.

Mean gender pay gap

-4.91%



£1.00



£1.05

Median gender pay gap

-5.54%



£1.00



£1.06

Our people

Volunteers are at the heart of Ashgate

Our volunteers are at the heart of everything we do. They show incredible kindness and dedication, playing a vital role in providing care and support to those who need it most. Over the past year, our volunteer numbers have grown significantly, with 861 people generously giving their time and skills to help others.

Our volunteers are driven by a strong desire to support the hospice and contribute to our vision of compassionate end of life care. Many have personal connections to Ashgate, inspired by their loved ones who received our care.

Our volunteers take on a variety of roles, from supporting patients in our Inpatient Unit to maintaining our gardens and organising fundraising events. Each role is crucial in ensuring that we operate smoothly and continue to provide outstanding care.

This year, we have seen a significant improvement in volunteer training, with compliance increasing from 63% to 83%. By recognising and using their diverse skills and knowledge from different backgrounds, our volunteers continue to meet our high standards of care.

Together, we honour our volunteers for their invaluable contributions. Their selflessness and dedication are essential at Ashgate, ensuring we provide comfort and care to those who need it most.

Last year, we welcomed **318 new volunteers** to the Ashgate team. Their dedication and passion have made an incredible impact.



Our people

Our longest-serving volunteers

Dorothy Tilley, Brenda Bagshaw and Kathleen White have been giving up their time to support Ashgate since it was founded in 1988. Together, they have more than 100 years' service between them.

Dorothy, a Community and Events volunteer, Kathleen, an Inpatient Unit volunteer and Brenda, a Retail Assistant said they all "feel privileged" to have been able to play an integral role in shaping the hospice over the years.

"I feel privileged to have been part of the hospice for such a long time," said Dorothy, who started volunteering on the Inpatient Unit after being part of the original group who raised the funding to open the hospice in 1988.

"Ashgate has developed and became part of the area. The community put in not only their money, but the time and interest to keep it going. It's been a huge part of my life ever since it began.

"I consider the hospice to be my second family and still feel quite emotional visiting the Inpatient Unit because it was my second home for a very long time."

Brenda was instrumental in the launch of our first shop and still helps there to this day.

She started volunteering because she wanted to give something back after we cared for her husband, Harry, at the end of his life.

"My husband was here in 1990 and was only here for 36 hours and the care was just faultless," said Brenda. "The biggest thing that happened to me was that somebody took over mine and his stress.

"The word went out that the hospice wanted volunteers and initially I wanted to go into the office, but you weren't allowed to volunteer for a year after a bereavement.

"But I saw an advert in the local paper for people to make donations of old clothes – we ended up having clothes piled up in the attic of my old house before the shop opened!

Kathleen, whose mother received care from our community team, said: "I started because I had two friends who were terminally ill who had young children. I just felt that there was a better way they could have been looked after.

"Now I can't imagine a Thursday evening without going to the hospice; it's a big part of my life and keeps me in touch with reality."



Our people

Advancing technology for enhanced care and security

Our technological investments continue to make Ashgate a great place to work and receive care. These advancements highlight our dedication to using technology to improve patient care, operational efficiency, and data security.

To enhance patient care and efficiency, we have introduced several important IT initiatives this year. We integrated SystemOne with 'Derbyshire Shared Care Records' to ensure seamless information sharing at the patient level, promoting more coordinated and effective care. Additionally, we rolled out the 'Brigid' mobile app for our nursing staff, allowing them to access real-time patient information quickly and easily, especially in community settings. We also transitioned to the Horizon Client platform, streamlining remote access for our clinical teams and ensuring faster responses.

We've improved strategic insights and reporting by using Power BI Dashboards. This gives our managers real-time analytics and decision-making tools. At the same time, we're updating our SharePoint environment to create a more user-friendly interface, making it easier for our staff to collaborate and work efficiently.

This year, we migrated our on-site servers to the cloud, which offers greater scalability and reliability. Alongside this, we implemented a cloud-based 3CX phone system, which has replaced our older, less flexible phone system. The 3CX system allows for better call management and integration with other communication tools, making it easier for our workforce to stay connected and responsive.

Security remains a top priority. We conduct regular vulnerability scans and use strong encryption to protect our data. With the support of our IT provider, Central Technology, we perform thorough audits and penetration tests, reinforcing our cybersecurity measures and achieving a high assurance rating from 360 Assurance.

To ensure our staff are well-equipped to handle security threats, our Learning and Organisational Development team provides comprehensive internet and email security training through our in-house learning management system, Roadmap. This proactive approach has significantly reduced security risks and created a safe and supportive IT environment for everyone at Ashgate.



Our voice

Over the past year, we've continued raising awareness about the issues people face at the end of their lives, including the need for better funding for Ashgate and other hospices from local health budgets. By engaging with our community, we help them understand how they can access our services and support our work.



Sharing information about death, dying, and bereavement, as well as the vital work we do, is crucial for our fundraising and campaigns. Through our website, social media, and the press, we strive to reach more people, fostering a North Derbyshire community that knows how to support those at the end of their lives and those living with loss.

Rolling out the brand

A consistent brand helps us build strong local and regional recognition, which in turn supports sustainable funding, recruitment, retention, and boosts support for our events and shops. This year, we've made significant strides in rolling out our new brand across the Old Brampton site and our new shop openings. The updated signage at Old Brampton now proudly showcases our new look.

Additionally, we have rebranded our informational leaflets to align with our new look, ensuring all our materials present a cohesive and engaging image of Ashgate.



Our voice

Reflecting on life and death

In May, we proudly launched series four of The Life and Death podcast. Hosted by our Senior Physiotherapist, Stephen Rumford, this six-part series offers an honest exploration of life, death, bereavement, and everything in between. In this series, Stephen sat down with special guests to delve into their experiences with death, dying, and bereavement, aiming to deepen our understanding of what life and death means to them.

Our guests included:



Ruth Swailes

When Ruth's husband was diagnosed with pancreatic cancer, she began documenting their journey through social media and a personal blog. Nearly one year since Pete's death, Ruth reflects on the past year, how her blog has helped others, and how she has found hope in the face of adversity.



Annie Nicholson

In 2011, London-based artist Annie Nicholson experienced unimaginable tragedy when three members of her family were killed in an accident. Annie shares how this incident changed her life and how she uses her art to navigate the complexities of grief. Through her alter-ego, Fandangoe Kid, Annie encourages open and honest conversations about trauma through dancing and music.



Tim Sullivan

A film director, screenwriter, and novelist, Tim Sullivan has had a successful career in British television and cinema. Tim discusses the sudden death of his father on what should have been one of the happiest days of his life, and how this event has shaped his journey.



Klaus Bo

A self-taught freelance photographer based in Copenhagen, Klaus Bo has documented social and cultural stories worldwide. In 2010, he began The Dead and Alive Project, capturing death rituals across the globe, offering rare insights into diverse cultural practices.



Hayley Campbell

Journalist, writer, and broadcaster Hayley Campbell's book, *All the Living and the Dead*, explores the lives of professionals who work with death. Inspired by her childhood fascination, Hayley meets embalmers, a former death row executioner, mass fatality investigators, and a bereavement midwife, aiming to change how we think about death.



The Life & Death Podcast



Our voice



Amber Jeffrey

Podcaster Amber Jeffrey created The Grief Gang podcast following her mother's unexpected death. At just 19 years old, Amber sought to find people who could empathise with her grief. Her podcast has become a valuable resource for those experiencing bereavement.

The popularity of The Life and Death Podcast continues to grow, helping us create a supportive community in North Derbyshire. The podcast promotes conversations about death and dying, and demystifies hospice care.



Since the first episode aired on 8th October 2020, the podcast has amassed

16,200
listens.

Here's what our listeners said:

"I just wanted to say thank you for this podcast. I have only recently come across it and have found it really helpful to listen to the experiences of what people have gone through.

"And the presenter is so genuine and asks questions that are helpful to listeners, who may be in a similar position, or anticipating the loss of a loved one.

"So thanks again for talking about this subject which many of us seem to find so hard."

"A gorgeous, serious, insightful, engaging and engaged podcast. One of the most listenable and likeable hosts I've heard, one that's open, genuine and interested. If you are interested in life in its most final sense...LISTEN!!!"

"Such a valuable, insightful and thought-provoking series. As a society, it feels like we talk about taxes a lot, but not their inescapable counterpart, death, and I feel that needs to change."

Listen to the podcast here:



Celebrating our role in the NHS at 10 Downing Street

On 5 July, our specialist palliative care nurse, Sophie Dudley, was honoured with a special invitation to 10 Downing Street to celebrate 75 years of the NHS.

Sophie had the chance to meet with key figures, including the Prime Minister, the Health Secretary, the Chief Nursing Officer, and the Secretary of State for Environment, Food and Rural Affairs. She joined NHS colleagues from across the country to mark this significant milestone.

Reflecting on her visit, Sophie shared: "The Chief Nursing Officer, Ruth May, was incredibly welcoming and showed great interest in the hospice and our work on the Virtual Ward.

"Overall, it was a wonderful day of networking and discussing palliative care and our hospice, while enjoying the unique experience of being at 10 Downing Street. It was a surreal experience, and I am extremely grateful for the opportunity."



Our voice

Encouraging open conversations about death, dying, and bereavement

We know that open and honest conversations about death and bereavement are essential. This year, we have worked tirelessly to encourage these discussions, particularly through our involvement in hosting two Death Cafés.

The aim of a Death Café is “to increase awareness of death with a view to helping people make the most of their (finite) lives.” It’s a space for open, agenda-free discussions about death, not a grief support or counselling session.

For our promotional materials, we drew inspiration from Mexico’s Day of the Dead, a vibrant celebration of life and death. Our materials featured colourful skulls and skeletons, designed in our brand colours and softened with hearts and butterflies. This bold, provocative imagery aims to reduce the stigma associated with death and encourage open dialogue.

At the events, topics ranged from the afterlife and the existence of ghosts to strategies for supporting one another during times of loss. Feedback from those in attendance was overwhelmingly positive, with participants appreciating the chance to have open and honest conversations. Comments included:

“The opportunity to have open and honest conversations with different people.”

“A very enjoyable experience.”

“A lovely environment and enjoyable afternoon.”

“Everyone was so friendly, and I had a real laugh.”

Through initiatives like the Death Café, we continue to promote the crucial work of Ashgate, raising awareness about our services and helping to create a community that is better equipped to support those facing the end of life and those living with loss.

Tea, cake and open conversations about death and dying



Our voice

Raising awareness and dispelling myths

We are dedicated to spreading the word about who we are, what we do, and how we support those living with life-limiting or incurable illnesses. This past year, we have made significant strides in raising awareness and engaging the community to ensure everyone knows about the compassionate care we offer.

During Dying Matters Awareness Week in May 2023, we shared various blogs on death, dying, and bereavement. One standout piece was our 'Myth Busting' blog, created with support from colleagues across the hospice. This blog aimed to correct common misconceptions about hospice care. For example, many people think a hospice is simply a place to die. Jane Jones, our Head of Onsite Clinical Services, shared, "Caring for patients at the end of life is only a small part of what we do. Our work begins much earlier, helping to improve the quality of life from the time of diagnosis. Many patients come to our Inpatient Unit for symptom control and go home afterward."



Jane Jones, Head of Onsite Clinical Services

Another common myth is that hospices are sad and depressing places. Karen Walker, our Ward Manager, often hears visitors express surprise at the warm and welcoming atmosphere at Ashgate. "Visitors often expect the hospice to be gloomy but are pleasantly surprised by the comfort we provide. Our beautifully decorated bedrooms, private garden access, and homemade meals all contribute to a comforting environment," she explains.



Karen Walker, Ward Manager

Hospice myths **busted!** by the people who provide our care

myth A hospice is a place you go to die

Busted! Caring for patients at the end of life only accounts for a small part of the work we do. We can help improve people's quality of life soon after they are told they have a life-limiting diagnosis, or at any stage of their condition. In fact, about half of our patients that come to our Inpatient Unit go home after receiving expert pain relief or symptom control.

myth Only people who have been diagnosed with cancer can receive care at hospices

Busted! We care for a lot of patients with cancer at the hospice, but around two in five of the patients we support are living with other illnesses including motor neurone disease, end-stage heart, kidney and lung diseases, Parkinson's and much more.

myth Hospices are sad and depressing places

Busted! From the moment people come through our doors, any opinion that our hospice is sad and gloomy is changed! We go above and beyond to ensure our hospice is a home away from home for our patients and their families who are visiting.

myth To receive care I will have to physically visit the hospice building

Busted! Our care goes way beyond the walls of our main hospice site in Chesterfield. In fact, most of our patients receive care in their own homes.

myth Only elderly folk are cared for at hospices

Busted! A third of the people we care for are younger than 65. Here at Ashgate Hospice we care for anyone above the age of 18.



We shared stories like Pam Hand's 28-year journey as a housekeeper and Jamie Hewitt's transition from professional footballer to van driver, showcasing the impact of their contributions.

Hospice Care Week, under the theme #WeAreHospiceCare, was another opportunity to highlight our team's dedication.

Delivering care for North Derbyshire

From scoring for the Spireites in an FA Cup semi-final to helping fund vital care for North Derbyshire – Jamie Hewitt has done his fair share of good for the people of Chesterfield.

The former defender made over 500 appearances in blue over his 17-year career before retiring in 2002 and staying on as the club's Sports Physiotherapist.

Well over a decade later, Jamie was ready for a career change and was intrigued at the prospect of joining us as a van driver for our furniture store in Hasland.

Six-and-a-half years later, he enjoys travelling across Derbyshire collecting and delivering furniture for our supporters.



Jamie said: "I saw the hospice opportunity come up and I'm only around the corner; Ashgate has been in Chesterfield for years and it was a good cause so I went for it.

"Years later and I love it at the hospice. It's nice to meet people who support the hospice which 99 per cent of our callouts are – you get to see the generosity of people and it's really fulfilling."

'Housekeeping involves way more than just cleaning'

Whilst flicking through the local paper back in 1995, Pam Hand spotted an advert for a role as a housekeeper at Ashgate.

Pam admits she knew little about the hospice at the time but was intrigued after hearing about the work we were doing to support people in North Derbyshire.

Her subsequent application for the job was successful and now – 28 years on – Pam leads a team of nine close-knit housekeepers, all of whom are integral to the services we provide for patients.

From guiding her team through the intense challenges of the pandemic to meeting and speaking with hundreds of patients and those important to them – Pam feels being part of the hospice is a "privilege".

Pam: "Prior to starting my role at the hospice I didn't really know it existed, but I did my research and soon found out what marvellous work everyone did.



"I wanted to get involved and help the hospice support the people of North Derbyshire, so I applied and here I am 28 years later!

"Obviously the cleaning aspect of our job is vitally important but being a housekeeper at Ashgate is way more than just that.

"The team plays a valuable role in providing the hospice's care; ensuring our patients and families are comfortable during their stay at the hospice and being there to speak with people during difficult moments."

Our voice

An online community of support

At Ashgate, we understand the crucial role that online support plays for those we care for and their families. Whether someone is living with a life-limiting or incurable illness or grieving a loss, our online communities provide a vital space for connection and mutual support. These platforms also help us raise awareness of our services, extend our support, and encourage open and honest conversations about death, dying, and bereavement.

Our website is often the first step in someone getting in touch with Ashgate. It's the place our patients and those important to them 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 support on talking to children about death and dying, audio recordings for guided meditations and the benefits of acupuncture.

 **10,551**
users on average to our website

In 2023–24, our social media activity reached over 900,000 accounts on the platforms where we are present. By sharing our content and engaging with posts from others, we have fostered a supportive online environment. This engagement not only reinforces our messages across various media but also helps us reach new audiences and generate additional support for Ashgate.



The people behind our mission

Our ability to deliver high-quality, compassionate care depends on the support of our community. Despite the cost-of-living crisis, our supporters and local businesses have stood by us, showing incredible dedication and generosity.

They have dug deeper than we ever could have imagined to raise money for Ashgate.

Whether through skydiving, attending events, or donating in memory of someone they love, their efforts have been remarkable. We are deeply grateful for their time, commitment, and donations, which make a huge difference in the lives of those we care for and the people important to them. Thank you for helping us continue our mission.

A record-breaking year for our retail team

Our network of 17 shops and two coffee shops plays a crucial role in funding the compassionate care and support we provide to people living with a life-limiting or incurable illness. Without this support, we simply couldn't do what we do.

This year has been record-breaking for our retail team. During the 2023–2024 financial year, we generated an impressive

£4,036,281 through our retail activities, a 11% increase from the previous year. This boost was driven by strong high-street sales, particularly in furniture and clothing sales.

Our success is a testament to the hard work and dedication of our staff and volunteers in our shops and coffee shops. Across our entire network, we sold 1,075,053 items, ranging from second-hand clothing and homeware to furniture and toys.

Not only have we seen an increase in footfall on the high street, but our online sales have also soared. This year marked a record-breaking performance for our eBay, Amazon, and auction activities, raising £162,628.

We are deeply grateful for the incredible efforts of our retail teams and the continued support from our community. Buying from us directly supports people in North Derbyshire who are living with a life-limiting or incurable illness.



We are not an NHS hospice.

That means we must raise over

£9 million

each year to continue to provide our crucial palliative and end of life care.



£4,036,281

was raised by our network of shops



1,075,053

items were sold



£162,628

was raised by our online sales

Every penny really does make a difference.

In fact, last year we received **7,550 donations of £10 or less.** Together, this raised

£47,163



The people behind our mission

Making our shops more accessible

Making our shop spaces accessible and welcoming is very important to us. Our retail team recently installed a new custom-built counter at our Alfreton shop specifically for our volunteers who use wheelchairs.

Emma Holloway, who has volunteered at the shop since 2014, said she can now fit her wheelchair under the shop counter.

Emma said: "Now I can get my chair under the counter and reach the till with ease, and I've also got space to wrap items for customers when they come in and support us."

"Being able to turn my chair around behind the counter has made it so much easier for me to support my colleagues and get in and out of the space. It's made a massive difference to my volunteering experience."

She added: "I love volunteering at the Ashgate Hospice shop in Alfreton; it's like one big family and everyone is very supportive of one another."

"I especially enjoy interacting with customers who come in and buy items and the people who come and generously drop off their donations."

"I'd urge anyone thinking about coming in and volunteering at one of the hospice's shops to just go for it – it's such a rewarding experience."



Left: Emma using the new custom-built counter
Above: the old inaccessible counter

Growing our shop network

Ashgate's shops offer more than just preloved clothes, shoes, and books. They are welcoming spaces where people can learn about our hospice services, discover local support, and connect with others who understand their needs.

In October, we proudly opened our 17th shop in the Parkside Shopping Centre, Killamarsh. The new shop has created four jobs and brought in new volunteers to our team. Every sale and donation at the shop directly funds care for individuals with palliative or end of life conditions in Killamarsh and beyond.

Our expanding shop network continues to support the vital work we do, ensuring that Ashgate can provide compassionate hospice care to those who need it most.



4,434

new Gift Aid donors signed up



505,201

transactions were made across our shops



The people behind our mission

A record-breaking Sparkle Night Walk

Our annual Sparkle Night Walk was a resounding success, raising a record-breaking £317,671. Over 2,700 participants, decked out in pink and flashing bunny ears, took on the 10km walk sponsored by Technique Learning Solutions. Starting from Chesterfield Football Club on Saturday 1 July, this event surpassed our previous fundraising record by over £50,000, marking an incredible achievement for everyone involved.

The generosity of our sponsors and corporate supporters saved us £29,000 in running costs on the night, allowing more funds to be directed towards vital care. The route took the walkers from the stadium down the A61 bypass, which was closed to traffic, past the Crooked Spire, and through the streets of Chesterfield before returning to the football ground.

Malcolm pictured far left
(photo: www.tomhodgson.co.uk)

Malcolm's story

Amongst those taking part in the Sparkle Night Walk was Malcolm Green, 80, who walked in memory of his daughter Vicky Morton after she died at the hospice in January 2024, aged just 50.

Vicky, from Dronfield, had been diagnosed with breast cancer five years before and received "first-class" care at home and on our Inpatient Unit.

Malcolm, who was joined by his son-in-law Russ and grandsons, Ben and Toby among other family and friends, said: "Events [like the Sparkle Night Walk] just show how much the hospice means to so many people.

"I must admit the treatment and support Vicky received was absolutely first-class. She only went into the hospice for the last week of her life, but she received care at home for the last three to four months, which helped her with pain relief and other things. It was just so wonderful.

"I'm a member of a walking club so friends have been saying the walk will be a breeze for me, but at 80 years of age I'm not so sure! There's about another 12 of us – this is the largest number of participants there's ever been which is remarkable."



(photos in circles: Megan Crossland, Tom Hodgson, Nick Rhodes, Tom Hodgson)

The people behind our mission

Celebrating community spirit

Over the past year, we've been incredibly touched by the strong support of our community in North Derbyshire. Their dedication to our cause has been truly inspiring, as they've generously given their time and effort to raise essential funds for our hospice care and services. Here are just some of the ways:

Go Pink for Ashgate: This annual campaign, held from 9–15 October 2023, doubled its initial fundraising amount, raising £15,621. Forty-seven organisations and individuals, including eleven schools, participated, showcasing growing community involvement and support.

Christmas hampers: Generously donated by Spar and beautifully wrapped by our staff and volunteers, Christmas hampers contributed £3,309 through raffles organised by local organisations, spreading festive cheer while supporting our hospice.

School initiatives: St. Mary's Catholic High School and Brookfield School stood out with their remarkable fundraising efforts, raising £12,506 and £13,732 respectively. Their initiatives, including sponsored walks, highlight the powerful impact of youth engagement in our community.

Community events: Our Community Fundraising team actively participated in 38 summer events from May to August, including the Buxton Spring Fair, Eckington Car Show, and Druid Rocks Festival, fostering community engagement and raising awareness.

New Whittington Social Club: Through diverse events such as raffles and Shed Fest, the New Whittington Social Club raised an impressive £26,596, demonstrating the power of community spirit in memory of Margaret Umney.

Collection tins: Rebranding efforts of over 750 collection tins in shops and pubs across North Derbyshire resulted in an incredible £42,000 raised this year, surpassing previous records. Continued support from businesses, including new placements in the Buxton area, underscores their ongoing commitment to our cause.

Community champion groups: Operating in Buxton, Dronfield, and Matlock, these groups played a pivotal role in placing collection tins and organising community events such as fashion shows and quizzes. Their efforts, alongside the dedication of six regular volunteers, form the backbone of our community fundraising efforts.



First-ever Superhero Night Walk

Our very first Superhero Night Walk took place on Saturday 14 October at Chesterfield's Queen's Park. It was a sold-out event, filled with over 1,100 attendees, including 464 children.

Everyone joined in with excitement, walking one or three-mile routes from 6.30pm onwards. Each child received a free superhero cape and a glow-in-the-dark mask, making the evening even more special for families.

The event was sponsored by Technique Learning Solutions, Motan Colortronic, and PDM, and together we raised an incredible £57,298. Volunteers made sure everyone stayed safe and had a fantastic time throughout the event.



(photo: Nick Rhodes)

The people behind our mission

Council Chairman raises a remarkable £55,000

In the past year, Councillor Martin Thacker MBE, Chairman of North East Derbyshire District Council, has once again demonstrated his remarkable commitment by raising an impressive £55,000. This contribution brings his total support for the hospice to over £130,000 across his terms as council chairman.

Choosing Ashgate as his charity of the year, Councillor Thacker and his consort, Jean Spencer, orchestrated a diverse range of events, from an energetic Elvis night to community gatherings at Brampton Brewery, totalling more than 15 successful fundraisers.

Our Chief Executive, Barbara-Anne Walker, said: "Once again, we are absolutely astounded at the support we have received from Councillor Thacker and his volunteer team.

"They have all gone above and beyond in their fundraising efforts by arranging fun and exciting events all year round for everyone to attend and enjoy.

"We rely on the hard work and generosity of the people of North Derbyshire to help us raise



the funds needed to provide our care each year.

"This kind of donation will mean we can be there for so many patients and their families across our region."

Reflecting on their fundraising journey, Councillor Thacker, said: "Jean and I have met many inspirational people during our time in office, which has been evident during our fundraising for Ashgate Hospice.

"We are incredibly grateful to those who have come along to our events or helped in any other way, whether it's wing walking, extreme walks or running for sponsorship.

"Fundraising in the current economic climate has been challenging. However, we have not been deterred from highlighting the work of the hospice and raising money for this very worthy charity.

"We are proud to have raised an amount of £55,000 and know the hospice will put the money to good use to make a difference for patients and their families."

Generous 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 significantly enhances our ability to provide compassionate care and support to patients and the people important to them. Over this period, we received **£189,713** worth of gifts in kind. Here are some of the amazing contributions:

- **MPC Systems** donated £6,850 worth of racking and shelving for our new Fundraising Centre at Storforth Lane Trading Estate and at the Alfreton shop.
- **Walker Woods Ltd** carried out a reinstatement valuation, which should have cost £2,500, but they kindly did the report for just £1.
- **Nestle, Buxton Water** donated 5,000 bottles of water for our fundraising events.
- **MSK Ingredients** donated a Pacojet, a specialist machine for our catering team, saving the hospice over £4,500 and significantly improving our patients' experience.
- **GTM Traffic Management** supported the road closures for the Sparkle Night Walk, a gift worth over £9,000.
- **Arnold Clark** continued their kindness by donating a car for hospice use, helping us travel throughout North Derbyshire for fundraising events and appeals.
- **PDM Printers** donated over £2,535 in free print and agreed to provide printed materials for numerous fundraising events and appeals throughout 2024.
- **Jacksons the Bakers** donated bread and cakes for everyday services and special events, totalling £5,549.
- **CLoSE UK** gave quantity surveyor time worth £10,000 towards the new entrance and courtyard accessibility project.

These generous gifts have made a big difference in helping us provide our crucial care and support. We sincerely thank all our supporters for their continued kindness and generosity.

The people behind our mission

Making a difference together

We are incredibly fortunate to receive unwavering support from our corporate partners. Their contributions, whether through financial donations, event sponsorships, or in-kind gifts, play a vital role in ensuring we can continue to provide compassionate care and support across North Derbyshire. Here are some highlights of the tremendous corporate support we received this year and the difference it has made:

- **Golf Day:** Our long-standing Golf Day event raised a record amount of £24,327 in 2023. Despite heavy rain postponing the initial competition, it successfully happened a month later. With 47 Four Ball teams participating and BHP continuing as our main sponsor, we also received £3,200 in corporate sponsorship from 10 companies sponsoring a hole on the course.
- **Kingfield Electronics:** This generous company doubled their regular monthly donation from £1,500 to £3,000, resulting in a total of £13,500 in regular monthly gifts.
- **Business Club:** Our newly formed Business Club saw 16 businesses, including Markovitz, PDM, and Penny Hydraulics, join and collectively raise £7,000.

- **Sparkle Night Walk:** In 2023, £40,000 was raised through corporate sponsorships for the event, covering various aspects such as entertainment, t-shirts, and medals.
- **Star sponsorship:** During the festive season, 34 local businesses sponsored stars displayed on the front of the hospice building, raising £10,500.
- **Tractor Fest:** 34 local businesses sponsored pedal tractors at our Tractor Fest, contributing £5,050.
- **Vine Hotels:** Vine Hotels sponsored our Annual Ball, raising £64,884—£30,000 more than last year. They generously provided free event food and room hire, and contributed overnight stays, vouchers, and hampers for the auctions and raffle, saving the hospice £13,164.
- **Challenge Derbyshire:** Challenge Derbyshire has raised over £74,000 for Ashgate, bringing their total since the initiative began to £892,657.

Thanks to these generous contributions, we can continue providing compassionate care and support to individuals and the people important to them across North Derbyshire. This support not only raises vital funds but also helps to foster a sense of community and togetherness.

A special thank you

We are deeply grateful to all our event sponsors including Graysons Solicitors, Technique Learning Solutions, Motan Colortronic, Aura Flights, Maggie Beauty, Harold Lilleker and Sons, Jake Eville Tree Care, MVIS, Fabworx and PK Group who have collectively contributed over £64,000.



(photos: Ellie Rhodes, Megan Crossland, Nick Rhodes, Simon Wilkinson)

The people behind our mission

Trusts and Grants

The generosity of trusts and foundations plays a pivotal role in our ability to provide vital care for individuals facing life-limiting or incurable illnesses and those important to them.

In the financial year 2023–24, our Trusts and Grants fundraising efforts yielded a total of £213,380. This support enabled us to enhance our services and facilities, making a meaningful impact on the lives of those we care for.

A significant contribution of £150,000 from **The Julia and Hans Rausing Trust** was instrumental in covering the hospice's operational expenses. This funding, pledged for an additional two years, totals £450,000, ensuring stability and continuity in our care provision.

The Albert Hunt Trust provided £15,000 towards our operational costs, further bolstering our ability to deliver compassionate care.

Thanks to the **Yorkshire Building Society Charitable Foundation**, we were able to acquire six new wheelchairs, valued at £1,824, enhancing mobility and comfort for our patients within the hospice.

Support from the **Hospital Saturday Fund**, **Westfield Health Charitable Trust**, and the **Derbyshire County Council Leadership Scheme**, amounting to £9,500, facilitated the purchase of new rise recliner chairs for our Inpatient Unit, improving comfort and quality of life for our residents.

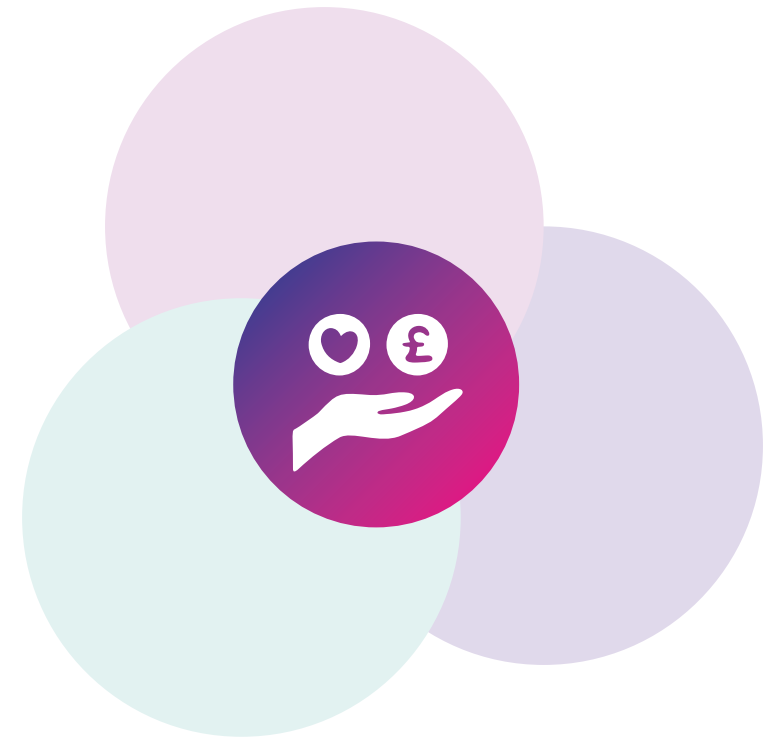
A grant of £500 from **The Zachary Merton and George Woofindin Convalescent Trust** funded a 'LifeGlider' for our Physiotherapy team. This equipment has been instrumental in enhancing independence and quality of life for individuals with neurological conditions under our care.

The Access Group Foundation provided £4,956 for noise-cancelling headsets for our community teams, supporting effective communication and coordination of care for patients and those important to them.

Our Trusts and Grants fundraising efforts yielded a total of

£213,380

in 2023–24



The people behind our mission

A heartfelt tribute to loved ones

Our third Spring Appeal, launched in May 2023, brought an extraordinary and touching display to the historic Chatsworth Estate. Thousands of hand-crafted stainless steel butterflies were dedicated in memory of loved ones, creating a beautiful and poignant memorial.

The event was a tremendous success, with over 2,825 butterflies dedicated, raising £87,804. Generous sponsorship from Graysons Solicitors played a key role in the success of this appeal.

The Butterfly Appeal received significant media coverage, including a live broadcast from Chatsworth by ITV Calendar. This coverage helped the appeal gain widespread attention, leading us to order more butterflies to meet the high demand.

The Butterfly Appeal not only raised funds but also provided a meaningful way for supporters to remember their loved ones. Each butterfly, dedicated for a suggested £25 donation, was beautifully designed and hand-crafted by local sculptor James Sutton.

Butterflies appear when loved ones are near...



Tracie's story

Tracie's daughter, Kimberley, was just 20 years old when she died in our care. By sharing her experience, she helped lead the Butterfly Appeal, encouraging others to support the hospice by making a donation in return for a butterfly.

Tracie said: "I am so proud to call Kim my daughter. She was a very positive person and always said she would beat the cancer – each and every time she did, until the brain tumour.

"Kim loved butterflies and they mean the world to us for lots of reasons. I'll never forget on the night after Kim's funeral, we saw a tatty, bedraggled, white butterfly and all started crying.

"It was the most beautiful sign that Kim was with me but I was sad. My friend changed that when she said: "If I'd come all that way in the wind and pouring rain, at that time of night, I'd look scruffy too!

"When the hospice told me they were holding a Butterfly Appeal it was just meant to be."



The people behind our mission

Shining a light on love and remembrance

Our Light Up a Life campaign is one of our most moving and touching appeals. Not only does it raise essential funds, but it also brings people together to remember their loved ones during the Christmas season, which can be particularly difficult for many.

This year, Light Up a Life saw over 570 people sign up for our lantern procession and ceremony. Unfortunately, due to snow, the event had to be cancelled. Despite this setback, we were pleased to invite over 200 supporters into our beautifully lit gardens at the hospice over the following week. They dedicated lanterns and were able to grieve for their loved ones in their own time, with the support of our compassionate staff and volunteers. The appeal raised £35,935, with generous sponsorship from Harold Lilleker and Sons Funeral Directors.

New this year was a digital interactive webpage where supporters could donate for a star in a virtual night sky. This feature allowed visitors to explore the digital sky, make dedications, and share the experience with friends and family. In total, 918 stars were dedicated throughout the campaign in memory of someone special.



Lantern event photo (top): Nick Rhodes

Lyn's story

Lyn Horan and her family from Bradwell backed our Light Up a Life campaign by dedicating a star in memory of her son, Matty Horan, who sadly died at just 43 years old.

Matty, a devoted husband to Laura and loving father to Connor and Rosie, had received the heartbreaking news shortly before Christmas 2021 that he had been diagnosed with appendiceal cancer.

He was later cared for at home and on our Inpatient Unit during his final days.

Lyn said: "We were devastated when he became unwell, but he was so strong and brave right up to the day he died.

"It was the hardest time of our lives, but we had the hospice there to support us. I don't know how we would have coped at home."



Supported by



The people behind our mission

Supporting our future with legacy gifts

We are incredibly grateful to the many people who choose to leave a gift in their will to Ashgate. This vital source of income helps care for one in six of our patients. In 2023–24, we received an impressive £1,372,733 from generous gifts left by donors.

We will continue promoting legacy giving to ensure all our supporters know how they can make a lasting impact by leaving a gift in their will. In February 2024, we sent letters to our warmest supporters, highlighting the difference their legacy gifts can make. Over 50 supporters responded, letting us know they had either already included a gift in their will or wanted more information about doing so.

£1,372,733
left to Ashgate as
gifts in wills



One in six of our patients is cared for thanks to gifts in wills.

We received tremendous support from local solicitors: BRM Solicitors, Graysons Solicitors, Elliot Mather, and Best Solicitors. They held free will months and weeks, waiving their will-making fees and instead asking for donations to Ashgate. This initiative not only raised immediate funds but also helped secure future legacy gifts. We look forward to continuing our work with these solicitors and welcoming new partners in the future.

We offer free online will-making services through Octopus Legacies (previously Guardian Angel). Supporters can create their wills at any time, at no cost. Since launching in January 2023, 13 people have completed their wills via the site, with nine opting to leave a gift to the hospice. These gifts are estimated to bring in over £248,000 in future legacy income.

A vital source of support

The Ashgate Lottery raised £681,802 in the year 2023–24, providing essential regular income for the hospice. With over 8,000 active players contributing to a total of 13,058 numbers at £1 per week, the lottery remains a cornerstone of our fundraising efforts.

This past year saw the lottery grow by 1,240 new numbers, generating an additional £64,480 for the hospice.

Besides the regular weekly contributions, our lottery also features two bumper draws each year, further boosting our fundraising efforts.



Win Up to **£25,000**

Join today **£1** per week

Sign up online today at:
www.ashgatehospice.org.uk/lottery

And help us care for people in the community 24/7

Reg Charity No. 700636



Looking ahead

Reflecting on the past year helps us to plan for the next. As we look to the future, our vision for Ashgate remains steadfast. We're committed to enhancing our services, expanding our reach, and continuing to provide exceptional care for our community. Here are just a few highlights of what we will be focusing on for the coming 12 months.



Improving access and coordination of care

We are committed to enhancing our Single Point of Access (SPA) system to ensure timely and consistent responses to all referrals. We will hire a Clinical Assessor and a Care Coordinator to support our SPA team, extending the SPA system across the hospice. The SPA team will coordinate care through a referral process, working closely with healthcare professionals. Available Monday to Friday, 9am–5pm, our team will provide prompt and efficient support. This expansion will streamline the referral process and improve the overall patient experience by meeting care needs quickly and effectively.

Enhancing community care with rapid response

Based on our work with virtual wards over the past year, we recognise the need for a rapid response service to support patients

in their homes with symptom management and end of life care. This service will help prevent hospital admissions and support timely discharges home. Evidence shows this is a crucial need in our North Derbyshire community. We are committed to implementing this service to better support our patients and the healthcare system.

Investing in our future

We'll enhance our Old Brampton facilities by refurbishing the main reception, outpatient clinics, and Day Services. This project aims to improve patient comfort and overall experience while promoting early access to hospice care. By modernising these spaces, we seek to expand our services, including Tai Chi and complementary therapies, to enhance wellbeing and support within our community. This refurbishment will double our capacity, ensuring greater accessibility and comfort for those who need our care.

Securing tomorrow's support

We're actively planning innovative strategies to raise funds and ensure Ashgate's long-term sustainability. This includes exploring new business ideas that align with our commitment to providing compassionate care. This may include initiatives such as introducing new in-memory sculptures, expanding our network of charity shops and launching new regular giving programmes. Throughout 2024, we will research and develop new fundraising methods, enhancing our current initiatives for greater effectiveness. Additionally, we are exploring opportunities to launch new products or services that can generate funds while supporting our core hospice services.



Looking ahead

Building a diverse team

We are dedicated to creating a workplace where everyone feels valued and included. Over the next 12 months, we will improve our recruitment practices to attract a wider range of candidates. We will also improve workplace accessibility, ensuring our facilities are welcoming and accommodating for all. Additionally, we are committed to increasing our understanding of our existing workforce, gathering data and encouraging openness to make sure we reflect the community we want to serve. By fostering an inclusive and supportive environment, we aim to enhance the overall experience for our staff, volunteers, and those we care for.

Empowering our team through technology

To ensure our team is well-equipped to meet the demands of modern hospice care, we will focus on enhancing digital skills and literacy among our workforce. As new technologies emerge, we will provide training and resources to ensure our staff and volunteers can utilise these tools effectively. By embracing digital innovation, we aim to improve our service delivery, streamline operations, and ultimately provide better care for our patients and the people who are important to them.

Advocating for fairer funding

In the coming year, our primary focus will be on advocating for fairer funding for hospices to ensure Ashgate Hospice's sustainability for future generations. We will engage directly with local MPs, share our story with the media both locally and nationally, and increase public support by raising awareness of the crucial role we play in the community. By increasing understanding of who we are and what we do, we aim to highlight why adequately funding Ashgate, and hospices across the country, is essential. Our care is indispensable, and we cannot risk it disappearing due to underfunding.



Campaigning for fairer funding



In our ongoing efforts to ensure everyone receives the care they deserve, Ashgate Hospice, alongside fellow hospices and with the support of Hospice UK, is advocating for fairer funding from the government. Currently, only 31% of our funding comes from the contract with JUCD, with the rest reliant on the incredible generosity of people like you.

Photo: Our Director Of Care, Claire Shaw, spoke passionately on BBC Breakfast about the care the hospice provides to families.

Our care is indispensable, and we cannot risk it disappearing due to underfunding.



Trustees' report

How we're governed

Meet our Board of Trustees

Our Trustees are volunteers who bring their professional skills and life experiences to guide our strategic direction. They are not involved in the daily operations of Ashgate; instead, they delegate this responsibility to the Chief Executive and the Leadership team. Their main role is to ensure that the hospice is governed effectively and meets high standards of quality, safety, and regulatory requirements.

Trustees receive a full induction and take part in important training, just like our staff and volunteers. They also take part in shadowing days, where they shadow both clinical and non-clinical teams. This helps them understand our services better, meet staff and volunteers, and ensure we maintain high performance and quality.

For more information, please visit our [website](#).



Our Board of Trustees



Chris Hallam
Chair of the Board of Trustees



Mark Bailey



Steven Brennan-Collis



Ruth Cooper



Kirsty McMillan



Nigel Myhill



Tim Robinson



Victoria Webb



Kirstie Wilson



Our Leadership Team



Barbara-Anne Walker
Chief Executive



Matt Corbishley
Deputy Chief Executive



Claire Blakey
Director of Quality



Heidi Golden
Head of Corporate Governance



Bob Hawley
Director of Finance and Estates



Jamie Mayers
Medical Director



Rebekah Neelin
Director of People and Culture



Claire Shaw
Director of Care Services



Laura Stevens
Deputy Director of Income Generation



Jack Wood
Director of Income Generation

How we're governed

Our Ashgate Governance Framework outlines a strong structure for governance and assurance throughout the hospice. It ensures a clear connection from the frontline staff to the Board. Three main committees report directly to the Board, with members from both Trustees and senior leaders:

- **Healthcare Quality Committee:** Focuses on clinical quality and safety, evidence-based care, and patient experience.
- **People, Engagement and Performance Committee:** Concentrates on our staff and volunteers, information governance, IT and digital development, and community engagement.
- **Finance and Strategy Committee:** Manages income generation, reserves and investments, procurement, and estate management.

This structure allows our Board meetings and development days to focus on long-term strategy, charity performance, risk management, and sustainability. The Board and committees meet every quarter to ensure we stay on track with our mission and goals.

Public benefit

Our Trustees uphold the Charity Commission's guidance on public benefit when reviewing and planning Ashgate's objectives and activities. They carefully consider how our planned activities contribute to these objectives. The Trustees are confident that this report accurately reflects our commitment to public benefit by detailing our purpose, objectives, strategic plans, services, service developments, and future plans for enhancing service delivery.

Upholding fundraising standards

Ashgate prioritises supporter care by regularly training our staff and volunteers. We are registered with the Fundraising Regulator and adhere to principles of legality, transparency, honesty, and respect in all our fundraising efforts. We actively monitor third-party fundraisers by seeking supporter feedback, providing training, and promptly addressing any concerns raised. Notably, Ashgate received no complaints in the past year.

Our comprehensive approach includes robust policies and standards to safeguard vulnerable individuals and the public from inappropriate conduct. We provide training to all involved in fundraising and maintain clear processes to oversee and manage every interaction. Throughout the year, we found no instances where staff, volunteers, professional fundraisers, or commercial partners failed to comply with our established policies and standards.



Financial review

When it comes to delivering crucial palliative and end of life care, we make every penny count.

Cautious Optimism

2023/24 has been a cautiously optimistic year in terms of our funding. In March 23 we received the new five-year Joined Up Care Derbyshire (JUCD) contract, which included a £1.5 million increase demonstrating confidence in the future of Ashgate and the need for our services.

The Hospice Board approved a £0.5 million deficit budget for 23/24 reflecting both the JUCD contract together with inflationary pressures on our costs and on our donors.

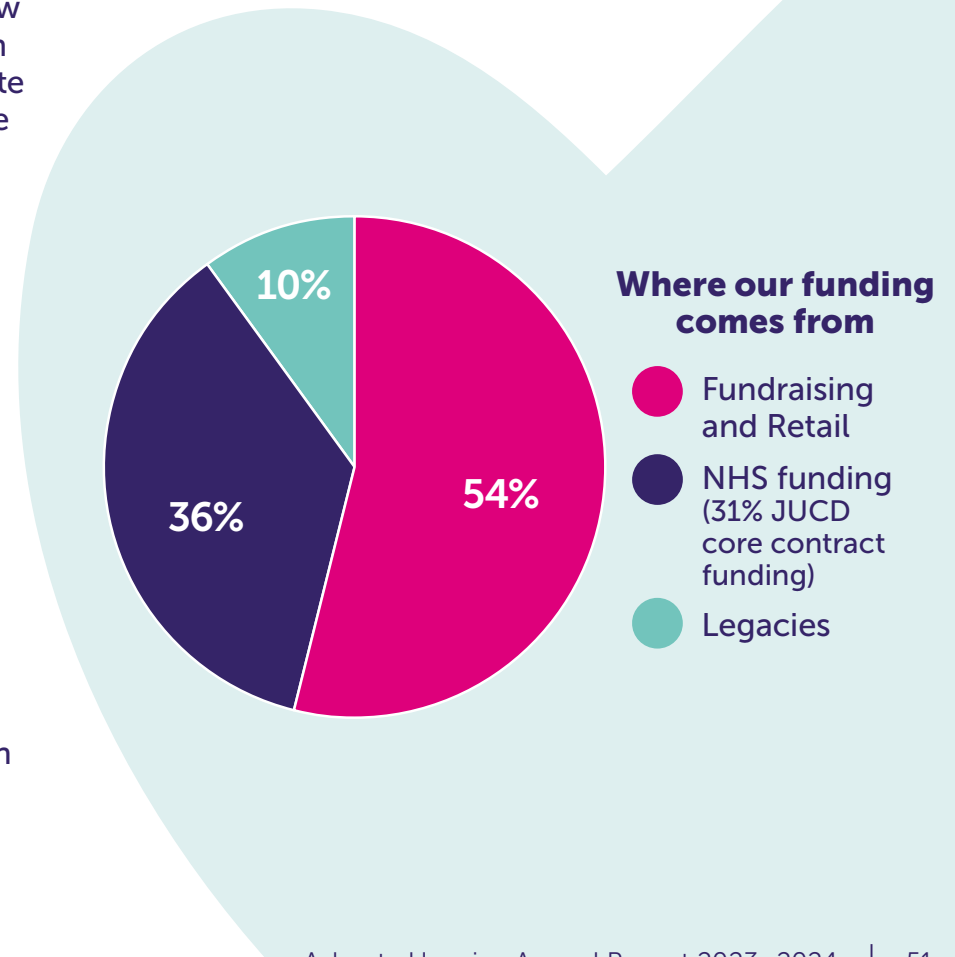
For 24/25, JUCD contract funding will cover just 31% of our costs. This, along with ongoing cost pressures, has contributed to the approved deficit budget of £0.8 million for the year.

We are conducting a strategic review of our functions in conjunction with new fundraising initiatives to mitigate rising costs and support the hospice to recover from its deficit.

23/24 in more detail

The £0.5 million deficit result matched the £0.5 million deficit budget expectation for the year.

Income was £0.5 million above expectations, but this was negated by a £0.5 million increase in costs. Donation income was £0.2 million above budget reflecting continued strong support for Ashgate. Retail income also exceeded the budget by £0.3 million, driven by generous donations, heightened brand awareness, and growing recognition of hospice shops as both value and quality retailers.



Financial review

The restricted donation for children's bereavement services in 22/23 of £0.5 million was accounted for in full in the year of receipt but continues to be used to cover the costs of providing this service in the current and future years.

The hospice continued to successfully engage in the Virtual Ward after the successful pilot in 22/23. For the full year of 23/24, new staff and costs were taken on but secured £0.6 million of funding within the year.

Costs were £0.5 million above budget, driven by inflationary pressures on salaries, consumables, and energy expenses. This increase also reflects enhanced recruitment and retention efforts after a challenging staffing period.

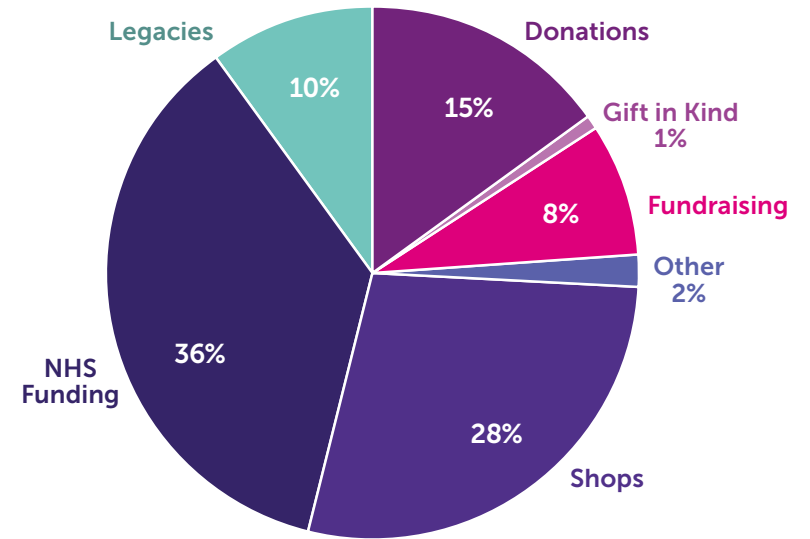
Here for the future

Costs continue to rise beyond our income levels. Our NHS support accounts for only 36% (of which 31% is JUCD core contract funding) of our funding, and our dedicated supporters are experiencing the same cost of living challenges that we face at the hospice. This makes it more challenging to provide the same or improved quantity and quality of care that we aspire to.

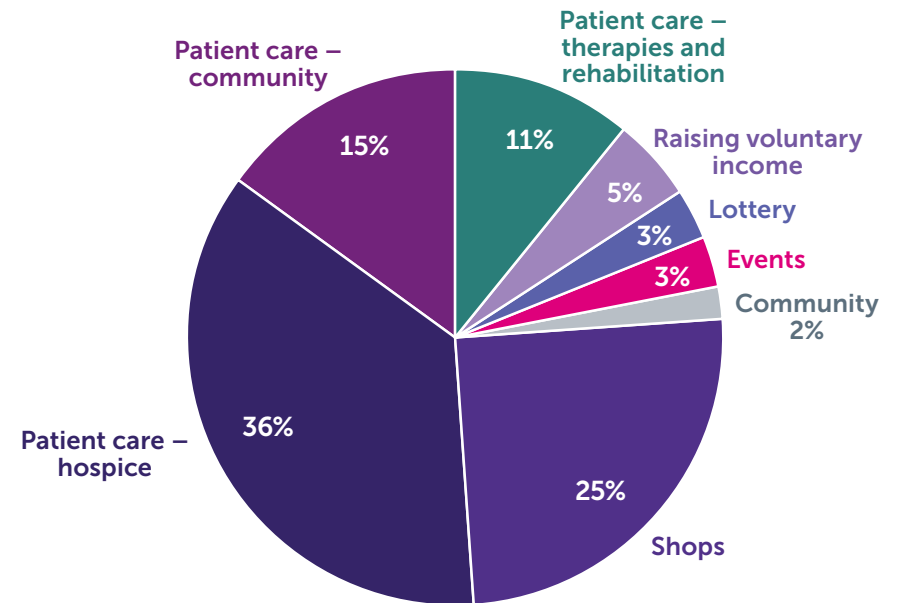
We will continue to monitor our costs and seek efficiencies within our purchasing system. We will assess our suppliers and explore how we can benefit from more gifts in kind opportunities.

We will keep expanding our fundraising and retail income while exploring new business initiatives to diversify and increase our revenue.

We are establishing an effective environmental strategy. We will track our carbon footprint by assessing our carbon emissions, energy consumption, and water usage, while also working to minimize our waste.



How we raised our money



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 (resigned 31/01/2024)
Malcolm Pope, Chair from 31/01/2024 (resigned 22/10/2024)
Christopher Hallam, Chair (appointed 21/05/2024)
Lynn Andrews (resigned 29/10/2024)
Mark Bailey (appointed 21/05/2024)
Steven Brennan-Collis (appointed 14/12/2023)
Ruth Cooper
Kirsty McMillan
Nigel Myhill
Claire Pilsworth (resigned 08/05/2024)
Tim Robinson
Dermot Toberty (resigned 22/01/2024)
Victoria Webb
Kirstie Wilson

Auditors

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

Leadership Team

Claire Blakey
Matt Corbishley
Heidi Golden
Bob Hawley
Rebekah Neelin
Jamie Mayers
Claire Shaw
Laura Stevens
Barbara-Anne Walker
Jack Wood

Company Secretary

Heidi Golden

Bankers

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

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.

Related Parties

Ashgate Hospicecare Shops Limited is a subsidiary of Ashgate Hospicecare. During 2023/24, it operated seventeen shops and two 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 deficit before investment movements and tax for 23/24 is £582k compared to a net surplus of £1,639k in 22/23.

Overall income has remained relatively stable at £14,401k, compared to £14,438k in 22/23, although there are notable variations within that total.

Last year (22/23) experienced a significant increase in legacy income of £2,125k compared to 21/22. This rise was partly due to higher legacy receipts in 22/23, but primarily stemmed from legacy SORP accounting, which mandates the adjustment of post-year-end legacies where entitlement and a high likelihood were present at year-end. Lower levels of legacy receipts combined with application of the same SORP treatment for 23/24 legacy income has resulted in a £1,316k decrease compared to 22/23.

Donations fell by £359k, however 22/23 income was elevated by a one-off donation of £472k within restricted donations to fund bereavement services for children. This will cover the incremental costs of such services for many years ahead but had to be recognised in full in the year of receipt.

Retail income rose by £404k on the back of strong donations, strong brand awareness and increased recognition of Hospice shops as both a value and quality retailer.

Events income increased by £193k, driven by ongoing strong local support for regular events like the Sparkle Walk, as well as new initiatives such as the Superhero Walk.

Income from charitable activities increased by £906k, largely due to the new five year contracted revenue from Joined Up Care Derbyshire agreed in 2023 and increased support in relation to the full year funding of the Virtual Wards.

Investment income rose by £144k as a result of a new strategy for short-term treasury management.

Cost increases of 17% (£2,184k) are due to inflationary pressures on salaries, consumables, and energy costs. This increase in cost base also reflects improved recruitment and retention following a difficult period for staffing.

Total funds have decreased by £525k because of the deficit, partially mitigated by a £58k increase in investment valuations.

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 £1,024k at 31 March 2024, up 6% from 31 March 2023. 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 and Strategy Committee.

Whilst total funds have decreased by 5% (£525k) from £10,921k to £10,396k, in line with the deficit for the year, free reserves have increased by 6% (£199k) from £3,218k to £3,417k mainly due to an increase of £137k in the offset for restricted funds and designation of £150k for the refurbishment of the Day Hospice compared to £501k against the budgeted deficit in the prior year.

The risk-based target for free reserves on 31st March 2024 was £2,110k (22/23 – £2,144k) meaning that the hospice was at 162% of target (22/23 – 150%). Whilst there is an expected increase in expenditure in 24/25, the free reserves target has maintained parity 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 23 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 takes 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 undertakes regular pay benchmarking exercises for the workforce in general, using the independent benchmarking tool, Brightmine. This includes review of salaries for the 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 appraised 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 is confident that it has in place plans to deal with any financial losses that may arise. The Board has prepared forecasts of income and expenditure and cash flow for the period to 31 March 2026 and subjected these forecasts to sensitivity analysis which shows that it has sufficient reserves to be able to continue for the foreseeable future. It will continue to monitor the impact on income and take appropriate action as necessary.

The Board does 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 has concluded that the company remains a going concern whilst such viable options are available to it. The Board therefore continues 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



Chris Hallam
Chair of Trustees
Chesterfield

19/11/2024

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 2024, 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 charity's affairs as at 31 March 2024 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.

Independent Auditor's Report to the Members of Ashgate Hospicecare continued

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.

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,



Independent Auditor's Report to the Members of Ashgate Hospicecare continued

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

19/11/2024

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

		Unrestricted Funds	Designated Funds	Restricted Funds	2024 Total	2023 Total
		£	£	£	£	£
Income:						
Donation and legacies						
Donations	(2)	2,170,804	-	82,175	2,252,979	2,611,854
Legacies	(3)	1,116,816	-	255,917	1,372,733	2,688,561
		3,287,620	-	338,092	3,625,712	5,300,415
Income from other trading activities:						
Shops	(4)	4,036,281	-	-	4,036,281	3,632,167
Fundraising	(5)	1,211,967	-	-	1,211,967	1,047,672
Other	(6)	185,749	-	-	185,749	166,844
		5,433,997	-	-	5,433,997	4,846,683
Investment income	(7)	143,111	-	14,557	157,668	13,237
Income from charitable activities	(8)	5,183,423	-	-	5,183,423	4,277,317
Total income		14,048,151	-	352,649	14,400,800	14,437,652
Expenditure:						
Costs of raising voluntary income	(9)	799,666	-	-	799,666	661,298
Fundraising and other trading costs	(9)	4,959,712	-	-	4,959,712	4,160,117
Costs of charitable activities	(9)	9,199,761	-	24,140	9,223,901	7,977,731
Total expenditure		14,959,139	-	24,140	14,983,279	12,799,146
Net movement in funds before investment gains		(910,988)	-	328,509	(582,479)	1,638,506
Unrealised gains / (losses) on investments	(14b)	57,975	-	-	57,975	(61,019)
Corporation tax	(22)	(428)	-	-	(428)	(28,000)
Net (expenditure) / income		(853,441)	-	328,509	(524,932)	1,549,487
Funds transfer	(23)	191,446	-	(191,446)	-	-
Designated funds transfer		351,000	(351,000)	-	-	-
Net movement in funds		(310,995)	(351,000)	137,063	(524,932)	1,549,487
Reconciliation of funds						
Total funds brought forward		9,670,127	601,000	649,677	10,920,804	9,371,317
Total funds carried forward	(23)	9,359,132	250,000	786,740	10,395,872	10,920,804

Consolidated Statement of Financial Activities

Incorporating a Consolidated Income and Expenditure Account

For the year ended 31 March 2024

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 28. 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 2024

		2024 Group £	2023 Group £	2024 Charity £	2023 Charity £
Fixed assets					
Tangible assets	(13)	4,929,075	4,945,247	4,737,244	4,812,554
Investments	(14 a&b)	1,023,736	965,761	1,023,740	965,765
		5,952,811	5,911,008	5,760,984	5,778,319
Current assets					
Stock of finished goods		83,905	79,627	33,527	39,631
Debtors	(15)	1,872,080	2,292,033	2,909,338	3,049,497
Cash at bank and in hand		3,817,333	3,974,513	2,693,813	3,090,366
		5,773,318	6,346,173	5,636,678	6,179,494
Creditors: Amounts falling due within one year	(16)	(975,257)	(981,377)	(746,337)	(683,246)
Net current assets		4,798,061	5,364,796	4,890,341	5,496,248
Total assets less current liabilities		10,750,872	11,275,804	10,651,325	11,274,567
Creditors: Amounts falling due after more than a year	(17)	(355,000)	(355,000)	(355,000)	(355,000)
Net assets		10,395,872	10,920,804	10,296,325	10,919,567
Unrestricted charity funds					
Unrestricted general funds		9,359,132	9,670,127	9,259,586	9,668,890
Unrestricted designated funds		250,000	601,000	250,000	601,000
Restricted funds		786,740	649,677	786,739	649,677
Total funds	(23 & 24)	10,395,872	10,920,804	10,296,325	10,919,567

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



19/11/2024

Chris Hallam, Chair of Trustees

Company Registration No. 02263980

The notes on pages 62 to 79 form part of these financial statements.

Statement of Cash Flows

For the year ended 31 March 2024

	2024	2023
	£	£
Cash generated by operating activities	(26) 84,812	2,025,254
	84,812	2,025,254
Cash flows from investing activities		
Interest received	157,668	13,237
Purchase of tangible fixed assets	(399,660)	(466,242)
Cash used in investing activities	(241,992)	(453,005)
Cash flows from financing activities		
Repayment of finance leases	-	(6,597)
Cash used in financing activities	-	(6,597)
(Decrease) / Increase in cash and cash equivalents in the year	(157,180)	1,565,652
Cash and cash equivalents at the beginning of the year	3,974,513	2,408,861
Cash and cash equivalents at the end of the year	3,817,333	3,974,513

Notes to the financial statements

For the year ended 31 March 2024

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 53. 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 deficit for the year for the charity was £623,241 (2023 surplus £1,167,803).

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 2026 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.

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.

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.

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 and 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 9 and 10.

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.

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.

2. Donations

	2024		2023			
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
General donations	799,865	46,080	845,945	773,880	5,064	778,944
In memory	299,630	7,316	306,946	305,570	1,100	306,670
Gift aid income from individuals	190,294	885	191,179	138,708	-	138,708
Community	494,702	11,114	505,816	476,970	9,309	486,279
Gifts in kind (see below)	189,713	-	189,713	131,791	29,038	160,829
Trusts and grants	196,600	16,780	213,380	69,215	671,209	740,424
	2,170,804	82,175	2,252,979	1,896,134	715,720	2,611,854

	2024		2023			
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Gifts in kind						
Donated food and drink	9,634	-	9,634	13,333	-	13,333
Capital items	34,840	-	34,840	-	29,038	29,038
Other items	145,239	-	145,239	118,458	-	118,458
	189,713	-	189,713	131,791	29,038	160,829

3. Legacies

	2024		2023			
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
General donations	1,116,816	255,917	1,372,733	2,688,561	-	2,688,561

4. Shops

	2024 Unrestricted	2023 Unrestricted
	£	£
Trading activities	2,972,304	2,830,972
Donation of sale proceeds for goods sold as agent	849,466	637,243
Gift aid on donations of sale proceeds to charity	214,511	160,919
COVID-19 Retail Grant	-	3,033
	4,036,281	3,632,167

Notes to the financial statements

For the year ended 31 March 2024

5. Fundraising

	2024 Unrestricted £	2023 Unrestricted £
Lottery	681,802	710,425
Events	530,165	337,247
Total	1,211,967	1,047,672

6. Other income

	2024 Unrestricted £	2023 Unrestricted £
Training and education	12,124	4,188
Catering and vending machine	63,213	42,012
Other	110,412	120,644
Total	185,749	166,844

7. Investment income

	2024			2023		
	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Gross interest receivable	143,111	14,557	157,668	13,237	-	13,237

8. Income from charitable activities

	2024 Unrestricted £	2023 Unrestricted £
NHS Derby and Derbyshire Integrated Care Board	5,085,665	4,192,831
University of Sheffield – Student training	63,640	54,180
Chesterfield Royal Hospital – Medical secretarial support	16,590	16,591
Other	17,528	13,715
Total	5,183,423	4,277,317

Notes to the financial statements

For the year ended 31 March 2024



9.(a) Analysis of group expenditure current year

	Direct staff costs £	Other direct costs £	Support costs £	Total costs £
Donations	418,474	252,900	59,163	730,537
Legacies	23,890	17,951	27,288	69,129
Costs of raising voluntary income	442,364	270,851	86,451	799,666
Lottery	77,866	325,837	57,079	460,782
Events	183,946	238,711	70,083	492,740
Community	168,019	51,947	47,804	267,770
Shops	2,122,592	1,250,373	365,455	3,738,420
Fundraising and other trading costs	2,552,423	1,866,868	540,421	4,959,712
Patient care – hospice	3,087,320	534,460	1,742,985	5,364,765
Patient care – community	1,789,807	65,224	344,247	2,199,278
Therapies and rehabilitation	1,359,525	82,673	217,660	1,659,858
Cost of charitable activities	6,236,652	682,357	2,304,892	9,223,901
Total	9,231,439	2,820,076	2,931,764	14,983,279

9.(b) Analysis of group expenditure prior 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 and 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 2024

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

Charitable expenditure includes £24,140 (22/23–£29,977) 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 and 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 £159,153 (22/23–£165,365) of governance costs incurred in connection with the compliance with constitutional and statutory requirements of the charity.



10.(a) Analysis of support costs current year

	Executive costs	HR and IT costs	Other support function costs	Depreciation	Total costs
	£	£	£	£	£
Donations	14,124	24,853	17,128	3,058	59,163
Legacies	6,746	11,869	8,180	493	27,288
Costs of raising voluntary income	20,870	36,722	25,308	3,551	86,451
Lottery	13,966	24,574	16,936	1,603	57,079
Events	17,197	30,258	20,853	1,775	70,083
Community	11,306	19,894	13,710	2,894	47,804
Shops	76,007	133,739	92,166	63,543	365,455
Fundraising and other trading costs	118,476	208,465	143,665	69,815	540,421
Patient care – hospice	361,032	635,259	437,790	308,904	1,742,985
Patient care – community	82,340	144,884	99,847	17,176	344,247
Therapies and rehabilitation	50,671	89,159	61,444	16,386	217,660
Cost of charitable activities	494,043	869,302	599,081	342,466	2,304,892
Total	633,389	1,114,489	768,054	415,832	2,931,764

10.(b) Analysis of support costs prior year

	Executive costs	HR and 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 and 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 2024



11. Net movement in funds is stated after charging:

	2024 Group £	2023 Group £
Auditors' remuneration – audit	18,250	17,685
Auditors' remuneration – tax	945	915
Auditors' remuneration – other	5,160	16,250
Depreciation – owned assets	415,832	371,231
Depreciation – assets held on hire purchase	-	9,937
Payments made under operating leases	364,771	330,722

12. Wages and staff costs

	2024 Group £	2023 Group £
Gross salaries	9,457,600	7,957,144
Social security costs	838,027	727,678
Pension costs	596,681	505,094
Total	10,892,308	9,189,916

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

	2024		2023	
	No.	FTE	No.	FTE
Clinical	174	132	159	113
Retail	126	78	105	65
Finance and IT	8	7	8	8
HR and Executive	25	20	22	19
Estate	28	21	26	18
Fundraising/Marketing	36	31	34	29
Total	397	289	354	252

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

	2024 No.	2023 No.
£60,001 – £70,000	2	2
£70,001 – £80,000	2	1
£80,001 – £90,000	2	1

Notes to the financial statements

For the year ended 31 March 2024

Pension contributions relating to the staff earning over £60,000 totalled £44,452 (2023: £20,155).

The total amount of employee benefits received by key management personnel is £476,812 (2023: £421,663). The charity considers these to be the staff who comprise the senior management team on the hospice payroll: Chief Executive Officer, Deputy Chief Executive, Director of Quality, Director of Finance and Estates, Director of People and Culture, Director of Care Services, Director of Income Generation and Deputy Director of Income Generation.

Included within gross salaries are redundancy payments totalling £nil (2023: £1,624).

13. Tangible fixed assets

The group	Freehold Land and Buildings Original	Extension and Development	Fixtures and Fittings	Plant and IT Hardware	Motor Vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2023	355,000	4,903,727	1,152,312	1,456,639	203,217	8,070,895
Additions	-	-	170,419	151,061	78,180	399,660
Disposals	-	-	-	-	(50,643)	(50,643)
At 31 March 2024	355,000	4,903,727	1,322,731	1,607,700	230,754	8,419,912
Depreciation						
At 1 April 2023	163,300	1,158,958	946,497	687,025	169,868	3,125,648
Charge for the year	7,100	98,075	99,915	193,070	17,672	415,832
Disposals	-	-	-	-	(50,643)	(50,643)
At 31 March 2024	170,400	1,257,033	1,046,412	880,095	136,897	3,490,837
Net Book Value						
At 1 April 2023	191,700	3,744,769	205,815	769,614	33,349	4,945,247
At 31 March 2024	184,600	3,646,694	276,319	727,605	93,857	4,929,075

The charity	Freehold Land and Buildings Original	Extension and Development	Fixtures and Fittings	Plant and IT Hardware	Motor Vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2023	355,000	4,903,727	568,312	1,394,182	80,350	7,301,571
Additions	-	-	143,208	133,771	-	276,979
Disposals	-	-	-	-	-	-
At 31 March 2024	355,000	4,903,727	711,520	1,527,953	80,350	7,578,550
Depreciation						
At 1 April 2023	163,300	1,158,958	446,307	640,102	80,350	2,489,017
Charge for the year	7,100	98,075	64,199	182,915	-	352,289
Disposals	-	-	-	-	-	-
At 31 March 2024	170,400	1,257,033	510,506	823,017	80,350	2,841,306
Net Book Value						
At 1 April 2023	191,700	3,744,769	122,005	754,080	-	4,812,554
At 31 March 2024	184,600	3,646,694	201,014	704,936	-	4,737,244

Notes to the financial statements

For the year ended 31 March 2024

14. (a) Investments – charity

Shares in group undertakings and participating interests:	£
Cost at 1 April 2023 and 31 March 2024	4
Net book value at 1 April 2023 and 31 March 2024	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	Charity shop	£99,550	£98,308

14. (b) Fixed asset investments

	Group and Charity	
	2024	2023
	£	£
Listed investments		
Fair value at 1 April 2023	965,761	1,026,780
Investment gains / (losses)	57,975	(61,019)
Fair value at 31 March 2024	1,023,736	965,761

15. Debtors

	Group		Charity	
	2024	2023	2024	2023
	£	£	£	£
Trade debtors	143,233	101,390	129,337	96,553
Other debtors	66,424	53,053	21,022	14,712
Value added tax	56,709	61,068	45,041	46,659
Prepayments and accrued income	1,605,714	2,076,522	1,494,610	1,978,571
Amounts owed by group undertakings	-	-	1,219,328	913,002
	1,872,080	2,292,033	2,909,338	3,049,497

Notes to the financial statements

For the year ended 31 March 2024

The historical cost of the investment is £900,000 (2023: £900,000).

The Charity's intercompany debtor balance includes an intercompany loan of £543,093 (2023: £543,093) which is due after more than one year. The loan has been provided on a five year term, is repayable by 8 December 2026 and has an interest rate of 5% per annum.

16. Creditors

	2024	Group 2023	2024	Charity 2023
	£	£	£	£
Amounts falling due within one year				
Trade creditors	263,301	280,169	206,528	163,166
Tax and social security	306,991	276,287	275,718	221,349
Accruals and deferred income	404,965	424,921	264,091	298,731
	975,257	981,377	746,337	683,246

Deferred income includes lottery money received in advance for future draws. At 31 March 2024 this totalled £103,010 (2023: £95,818).

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

	2024	Group 2023	2024	Charity 2023
	£	£	£	£
Other creditors	355,000	355,000	355,000	355,000

18. Operating lease commitments

At 31 March 2024 the charity had future minimum lease payments under non cancellable operating leases as follows:

	2024	Group 2023	2024	Charity 2023
	£	£	£	£
Within one year	313,066	307,550	15,230	8,319
Within two to five years	281,902	479,432	7,690	1,067
In more than five years	-	-	-	-
	594,968	786,982	22,920	9,386

Notes to the financial statements

For the year ended 31 March 2024

19. 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 £596,681 (2023: £505,094). The amount owed to the pension providers at the year-end was £85,763 (2023: £69,868). All schemes are treated as defined contribution and payments are charged to the SOFA in the year they are payable.

20. Capital commitments

There were no capital commitments at 31 March 2024 (2023: £nil).

21. Related party transactions and trustee remuneration

No Trustee received or waived any remuneration during either year. During the year the charity paid expenses of £368 (2023: £nil) to one trustee (2023: none).

The only other 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 15 Debtors. Net recharges in the year were £2,616k (2023: 1,979k).

22. 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.

	2024	Group 2023
	£	£
Corporation Tax current year	428	28,000

Notes to the financial statements

For the year ended 31 March 2024

23. (a) Statement of funds current year

	Balance at 1 April 2023	Income	Expenditure	Transfers in/out	Designated	(Losses)/ Gains	Corporation Tax	Balance at 31 March 2024
	£	£	£	£	£	£	£	£
Unrestricted Funds								
General Funds	9,670,127	14,048,151	(14,959,139)	191,446	351,000	57,975	(428)	9,359,132
Designated Funds	601,000	-	-	-	(351,000)	-	-	250,000
	10,271,127	14,048,151	(14,959,139)	191,446	-	57,975	(428)	9,609,132
Restricted Funds								
Earmarked Donations	189,747	338,092	(24,140)	(124,426)	-	-	-	379,273
Children's Services	459,930	14,557	-	(67,020)	-	-	-	407,467
	649,677	352,649	(24,140)	(191,446)	-	-	-	786,740
Total of Funds	10,920,804	14,400,800	(14,983,279)	-	-	57,975	(428)	10,395,872

23. (b) Statement of funds prior year

	Balance at 1 April 2022	Income	Expenditure	Transfers in/out	Designated	(Losses)/ Gains	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

Notes to the financial statements

For the year ended 31 March 2024

Transfer of Funds

The transfer of £191,446 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 have designated £100,000 (2023: £100,000) to support the pilot of new income generation initiatives and £150,000 (2023: £nil) for refurbishment of the Day Hospice scheduled to start in September 2024. During the year, the hospice utilised designated funds of £501,000 against the current year's deficit.

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 £379,273 remained unspent and this will be expended in 2024/2025 onwards.

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 2024

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

	Unrestricted General Funds	Unrestricted Designated Funds	Restricted Funds	Total Funds
	£	£	£	£
Fixed assets	5,950,311	-	2,500	5,952,811
Current assets	4,739,078	250,000	784,240	5,773,318
Current liabilities	(975,257)	-	-	(975,257)
Liabilities due after one year	(355,000)	-	-	(355,000)
	9,359,132	250,000	786,740	10,395,872

24. (b) Analysis of net assets between funds prior 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

25. Ashgate Hospicecare Shops Limited: Profit and loss account for the year ended 31 March 2024

	2024 £	2023 £
Turnover	2,972,304	2,830,972
Retail Grant	-	3,033
Other income	557,843	555,000
Total income	3,530,147	3,389,005
Cost of sales	(2,559,423)	(2,154,518)
Gross Profit	970,724	1,234,487
Administrative expenses	(877,085)	(801,934)
Other interest payable	(27,227)	(27,154)
Other interest receivable	32,324	4,285
Tax on profit	(428)	(28,000)
Retained profit for the year	98,308	381,684
Number of shops and coffee shops	19	18



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

	2024	2023
	£	£
Net movements in funds	(524,932)	1,549,487
Depreciation charges	415,832	381,168
(Decrease) / increase in creditors	(6,120)	163,797
Decrease / (increase) in debtors	419,953	(97,647)
(Increase) in stocks	(4,278)	(35,768)
Loss on disposal	-	16,435
(Gain) / loss on investments	(57,975)	61,019
Interest received	(157,668)	(13,237)
	84,812	2,025,254

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

27. Contingent assets – legacy income

As at the reporting date, the charity has entitlement to no further legacies (22/23 – 8 were not included within accrued income, as although the income was probable, the amounts were not yet confirmed).

Notes to the financial statements

For the year ended 31 March 2024



28. Consolidated statement of financial activities – prior year

	Unrestricted Funds	Designated Funds	Restricted Funds	2023 Total
	£	£	£	£
Income:				
Donation and legacies				
Donations	1,896,134	-	715,720	2,611,854
Legacies	2,688,561	-	-	2,688,561
	4,584,695	-	715,720	5,300,415
Income from other trading activities:				
Shops	3,632,167	-	-	3,632,167
Fundraising	1,047,672	-	-	1,047,672
Other	166,844	-	-	166,844
	4,846,683	-	-	4,846,683
Investment income	13,237	-	-	13,237
Income from charitable activities	4,277,317	-	-	4,277,317
Total income	13,721,932	-	715,720	14,437,652
Expenditure:				
Costs of raising voluntary income	661,298	-	-	661,298
Fundraising and other trading costs	4,160,117	-	-	4,160,117
Costs of charitable activities	7,947,754	-	29,977	7,977,731
Total expenditure	12,769,169	-	29,977	12,799,146
Net movement in funds before investment gain	952,763	-	685,743	1,638,506
Unrealised losses on investments	(61,019)	-	-	(61,019)
Corporation tax	(28,000)	-	-	(28,000)
Net income	863,744	-	685,743	1,549,487
Funds transfer	280,877	-	(280,877)	-
Designated funds transfer	(501,000)	501,000	-	-
Net movement in funds	643,621	501,000	404,866	1,549,487
Reconciliation of funds				
Total funds brought forward	9,026,506	100,000	244,811	9,371,317
Total funds carried forward	9,670,127	601,000	649,677	10,920,804

Notes to the financial statements

For the year ended 31 March 2024

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 or incurable 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**

If you require this document in an alternative format, please contact the Marketing and Communications team at **marcomms@ashgatehospice.org.uk**

यदि आप यह जानकारी किसी अन्य भाषा या फॉर्मेट में चाहते/चाहती हैं, तो कृपया **marcomms@ashgatehospice.org.uk** पर मार्केटिंग से संपर्क करें।

Jeśli chcieliby Państwo otrzymać te informacje w innym języku lub formacie, prosimy o kontakt z działem marketingu pod adresem **marcomms@ashgatehospice.org.uk**

اگر آپ یہ معلومات کسی دوسری زبان یا فارمیٹ میں حاصل کرنا چاہتے ہیں تو براہ کرم **marcomms@ashgatehospice.org.uk** پر مارکیٹنگ سے رابطہ کریں۔

如果您需要该信息以其他语言或形式呈现，请通过 **marcomms@ashgatehospice.org.uk** 与营销部门联系

如果您希望以其他语言或形式获得此资讯，请聯繫行銷部門：
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