The image features a collage of four photographs set against an orange background with white diagonal lines. The top-left photo shows a woman in a red shirt holding a sleeping child. The middle photo shows a man in a grey polo shirt smiling while a woman in a white shirt touches his shoulder. The bottom-left photo shows two elderly women, one in a dark jacket and one in a light blue uniform. The bottom-right photo shows the exterior of a building with a sign that reads 'LIONS HOUSE'.

ellenor.^x
hospice care in your home or ours

**Annual report and
financial statements**
For the year ended
31 March 2020

Company No. 06302132
Charity No. 1121561

TABLE OF CONTENTS

Trustees Annual Report	3 - 24
Independent Auditors' Report	25 - 27
Statement of Financial Activities	28
Balance Sheet	29
Cash Flow Statement	30
Notes to Financial Statements	31 - 49
Thank yous	50

THE YEAR IN NUMBERS

To enable us to deliver our free high-quality hospice care in your home or ours cost us £6.9 million this year.

As a charity, 72% of these costs were raised thanks to the generosity of our local community. This voluntary income to fund this care during the year came from a diverse range of fundraising activities, through our charity shops and legacies.

We are a service led charity providing end of life palliative care to patients and families, 24/7 365 days a year. Our care services were delivered by 180 skilled, trained, and passionate staff during the year.

ellenor would also not be able to function without the commitment and hard work of our 559 volunteers. Our volunteers give up their time to work for us in a diverse range of fulfilling roles. These include as carers or support for patients and families, in our shops, participation in fundraising activities, help with reception enquires and in finance. The indicative value of this work we estimate to be around £1.1 million totalling about 117 thousand hours of work. As a service led charity staff and volunteers remain a key priority. During the year, we continued to develop our training, implementing e-learning to support our face to face training.

Our Vision

For all families facing terminal illness to receive the best quality personalised care and support.

Our Mission

To provide the best hospice care to patients and families.
To lead, coordinate and share our expertise to enable the communities that we serve to access care and support in their place of choice, ensuring that they make the most of the time they have.

Our Values

- Patient and Family Centred
- Compassionate
- Collaborative
- Professional

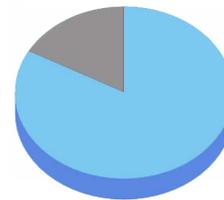
For more information visit www.ellenor.org



4,340
new referrals
during the year



72%
admitted in 24
hours
(target: 45%)



82%
died in their
preferred place
of care
(target: 80%)



94%
of adult
patients with
advanced care
plans



15,824
planned and
unplanned
visits during
the year

HOW WE DELIVERED OUR CARE DURING THE YEAR

Hospice at Home for Adults

We provide care to adults assisting and supporting them and their families to enable them to remain at home in line with their place of choice wherever possible. Support is available 24 hours a day 365 days of the year.

Care Home Support

We offer support to care home residents, their families and the staff to reduce unnecessary admission to hospital and support end of life care in their place of choice.

Children's Hospice Care

We provide care for children, young people and their families, in the comfort of the family home. We provide respite care and short breaks, to support the whole family. Our children's nursing team is available 24 hours a day for children and their families at the end of life.

Wellbeing Services

We care for the whole person to promote wellbeing, offering counselling, therapies and spiritual support for patients and their families through treatment and beyond, with the aim of reducing fears and anxieties.

Outpatient and Living Well Services

Our team help and support patients with any symptoms they may have, helping them to make the most of life and to overcome any concerns. We provide a variety of therapies to offer relief, enable rehabilitation and to give a chance to meet others.

Inpatient Ward

Our Inpatient ward at Gravesend provides specialist inpatient care for people from the age of 14 upwards, in a reassuring and peaceful environment. The ward offers symptom control, respite as well as end of life care. The aim of the inpatient ward is to provide a home feel for patients and their families and provide support and advice as well as hands on clinical care.

1,270 adults cared for in their home, **65%** non-cancer.

10,864 contacts within our Care Home Support Service.

523 children oncology visits in our Dartford, Gravesham and Swanley area.

1,459 patients accessing our Wellbeing service.

904 patients sessions on our Living Well service (national average: 145).

189 patient admissions to our Inpatient Ward.

CHAIR AND CEO REPORT



2019–2020 was once again a very busy year at **ellenor**; in which we continued to provide the best quality, personalised care and support to patients and their families in their preferred place of choice. The COVID-19 pandemic meant we quickly had to make changes to how we deliver care to ensure patients and their families continue to be supported but in a safe way that protects them and our staff.

We have continued to work in line with our strategic plan to widen the access to our services to ensure they meet the needs of our community. The redesign of our day services has seen an amazing transformation into the “Living Well” programme, using a goal setting approach to work alongside patients to support them to achieve what matters to them. Our counselling and bereavement services have provided support to people of all ages facing very difficult times, with a safe space to talk with someone who is trained to listen.

This year has seen the development of new “CLEAR” staff values to ensure everyone at **ellenor** maintains a positive workplace culture in order to achieve our vision that patients and their families receive the best, quality, personalised care and support and make **ellenor** a great place to work.



Many people and a wide range of organisations choose to support **ellenor**, through donations and by volunteering their time and services in many different ways, and without this support we would be unable to provide our services. We would like to take this opportunity to wholeheartedly thank you all for your ongoing support and for helping us to deliver outstanding care to local people across Dartford, Gravesham and Swanley, West Kent and the London Borough of Bexley.

We would also like to take this opportunity to thank all the staff and volunteers across the organisation for their contribution in providing outstanding care and for ensuring that our excellent reputation continues.

Roger Wedderburn-Day

Vikki Harding

HOW DID WE IMPROVE OUR CARE DURING THE YEAR?



FURTHER DEVELOP OUR DAY THERAPY SERVICE TO MEET THE NEEDS OF MORE PATIENTS

What we said we would do

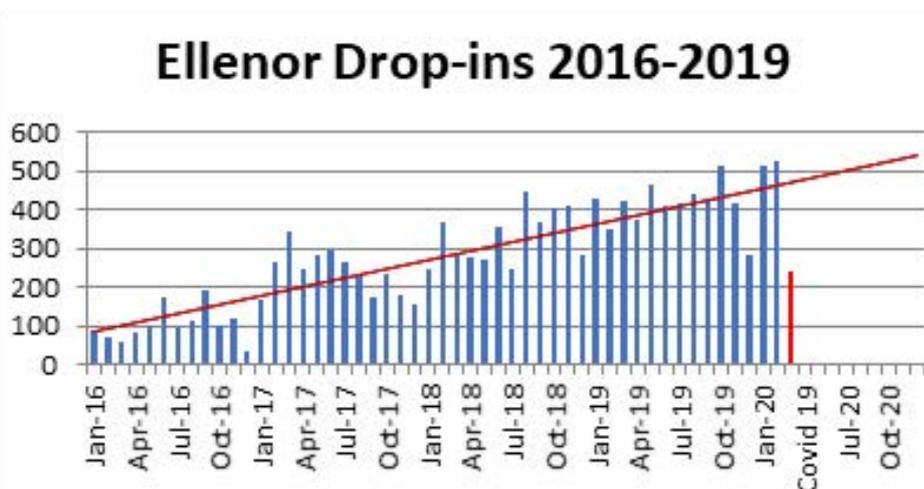
A key part of our strategy is to reach more patients to ensure everyone gets the end of life care they need.

With that in mind we said we would review our Day Therapy service to develop the new “Living Well” model to ensure our patients have access to a wider range of activities that will more effectively meet their care needs. We said we would make improvements to the care and support for young people under the care of the service.

What impact did we make?

Our regular outpatient service, Day Therapy, has seen a total redesign this year, resulting in some remarkable improvements in patient wellbeing. Previously, patients would attend **ellenor** on the same day each week for the remainder of their lives. For some, this was many years, resulting in dependence issues and lacking any focus. Our newly developed ‘Living Well’ service is a 12-week, goal-driven programme where patients are assessed at the start, asking ‘what matters to you’? We then deliver a tailor-made service in order to help patients achieve their goals. This might be to help people become more mobile or less breathless; to worry less about money; or simply to visit a supermarket. Whatever the goal, we do all we can to help patients achieve these and after 12 weeks, patients are invited to join our Wellbeing open access and can continue to benefit from our groups and classes.

More people than ever are choosing to drop into the hospice and use our services, approximately 500 drop-ins per month. All are either living with a life-limiting illness or caring for somebody that has one. Many simply dip in and out of our services, becoming more and more accustomed to life in the hospice. This prepares them for a time when they may need to use more of our clinical services.





FURTHER PROVIDE A VOICE FOR PATIENTS, CARERS AND OTHER USERS

What we said we would do

We said we would continue to develop and adapt our services to ensure they meet the needs of our patients. To enable this to happen we will set up a User Engagement Group. “Your Voice” will be a forum for patients, carers, and other users of **ellenor**, to discuss feedback, views, and ideas on service changes, and developments within the organisation.

What impact did we make?

Despite advertising “Your Voice” the uptake for attendance was very low and therefore we were unable to progress this. We are now reviewing how we ensure we get users of **ellenor** services, supporters and the local community’s views and ideas when reviewing or redesigning services in order that it meets their needs. We are developing a small group of patients, carers, supporters and people from our community to assist us in the redesign of our website. It is hoped that a more targeted approach to getting views will enable us to establish a user forum.



DEVELOPMENT OF OUR IT INFRASTRUCTURE AND EXPERTISE

What we said we would do

Through user engagement we have developed a long term IT Strategy to ensure our IT infrastructure and capabilities are fit for purpose, sustainable and enable us to deliver our range of services across our community, whether in patient homes or across a wide range of facilities we support. We said in 19/20 we will provide investment, working with our IT expertise, to develop and implement a detailed IT plan to start to address the infrastructure building blocks to improve sustainability.

What impact did we make?

During the year we implemented phase 1 of our 3 phase IT Strategy to replace most of our ageing server hardware with a more robust, modern, and efficient hardware technology. This included virtual servers to reduce footprint and future capital investment. We also implemented Office 365 software across all our services to take advantage of emerging technologies to improve remote connectivity, communication, and community care for our patients. This first stage has provided **ellenor** with a good platform from which to further develop our IT capabilities with the implementation of the later stages of our IT Strategy.



ENSURE LONGER TERM FINANCIAL SUSTAINABILITY

What we said we would do

Our cash position remains one of our key concerns and achieving financial sustainability continues to be a key priority.

We said this year's key priority will be to improve our cash reserves. This will be achieved by ensuring we improve the net income returns from our range of fundraising and trading income streams and implementing a longer-term programme of expenditure savings to achieve a break-even net operating position. We will also continue to maximise the value of our investment properties to help improve our reserves position.

What impact did we make?

By the end of this year we increased our cash position from £469 thousand to £2.9 million. To improve our cash position, we sold an investment property, a former support office in Dartford. We started a programme of efficiency savings throughout the year. By the end of the year we saved £236 thousand despite increased inflationary pressures impacting on our costs. We also improved our charity shop and lottery financial performances, increasing net income by £254 thousand with an increased return on investment of 5%.



DEVELOPMENT OF OUR IT INFRASTRUCTURE AND EXPERTISE

What we said we would do

We said we would continue to implement the plans to improve our facilities under the oversight of the Property Development Sub-Group. This includes working towards a planning application for redevelopment of the Gravesend site.

What impact did we make?

Having submitted a planning application to improve our hospice facilities at Gravesend in July 2019 we were pleased that we successfully received planning approval in October 2019. This approval means we can continue to execute our exciting hospice development plans to modernise the hospice in the future enabling us to provide much improved patient facilities to complement our quality hospice care. This development will further support increasing our diverse range of activities, improve patient choice, flexibility, and sustainability.



COLLABORATION

What we said we would do

Collaboration with local support and care organisations, as well as working more closely with other hospices is an important strategic objective of the charity.

We said during 2019/20 we will continue our work with local hospices and external agencies to develop and implement areas of collaboration to target quick wins to improve cost efficiency and service efficiency.

What impact did we make?

ellenor has had a successful year working in partnership with other organisations in the local area. This has given us the opportunity to reach more patients and carers to provide the very best care and support to a diverse community.

We commenced discussions with the GP federation and Virgin Care with the aim of closer joint working that supports early identification of patients and families who would benefit from our services, the development of GP and the other Health Professionals palliative knowledge and skills.

This work has continued through the later part of the year in developing patient pathways that will ensure patient are seen by the right service when they need it, reducing duplication of visits, the benefits of which were clear early on in the current pandemic. The use of a shared caseload with the GP federation in identifying patients for whom hospital admission can be avoided has also been beneficial to all.

At the end of 2019/20 we worked alongside the wider health economy to ensure local services were as prepared as possible to deal with the emerging pandemic, including opening up additional beds which were non palliative to increase the bed capacity and options across the North Kent Health Economy.

The children's team have continued to play an active role in the Managed Clinical Network project. A representative from the team sits on the medication working group, and the clinical steering group.

One of our most successful collaborative activities during the year was supporting 30 nursing and residential care homes to reduce the number of hospital admissions. We were pleased that the result of this collaborative work led to a downward trend of the number of care home patients' deaths in hospital from 23% at the start of the year to 11% by the end of the year.

YOUR VOICE – PATIENT AND FAMILY FEEDBACK

We receive a lot of compliments for our service. Below are a few of the huge number of “thank yous” we have received from the families we have supported.

“My family and I were all heartbroken with the passing of my beautiful wife, daughter, mum, and nan in feb. We never dreamt that when she came to the hospice that she wouldn’t come home and we were all thinking and working towards getting her home after her pain had been managed in a way that she could.

The care you showed X was fantastic and my family and I cannot thank you enough for looking after her. I was with X until she passed and I thank you for looking after me as well. **ellenor** and all those working at the hospice are truly special people and what you do for our loved ones is truly amazing. Please could you thank the doctors, nurses, ot, assistants, admin, cleaners, kitchen staff, all the volunteers and all those who we met. We will never forget what you did.

Our hearts are broken but we have so many happy memories of which we will keep with us for ever.”

– Family of an IPU patient

“Z has been great providing play therapy for our son. He has really benefited from these sessions and we have seen improvements in his behaviour and general wellbeing.”

– Relative of Play Therapy patient

“Without the staff at **ellenor** I just don’t know what I would have done. The support they gave was immeasurable.”

– Bereavement cuppa attendee

“To All the nurses from **ellenor**. A and the family would like to thank you all so much for your Amazing tolerance and kindness & patience with us all. You have all looked after A so well keeping him infection free and helping him through this terrible year. Lots of love from A and the family.”

- Relative of our children's team patient.

“To **ellenor** and all IPU staff. Thank you for all your help and time teaching me throughout my care course. I have really enjoyed the last 6 months with you, and I have gained invaluable skills which will remain with me no matter what profession I move into. The work you all do at **ellenor** is so special and I am so glad to of been a part of the team.”

- Student of our carers course

“My counsellor has been a great help and has really got me to understand myself and how I am dealing or learning to deal with the loss of my friend. She is patient, friendly, and warm but not afraid to push me in certain areas. An amazing lady. Thank you.”

“A has received the most incredible care from the most wonderful people”

“Dear Dr A and your team. At last I now feel ready to put pen to paper to thank you all for helping me to cope with Z's illness. I am so sorry it has taken me so long. We are beginning to settle into a normal routine - albeit with lovely memories and laughter. Your nurses were so kind and helpful and I know Z also appreciated them at that time in his life. Thank you all so much”.

OBJECTIVES AND PLANS FOR NEXT YEAR

The following plans for next year reflect a shortened strategy to concentrate on priority areas to work closely with other local organisations. Innovating to improve efficiency to enable us to continue to demonstrate impact in the delivery of our vital care services in a sustainable manner. These strategic objectives represent that our patients, their families, supporters, staff and volunteers are the heart of everything we do.

Objective 1

Clarity of purpose and demonstrate impact to meet the needs of the community

What we will do?

Following the appointment of Vikki Harding as CEO, at the end of last year, and in reflection of the current crisis we will review care service and support functions to ensure it continues to meet the needs of our community, including demonstrating the care that we deliver makes an impact. To support this, we will engage with the local community to identify the future service needs. From this we will formulate a plan with the Board to improve the future efficiency of our service deliver. We will also improve our brand awareness within our local community so we can raise awareness of the diverse range of services we deliver to reach more people. This will include improvements to our website to make it easier for our patients and their families to find information about our services and for our supporters to know how their support makes a difference.

Objective 2

Sustainability of income and growth to strengthen our financial position and ellenor's future

What we will do?

Working under the guidance of our new Director of Income Generation, we will further improve the performance of our fundraising and retail activities. We will explore opportunities to reduce costs whilst not reducing productivity. We will do this by reviewing all our departments to implement measures to improve cost effectiveness. We will also continue to review our returns on investments, and further look at ways we can improve our reserves in line with our reserve policy. These measures will ensure we remain well placed to continue to deliver our services during uncertain fluctuating economic conditions.

Objective 3

Innovation to increase productivity and efficiency

What we will do?

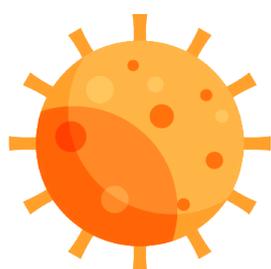
At the end of the year due to the impact of the coronavirus we quickly adapted, implementing new initiatives and ways of working to ensure we continued to deliver services without impacting our patient care. In the coming year we will continue to expand on this innovation. This will include further investing in improvements to our IT capabilities to provide more support to our teams so they can continue to deliver services more efficiently and enable us to reach more people. This investment will support in reviewing our operations to enable us to fully develop our mobile working.



Collaboration with others to achieve best outcomes

What we will do?

We will continue to explore opportunities with other organisations to see where we can collaborate to deliver care services even more effectively, expand reach and expertise across the region. This will expand on some of the successes we have during the year working closely with care homes, local hospital trusts and other organisations to provide training and expertise to improve the delivery of palliative care in our community.



The unprecedented impact of the coronavirus pandemic on our care services and finances towards the end of the year has meant we have had to re-evaluate our objectives and goals over the next year. We must ensure we take urgent action to enable us to continue to deliver our diverse range of services to support our local community, provide additional crisis support to other local health care providers and take appropriate financial decisions to ensure we can sustainably continue to deliver our invaluable care services for years to come. The above objectives for next year reflect this imperative.



Review our pandemic actions and procedures

What we will do?

Engaging with our families, local health providers and staff at all levels we will thoroughly review our procedures and actions in light of this crisis to take corrective action where necessary to further improve our responses to future outbreaks or similar crises.

STRUCTURE, GOVERNANCE AND MANAGEMENT

ellenor is a charitable company limited by guarantee (company number 06302132), incorporated on 4 July 2007 and registered with the Charity Commission, in England and Wales, as a charity on 9 November 2007 (charity number 1121561). Our registered office is at Coldharbour Road, Gravesend, Kent, DA11 7HQ. We are governed by our Articles of Association which were updated in 2017. The hospice care and support we provide is completely free.

ellenor is an independent charity working in a wide and diverse region of North West Kent, South West Kent and Bexley. The **ellenor** group has two subsidiaries. Ellenor Lions Hospices Trading Limited (registered number 5985820) which conducts the trading elements of the charity, mainly through the sale of new goods from **ellenor's** charity shops. The other subsidiary is Ellenor Lions Hospice Lottery Company Limited (registered number 03116416). The principal activity of this company is to raise funds for the charity through the administration of a lottery. The distributable profits of the two subsidiary companies are gift aided to the charity at year end.

How are we governed

The charity is ultimately governed by our Board of Trustees which meets on a quarterly basis to set and review the strategy of the charity. The Chief Executive is appointed by the Board and has delegated responsibility for the day to day management of the charity with the support of the Executive Management Team.

The Board of Trustees is fully committed to the financial stewardship, quality, and safety of the charity. The organisation has a well-established governance structure, with members of the Board having an active role in ensuring that the hospice provides a high quality service in accordance with its Statement of Purpose. Under **ellenor's** articles, The Board has delegated some of its powers and responsibilities to Committees.

Committees

All committees are chaired by a Trustee with a quorum of at least two Trustees in attendance at every meeting. The committees are well established in order to monitor and scrutinise services. The membership of Committees also consists of Senior Management and advisory expertise in the form of honorary members. During the year the Trustees agreed to amalgamate some committees to reduce duplication, administrative costs and improve governance reporting. This resulted in the amalgamation of the Voluntary Income Generation Committee with the Finance Committee and the Health & Safety Committee with the HR Committee to form the People Committee. The charity's risk register is now an agenda item at each Board meeting, as it was agreed this is an area where all Board members need to have more detail.

The regular committees are:

- Care Committee
- Finance and Income Generation Committee
- People Committee (incorporating Health & Safety)
- Property Committee

TRUSTEES ANNUAL REPORT

Trustees

ellenor's trustees are the directors of the hospice for the purposes of the Companies Act 2006. The hospice provides Trustee Indemnity Insurance cover each year. Trustees must retire from their office at their third anniversary. Retiring trustees can be reappointed for a second three-year term and, but only under exceptional circumstances approved by the Board, for a third term. The charity's Trustees and Executive team regularly review the skills and capabilities of the Board. Various recruitment methods are used to ensure the charity attracts a good selection of candidates. One of the priority targets in recruiting new trustees is to ensure the Board reflects the diversification and ethnicity of our local community. The trustees also aim to ensure the Board has a broad range of skills and experience to scrutinise and advise on the charity's wide range of activities.

Prior to election new Trustees are given an induction and serve a probation period. The Trustees are managed by the Chair, Roger Wedderburn-Day, and he is supported by two Vice Chairs of the Board, Ann Barnes and Kerry-Jane Packman.

Trustees serving during the year	Roger Wedderburn-Day	(Chair)
	Dr Bhargawa Vasudaven	(Resigned 10 September 2019)
	Bryan Harris	
	Nancy Cogswell	(Resigned 10 September 2019)
	Catherine Rossiter	(Resigned 10 September 2019)
	Jan Stanton	
	Kerry-Jane Packman	
	Glynis Rogers	
	Ann Barnes	
	Mary Kirk	
	Serena Cooper	

Trustees serving post year end	Vicky Heath	(Appointed 6 April 2020)
	Sarah Thurgood	(Appointed 6 April 2020)

Company Secretary Tim Hammond

Key Management	Chief Executive	Vikki Harding
	Director of Care	Linda Coffey
	Director of Income Generation	Linda Trew
	Director of Finance & Resources	Tim Hammond
	Director of Human Resources	Natalie Webb

Vikki Harding was appointed permanent CEO on 1 March 2020 and Linda Coffey was appointed permanent Director of Care on 1 March 2020. Linda Trew resigned on the 10 January 2020. Ben Alonso was appointed as Director of Income Generation on 15 April 2020.

Pay policy

ellenor seeks to ensure that all employees receive appropriate pay and reward for their work, taking into account the financial resources available. All decisions about pay are taken according to the principles of equal pay for work of equal value. **ellenor** aims to reward people fairly and equitably and recognise individually the contribution which each person makes towards our success. **ellenor** wants to ensure accountability, transparency, objectivity and equality of opportunity. Independent external benchmarking studies are sought to compare market conditions.

Money available for pay reviews takes into consideration the financial position of the charity during the year and the likely financial position in subsequent years via the charity's budget approval process. The budgeted pot of money available to fund pay proposals is approved by the Board and recommended by the People Committee. The Board seeks to approve these recommendations under the annual budget process.

The Board delegates responsibility for individual non-executive pay proposals to the Pay Review Group. This group comprises the CEO, HR Director, and Director of Finance & Resources as well as the Divisional Director & Head of Department recommending the proposal.

The Board delegates responsibility for setting executive pay to a panel of the People Committee comprising Trustees only with external benchmarking provided by the HR Director and/or independent external reviews commissioned.

Governance

The Board oversees the stewardship and monitoring of the charity's governance systems, processes and reporting. The Board delegates the day to day governance of the charity to the Senior Information Risk Owner (SIRO). SIRO forms part of the Director of Finance & Resources' responsibilities. To support good governance and best practice, the SIRO has support from a Caldicott Guardian (CEO) and an Information Governance Lead (Head of Support Services). An Information Governance meeting is held on a monthly basis with a diverse cross section of department leads to discuss in detail the day to day operational governance of the organisation and create an action list to make further improvements.

Fundraising Regulation

The Finance & Income Generation Committee and the Board of Trustees have oversight of the organisation's compliance with fundraising regulation and receive regular reports on this matter. We will continue to adhere to the code of fundraising practice issued by the Institute of Fundraising. The charity is a paid-up member of the new Fundraising Regulator which has been established following the Etherington review. Their role is to set the national standards for fundraising practice, investigate cases of malpractice, and adjudicate complaints from the public and crucially to operate a fundraising preference service (FPS).

The Donor Development and Database Manager monitors and keeps up to date on the changes in fundraising regulation ensuring any direct mail preferences are actioned promptly and efficiently. The charity monitors and reviews third party suppliers to ensure they also adhere to the code of fundraising practice. Our fundraising staff are trained to ensure we maintain good standards of communication to ensure we protect our valuable supporters in particular those who are vulnerable.

TRUSTEES ANNUAL REPORT

During the year, no supporters contacted **ellenor** via the fundraising preference service to ask for their contact details to be removed. There were two fundraising supporter complaints raised directly with **ellenor** throughout the year regarding minimum sponsorship and wearing of a T-shirt. These were investigated and resolved to the satisfaction of the supporters involved.

Care Quality Commission

ellenor as a health provider is required to be registered with the Care Quality Commission (CQC) and is currently registered to carry out the following regulated activities:

- Treatment of disease, disorder or injury.

The Care Quality Commission has not taken enforcement action against **ellenor** during 2019–20. **ellenor** has not participated in any special reviews or investigations by the CQC during this reporting period.

The last inspection of **ellenor** by the CQC was announced and carried out on 25–27 July 2017. We received an overall rating of Outstanding, as detailed below:

Is the Service Safe?	Good	
Is the Service Effective?	Good	
Is the Service Caring?	Outstanding	
Is the Service Outstanding	Outstanding	
Is the Service Well-led?	Good	

The CQC stated: “The service provided outstanding end of life care where children and adults were enabled to experience a comfortable, dignified and pain-free death in the place of their choice when possible. Staff embodied the values of the service which included providing compassionate and professional care and supporting the “whole family” before, during and after a death”.

The last CQC inspection full report can be found at:

www.cqc.org.uk/sites/default/files/new_reports/INS2-2810386868.pdf

Internal Audit

We regularly undertake audits of our services against national or local standards. All the local audits are taken to monitor and to improve clinical practice.

STATEMENT OF TRUSTEE'S RESPONSIBILITIES

The Trustees, who are also directors of **ellenor** for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts 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 and not approve the financial statements unless they are satisfied that the financial statements give a true and fair view of the state of the affairs of the Charity as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the year then ended.

In preparing financial statements which give a true and fair view, the Trustees should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice 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 assume that the charitable company will continue on that basis

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

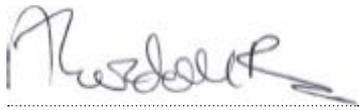
Each of the Trustees, who held office at the date of approval of this Trustees' Report, has confirmed that there is no information of which they are aware which is relevant to the audit but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are made aware of such information.

TRUSTEES ANNUAL REPORT

Audit

Haysmacintyre LLP have expressed their willingness to continue in office, will be deemed reappointed for the next financial year in accordance with section 487(2) of the Companies Act 2006, unless the company receives notice under section 488(1) of the Companies Act 2006.

Approved by the Trustees on 14 September 2020 and signed on their behalf by:



Roger Wedderburn-Day
Chair of Trustees

RISK

During the year we reviewed our risk register reporting and process with an external risk management expert to ensure it meets best practice and good governance. Following this exercise we updated our reporting format and processes to a single Board risk register derived from risk registers under each directorate.

The Trustees regularly review the risks faced by the charity to develop proportionate controls and deliver on the charity's strategic aims. The charity operates a single working Board Risk Register which is regularly appraised, and the level of risk is assessed by the Trustees and Senior Management Team. The Risk Register follows the Charity Commission CC26 guidance and principles on managing risks.

The Trustees have reviewed our financial position and financial forecasts, taking into account the levels of investment reserves and cash, and the systems of financial control and risk management. The Trustees believe that we are well placed to manage operational and financial risks successfully. Accordingly, they consider that the charity has adequate resources to continue in operational existence for the foreseeable future as a going concern.

During the year the major risks identified and reviewed by the Trustees included:

Risk – Changes to environmental conditions make it difficult to maintain our services

The unprecedented crisis at the end of this year resulted in the charity prioritising actions to ensure we can continue to deliver our crucial care services, supporting our local health providers whilst maintaining financial stability during uncertain times.

Existing controls – at the end of last year crisis management was initiated to ensure there was regular internal and external communication to prioritise actions to mitigate against the impacts of the crisis. This included swiftly moving to more remote working to maintain care services. We agreed to have additional beds to help support the stresses put on local hospitals and care homes. To help mitigate against the financial uncertainty of the crisis, we launched an Emergency Fighting Fund and we applied for financial support packages that were made available by the Government. However up to signing these accounts the full financial impact of the crisis remains difficult to assess and this risk is likely to remain a priority for the charity over many months to come.

Risk – Not enough reserves or cash flow to sustainably operate or appropriately invest in services and infrastructure

Existing controls – at the beginning of the year our cash reserves remained low and to support improving these we sold an investment property for £1.4 million. There were also performance improvements made during the year to the net income returns of our Retail and some Fundraising activities, as well as successful actions implemented to reduce costs where we could without an adverse impact on the quality of our services. This resulted in our cash increasing from £469 thousand to £2.9 million. While the trustees were pleased with these improvements this is still below our reserves policy and more action is planned over the coming years to ensure a more

sustainable cash position. This will include further improvements to our investment returns in fundraising and retail under the management of our recently appointed Director of Income Generation, Ben Alonso. We will also explore new areas where we can further improve cost efficiencies throughout our services.

Risk – Lack of capacity or inadequate use of ellenor resources facilities are not adequate to meet the increased demands and fluctuating needs of the families the charity cares for.

Existing controls – we were pleased to obtain planning permission during the year to enable us to continue our much-needed development works to our hospice building at Gravesend. The planning permission will support us to provide further improvements to aid the delivery of a range of care activities in more sustainable, modernised and flexible facilities. The coronavirus crisis at the end of the year resulted in us having to postpone construction whilst we addressed the crisis. Following further review with our Property Committee we hope to resume these next steps in the near future.

Risk – Unable to recruit or retain key staff and volunteers

Existing controls – during the year we further improved our training resources for staff and volunteers by implementing self-service training to aid those staff and volunteers who require flexible training resources. Also during the year, we implemented a comprehensive and detailed staff survey to understand what we do well and what we could improve on. The outcomes of this survey we presented back to staff and worked with them on actions we could implement to improve staff satisfaction and retention. Finally, throughout the year, we used our pay policy to benchmark our pay against the market and correct any pay discrepancies.

Risk – Inappropriate compliance with current regulatory bodies – reputational risk resulting in loss of support from not being proactive in the charity's fundraising and regulatory compliance.

Existing controls – throughout the year the charity continued working hard across all services to further improve our data protection processes and policies in line with the General Data Protection Regulation best practice. We were pleased with the way all our departments embedded information governance improvements into their activities, improving their training and learning when issues arose. However, this is an area where we remain not complacent and hope to further improve our patient and supporter confidence. Currently we have an outstanding care rating with the Care Quality Commission (CQC).

FINANCIAL REVIEW

HIGHLIGHTS 2020

Raised £7.5m in income – 69% from the generosity of our local supporters.

Reduced costs of raising funds by £172 thousand.

Increased free reserves despite much needed investment in IT.

Successful sale of investment property to support improved cash reserves.

Increased financial performance in our shops and lottery activities.

Financial impact of coronavirus crisis could reduce cash reserves by up to £500k without additional support.

A fluctuating challenging year financially, where initiatives to improve cashflows were successfully implemented. Further improvements were made to the returns on investment in fundraising, trading and lottery activities. It was also pleasing that down to the hard work of all our staff & volunteers we managed to deliver more care activities at a lesser cost than previous years.

Despite these improvements we ended the year with the unprecedented circumstances surrounding the start of the coronavirus crisis. Whilst at the end of the year we are financially better placed to mitigate against some of the impacts of this virus, the likely long term financial economic fallout and uncertainty from this crisis is likely to have a financial impact on the charity over the coming year. We are hugely grateful for the support we got during the year from the generosity of our local community helping us raise over £5 million this year to ensure we could deliver all our vital services. In response to this crisis we will need this local community support even more as it is estimated we could lose up to £500 thousand of cash without additional financial support during the year.

To this end we ended the year by launching our Emergency Fighting Fund. We also applied for government financial support packages that were announced by the government towards the end of this year. The income stated in the Statement of Financial Activities includes accrued income of £275 thousand from the announcement of the Retail Grant Scheme. This was needed to support

the devastating loss of charity net income from our 13 charity shops which had to be closed during lockdown.

Despite the uncertain end to the year the trustees were pleased with the financial stewardship of the charity during the year, particularly the increased number of families we helped during the year at less expenditure cost. Even with inflationary pressures during the year our direct staff costs reduced in comparison to the previous year. They were also pleased with the improvement in cash reserves despite the much-needed investment to improve our IT capabilities and expertise. We were also thankful for the generosity shown by our landlords, Colyer Fergusson, who kindly gifted us the freehold land on which our Gravesend hospice building is sited. As a result, we now have more flexibility to further develop the hospice in the future, supported by the approval of planning permission gained in the autumn.

FINANCIAL PERFORMANCE

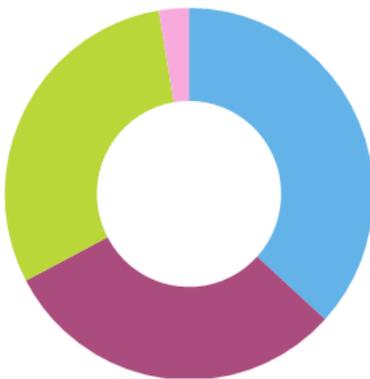
Overview

The Consolidated Statement of Financial Activities (SOFA) on page 26 reports a surplus for the year of £564k (2019: surplus £944k). Our income for the year, excluding net gains on investments, totalled £7.5m (2019 £7.4m). Our expenditure for 2020 was £6.9m (2019, £7.2m). There was a slight decrease in the spend on charity activities during the year. This was in part due to cost efficiency savings implemented during the year. This was despite an increase in demand for our care service activity and an increase in inflation on these costs during the year.

We were thankful that we received a small increase in income of £115k from local authorities and NHS contracts which helped mitigate against the inflationary cost pressures during the year.

How we raised income?

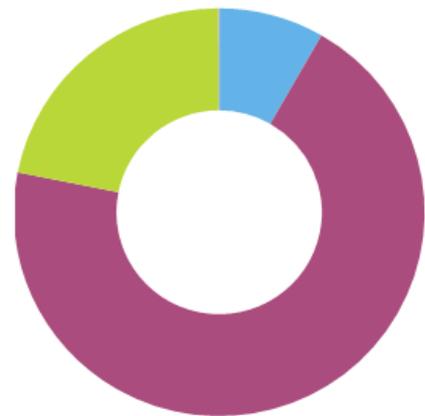
	£: 000
DONATIONS AND LEGACIES	£2,753
NHS AND LOCAL AUTHORITIES	£2,283
SHOPS AND LOTTERY	£2,252
INVESTMENTS AND OTHER	£197



31%
Only 31% of our income comes from the NHS and local authorities.

How was the money spent?

	£: 000
COST OF VOLUNTARY INCOME	£574
CHARITABLE ACTIVITIES	£4,834
SHOPS AND LOTTERY	£1,510
INVESTMENTS AND OTHER	£3



69% of our total income comes from voluntary income, trading activities and investments. It remains a challenging and competitive time for our fundraisers. This resulted in a slight decrease in income in comparison to the previous year, by £382k. We continue to be thankful for the generosity of our local supporters who helped raise £5.0m towards the £6.9m it cost to operate the charity during the year.

The reliance on the money raised from the general public will be even more prevalent during next year as the pandemic crisis is likely to have a significant impact on our fundraising activities caused by our inability to open shops and raise money through events due to the government imposed lockdown.

Despite a slight increase in income from our charity shops at the end of the year, the shops were short of their net income budget due to the impact of the crisis towards the end of the year.

The trustees were pleased with the increased return on the costs of fundraising activities during the year in comparison to previous year.

In 2020 for every £1 spent on fundraising* £4.45 was raised for the charity.

*excludes trading activities

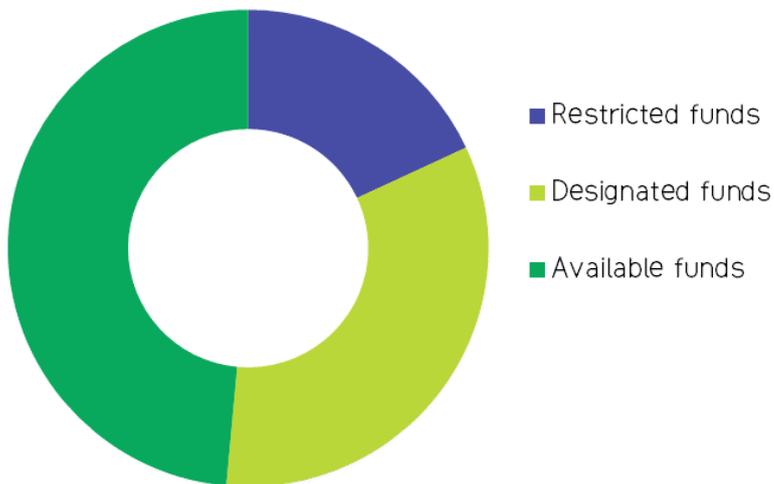
RESERVES

Policy

The Trustees have agreed a reserves policy with a target to have enough free reserves to cover at least 6 months of the charity's operating costs. The Trustees believe this level of funds is necessary to ensure an uninterrupted provision of its charitable activities due to the unpredictable nature of the charity's incoming funds.

Whilst the Trustees and the Senior Management Team are confident that the organisation has good internal management of cash flow and budgetary processes, the timing of incoming

funds into the charity is always difficult to predict due to their nature. The Trustees and Senior Management monitor and review cash reserves on a weekly basis. The charity relies predominantly on incoming funds from voluntary income via Fundraising. The receipt of certain elements of this type of income, such as legacies and general donations, can be hard to predict and forecast, therefore the charity requires cash reserves to maintain working capital and smooth out these fluctuations.



Reserves during the year

During the year, the charity had £7.0m in funds, of this £1.3m is restricted and £2.3m has been designated for replacing end of life fixed assets. The remaining funds of £3.4m were free reserves. These free reserves equated to just under 6 months cover of the total spend (2020: £6.9m). The Trustees were pleased that these reserves were in line with our reserve policy.

The increase in free reserves during the year was mainly a result of the improvements in the net returns of our Fundraising and Retail activities.

Funds Analysis	2020 £'000	2019 £'000
Total funds of Group	6,985	6,421
Less: restricted funds	1,262	1,349
Unrestricted funds	5,723	5,072
Less: designated funds	2,333	2,024
Free reserves	3,390	3,048
Months cover	5.9	5.1

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ELLENOR

Opinion

We have audited the financial statements of **ellenor** for the year ended 31 March 2020 which comprise the Group Statement of Financial Activities, the Group and Parent Charitable Company Balance Sheets, the Group Cash Flow Statement and notes to the financial statements, including 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 of the parent charitable company's affairs as at 31 March 2020 and of the group's and parent charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement (set out on page 23 and 24) the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees 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 the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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.

Conclusions relating to going concern

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Annual Report. 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 ELLENOR

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' Annual Report (which incorporates 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' Annual Report (which incorporates 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 the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report (which incorporates the strategic report and the directors' report).

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

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anna Bennett (Senior Statutory Auditor)
For and on behalf of Haysmacintyre LLP, Statutory Auditors

10 Queen Street Place
London
EC4R 1AG

Date: 14 September 2020

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

	Notes	Restricted Funds £	Unrestricted Funds £	Total 2020 £	Total 2019 £
INCOME FROM:					
Donations and legacies	2	217,854	2,535,177	2,753,031	3,161,142
Charitable activities <i>Services for families facing terminal illness</i>	3	585,571	1,422,768	2,008,339	1,893,399
Other trading activities <i>Subsidiary retail shops and lottery Charity retail shops</i>		-	883,109	883,109	870,328
		-	1,368,717	1,368,717	1,355,418
Total trading activities		-	2,251,826	2,251,826	2,225,746
Investments		-	147,409	147,409	37,431
Other income – sundry		-	49,612	49,612	45,139
Other income – retail grant fund		-	275,000	275,000	-
Total other income		-	324,612	324,612	45,139
Total income		803,425	6,681,792	7,485,217	7,362,857
EXPENDITURE ON:					
Raising funds <i>Fundraising and trading activities</i>		-	2,084,148	2,084,148	2,256,598
Charitable activities <i>Services for families facing terminal illness</i>		890,567	3,943,783	4,834,350	4,897,589
Other		-	2,809	2,809	2,820
Total expenditure	4	890,567	6,030,740	6,921,307	7,157,007
Net gains/(losses) on investments	11	-	392	392	738,203
Net movement in funds	7	(87,142)	651,444	564,302	944,053
Funds brought forward		1,349,239	5,071,878	6,421,117	5,477,064
Funds at 31 March 2020		1,262,097	5,723,322	6,985,419	6,421,117

The notes on pages 31 to 49 form part of these financial statements

The statement of financial activities includes all gains and losses recognised in the year.

All amounts derive from continuing activities.

Full comparative figures for the year ended 31 March 2019 are shown in note 24.

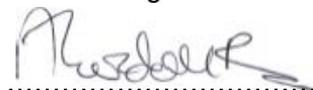
CONSOLIDATED AND CHARITY BALANCE SHEETS

	Note	Group		Charity	
		2020 £	2019 £	2020 £	2019 £
FIXED ASSETS					
Tangible fixed assets	10	3,100,598	2,864,012	3,100,598	2,864,012
Investments	11	14,065	13,673	14,067	13,675
Investment Properties	11	552,500	1,952,500	552,500	1,952,500
TOTAL FIXED ASSETS		<u>3,667,163</u>	<u>4,830,185</u>	<u>3,667,165</u>	<u>4,830,187</u>
CURRENT ASSETS					
Stocks of goods for resale	12	24,447	19,278	-	-
Debtors	13	1,001,144	1,614,224	1,464,044	1,732,348
Cash at bank and in hand		2,947,244	468,623	2,436,042	289,349
TOTAL CURRENT ASSETS		<u>3,972,835</u>	<u>2,102,125</u>	<u>3,890,086</u>	<u>2,021,697</u>
CREDITORS: amounts falling due within one year	14	(654,579)	(511,193)	(594,439)	(443,375)
NET ASSETS	16	<u>6,985,419</u>	<u>6,421,117</u>	<u>6,972,812</u>	<u>6,408,509</u>
FUNDS OF THE CHARITY	17				
General funds		3,389,847	3,047,386	3,377,240	3,034,778
Designated funds		2,333,475	2,024,492	2,333,475	2,024,492
Restricted funds		1,262,097	1,349,239	1,262,097	1,349,239
TOTAL CHARITY FUNDS		<u>6,985,419</u>	<u>6,421,117</u>	<u>6,972,812</u>	<u>6,408,509</u>

The charity net movement in funds for the year ended 31 March 2020 is a surplus of £564,303 (2019: surplus £952,008)

The Accounting Policies and notes on pages 31 to 49 form part of these Accounts.

The Accounts were approved and authorised for issue by the Board on 14 September 2020 and were signed below on its behalf by:



.....
Roger Wedderburn-Day
Chair of Trustees

CONSOLIDATED STATEMENT OF CASH FLOWS

	Note	2020		2019	
		Group £	Charity £	Group £	Charity £
Cash flows from operating activities	20	<u>1,526,696</u>	<u>1,194,768</u>	<u>(526,351)</u>	<u>(399,078)</u>
Cash flows from investing activities					
Purchase of tangible fixed assets		(448,075)	(448,075)	(56,581)	(56,581)
Sale of Investments – Dartford building		<u>1,400,000</u>	<u>1,400,000</u>	-	-
Cash provided by (used in) investing activities		951,925	951,925	(56,581)	(56,581)
Increase (decrease) in cash and cash equivalents in the year		2,478,621	2,146,693	(582,932)	(455,659)
Cash and cash equivalents at the beginning of the year		<u>468,623</u>	<u>289,349</u>	<u>1,051,555</u>	<u>745,008</u>
TOTAL CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR		<u><u>2,947,244</u></u>	<u><u>2,436,042</u></u>	<u><u>468,623</u></u>	<u><u>289,349</u></u>

1. ACCOUNTING POLICIES

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Statement of Compliance

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 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

General information

The charity is a private company limited by guarantee, incorporated in England and Wales (company number 06302132) and a charity registered in England and Wales (charity number: 1121561). The charity's registered office is shown on page 1.

Preparation of accounts on a going concern basis

The Trustees consider there are no material uncertainties about the Charity's ability to continue as a going concern. The review of our financial position, reserves level and future plans gives Trustees confidence the charity remains a going concern for the foreseeable future. A three-year forecast and going concern statement have been prepared, appraised and approved by the trustees. Although the pandemic and uncertainty in the UK economy make forecasting with a degree of certainty a challenge, the trustees are satisfied that the senior management's future plans and measures will result in enough group reserves and investments to cope with the economic uncertainty. These measures include implementing an emergency appeal, a further continuation of cost efficiency savings over the next few years, maximising freehold investment potential and ensuring **ellenor** applies for all appropriate government grant support. As the near future currently remains volatile the Finance and Income Generation Committee will continue to monitor the going concern basis of the charity throughout the year.

Group financial statements

The financial statements consolidate the results of the charity and its wholly owned subsidiaries Ellenor Lions Hospices Trading Limited (company number 05985820) and Ellenor Lions Hospices Lottery Company Limited (company number 03116416) on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account 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 net movement of funds of the parent charity was a surplus £564,303 (2019: surplus of £952,008).

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

Income recognition

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

Donations and legacies

Donations in cash and gifts are included in full in the Statement of Financial Activities when there is entitlement, probability of receipt and the amount of income receivable can be measured reliably.

Gifts in kind

Gifts in kind represent assets donated for distribution or use by the charity. Assets given for distribution are recognised as income only when distributed. Assets given for use by the charity are recognised when receivable. Gifts in kind are valued at the amount actually realised from the disposal of the assets or at the price the charity would otherwise have paid for the assets.

Grants

Grants are recognised in full in the statement of financial activities in the year in which the charity has entitlement to the income, where grant conditions have been met, the amount of income receivable can be measured reliably and there is probability of receipt.

Income from charitable activities

Income from charitable activities is recognised as earned as the related services are provided. Income from other trading activities is recognised as earned as the related goods are provided.

Investment income

Investment income is recognised on a receivable basis once the amounts can be measured reliably.

Retail grants (other income)

The government and local authorities announced several grants in March 2020 in support of covid-19 including the retail, hospitality and leisure grant fund (RHLG). These grants do not have any performance related conditions attached and are designed to provide immediate financial support. Under FRS 102, a company is required to recognise income where there is evidence of entitlement, receipt is probable and its amount can be reliably measured. In the case of government grants, this is when there is reasonable assurance that the entity will comply with the conditions attaching to the grant and the grant will be received. Entities became eligible for RHLG grants based on their rateable value in March 2020. As the Company met the eligibility requirements and intended to participate in the scheme before year end, any income should be recognised in the 2019/20 financial year irrespective of when the amount is actually received. We can confirm that a total grant of £275k from this scheme has been correctly recognised as income for the year, with the corresponding balance included within accrued income at year end. The full amount was subsequently received between April to June 2020.

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

Expenditure

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

- Costs of raising funds comprises fundraising, charity shops, lottery and trading activities
- Expenditure on charitable activities comprises adults and children services for families facing terminal illness
- Other expenditure represents the costs associated with investment properties

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Expenditure is allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function is apportioned based on staff time attributable to each activity.

Allocation of costs

Staff costs are allocated between direct charitable expenditure and support costs based on the time spent on these activities. Other costs are allocated directly to the relevant heading.

Operating leases

Rental charges are charged on a straight line basis over the life of the lease.

Donated Goods

The Trustees consider that the valuation of goods donated for resale at the point of receipt is impractical, due to the high volume of low value items and the administrative costs involved in valuation. Goods donated for resale are therefore recognised in the accounts at the point of sale.

Investments

Investments are a form of basic financial instruments and are initially shown in the financial statements at market value. Movements in the market values of investments are shown as unrealised gains and losses in the Statement of Financial Activities.

Profits and losses on the realisation of investments are shown as realised gains and losses in the Statement of Financial Activities. Realised gains and losses on investments are calculated between sales proceeds and their opening carrying values or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

Fixed assets

Fixed assets are stated at cost or deemed cost (donated valuation at estimated fair value) less accumulated depreciation and impairment losses. Assets costing more than £500 are capitalised.

Depreciation is calculated to write off the costs of the fixed asset by equal instalments as follows:

Motor vehicles	4 years reducing balance
Furniture, fittings and equipment	3, 5 & 10 years straight line
Leasehold improvements	life of lease
Freehold land and property (over 50 years)	nil depreciation

During the year freehold was gifted to the charity and as a result of £3,478,959 of leasehold property assets were transferred to freehold property as can be seen in Note 10.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

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.

Stock

Stock is valued at the lower of cost or net realisable value.

Funds

Unrestricted funds are donations and other income receivable or generated for the objects of the charity.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are those funds which are to be used in accordance with specific instructions imposed by the donor or trust deed.

Employee benefits

Short term benefits

Short term benefits including holiday pay are recognised as an expense in the period in which the service is received.

Employee termination benefits

Termination benefits are accounted for on an accrual basis and in line with FRS 102.

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

Pension scheme

ellenor operates a defined contribution pension scheme for the benefit of its employees. The assets of the scheme are held independently from those of **ellenor** in an independently administered fund. The pensions costs charged in the financial statements represent the contributions payable during the year.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. The indicative value of volunteers' contributions is valued as their estimated average time spent helping the charity, at the charity's minimum salary rate.

Cash at bank and in hand

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

Estimates and judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Although these estimates are based on management's best knowledge of the amount, events or actions, actual results ultimately differ from those estimates. The Trustees consider the valuation of investment property and the recognition of legacy income to be the areas of significant judgement.

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

2. DONATIONS AND LEGACIES	Restricted Funds £	Unrestricted Funds £	Total 2020 £	Total 2019 £
Donations	217,854	1,689,016	1,906,870	1,690,474
Legacies	-	846,161	846,161	1,470,668
	<u>217,854</u>	<u>2,535,177</u>	<u>2,753,031</u>	<u>3,161,142</u>
3. INCOME FROM CHARITABLE ACTIVITIES	Restricted Funds £	Unrestricted Funds £	Total 2020 £	Total 2019 £
Department of Health	156,424	-	156,424	143,389
Local authority contracts	410,397	1,295,698	1,706,095	1,622,255
Other charitable income	18,750	47,451	66,201	60,027
Education and training	-	79,619	79,619	67,728
	<u>585,571</u>	<u>1,422,768</u>	<u>2,008,339</u>	<u>1,893,399</u>
4. ANALYSIS OF GROUP EXPENDITURE	Direct Costs - Staff £	Direct Costs - Other £	Support Costs £	2020 Total £
Cost of generating voluntary income	421,514	113,438	39,179	574,131
Fundraising trading:				
Charity shops	543,383	444,473	67,941	1,055,797
Trading company	61,866	173,750	40,951	276,567
Lottery company	21,415	142,203	14,035	177,653
Investment property expenses	-	2,809	-	2,809
Charitable activities:				
Services for adults	3,007,550	96,125	534,084	3,637,759
Services for children and young people	1,056,707	33,774	106,110	1,196,591
	<u>5,112,435</u>	<u>1,006,572</u>	<u>802,300</u>	<u>6,921,307</u>

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

4. ANALYSIS OF GROUP EXPENDITURE (2019 COMPARABLES)

	Direct Costs - Staff £	Direct Costs - Other £	Support Costs £	2019 Total £
Cost of generating voluntary income	457,451	186,985	35,086	679,522
Fundraising trading:				
Charity shops	499,666	449,897	61,371	1,010,934
Trading company	67,863	166,654	39,677	274,194
Lottery company	28,676	251,442	11,830	291,948
Investment property expenses	-	2,820	-	2,820
Charitable activities:				
Services for adults	3,134,216	97,599	488,175	3,719,990
Services for children and young people	936,195	29,156	212,248	1,177,599
	<u>5,124,067</u>	<u>1,184,553</u>	<u>848,387</u>	<u>7,157,007</u>

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

5. ANALYSIS OF SUPPORT COSTS

	Support Premises	Admin	Finance and IT	Governance	2020 Total
	£	£	£	£	£
Raising funds:					
Cost of generating voluntary income	4,691	8,657	17,077	8,754	39,179
Fundraising trading:					
Charity shops	-	19,911	29,733	18,297	67,941
Trading company	-	35,569	2,693	2,689	40,951
Lottery company	-	1,352	9,994	2,689	14,035
Charitable activities:					
Services for adults	130,078	296,741	85,980	21,285	534,084
Services for children and young people	45,703	22,605	30,209	7,593	106,110
	<u>180,472</u>	<u>384,835</u>	<u>175,686</u>	<u>61,307</u>	<u>802,300</u>

5. ANALYSIS OF SUPPORT COSTS (2019 COMPARABLES)

	Support Premises	Admin	Finance and IT	Governance	2019 Total
	£	£	£	£	£
Raising funds:					
Cost of generating voluntary income	15,707	5,661	4,997	8,721	35,086
Fundraising trading:					
Charity shops	-	24,539	20,046	16,786	61,371
Trading company	-	31,244	4,913	3,520	39,677
Lottery company	-	1,149	7,161	3,520	11,830
Charitable activities:					
Services for adults	159,660	235,445	67,608	25,462	488,175
Services for children an young people	47,691	136,585	20,195	7,777	212,248
	<u>223,058</u>	<u>434,623</u>	<u>124,920</u>	<u>65,786</u>	<u>848,387</u>

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

6. GOVERNANCE COSTS INCLUDE:	2020	2019
	£	£
Staff costs	41,350	39,300
Auditor's remuneration: Audit work	15,450	17,000
Professional fees	4,507	9,486
	<u>61,307</u>	<u>65,786</u>

7. NET INCOME FOR THE YEAR IS STATED AFTER CHARGING:	2020	2019
	£	£
Depreciation of tangible fixed assets: - owned by the charitable group	211,490	254,902
Auditors' remuneration	10,750	10,600
Auditors' remuneration – subsidiaries	4,700	6,400
	<u>226,940</u>	<u>271,902</u>

No expenses were reimbursed to Trustees in the current year ended March 2020 (2019: £nil). No Trustee received remuneration in the current or prior year.

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

8. SUBSIDIARIES

The wholly owned subsidiaries Ellenor Lions Hospices Trading Limited (company number: 05985820) and Ellenor Lions Hospices Lottery Company Limited (company number: 03116416) are incorporated in England. The subsidiaries pay all of their profits to **ellenor** under the Gift Aid scheme.

The summary financial performance of each subsidiary is:

	2020 £	2019 £
Ellenor Lions Hospices Trading Limited		
Turnover	290,011	284,090
Cost of sales	(213,513)	(213,237)
Gross profit	76,498	70,853
Administrative expenses	(62,829)	(60,719)
Other operating income	25,000	-
Operating profit	38,669	10,134
Interest payable	(225)	(238)
Profit before tax	38,444	9,896
Tax on profit	-	-
Profit for the year	38,444	9,896
Gift aid distribution to parent	(38,444)	(9,896)
Profit / (Loss) after distribution	-	-
Net assets	-	-
	2020 £	2019 £
Ellenor Lions Hospices Lottery Company Limited		
Turnover	593,071	586,055
Cost of sales	(107,643)	(112,205)
Gross profit	485,428	473,850
Administrative expenses	(70,008)	(179,743)
Operating profit	415,420	294,107
Interest receivable	27	183
Gift aid donation to parent	415,447 (415,447)	294,290 (294,290)
Profit / (Loss) after distribution	-	-
Net assets	12,610	12,610

Note 22 provides further details of the charity's investment in the subsidiary undertakings.

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

9. STAFF COSTS AND NUMBERS

Group	2020 £	2019 £
Staff costs were as follows:		
Salaries and wages	4,491,725	4,475,360
Social security costs	348,083	391,950
Pension contributions	234,339	252,951
Redundancy payments	38,288	3,806
	<u>5,112,435</u>	<u>5,124,067</u>
 Charity total staff costs were	 <u>4,174,781</u>	 <u>4,487,783</u>

No bonuses were paid to any staff during the year and no Trustees received remuneration from the charity.

The total employee salary and benefits of the key management personnel of the Group and Charity were £406,882 (2019: £369,013). These salaries include Employers National Insurance Contributions.

The number of employees whose emoluments for the year fell within the following bands were:	2020 Number	2019 Number
£60,001-£70,000	1	1
£70,001-£80,000	1	2
£80,001-£90,000	1	1

The above salary banding does not include employer national insurance and pension contributions.

These 3 above employees are accruing pension contributions totalling £15,653 (2019: £24,489).

Group	2020 Number	2019 Number
The average number of employees during the year was as follows:		
Charitable activities	159	167
Finance and Admin	4	4
Fundraising	17	17
	<u>180</u>	<u>188</u>
 The Charity average number of employees	 <u>137</u>	 <u>148</u>

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

10. TANGIBLE FIXED ASSETS

Group	Freehold Property £	Long term Leasehold Property £	Furniture & Equipment £	Motor Vehicles £	Total £
Cost					
At 1 April 2019	687,424	3,167,741	2,063,140	73,241	5,991,546
Additions	-	311,218	136,857	-	448,075
Disposals	-	-	(936,870)	-	(936,870)
Transfer of Assets	3,478,959	(3,478,959)	-	-	-
At 31 March 2020	4,166,383	-	1,263,127	73,241	5,502,751
Depreciation					
At 1 April 2019	20,806	1,382,158	1,678,199	46,371	3,127,534
Charge for the year	-	79,871	122,257	9,361	211,489
Disposals	-	-	(936,870)	-	(936,870)
Transfer of Assets	1,462,029	(1,462,029)	-	-	-
At 31 March 2020	1,482,835	-	863,586	55,732	2,402,153
Net book value					
At 31 March 2020	2,683,548	-	399,541	17,509	3,100,598
At 31 March 2019	666,618	1,785,583	384,941	26,870	2,864,012
Charity					
Cost					
At 1 April 2019	687,424	3,167,742	2,063,140	73,241	5,991,547
Additions	-	311,218	136,857	-	448,075
Disposals	-	-	(936,870)	-	(936,870)
Transfer of Assets	3,478,960	(3,478,960)	-	-	-
At 31 March 2020	4,166,384	-	1,263,127	73,241	5,502,752
Depreciation					
At 1 April 2019	20,806	1,382,159	1,678,199	46,371	3,127,535
Charge for the year	-	79,871	122,257	9,361	211,489
Disposals	-	-	(936,870)	-	(936,870)
Transfer of Assets	1,462,030	(1,462,030)	-	-	-
At 31 March 2020	1,482,836	-	863,586	55,732	2,402,154
Net book value					
At 31 March 2020	2,683,548	-	399,541	17,509	3,100,598
At 31 March 2019	666,618	1,785,583	384,941	26,870	2,864,012

The above transfer of assets represents the gift to ellenor of the freehold land and surrender of their lease from our previous landlord on the 13th January 2020.

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

11. INVESTMENT PROPERTY

Group

Valuation

At 1 April 2019

Revaluations

Investments sold during the year

At 31 March 2020

**Freehold
Investment
Property
£**

1,952,500

-

(1,400,000)

552,500

Company

Cost

At 1 April 2019

Revaluations

Investments sold during the year

At 31 March 2020

£

1,952,500

-

(1,400,000)

552,500

The above valuations are based on 2020 valuations made by a RICS Registered Valuer. The Trustees consider that the value of investment properties is a fair reflection of their current value on an open market value for existing use basis as at 31st March 2020.

INVESTMENTS: Group

2020

£

2019

£

Market value at 1 April

13,673

14,082

Revaluations

392

(409)

Market value at 31 March

14,065

13,673

Historical cost as at 31 March

8,106

8,106

All the above shares are equities listed on the London Stock Exchange

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

11. INVESTMENT PROPERTY (continued)	Sub total brought forward	Shares in Group Undertakings	Total
INVESTMENTS: Charity	£	£	£
Market Value			
At 1 April 2019	13,673	2	13,675
Revaluations	392	-	392
At 31 March 2020	14,065	2	14,067

All the fixed asset investments are held in the UK. The shares in group undertakings are the charity's shares in its wholly owned subsidiaries – Ellenor Lions Hospices Trading Limited and Ellenor Lions Hospices Lottery Company Limited.

12. STOCKS	2020		2019	
	Group £	Charity £	Group £	Charity £
Finished goods and goods for resale	24,447	-	19,278	-

13. DEBTORS	2020		2019	
	Group £	Charity £	Group £	Charity £
Amounts falling due after more than one year				
Amounts owed by group undertakings	-	10,000	-	10,000
Amounts falling due within one year				
Trade debtors	28,607	28,607	28,129	28,129
Amounts owed by group undertakings	-	455,751	-	110,029
Other debtors	81,202	80,241	53,848	53,833
Prepayments, legacies and accrued income	891,335	889,445	1,532,247	1,530,357
	1,001,144	1,454,044	1,614,224	1,722,348

The debtor due after more than one year is a loan to Ellenor Lions Hospices Trading Limited. The loan bears interest at 2% above Bank of England base rate.

14. CREDITORS: amounts falling due within one year	2020		2019	
	Group £	Charity £	Group £	Charity £
Bank loan/ overdraft	147,644	147,644	-	-
Trade creditors	195,628	194,507	195,373	193,479
Other taxes and social security	72,103	72,103	88,538	88,538
Other creditors	30,794	30,822	40,593	40,608
Accruals and deferred income	208,410	149,363	186,689	120,750
	654,579	594,439	511,193	443,375

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

15. OPERATING LEASE COMMITMENTS

At the year end, the charity was committed to make the following payments in total in respect of operating leases.

Group	Equipment		Land and buildings	
	2020 £	2019 £	2020 £	2019 £
Leases which expire:				
Within one year	13,180	1,137	226,623	205,674
Within two to five years	42,834	-	545,500	533,680
Greater than 5 years	-	-	172,708	89,583
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Charity				
Leases which expire:				
Within one year	13,180	1,137	226,623	205,674
Within two to five years	42,834	-	545,500	533,680
Greater than 5 years	-	-	172,708	89,583
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

16. ANALYSIS OF GROUP NET ASSETS

	Restricted Funds £	Designated Funds £	General Funds £	Total Funds £
Fixed assets	767,123	2,333,475	566,565	3,667,163
Current assets	494,974	-	3,477,861	3,972,835
Current liabilities	-	-	(654,579)	(654,579)
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Net assets at 31 March 2020	<u>1,262,097</u>	<u>2,333,475</u>	<u>3,389,847</u>	<u>6,985,419</u>

ANALYSIS OF GROUP NET ASSETS (2019 COMPARABLES)

	Restricted Funds £	Designated Funds £	General Funds £	Total Funds £
Fixed assets	839,520	2,024,492	1,966,173	4,830,185
Current assets	509,719	-	1,592,406	2,102,125
Current liabilities	-	-	(511,193)	(511,193)
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Net assets at 31 March 2019	<u>1,349,239</u>	<u>2,024,492</u>	<u>3,047,386</u>	<u>6,421,117</u>

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

17.	ANALYSIS OF FUNDS	Balance 1 April 19 £	Income £	Expenditure £	Investment £	Balance 31 March 20 £
	Unrestricted funds:					
	General fund	3,047,386	6,681,792	(6,030,740)	(308,591)	3,389,847
	Designated fund	2,024,492	-	-	308,983	2,333,475
	Total unrestricted funds	5,071,878	6,681,792	(6,030,740)	392	5,723,322
	Restricted funds:					
	Property extension 2008	170,537	-	(7,095)	-	163,442
	Hospice DTU extension 2010/11	377,436	-	(14,850)	-	362,586
	NHS England Grant 2014/15	248,680	-	(37,285)	-	211,395
	<i>Climate control and bathroom refurbishment</i>					
	CIN – Music Therapist	-	23,600	(23,600)	-	-
	Restricted Legacy	509,719	-	(69,745)	-	439,974
	NHS England Children's Hospice Grant 2019/20	-	156,424	(156,424)	-	-
	NHS D.G. & S – Care Home Support	-	251,922	(251,922)	-	-
	Kent County Council – Family fun days & short breaks	-	5,000	(5,000)	-	-
	NHS West Kent – Children's Nurse	-	54,000	(54,000)	-	-
	NHS Bexley CCG – Children's Nurse	-	54,675	(54,675)	-	-
	Coniston – mini bus	27,061	-	(9,153)	-	17,908
	Various – Beds & Mattresses	15,806	-	(4,014)	-	11,792
	Capital Appeal Income – Hospice Development	-	55,000	-	-	55,000
	Various Donated Income	-	63,550	(63,550)	-	-
	Various Charitable Income	-	139,254	(139,254)	-	-
	Total restricted funds	1,349,239	803,425	(890,567)	-	1,262,097
	Group total	6,421,117	7,485,217	(6,921,307)	392	6,985,419

The property extension fund was a capital project relating to the extension of the Gravesend hospice in 2008.

The NHS England Children's Hospice grant 2019/20 is restricted to paediatric activities.

The Hospice at Gravesend had a further extension which was completed in 2011. The Department of Health funded this capital project. Children in Need (CIN) – Music Therapist represents funds received from Children in Need for the employment of a Music Therapist and their associated costs.

The designated fund represents the net book value of tangible fixed assets excluding those already accounted for in restricted funds.

The legacy is restricted to capital property development

Capital Appeal income is restricted to development of the hospice at Gravesend

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

17. ANALYSIS OF FUNDS (2019 Comparables)	Balance 1 April 18 £	Income £	Expenditure £	Investment £	Balance 31 March 19 £
Unrestricted funds:					
General fund	1,628,741	6,772,205	(6,248,507)	894,947	3,047,386
Designated fund	2,181,236	-	-	(156,744)	2,024,492
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total unrestricted funds	3,809,977	6,772,205	(6,248,507)	738,203	5,071,878
Restricted funds:					
Mini bus	2,204	-	(2,204)	-	-
Property extension 2008	177,632	-	(7,095)	-	170,537
Hospice DTU extension 2010/11	392,286	-	(14,850)	-	377,436
Minibus	4,441	-	(4,441)	-	-
NHS England Grant 2014/15	285,965	-	(37,285)	-	248,680
<i>Climate control and bathroom refurbishment</i>					
CIN – <i>Music Therapist</i>	-	17,700	(17,700)	-	-
Restricted Legacy	739,956	-	(230,237)	-	509,719
NHS England Capital	18,569	-	(18,569)	-	-
Palliative Care Grant 2015					
NHS England Children's Hospice Grant 2018/19	-	143,389	(143,389)	-	-
NHS D.G. & S – <i>Care Home Support</i>	-	237,935	(237,935)	-	-
Kent County Council – <i>Family fun days & short breaks</i>	-	5,000	(5,000)	-	-
NHS West Kent – <i>Children's Nurse</i>	-	54,000	(54,000)	-	-
NHS Bexley CCG – <i>Children's Nurse</i>	-	54,675	(54,675)	-	-
Coniston – <i>mini bus</i>	36,214	-	(9,153)	-	27,061
KCF/#iwill – exploring a career in care	-	5,000	(5,000)	-	-
Various – <i>Beds & Mattresses</i>	9,820	10,000	(4,014)	-	15,806
Various Trust Income	-	44,203	(44,203)	-	-
Various Charitable Income	-	18,750	(18,750)	-	-
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total restricted funds	1,667,087	590,652	(908,500)	-	1,349,239
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Group total	<u>5,477,064</u>	<u>7,362,857</u>	<u>(7,157,007)</u>	<u>738,203</u>	<u>6,421,117</u>

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

18. PENSION COMMITMENTS

The charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £234,339 (2019: £252,951).

19. TAXATION

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity is not exempt from VAT which is included with the expenses to which it relates on the Statement of Financial Activities.

20. RECONCILIATION OF NET INCOME / (EXPENDITURE) TO NET CASH INFLOW FROM OPERATING ACTIVITIES

	2020		2019	
	Group £	Charity £	Group £	Charity £
Net income/(expenditure)for the year	564,302	564,303	944,053	952,006
Add back depreciation charge	211,489	211,489	254,902	254,902
(Gain)/ loss on investments	(392)	(392)	(738,203)	(738,203)
Decrease (increase) in stocks	(5,169)	-	5,608	-
Decrease (increase) in debtors	613,080	268,304	(935,355)	(805,004)
Increase (decrease) in creditors	143,386	151,064	(57,356)	(62,779)
Net cash used in operating activities	<u>1,526,696</u>	<u>1,194,768</u>	<u>(526,351)</u>	<u>(399,078)</u>

21. CONTROLLING PARTY

ellenor is controlled by its Board of Trustees.

22. PRINCIPAL SUBSIDIARIES

Company Name	Country	Percentage Shareholding	Description
Ellenor Lions Hospices Lottery Company Limited	England	100	Operates charity lottery
Ellenor Lions Hospices Trading Limited	England	100	Sells new goods

23. RELATED PARTY TRANSACTIONS

In 2020 the following transactions took place between the Charity and its wholly owned subsidiaries Ellenor Lions Hospices Trading Limited and Ellenor Lions Lottery Company:

Intercompany operating transaction balances of £165,888 and £289,863 respectively.

There were no other outstanding balances with related parties as at 31 March 2020 (2019: £nil). The Trustees support the charity throughout the year and are regularly involved in fundraising and events. It is not possible for the charity to quantify the aggregate donations and fundraising by Trustees in the year.

NOTES TO FINANCIAL STATEMENTS (CONTINUED)

24. COMPARATIVE CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (2019):

	Notes	Restricted Funds £	Unrestricted Funds £	Total 2019 £
INCOME FROM:				
Donations and legacies	2	76,903	3,084,239	3,161,142
Charitable activities <i>Services for families facing terminal illness</i>	3	513,749	1,379,650	1,893,399
Other trading activities <i>Subsidiary retail shops and lottery Charity retail shops</i>	8	-	870,328	870,328
		-	1,355,418	1,355,418
		-	2,225,746	2,225,746
Investments		-	37,431	37,431
Other		-	45,139	45,139
Total income		590,652	6,772,205	7,362,857
EXPENDITURE ON:				
Raising funds <i>Fundraising and trading activities</i>		-	2,256,598	2,256,598
Charitable activities <i>Services for families facing terminal illness</i>		908,500	3,989,089	4,897,589
Other		-	2,820	2,820
Total expenditure	4	908,500	6,248,507	7,157,007
Net gains/(losses) on Investments	11	-	738,203	738,203
Net movement in funds	7	(317,848)	1,261,901	944,053
Funds brought forward		1,667,087	3,809,977	5,477,064
Funds at 31 March 2019		1,349,239	5,071,878	6,421,117

THANK YOU MESSAGE

THANK YOU

We are immensely grateful to all of the supporters who gave so generously in 2019/20, enabling us to continue providing high quality hospice care to babies, children and adults in our local community. Our supporters include the individuals, companies, trusts and foundations, Lions Clubs, Rotary Clubs, Masons, mayors, schools and so many more who helped us to care for over 3,000 patients with a life-limiting or terminal illness last year. Thank you.

Companies:

Berkeley Homes
Saysomedia Ltd
IQPC
Esquire Developments Ltd
Coniston Construction Ltd
Caxtons Chartered Surveyors
Broadditch Farm Shop

Individuals:

Paul and Clare Rooney
Carl and Frances Stick
Keith Parkin

Trusts and Foundations:

Berkeley Foundation
Colyer-Fergusson Charitable Trust
BBC Children In Need Appeal
The Albert Hunt Trust
The Childwick Trust
The Douglas Glanfield Memorial Trust
Farningham United Charities
The February Foundation
The Gill Foundation
The Hilary Awdry Charitable Trust
Hospice Aid UK
Kel Trust
Kent Community Foundation – Wards Charitable Fund
Kent Community Foundation – Brook Trust Fund for Kent
Kent Community Foundation – Green Family Fund
Kent Community Foundation – Cacketts Fund
Kent Community Foundation – Sunshine Fund
The Lawson Trust
The Lynn Foundation
Masonic Charitable Foundation
The Rowan Bentall Charitable Trust
The Thomas J Horne Memorial Trust

We would like to express our particular thanks to the Colyer-Fergusson Charitable Trust for their kind donation to **ellenor** of the land on which the hospice is built, as well their extremely generous pledge towards our capital appeal.

We would also like to thank the Lawson Trust for their very generous contribution towards the capital appeal.

ellenor.^x
hospice care in your home or ours

T: 01474 320007 E: info@ellenor.org

www.ellenor.org

    [ellenorcharity](#)

ellenor is a charity registered in England and Wales (1121561), and a company limited by guarantee (6302132). Registered office at Coldharbour Road, Gravesend, Kent, DA11 7HQ.