

Annual Review

2023



Excellence in palliative and end of life care for our Island community

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Chairman's foreword

2023 has been a year of real progress for Hospice Isle of Man. The team energy, focus and dedication has shone through at each and every level.

I am very grateful for the support of my colleagues around the table in both Governors meetings and at all the various Committees. My sincere thanks to John Knight for his inspirational leadership and for making such a positive impact from the day he arrived, to the staff team for their continuing professional commitment to the charity and in providing excellence in palliative and end of life and care, and then of course, to the many hundreds of volunteers who so willingly give up their free time to help hospice be all that it is.



Our intention as Governors was to ensure that 2023 became a solid operational year, our finances stabilised and that we made definite progress on a future facing three year strategy. I am very pleased that all of these essential steps have been taken and in addition we have witnessed a real upturn in team morale and a positive working culture.

“
As Governors service provision is our first priority and we continue to ensure that the hospice is operating safely but efficiently
”

Whilst the Manx public are our most significant partner and indeed the *raison d'être* of our service provision, we also recognise that Manx Care continue to be a key stakeholder. It is really pleasing to see the relationship further develop and that our renewed growth in service provision has taken some pressure off Manx Care and reassured them of our commitment to being as active as possible. We are grateful to them for their ongoing support and financial contribution.

Looking ahead to 2024, we do not see any signs that financial pressures will decrease. As Governors service provision is our first priority and we continue to ensure that the hospice is operating safely but efficiently. We also recognise the blunt reality that we will have to raise even more funds in 2024 if we are to continue to deliver the current range of services.

Thank you all for your support both past and present. It would be remiss of me to not stress just how important it is to the charity that we secure your contributions in to the future – whether this be through volunteering, organising an event, making a donation or remembering us in your will.

We hope that the Manx public will increasingly recognise that Hospice Isle of Man is indeed 'their Hospice' so that together we can ensure there is a Hospice for future generations.

Chris Hall
Chair of Governors

June 2024

Treasurer's report 2023

Introduction and 2023 recap

In my Treasurer's report for last year (2022) I reported on a loss of over £3M – the largest in our 40-year history. At the time of writing last year's report (mid 2023) I was hopeful that I was going to be able to report a profit for 2023 in this report. Whilst we didn't quite achieve this, 2023 saw a significant improvement in our financial result compared to 2022 which, in a year when very significant increases in wage costs had to be absorbed, is a credit to the adaptability of the Senior Leadership Team, and the wider Hospice work force.

2023 saw the opening of two respite beds (kindly funded by the Henry Bloom Noble Trust for a period of 18 months), and we were able to increase the number of in-patient unit (IPU) beds to 7, getting us very nearly back to full utilisation of all our IPU beds – a target which we met in the early part of this year.



We were also able to reopen our Day Care Unit for 1 day a week thanks to funding from the Manx Lottery Trust, and we are pleased to be able to report that the Trevor Hemmings Foundation has agreed to provide the necessary funding for the current year.

This significant turnaround in our financial performance was achieved in the main through 3 distinctive revenue streams. Firstly, we were incredibly grateful for a very generous donation of £1M from Ivan Soulsbury, secondly our investment portfolio returned to significant profitability and our 3 year agreement with Manx Care contributed an increased £246,000 bringing their annual contribution to £1.16M.

The final result for the year was therefore an accounting loss of £282,000 after depreciation of £429,000 (or a cash flow positive result of £147,000 if depreciation is disappplied).

Financial review

Donations and Legacies

Donation income in 2023 of £2,303,061 compared favourably against £1,264,816 in 2022, equating to an 82% increase. Other significant contributions came from Diana Princess of Wales Trust of £105,250 and the ongoing corporate giving scheme which contributed £81,492.

After a particularly disappointing year for legacies in 2022, 2023 saw legacies realise £1,464,766, a year-on-year increase of 140% (although I should mention that this sum still represents a £350K deficit against our rolling 5-year average).

These two income lines alone helped significantly to reduce the record deficit from the previous year.

Commercial activities

Commercial revenue again had a robust year, although without the Wild in Art project the headline revenue reduced to £646,615 from £819,812. However, once the associated Wild in Art's costs are similarly removed commercial revenue increased year on year.

Hospice shops (Share the Care), together with their sister company Hospice Properties Limited had another strong year, slightly exceeding their performance of 2022 by contributing just over £500,000 between them. The opening of a new retail outlet in Duke Street contributed significantly to this outcome.

Investments

Our investment portfolio thankfully posted a positive return of nearly £378,000 last year compared to a loss of over half a million pounds in 2022.

The significant increase in interest rates over the year in question has led to our investment sub-committee reassessing our day-to-day investment needs, with a view to making our cash reserves work harder for us than was possible during the period of negligible interest rates, and to this end we have established a new banking relationship with NedBank for cash management purposes.

Relationship with Government and Funding

Our ongoing arrangement for a staged uplift in funding from Manx Care saw a welcome additional contribution of £246,000 from Government coffers bringing their total contribution to over £1.16M. We are currently in negotiations with Manx Care for a five-year shared funding agreement for the period 2025-2030 which we hope will bring both certainty of contribution plus an increased level of support for our activities.

Expenditure

2023 finally saw DHSC, Manx Care and clinical staff at Nobles and elsewhere across the island resolve their pay awards for 2021, 2022 and 2023. Given the cost-of-living crisis that had been prevalent over this period it is, perhaps, unsurprising that the pay awards were at a level unseen for some years. Whilst we had been prudent in accruing for the anticipated awards their implementation still had a very significant impact on our cash reserves. With these awards now settled and the rate of inflation now having nearly reduced to more usual levels we are hopeful that future pay awards will return to more long term and predictable levels. Nevertheless, it is worth noting that the impact of cost-of-living increases for the three years 2021/22 to 2023/24 increased our salary bill by 20%.

Cash and reserves

The key challenge Hospice continues to face is matching very unpredictable income against a relatively high fixed cost base and managing cash flow to ensure that there is minimal impact on service delivery levels or quality.

Hospice management, supported by the Finance Committee, monitor the cash flow position daily and take proactive action to ensure cash liquidity. Following the significant cash outflows to fund the various backdated pay awards agreed last year our free reserves have declined to around 12 months of cover. This places us comfortably within the mid-range of all UK hospices and with significantly more cover than many.

Capital expenditure

We are fortunate to have a truly world class Hospice facility on the island which has been recently refurbished and is in need of little significant capital expenditure. This will not last forever and so we must be prudent in our replacement and repair scheduling.

We have particularly targeted Grants to help fund capital projects, several of which applications were started in 2023 but for which approval is expected in 2024.

We were fortunate to secure allocated spending for replacement of our boiler which we anticipate will happen over the course of the current financial year and will save a six-figure cash outflow.

We have also been fortunate enough to secure funding from Hansard and Manx Lottery Trust Dormant Assets Fund for 50kW of solar panelling in tandem with the same amount gifted by 'Go Green' on our building's roof. We anticipate this will save us approximately £30,000 in energy costs p.a. once fully installed.

Finally, we are thankful to Flutter for funding the acquisition of a mobile coffee van which we are using at various events around the island to raise funds.

Finance Team

The Finance team continue to do a sterling job preparing the annual accounts and consolidations whilst performing their day-to-day finance responsibilities. These efforts were once again recognised by EY who have complimented us on another good audit which is reflected in a straightforward unqualified opinion.

I would also take this opportunity to thank Derek Ware and his Team at EY for their continued support of Hospice and their professional approach to our audit.

Concluding remarks

Against the financial annus horribilis that was 2022, 2023 had every possibility to be as bad, or possibly even worse. However, thanks to strong donations and legacies, an increase in Manx Care funding and a return to profitability of our investment portfolio, coupled with the ongoing hard work of our fund raising and Share the Care teams we very nearly turned a £3M loss into a profit. Not only this, but we were able to match the significant Manx Care backdated pay awards for our staff and to open additional respite and IPU beds within our world class Hospice facility.

The challenge in 2024, as ever, will continue to be managing a relatively high fixed cost base against wildly fluctuating and unpredictable income streams whilst maintaining top quality service levels.

Our strategic financial goal is to achieve equality of funding between donations and legacies on the one hand, our own fundraising activities on the second and statutory funding from Manx Care on the third. Our objective in doing this is to protect us as far as is possible from the unpredictability of income streams that we have been so dependent on historically. We will achieve this by growing maintainable levels of income through innovating with new third party partnerships, continuing to grow our retail revenue, and finalising a new service level agreement with Manx Care which will create a clear and transparent funding mechanism that gives us clarity and certainty over this key revenue stream for the future. 2023 saw us move some way towards this goal and I hope to be able to report further progress towards this target in next year's report.

As always, your Board and Executive appreciate the responsibility we hold, and the importance of ensuring that we remain well-positioned for the future.



Chris Eaton
Hon. Treasurer

June 2024

Legal and administrative information

Board of Governors and Trustees

Our Board of Governors and Trustees oversee and direct the affairs of the charity, ensuring that it is well run and delivering the charitable outcomes for which it is established.

Board members and Trustees are appointed on the basis of their experience, expertise and community involvement as well as for their commitment to, and passion for, the Hospice's work.

President

Sir Miles Walker CBE

Chairman

Mr Chris Hall MA MSc FIoD

Secretary

Mrs Susan Shute (Appointed 17 June 2022)

Hon. Treasurer

Mr Christopher Eaton LLB (Hons) C Dir

Board of Governors

Mrs Catherine Black BA (Hons), MAEd, Dip HSM, RN, RNT, FHEA

Ms Heather Blackley BSc DipM FCIM (Resigned 08 August 2023)

Mr Andrew Juin Corlett OBE

Mr Philip Dearden BA (Hons), FCA ATII (Resigned 07 March 2024)

Mrs Della Fletcher MBE (Resigned 09 August 2023)

Mr James Geldart BA (Hons), Chartered FSCI

Ms Anna Kelly BSc MRICS

Mr Tim Leeming BSc (Hons)

Mr John McChesney Chartered FCIPD

Mrs Michele Moroney MBChB FRCOG

Mrs Linda Radcliffe RN, BSc (Hons), MSc, CMgr, FCMI (Resigned 27 June 2023)

Mr John J W Rimmer M.Phil, BSC (Hons)

Corporate Details

Registered Office

Hospice Isle of Man
Strang
Isle of Man
IM4 4RP

Company No.

22473

Registered Charity No.

317

Auditors

Ernst & Young LLC
Rose House
51-59 Circular Road
Douglas
Isle of Man
IM1 1AZ

Bankers

Barclays Bank Plc.
4th Floor
Queen Victoria House
41 Victoria Street
Douglas Isle of Man
IM1 2LF

Investment Advisors

Ramsey Crookall & Co Ltd.
Securities House
38-42 Athol St
Douglas
IM1 1QH

Hospice Principal Risks and Risk Management

Hospice Isle of Man is committed to the appropriate management of all risks that present possible harm to individuals, property or to Hospice's ability to achieve its strategic and operational objectives.

Hospice Isle of Man is committed to the appropriate management of all risks that present possible harm to individuals, property or to Hospice's ability to achieve its strategic and operational objectives.

A comprehensive Risk Management framework is in place to ensure the effective management of both strategic and operational risks is

aligned to Hospice's risk appetite statement. The Risk Assessment and Risk Management policies were both reviewed internally (July 2022, and December 23 respectively), and ratified by the Hospice Risk Committee, a subcommittee of the Board Of Governors. The Hospice maintains a strategic risk register whilst lower level risks are managed at team level.

Risk is a standing agenda item for all Board and Board Subcommittee meetings as well as the Senior Leadership Team and Operational Delivery Group meetings. Risk management training is made available at all levels of the organisation and dovetailed with the Datix Incident management system.

Vision, mission, position and values

Our Vision, Mission, and Position Statements were brought together using multiple reference points, we well as through engaging with our staff, volunteers, the general public and through consultation with a range of professionals.

These provide the foundation of our organisational strategy, as well as a framework of direction and guidance to help deliver our strategic goals and serve our Island community.

Our Vision

Excellence in palliative and end of life care for our Island community

Our Vision

To provide excellent palliative and end of life care, whether directly or alongside others, respecting and valuing each individual and those who matter to them

Our Vision

Leaders of palliative and end of life care in the Isle of Man

Our values are at the heart of everything we do. They are an important part of how we will deliver our strategy not only amongst our staff and volunteers, but in partnership with our communities.

Staff worked with volunteers, service users and visitors to finalise the values.

A

Act with compassion



Showing awareness of and empathy towards others, ensuring people feel heard, valued and respected

B

Be collaborative



Building and maintaining positive working relationships to maximise what we can achieve together

C

Commit to our cause

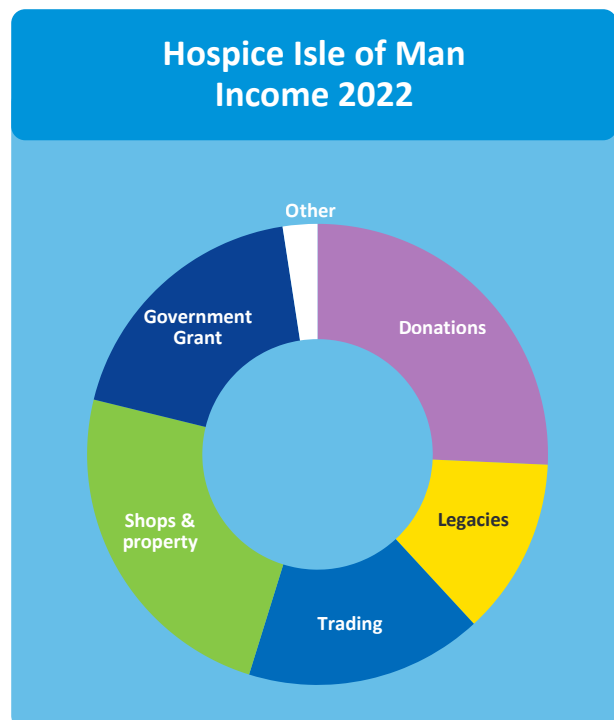


Working with purpose and drive, making every moment and penny count so we can deliver excellence for our patients and their loved ones

Income generation

It is important for us as a charity to understand how we receive our income in order to forecast and plan for our future in addition to monitoring our performance all whilst continuing to support our patients and provide excellent Hospice Palliative and End of Life Care to our community when they need it most. Here is a breakdown of our income for 2023 and 2022:

Income Generation	2023 £	2022 £
Donations	2,303,061	1,264,816
Legacies	1,464,766	610,986
Commercial Trading Operations: Hospice	646,615	819,812
Shops and Property	1,335,610	1,181,666
Investment Return	377,988	(574,766)
Government Grant – Manx Care	1,168,213	922,000
Other Income	9,270	119,470
Total Income	7,305,523	4,343,984



Care service report

2023 Clinical Stats

In 2023, our extensive services cared for many patients through our adult In Patient Unit, Rebecca House, our Community services or our Support Services, as shown below. These figures took us back to a level close to pre-pandemic.

427

Adult Patient deaths

Up 10 from 2022 

209

Admissions to the In Patient Unit

Up 29 from 2022 

567

Referrals to all Hospice services

48%

Of all Isle of Man deaths

28

Symptom Management Admissions

323

Cancer referrals

178

Deaths in the Hospice In Patient Unit

15

Respite Care Admissions (September - December)

244

Non-Cancer referrals

155

Patient deaths in the community

34

Rebecca House average monthly caseload

183

Hospice at Home referrals

Up 19 from 2022 

94

Patient deaths in Hospitals

930

Sessions of care delivered by Rebecca House

2,287

Hours of direct patient care delivered by Hospice at Home

533

Adult Hospice average monthly caseload

9

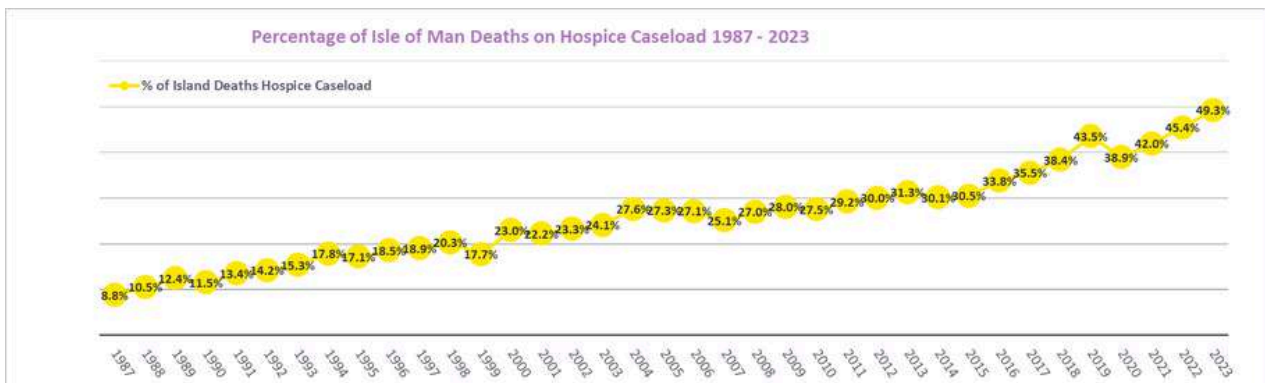
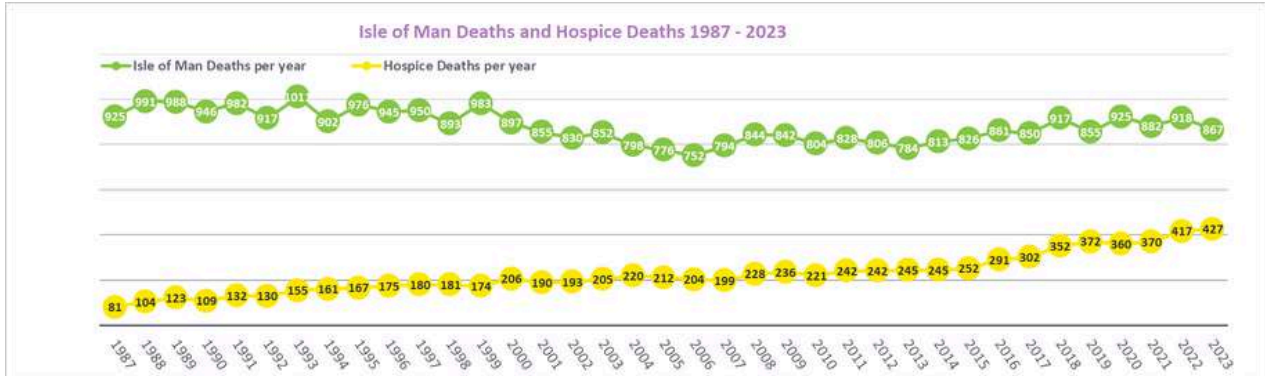
New Rebecca House referrals



Deaths and Hospice Deaths

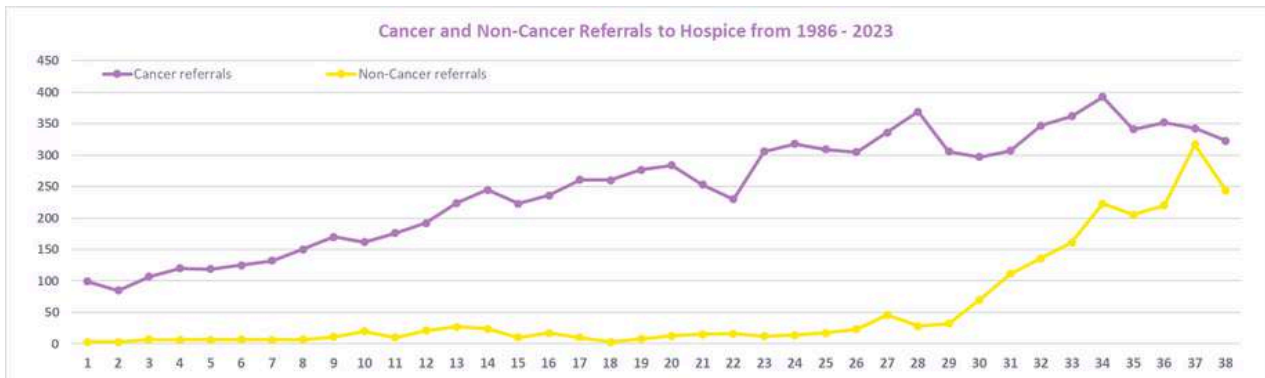
The graphs show how Hospice’s role in delivering care at the end of life has gradually increased since 1987.

There were 867 deaths on the Isle of Man in 2023, with Hospice providing care for 427 of these. This meant, that Hospice were actually providing care for 49.3% of all deaths last year.



Cancer vs. Non Cancer Care at Hospice

In 2015, Hospice’s Board of Governors made the equitable decision to open its remit to support adults with all life-limiting illnesses rather than just cancer and motor neurone disease as previously. This decision directly links to the current fact that in 2023, we saw 567 referrals made for Hospice care, and these were made up of 323 cancer and 244 non-cancer.



Patient stories

Stefan White – Patient Relative

“When you have Hospice Isle of Man by your side, anything really is possible!”

My Hospice experience was, as I imagine many peoples are, a mixture of happiness and sadness. After trying for a baby for over a year, my then 31 year old Fiancée Anne-Marie and I discovered we were expecting in December. Her initial scans showed enlarged ovaries so we had regular check-ups only to find in March we had lost the baby. Her ovaries remained enlarged after the miscarriage so one was removed and tested to which came back as cancer. We were told that we only had a matter of weeks left. At that point we were offered a room at Hospice.



Hospice offered comfort, control and peace of mind. I was able to stay with Anne-Marie throughout her stay and saw first-hand the level of effort and care that goes into looking after a patient, and their family. It was literally 24/7 care, and the techniques they employed were both inspiring and reassuring.

I wanted to give her something positive to think about and so I asked if she would marry me. Thankfully she said yes and we were able to spend the next few days frantically organising our wedding from her bed.

Our wedding was not only still one of the happiest days of my life, it is a reminder of all the good that can be done in the world when people come together to help. Hospice laid out their chapel for our ceremony and catered the reception, they even decorated one of the rooms with a double bed in for us to lie next to each other on our wedding night. They were there with us through the entire journey and it would not have been possible without them by our side, oxygen tank and all!

My most vivid memory of that day was sitting in the chapel and turning to see Anne-Marie, who had not left her bed in 4 days, manage to walk, aided by her father, the few steps from the door to my side. Those were her last ever steps, but they were the most triumphant.

We had the most perfect day in our bubble of happiness surrounded by friends and family. I don't know why people worry so much about organising a wedding, it can be done in 48 hours without getting out of bed when you have Hospice Isle of Man by your side!

Stefan White
Patient Relative

Aalish Creer – Patient Relative

Jane Catherine Creer. Cath, My Nanna was your typical Manx matriarch. She was fierce, loyal and endlessly independent till her last breath. Despite the fire in her belly, she was the kindest, most generous and hospitable person I've ever known. Anyone that walked into her house was invited to view her treasures, have refreshments or even be gifted one of her famous bargains. Pretty much every Manx farmer, their family and even the odd canine has experienced her wonderful hospitality. When she was ill, she carried on this tradition without uttering a word. It is hard to put into words how alone she must've felt.



As her health declined and she slowed, Hospice provided us and most importantly Nanna with a guidance and support. Hospice at home allowed her to continue doing things 'her way'. People often speak about the amazing work Hospice do.

You know it, yet you never really feel the impact of the work until you've lived through it. They gave my Nanna the best they could during circumstances no one ever imagines. They always arrived with a smile, a joke and world class care. They would listen to our worries, day or night and it felt like we had a 24-hour safety blanket. We were lucky as a big family, we could take shifts in the latter days keeping Nanna comfortable, but it wasn't just my dad and aunties' families, Hospice joined that unit and kept us stable during tough, busy and heart-breaking times. Although hard to process, when I made the call to inform the Hospice team she had taken her last breath, they arrived within the half hour with a calm and comforting manner. Hospice gave my Nanna the dignity she desired and my family the comfort and we could not thank them enough.

Nanna loved TT. Every year we 'open up' the fields adjacent to the course free of charge, she would take a chair to the front of her beloved house waving at bikers, cars and caravans arriving from across the world. Of course, in Nanna's hospitable manner she did everything she could to make sure everyone was fed, watered and comfortable. 2023 was the year of firsts. The ones you hear about in cliché Grief poems yet no matter how cliché, it was true. It felt odd, sad and wrong. 2023 was that first TT without her there. As a family, we knew that her legacy needed to live on, so we put out some buckets asking for donations to two charities who helped our beloved mum, Nanna and great Nanna. Hospice was of course at the forefront of our minds when coming up with the idea and a few small buckets raised £738.79. We hope that this will increase this year!

In April, I was approached by our good friend Elaine Dewhirst asking to bring Sammy my meg lamb in to meet some of the patients. There was not a single doubt in my mind that my little fluffy lamb and I would be up for the visit. It felt like I had that opportunity to give the tiniest bit back. I had never ventured into the Hospice building yet when we walked in, we were met with smiles, and it was such a lovely afternoon. Sammy enjoyed himself (maybe a little too much when he tried destroying the beautiful gardens for an afternoon snack). The personable and kind staff chatted away and the patient's smiles were worth more than any experience you could buy. From the receptionist, the HCAs, the nurses and the incredible Emma, the staff at Hospice were just the most amazing individuals. I could not have entered that building without the great Elaine Dewhirst a fellow patient relative who has not only done so much for Hospice but displays the most invincible courage every day.

Aalish Creer
Patient Relative

2023 Highlights

Birdsong Survey

2023 saw us once again conduct our annual Birdsong Survey, an annual satisfaction survey for Hospice employees and volunteers. Overall, we had significant improvements compared to 2022 and compared to all Hospices benchmark results. There were a total of 79 paid staff responses this year, and 89 volunteer responses, therefore a good portion of both our employee and volunteer work forces were represented.

There were major improvements around confidence in the Senior Leadership Team, with confidence in the Board also increasing by 31%. Understanding what Hospice wants to achieve and wanting to be working at Hospice in 12 months' time were both new entrants into the top 10 of how people feel about working here.

Further key engagement indicators to note included that people feel that they are making a difference, they are comfortable being themselves at work and they are proud to work for the charity. All of which scored extremely high.

An area that has been taken forward following Birdsong, is the difference between how clinical and non-clinical teams answer the questions in the survey. The results suggested that non-clinical areas need some focused attention. This has initiated a project to be implemented into 2024 around what can be done to improve these results. Birdsong will be conducted again in 2024, when we hope to once again further improve on these results, ensuring Hospice is a place that people like to work and volunteer for.

Day Unit Reopens at Hospice

After temporary COVID closures, our Day Unit reopened to patients in June 2023 with the service redeveloped to suit patient's ever-changing needs. This was made possible by the Manx Lottery Trust who awarded us a grant to fund the Day Unit for its first year of operation.

The team provide first-class holistic care and support, and some respite for families and carers during the patient's time with us. Nurses and Health Care Assistants deliver interactive workshops to help people positively manage the way ill health impacts on them and their loved ones.

Everyone involved in the redevelopment have shown such great support and passion towards the Day Unit, and the service has added great vibrancy back to the Hospice building, which has been felt by both staff and volunteers alike.

Recently we also received the fantastic news that further funding has been secured for the Day Unit from the Trevor Hemmings Foundation.



Photo – Gill Young (Health Care Assistant), Georgina Crawford (Health Care Assistant), John Knight (Chief Executive Officer), Vicky Wilson (Head of Children, Young People, In Patient Services and Therapies).

Re-Introduction of Respite Care

In August 2023, we were delighted to announce the re-introduction of an essential service within our existing in-patient unit; Bloom Respite Care. The re-introduction of this service showcased a great collaboration of two high profile Manx charities, who came together for a two year partnership; Hospice Isle of Man and the Henry Bloom Noble Healthcare Trust. As a result, there are now two fully staffed beds dedicated to excellent clinical quality Bloom respite care.

Due to financial constraints and staffing shortages during COVID, the respite care service at Hospice was cut, therefore it is with great pleasure that this service has been resumed, free of charge to patients. Any person with a life-limiting condition, who meets our criteria, is eligible for the service, free at the point of delivery which benefits the patient, their carers, families and loved ones, within our patient-centred environment.

Hospice care always has been and always will be about the patient. However, in the darkest of times, when the situation at home can seem impossible, Respite Care can make a lasting and vital difference to families who are in real need. Respite care will provide many great advantages to the family or carer; they will know that the patient is in safe hands, being well cared for, they have a medic nearby and will provide the carer themselves with the gift of rest and recuperation. The difference that Respite makes to everyone surrounding the patient then has a positive impact on the mental wellbeing of the patients themselves.



Photo – His Excellency the Lieutenant Governor Sir John Lorimer KCB DSO MBE, Lady Lorimer MBE, Terry Groves (Chairman of the Henry Bloom Noble Healthcare Trust), Laura Kewley (Senior Nurse)



£1 million Donation

2023 saw us receive a very generous gift of £1 million by a donor in response to the challenges we faced around our financial position. Ivan Soulsbury, a retired Isle of Man entrepreneur became aware of the need for support upon reading the reports in late December 2022 which described the financial challenges that we were facing, Ivan decided that he had to act and do something proactive to help. After a number of meetings with Hospice leaders, and much consideration, he made an extraordinary and immensely generous gift of £1 million.



Photo – John Knight (Chief Executive Officer), Ivan Soulsbury

Mr Soulsbury told us, “I recognised that Hospice is in need of urgent and immediate funding to help secure its future and ensure our Island continues to benefit from a world class organisation that provides such a range of services to patients and families not only at end of life but also from the point of a terminal diagnosis. We are truly fortunate as a small community to have a resource such as Hospice Isle of Man”.

We were truly grateful for the donation, and continue to pursue donations from other independently wealthy individuals, and corporate organisations.

Partnership Working through Collaboration with Isle Listen



Photo – John Knight (Chief Executive Officer), Andrea Chambers (Chief Executive Officer of Isle Listen)

As part of our strategic goals, we are looking to build strong community relationships, including other charities. In September, we announced an exciting new collaboration between us and mental health charity Isle Listen. The collaboration saw Isle Listen relocate its therapeutic suite and services to a space within our Scholl Wellbeing Centre. The timely collaboration came at a point when Isle Listen has a need for a larger, better-equipped environment for its therapeutic team.

This important partnership demonstrates that the two significant charitable service providers both take their responsibility to the public very seriously, by using donated funds in the most efficient way for the delivery of essential services. This represents just that step change within the third sector.

No service provided by either organisation has been negatively impacted by the collaboration, indeed the intention behind the move was that services will only improve through partnership working, and is an exciting time for both Hospice and Isle Listen.

Brand New Flagship Store Opens on Duke Street

September 2023 saw us open a brand new flagship store in the centre of Douglas, as part of our Retail group.

Thanks to the ongoing and increased demand for our preloved donated goods, we secured a fantastic new outlet in the middle of town. The Duke Street store is very different in both look and feel to our other shops, of which there are now nine around the Island.



To meet the challenge of rising demand for our services in the current inflationary climate, we are always looking to grow our own internally generated revenues. A significant proportion of that revenue comes directly from our retail shops, therefore it is increasingly important that we continue to invest heavily in this area.

One of our key long term strategic goals is to develop greater self-sufficiency so that we are less reliant on the generosity of the great Manx public who have supported us so magnificently over the last 40 years. There is such a demand for the high quality, pre-loved items that we sell that opening this additional shop in Douglas city centre really does make sense. And it is thanks to our incredibly loyal supporters and customers that we can do so.

Strategy Development

Throughout the latter half of 2023, we developed our new strategy, 'Measured Ambition'. The strategy provides the foundations and priorities for us over the next three years, and covers both Hospice and Rebecca House Children's Hospice. Research was conducted over a period of a few months which involved consulting with a wide range of stakeholders, all of whose support and guidance is valued by the Board of Governors and Senior Leadership Team.

The approach with 'Measured Ambition' will be to ensure Hospice is as active as possible in moving back to full service delivery, whilst also safeguarding our delicate funding situation. The bottom line being that we wish to develop Hospice, but can only do so as and when funding is secured.

The new vision for Hospice was also developed during this time, as 'Excellence in palliative and end of life care for our Island community', as well as our position on the Island to be the 'Leaders for palliative and end of life care in the Isle of Man'.

The strategy intentionally sets out to strike a very careful balance between measured service developments, financial sustainability, and a recognition of the changing demographics in the Isle of Man. It has been underpinned by a noted series of objectives and ensures Hospice focuses on clinical ambitions by enhancing services. Central to all of this, through the development of the strategy, we want to ensure the charity remains vibrant for the Island community well into the future, building further upon the past 40 successful years.



Photo – Emma Whiting (Integrated Care Team Manager), Rachael Taggart (Registered Nurse), Rosie Glen (Senior Health Care Assistant)

Celebrated our 40th year of care

In 2023, we celebrated our 40th anniversary of providing care to the people of the Isle of Man, marking four decades of us caring for our patients and their loved ones with our vast array of services.

Our journey first began in **1983**, when we were established by Nadene Crowther. In our first year of operation, we were able to offer support and care to **103** people in their own home. By **2023**, the number of referrals to all our services stood at **567**, where the patient can choose to receive their care in a place of their choice, whether that be home, hospital or our beautiful In Patient Unit. In addition to that we now also offer a comprehensive range of complimentary therapies and day care services, and we also operate Rebecca House, our Children's Hospice. The demand for Hospice care has been steadily increasing over the years and by tracking the demographics of our island it is clear that this demand will continue to rise.



2023 was a busy year in terms of 40th celebrations. We held new events, launched new ways for the community to support us and focused on our new strategy that will take us forward for the next few years. We also took time to reflect, to be grateful, and to consolidate as we emerged from the tail end of the pandemic.

Our formal celebration took place in June where we held a get together in the beautiful gardens as an acknowledgement to everything we have achieved. Both past and present employees, volunteers and vital supporters were invited to gather where there was cake, drinks and speeches. We even commissioned our very own Gin, 'Care Vie' to mark our 40th year of care.

We would like to thank everyone who has contributed to Hospice Isle of Man since 1983, we are truly grateful and look forward to the future of our Hospice.



Hospice Care Consolidated Financial Statements

31 December 2023



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Report of the Board of Governors

The Board of Governors present their annual report and the audited consolidated financial statements for Hospice Care (The Charity) for the year ended 31 December 2023.

Principal Activity

The principal activity of the group is that of a number of registered charities established to make provision for the care of persons in the Isle of Man suffering from terminal illness or who are otherwise suitable for Hospice Care.

Results and Dividends

The group has reported a loss for the year of £282,179 (2022: Loss of £3,160,114) which has been transferred from reserves.

The Board of Governors do not propose the payment of a dividend (2022: £Nil).

Future Developments

The Board of Governors anticipate that the business will continue its activities in a similar manner.

Events since the Statement of Financial Position date

The events that require to be disclosed are detailed in Note 15.

Going Concern

The financial statements have been prepared on a going concern basis as the Board of Governors consider that there are sufficient reserves within the Group and Company to support the going concern assumption made in note 1c.

Board of Governors

The composition of the Board of Governors who served as directors throughout the year and to date were:-

Chairman:	Mr C Hall MA MSc FloD
Hon Treasurer:	Mr C Eaton LLB (Hons) C Dir
Other members:	Mr P E Dearden BA (Hons), FCA ATII (resigned 7th March 2024)
	Mr J McC W Rimmer
	Ms E A Kelly BSc MRICS
	Mr J McChesney
	Ms H Blackley BSc DipM FCIM (resigned 8th August 2023)
	Mrs D P Fletcher, MBE (resigned 9th August 2023)
	Mrs L Radcliffe, RN, BSc (hons), MSc, CMgr FCMI (resigned 27th June 2023)
	Mr A J Corlett, OBE
	Mr J Geldart, BA (Hons) Chartered FCSI
	Ms C Y Black BA (hons), MAEd, RN, RNT
	Mr T P Leeming (appointed 5th September 2023)
	Mrs M Moroney (appointed 5th September 2023)
Company Secretary:	Ms S Shute

Auditors

Ernst & Young LLC have indicated their willingness to continue in office in accordance with Section 12(2) of the Companies Act 1982.

Membership

As at 31 December 2023 there were 290 members of Hospice Care compared with 289 at the end of 31 December 2022. In addition, there were 135 life members at the end of 31 December 2023 compared with 135 at the end of 31 December 2022.

By order of the Board of Governors



Chris Hall
Chair of Governors

Statement of Board of Governors' responsibilities in respect of the financial statements

Company law requires the Board of Governors to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Charity and of the Group and of the surplus of the Charity and of the Group for the year. The Board of Governors have elected to prepare financial statements in accordance with applicable law and United Kingdom accounting standards. In preparing these financial statements, the Board of Governors are required to:-

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable United Kingdom accounting standards have been followed, subject to any material departures discussed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Board of Governors is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and of the Group and to enable them to ensure that the financial statements comply with the Companies Acts 1931 to 2004, Charities Registration & Regulations Act 2019 and Charities Regulations 2020. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent auditor's report to the members of Hospice Care

Opinion

We have audited the consolidated and parent company financial statements of Hospice Care for the year ended 31 December 2023 which comprise of the Consolidated Statement of Financial Activities, Consolidated Balance Sheet, Company Balance Sheet, Consolidated Statement of Changes in Equity, Consolidated Cash Flow Statement and the related notes 1 - 15, 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 FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

In our opinion, the financial statements:

- give a true and fair view of the group's and of the parent company's affairs as at 31 December 2023 and of the group's loss for the year then ended;
- have been properly prepared in accordance with United Kingdom Accounting Standards
- have been prepared in accordance with the requirements of the Companies Act 1931-2004, the Charities Registration & Regulations Act 2019 and the Charities Regulations 2020.

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 Isle of Man, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

Our responsibilities and the responsibilities of the Board of Governors with respect to going concern are described in the relevant sections of this report. However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the group's ability to continue as a going concern.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The Board of Governors are responsible for the other information contained within the annual report.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in this report, we do not express any form of assurance conclusion thereon.

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 course of 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of the other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Companies Acts 1931-2004 require us to report to you if, in our opinion:

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

Responsibilities of Board of Governors'

As explained more fully in the Board of Governors' responsibilities statement set out on page 3, the Board 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 Board of Governors 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 Board of Governors are responsible for assessing the group's and the parent 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 Board of Governors' either intend to liquidate the group or the parent 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.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect irregularities, including fraud. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and management.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the group and parent company and determined that the most significant are those that relate to the reporting framework (United Kingdom Accounting Standards; including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"), Isle of Man Companies Act 1931 – 2004, GDPR, Isle of Man Employment Laws, Isle of Man Health and Safety Legislation, Gaming, Betting and Lotteries Act 1988, the Charities Registration & Regulations Act 2019 and the Charities Regulations 2020.
- We understood how the group is complying with those frameworks by making enquires of management to understand how the group maintains and communicates its policies and procedures in these areas and corroborated this by reviewing supporting documentation.

- We assessed the susceptibility of the group’s financial statements to material misstatement, including how fraud might occur through discussions with management, by considering the risk of management override and assuming revenue to be a fraud risk. Our procedures involved testing journals identified by a specific risk criteria and by testing specific transactions back to source documentation, ensuring appropriate authorisation of the transactions.
- Based on this understanding we designed our audit procedures to identify noncompliance with such laws and regulations. Our procedures involved identifying relevant laws and regulations having a direct and indirect impact, obtaining an understanding of management’s procedures for identifying and complying with laws and regulations and review of board meeting minutes.

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

Use of our report

This report is made solely to the company’s members, as a body, in accordance with Section 15 of the Companies Act 1982. Our audit work has been undertaken so that we might state to the 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 company and the company’s members as a body, for our audit work, for this report, or for the opinions we have formed.

Ernst & Young LLC,
Chartered Accountants
Isle of Man
Date: 2024



Notes:

1. The maintenance and integrity of the Hospice Care web site is the responsibility of the Governors; the work carried out by the auditors does not involve consideration of these matters and, accordingly, the auditors accept no responsibility for any changes that may have occurred to the financial statements since they were initially presented on the web site.
2. Legislation in the Isle of Man governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Consolidated Statement of Financial Activities

For the year ended 31 December 2023

		2023 £	2022 £
	Notes		
Income:	1(g)		
Donations		2,303,061	1,264,816
Legacies		1,464,766	610,986
<i>Commercial Trading Operations: Hospice</i>		646,615	819,812
Shops and Property		1,335,610	1,181,666
Investment return	1(k),1(g)	377,988	(574,766)
Government Grant – Manx Care		1,168,213	922,000
Other Income		9,270	119,470
Total Income		<u>7,305,523</u>	<u>4,343,984</u>
Expenditure:	1(h)		
<i>Costs of raising funds:</i>			
Commercial Trading Operations		(836,032)	(639,128)
Fundraising Costs		(525,805)	(690,242)
<i>Expenditure on Charitable Activities:</i>			
Operation of Hospice		(6,215,083)	(5,283,508)
Other expenditure		(10,782)	(2,083)
Total Expenditure		<u>(7,587,702)</u>	<u>(7,504,098)</u>
Comprehensive (loss) / Income for the year		<u>(282,179)</u>	<u>(3,160,114)</u>
Other comprehensive income		<u>-</u>	<u>-</u>
Total comprehensive (loss) / Income		<u>(282,179)</u>	<u>(3,160,114)</u>

The Consolidated Statement of Financial Activities should be read in conjunction with the Consolidated Statement of Changes in Equity. There was no other comprehensive income during the year (2022: £Nil).

All items are considered to arise from continuing transactions.

Company Profit and Loss Account

Under Section 3(5) of the Companies Act 1982, the company is exempt from the requirements to present its own profit and loss account. Of the consolidated surplus of income over expenditure, a deficit of £325,671 (31 December 2022: Deficit of £3,702,445) has been retained by Hospice Care.

Consolidated Balance Sheet

For the year ended 31 December 2022

		2023 £	2023 £	2022 £	2022 £
	Notes				
FIXED ASSETS	1(i)				
Tangible Assets	3(a)		11,499,186		11,768,798
Investments at fair value through profit or loss	1(k),4(a)		4,951,387		4,659,272
CURRENT ASSETS:					
Stock	1(l)	13,235		11,711	
Sundry Debtors	1(k)	257,486		218,052	
VAT		25,131		18,095	
Bank Deposits	1(k), 7	2,366,904		2,395,864	
Balances with Brokers	1(k), 7	70,535		21,112	
Cash in Hand	1(k), 7	1,433		1,327	
			<hr/>		
			2,734,724		2,666,161
LIABILITIES					
Creditors amounts falling due within one year	1(k)		(1,085,125)		(711,880)
			<hr/>		
Net Current Assets			1,649,599		1,954,281
Total Assets Less Current Liabilities			18,100,172		18,382,351
Creditors due after more than one year					
Loan payable	1(m),8		(750,000)		(750,000)
			<hr/>		
			17,350,172		17,632,351
Funds					
Unrestricted Funds	1(f),10		14,122,435		14,361,642
Restricted Funds	1(f),11		3,277,737		3,270,709
			<hr/>		
			17,350,172		17,632,351

Approved by the Board of Governors in 2024



Chris Hall
Chair of Governors



Chris Eaton
Hon. Treasurer

Company Balance Sheet

For the year ended 31 December 2023

	Notes	2023 £	2023 £	2022 £	2022 £
FIXED ASSETS	1(i)				
Tangible Assets	3(b)		10,124,261		10,399,719
Investments at fair value through profit or loss	1(k),4 (a)		4,951,387		4,659,272
Investment in Subsidiaries	4 (b)		288,194		288,194
Debtors due in greater than one year					
Amount due from Subsidiaries	1(m),6		871,938		871,938
<hr/>					
CURRENT ASSETS:					
Sundry Debtors	1 (k)	240,405		196,882	
VAT		14,231		4,231	
Bank Deposits	1 (k)	948,902		1,545,508	
Balances with Brokers	1 (k)	70,535		21,112	
Cash in Hand	1 (k)	433		527	
		<u>1,274,506</u>		<u>1,768,260</u>	
Current Liabilities					
Amount due to Subsidiaries	6	(971,909)		(1,448,542)	
Creditors	1(k)	(978,445)		(653,229)	
		<u>(1,950,354)</u>		<u>(2,101,771)</u>	
Net Current (Liabilities) / Assets			<u>(675,848)</u>		<u>(333,511)</u>
Total Assets Less Current Liabilities			<u>15,559,932</u>		<u>15,885,612</u>
Creditors due after more than one year					
Loan payable	1(m), 8		<u>(750,000)</u>		<u>(750,000)</u>
Total Net Assets			<u>14,809,932</u>		<u>15,135,612</u>
Funds					
Unrestricted Funds	1(f)		11,582,195		11,864,905
Restricted Funds	1(f), 11		3,227,737		3,270,707
Total Funds			<u>14,809,932</u>		<u>15,135,612</u>

Approved by the Board of Governors in 2024



Chris Hall
Chair of Governors



Chris Eaton
Hon. Treasurer

Consolidated Statement of Changes in Equity

For the year ended 31 December 2023

	Unrestricted Funds £	Restricted Funds £	Total Funds £
OPENING VALUE OF FUNDS at 01-Jan-22	17,463,097	3,329,368	20,792,465
TOTAL COMPREHENSIVE (LOSS) / INCOME FOR THE YEAR	<u>(3,101,455)</u>	<u>(58,659)</u>	<u>(3,160,114)</u>
CLOSING VALUE OF FUNDS at 31-Dec-22	<u>14,361,642</u>	<u>3,270,709</u>	<u>17,632,351</u>
OPENING VALUE OF FUNDS at 01-Jan-23	<u>14,361,642</u>	<u>3,270,709</u>	<u>17,632,351</u>
TOTAL COMPREHENSIVE (LOSS)/ INCOME FOR THE YEAR	(239,207)	(42,972)	(282,179)
CLOSING VALUE OF FUNDS at 31 December 2023	14,122,435	3,227,737	17,350,172

Consolidated Cash Flow Statement

For the year ended 31 December 2023

		2023	2022
	Notes	£	£
Net cash (outflow) from operating activities	7 (a)	39,275	(1,754,442)
<i>Investing activities</i>			
Interest received		11,468	15,455
Dividends received		55,828	37,495
Payments to acquire tangible fixed assets		(159,401)	(160,929)
Payments to acquire investments		(2,231,069)	(1,043,588)
Receipts from the sale of investments		2,256,592	967,731
		<hr/>	<hr/>
Net cash (outflow) / inflow from investing activities		(27,307)	(1,938,278)
Financing activities			
Received for specific capital items		47,876	32,516
		<hr/>	<hr/>
Net cash flow from financing activities		47,876	32,516
		<hr/>	<hr/>
Increase / (decrease) in cash and cash equivalents	7 (b)	20,569	(1,905,762)
Cash and cash equivalents at 1 January	7 (b)	2,418,303	4,324,065
		<hr/>	<hr/>
Cash and cash equivalents at 31 December	7 (b)	2,438,872	2,418,303
		<hr/>	<hr/>

Notes to the Financial Statements

For the year ended 31 December 2023

1 Accounting Policies

Statement of compliance

Hospice Care is a company limited by guarantee and is incorporated in the Isle of Man. The Isle of Man registered charity number is 317 and the registered office is Strang, Douglas, Isle of Man, IM4 4RP.

The group's financial statements have been prepared in compliance with FRS 102 as it applies to the financial statements of the group for the year ended 31 December 2023.

a) Basis of preparation and consolidation

The financial statements have been prepared in accordance with applicable accounting standards. They are prepared in sterling which is the functional and presentational currency of the group.

The group financial statements incorporate the financial statements of Hospice Care and all of its subsidiary undertakings up to 31 December each year. The results of businesses are included from the effective date of acquisition being the date on which the Group obtains control and continue to be consolidated until the date that such control ceases. Control comprises the power to govern the financial and operating policies of the investee so as to obtain benefit from its activities.

The group financial statements consolidate the financial statements of Hospice Care and its subsidiary undertakings (see Note 4(b)), for the year to 31 December 2023, on a line-by-line basis.

b) Legal Status of the Charity

Hospice Care is a company limited by guarantee and has no share capital. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £20 per member of the Charity.

c) Going concern

The Board of Governors consider that there are no material uncertainties about Hospice Care's ability to continue as a going concern.

The financial statements have been prepared on a going concern basis as the Board of Governors consider that there are sufficient reserves within the Group and Company.

The most significant areas of uncertainty are the levels of legacy and donation income which needs to be raised each year.

d) Public Benefit Group considerations

The group meets the definition of a public benefit group under FRS 102 Section 34. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

e) Judgements and estimation

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported as income and expenditure during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. Management believes that the estimates utilised in preparing its financial statements are reasonable and prudent. The following judgements and estimates have had the most significant effect on amounts recognised in the financial statements.

Revaluation of investment properties

The group carries its investment properties at fair value, with changes in fair value being recognised in the Statement of Financial Activities. The fair value of the investment properties has been determined by the Board of Governors' with reference to publicly available market data and applied to properties similar in nature. An independent valuation specialist has not been engaged.

f) Fund accounting

Monies received by the charity are credited to reserves according to the circumstances in which the resources were originally received or the way in which they have been subsequently treated. Such reserves are either unrestricted or restricted funds.

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity. Designated funds are unrestricted funds of the Charity which the Board of Governors have decided at their discretion to set aside to use for a specific purpose. Unrestricted funds comprises of General Fund, Olsson Fund, Life Members Fund and the New Hospice Fund.

Restricted funds are those funds which are subject to specific conditions imposed by the donor, concerning income or capital or both, such conditions being binding on the Board of Governors. Restricted funds comprises of Endowment Funds and Capital Funds. Endowment Funds are those restricted funds where the capital sum must be maintained permanently although the constituent assets of the fund may change from time to time. Capital Funds comprises monies received to defray specific items of capital expenditure.

The balance on each separate fund, as represented by the assets less the liabilities comprised in that fund, constitutes monies received after deducting the day to day expenses chargeable against that fund.

The aim and purpose of each material unrestricted and restricted (whether designated or otherwise) is set out in the notes to the Financial Statements (below).

g) Revenue recognition

Revenue is recognised when the Charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably. Where income has related expenditure (as with fundraising or contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

Income comprises of donations, income raised from events, gifts, contributions from the Isle of Man Government, membership income, income for specific purposes, legacy income, income from donated goods and services, investment income and rental income. Income is accounted for as stated below.

Donations, income from events and gifts

Donations and gifts are recognised when received. In the event that a donation is subject to fulfilling performance conditions before the Charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period.

Income received in advance for a future fundraising event is deferred until the criteria for income recognition is met. Sponsorship from events, fundraising and event registration fees are recognised in income when the event takes place.

Lottery income is accounted for in respect of those draws that have taken place in the year.

Life Membership Subscriptions

Life membership subscriptions are credited to a separate Life Members' Fund on receipt. Income arising on the Fund is transferred to the Fund from the General Revenue Account. A transfer is made each year to the General Revenue Account in respect of each life member of a sum equivalent to the annual subscription prevailing for that year. The Fund is an unrestricted fund.

Income for Specific Purposes

Monies received to defray specific items of day-to-day expenditure are credited to a capital restricted fund. The relevant expense is then charged against that fund.

Monies received to defray specific items of capital expenditure nominated by the donor are not included in the Statement of Financial Activities, being credited direct to the Capital Fund.

Similarly, endowment monies received are not included in the Statement of Financial Activities. They are credited directly to separate restricted funds.

Isle of Man Government Contribution

Income from the Isle of Man Government Department of Health and Social Care and other grants, whether 'capital' or 'revenue' grants are recognised when the Charity has entitlement, any performance conditions to the grants have been met or the amount has been received and the amount, or part thereof, is not deferred.

Hospice Care receives an annual cash contribution from Manx Care. A Service Level Agreement for a five year period was signed on 1 November 2013, beginning on that date. The Agreement provides for the Department to make two payments on 5 May and 5 November during a Fiscal Year. These payments represent the contribution for the year ended 31 December each year. Payments are accounted for on a receivable basis. The cash contribution payable by the Department will, in the absence of exceptional circumstances, be equal to the prior years' payment (based on Department accounts) plus any increases agreed in relation to Hospice as part of the normal budgeting cycle (to include annual inflationary increases). Any further expenditure requiring support from the Department shall be subject to a detailed quantified Business Case to be submitted to the department as part of its budgetary cycle. The existing agreement was initially extended to 31 March 2019 and subsequently to 31 March 2021. Funding has continue to be received in line with the original agreement whilst a new agreement with Manx Care is finalised.

As of 1 April 2021, all contracts that have been entered into by the DHSC for the provision of goods and services were automatically novated to Manx Care, following this a letter of intent between Hospice Care and Manx Care signed 20th May 2022 set out future service and funding arrangements. Effective from 1 April 2022, Funding was changed to £896k for the fiscal year 2022/23 received in quarterly instalments (to include annual inflationary increases). Funding increased to £1.259m for the fiscal year 2023/24 and will increase to £1.718m for the fiscal year 2024/25.

In addition to the above the Group receives IT support from the Isle of Man Government's IT department and this forms part of the service level agreement referred to above. It is not possible to easily quantify the fair value of the support that the group receives and this support is documented by way of this note only.

The amounts received in cash in the year and included in these accounts in respect of the Manx Care Grant income is £1,168,213 (2022 - £922,000).

Legacies

Legacies received are credited to the General Fund, unless otherwise specified. For legacies, entitlement is taken on a case by case basis as the earlier of the date on which: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Charity that a distribution will be made, or when a distribution is received from the estate. If the legacy is in the form of an asset other than cash or an asset listed on a recognised stock exchange, recognition is subject to the value of the asset being able to be reliably measured and title to the asset being passed to the Charity. Where legacies have been notified to the Charity or the Charity is aware of the granting of probate, and the criteria for income recognition have been met, then the legacy is treated as an asset and disclosed, if material.

Income from the sale of bought in and donated goods

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

Donated assets and services

Donated assets are taken to income at the fair value to the Charity, being amount received, with the other entry being capitalised in fixed assets.

Investment income

Interest on deposit funds held is recognised as it accrues using the effective interest rate method. Dividends are recognised once the Group's right to receive payment has been established.

Unrealised and realised gains and losses on financial investments are recognised based on their appropriate classification which is covered under the accounting policy for financial instruments

Rental Income

Rental income is accounted for on an accruals basis in line with the underlying contract terms of the rental agreements.

h) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis. All day-to-day running expenses are included in the Consolidated Statement of Financial Activities and is charged against the General Fund with the exception of expenses met out of income for specific purposes which is charged against the appropriate restricted fund. Expenditure is shown under the following headings:

Costs of raising funds

These expenditures comprise fundraising costs incurred in seeking donations, grants, and legacies; investment management fees; costs of fundraising activities including the costs of goods sold, shop costs, commercial trading and their associated support costs. Fundraising costs do not include the costs of disseminating information of support of the charitable activities.

Expenditure on charitable activities

These expenditures include the costs of providing specialist palliative care and support, community services, research and other educational activities undertaken to further the purposes of the Charity and their associated support services.

Other costs

These expenditures comprise those costs which are incurred directly in support of expenditure on the objects of the Charity and include governance costs, finance and other office costs. Governance costs are those costs incurred in connection with maintaining compliance with the constitutional and statutory requirements of the Charity. Irrecoverable VAT is included as other costs.

Volunteers

The value of the services provided by volunteers is not incorporated into these financial statements as it cannot be reliably measured.

i) Fixed Assets

All assets costing more than £500 are capitalised at their historical cost when purchased.

Fixed assets are depreciated evenly over their expected economic and anticipated useful lives on a straight line basis at the following rates:

- freehold land on which the Hospice exists, is not depreciated;
- freehold buildings depreciated at the rate of 2% per annum of original cost;
- the remaining fixed assets are depreciated at the rate of 20% per annum of original cost

The need for any impairment of a fixed asset write down is considered if there is a concern over the carrying value of an asset and is assessed by comparing that carrying value against the value in use or realisable value of the asset when appropriate.

The depreciation charge for the year is included in the Consolidated Statement of Financial Activities within the operation of Hospice expense category and is charged against the funds in which the relevant fixed assets are comprised.

Assets under construction are assets which have been capitalised and are not yet available for use. Once the asset is complete, a transfer is made to the final fixed asset class.

j) Investment property

Properties are sometimes received as legacies and are then sold by the company at a future date. Whilst waiting to be sold the property is often rented out. When such assets are held for a period of more than one year they are accounted for as investment properties.

Investment properties are initially recorded at the fair value determined at the date of the legacy for the property less the costs of sale and are not depreciated. After initial recognition, investment properties whose fair value can be reliably measured are measured at fair value. The surplus or deficit on revaluation is recognised in the profit and loss account.

k) Financial Instruments

As permitted by FRS 102, the group and company has elected to apply the recognition and measurements provisions of Sections 11 and 12 in full for all of its financial instruments.

The group and company classifies its financial instruments as either equity investments at fair value through profit or loss, loans and receivables, cash and cash equivalents, short- term debtors and creditors. Classification is determined at date of initial recognition.

Investments at fair value through profit or loss

The Charity holds positions in a number of listed and non-listed entities which are held as investments at fair value through profit and loss. These investments are initially recognised at fair value which equates to the transaction price, excluding any transaction costs. Subsequently they are measured at fair value through profit or loss except for those investments that are not publicly traded and whose fair value cannot otherwise be measured reliably which are recognised at cost less impairment until a reliable measure of fair value becomes available.

The Charity uses the following hierarchy for determining the fair value of financial instruments by valuation technique:

- Level 1: quoted (unadjusted) prices in active markets for identical assets or liabilities. Quoted in an active market in this context means quoted prices are readily and regularly available and those prices represent actual and regularly occurring market transactions on an arm's length basis. The quoted price is usually the bid price.
- Level 2: when quoted prices are unavailable the instrument is valued using inputs that are observable either directly or indirectly including quoted prices for similar assets or liabilities in active markets, quoted prices for identical or similar assets or liabilities in inactive markets, inputs that are observable such as interest rates and yield curves observable at commonly quoted intervals, implied volatility or credit spreads and market-corroborated inputs.
- Level 3: when observable inputs are not available, unobservable inputs are used to measure fair value by use of valuation techniques. The objective of using the valuation technique is to estimate what the fair value would have been on the measurement date.

See note 4 for details of financial instruments classified by fair value hierarchy.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value 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.

The Charity does not acquire options, derivatives or other complex financial instruments.

The main form of financial risk faced by the Charity is that of volatility in equity investment markets due to the wider economic conditions, the attitude of investors to investment risk and changes in sentiment concerning equities and within particular sectors or sub sectors. Risks are discussed further in note 5.

Loan notes receivable

Loan notes which are basic financial instruments are initially recorded at the present value of future payments discounted at a market rate of interest for a similar loan. Subsequently, they are measured at amortised cost using the effective interest method. Loan notes that are receivable within one year are not discounted.

Cash and cash equivalents

Cash comprises current deposits with banks and balances with brokers. Cash equivalents are short-term highly liquid investments that are readily convertible to known amounts of cash, are subject to an insignificant risk of changes in value and are held for the purpose of the meeting short-term cash commitments rather than for investments or other purposes.

Short-term debtors and creditors

Debtors and creditors with no stated interest rate and receivable and payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the Statement of Financial Activities in other costs.

I) Stock

Stock of bought-in retail goods is included at the lower of cost or net realisable value. Net realisable value is the estimated selling price reduced by all costs of selling and marketing.

Donated goods for resale or distribution on hand, as at the balance sheet date, are not valued for stock purposes and are not to be included in the financial statements as the Board of Governors' consider it impractical to be able to assess the amount of donated stocks as there are no systems in place which record these items until they are sold and undertaking a stock take would incur undue cost for the Charity which far outweighs the benefits.

m) Public benefit entity concessionary loans

Public benefit entity concessionary loans are loans made or received between a public benefit entity or an entity within the public benefit entity group, and another party at below the prevailing market rate of interest that are not repayable on demand and are for the purpose of furthering the objectives of the public benefit entity or public benefit entity parent.

The group and company have elected to account for such loans in accordance with Section 34.90 – 34.97 of FRS 102. Such loans are initially measured at the amount received or paid and are recognised in the Balance Sheet at that amount. Subsequently the carrying value of concessionary loans are adjusted to reflect any accrued interest payable or receivable. To the extent that the loan made is irrecoverable, an impairment loss is recognised within other costs in the Statement of Financial Activities.

n) Foreign currencies

Transactions in foreign currencies are initially recorded in the group and company's functional currency by applying the spot rate ruling at the date of transaction. Monetary assets and liabilities denominated in foreign currencies are retranslated at the exchange rate ruling at the balance sheet date. All differences are taken to the Statement of Financial Activities. All entities in the group have the same functional and presentational currency.

o) Pensions

The Charity operates two pension schemes. Qualifying members of the nursing staff are permitted to join the GUS (Government Unified Scheme). The GUS scheme provides for a pension based on earnings and salary but the Charity has no obligation beyond the requirement to pay annual contributions in respect of salary paid in the year. Other members of staff may be eligible to join a group defined contribution personal pension plan. The Charity contribution is restricted to the amounts shown below. All contributions payable in respect of the year to 31 December 2023 have been included in Statement of Financial Activities.

Payments were made to two (2022: two) employee's personal pension schemes for the year ended 31 December 2023. All contributions have been included within the Statement of Financial Activities. The costs of the defined contribution schemes are included with associated staff costs and allocated therefore to costs of raising funds and charitable activities and are charged to the unrestricted funds of the Charity.

The group personal pension scheme is managed by Aviva and the plan is tailored to the individual's requests and invests the contributions made by employee and employer into cash deposits or an investment fund to build up over the term of the plan. The pension fund is then converted into a pension upon the employee's normal retirement age which is defined as when they are eligible for a state pension unless another age from 65 years upwards has been agreed with the individual. The Charity has no liability beyond making its contributions and paying across the deductions for the employee's contributions.

The contributions paid in the year were as follows:

The contributions paid in the year were as follows:

	2023	2022
	£	£
Group personal pension plan	80,234	61,579
Isle of Man Government Unified Scheme	333,989	305,591
Payments to employees own private pension schemes	4,900	7,723
	419,123	374,893

£3,650 (2022: £2,246) of the contributions due were unpaid at the year end.
A further Nil (2022: £125,873) was identified and remained unpaid at the year end.

p) Taxation

As the group and company is a registered charity, its income is exempt from Isle of Man Corporate Income Tax by virtue of Section 15 of the Income Tax Act 1970. As such, a provision for Isle of Man Corporate Income Tax has not been made.

2 Statement of Financial Activities – Other Disclosures

Income and costs of management of the group are stated after charging / (crediting):

	2023	2022
	£	£
Group		
Interest received	(6,647)	(10,853)
Dividends	(83,803)	(73,818)
Depreciation	429,013	447,173
Audit Fee	21,000	21,000

3 Tangible fixed assets

a) Group Fixed Assets

	Freehold Land & Buildings £	Furniture & Fittings £	Equipment £	Motor Vehicles £	Total £
Cost					
At 31 December 2022	15,249,664	728,076	586,210	129,686	16,693,636
Additions	38,096	38,938	61,652	20,715	159,401
Disposals	-	-	-	-	-
	<u>15,287,760</u>	<u>767,014</u>	<u>647,862</u>	<u>150,401</u>	<u>16,853,037</u>
At 31 December 2023	15,287,760	767,014	647,862	150,401	16,853,037
Depreciation					
At 31 December 2022	(3,727,937)	(620,863)	(454,649)	(121,389)	(4,924,838)
Charge for the year	(302,317)	(52,532)	(65,871)	(8,293)	(429,013)
Disposals	-	-	-	-	-
	<u>(4,030,254)</u>	<u>(673,395)</u>	<u>(520,520)</u>	<u>(129,682)</u>	<u>(5,353,851)</u>
At 31 December 2023	(4,030,254)	(673,395)	(520,520)	(129,682)	(5,353,851)
Net Book Value					
At 31 December 2023	<u>11,257,506</u>	<u>93,619</u>	<u>127,342</u>	<u>20,719</u>	<u>11,499,186</u>
At 31 December 2022	<u>11,521,727</u>	<u>107,213</u>	<u>131,561</u>	<u>8,297</u>	<u>11,768,798</u>

b) Company Fixed Assets

	Freehold Land & Buildings £	Furniture & Fittings £	Equipment £	Motor Vehicles £	Total £
Cost					
At 31 December 2022	13,347,953	606,054	544,243	72,884	14,571,134
Additions	11,000	15,662	53,352	19,583	99,597
Disposals	-	-	-	-	-
At 31 December 2023	13,358,953	621,716	597,595	92,467	14,670,731
Depreciation					
At 31 December 2022	(3,160,012)	(498,840)	(439,679)	(72,884)	(4,171,415)
Charge for the year	(267,175)	(47,878)	(56,085)	(3,917)	(375,055)
Disposals	-	-	-	-	-
At 31 December 2023	(3,427,187)	(546,718)	(495,764)	(76,801)	(4,546,470)
Net Book Value					
At 31 December 2023	9,931,766	74,998	101,831	15,666	10,124,261
At 31 December 2022	10,187,941	107,214	104,564	-	10,399,719

4 Investments

a) Investments at fair value through profit or loss – Company and Group

	2023 £	2022 £
Listed investments including listed equities and bonds -		
Level 1	4,951,386	4,659,271
Non listed investments	1	1
	<u>4,951,387</u>	<u>4,659,272</u>
Realised and unrealised gains and losses on investments at fair value through profit or loss		
Unrealised gain / (loss)	292,115	(565,566)
Realised gain / (loss)	2,069	(107,678)
	<u>294,184</u>	<u>(673,244)</u>

The financial instruments above are recognised at fair value, based on quoted prices in active markets for identical assets or liabilities (Level 1 as defined Section 11.27 of FRS 102).

(b) Investment in Subsidiary undertakings – Company only

Share the Care Limited

The Charity's wholly-owned subsidiary, Share The Care Limited, operates the Hospice shops and is incorporated in the Isle of Man.

Hospice Properties Limited

The Charity's wholly owned subsidiary, Hospice Properties Limited owns and maintains the Douglas, Ramsey and Castletown shops and warehouses operated by Share the Care Limited. It is incorporated in the Isle of Man. During the year the company has reviewed the underlying net assets of this entity and identified no impairment (2022: Nil) against the cost of this investment.

Investment in Subsidiaries Comprises:

	2023 £	2022 £
Share Capital – Share the Care Limited	2,000	2,000
Investment in Hospice Properties Ltd	286,194	286,194
	<u>288,194</u>	<u>288,194</u>

5 Investments and Risk Management

The company's assets comprise investments which include:

- Investments in listed and non-listed entities. These are held in accordance with the company and group's investment objectives and policies;
- Loans and receivables at amortised cost; and
- Cash.

As a charity, the company and group maintain high levels of cash reserves, which are to be utilised for charitable activities. As such the company and group aims to spread its credit risk by placing cash deposits with a number of financial institutions, and in addition during the year the company and group placed cash in listed investments, through a recognised broker, which provided greater yields than cash deposits.

The investment objective of the company and group is to achieve capital appreciation while maintaining a controlled level of risk and volatility.

The company and group is exposed to market risk (which includes fair value interest rate risk and price risk), credit risk, liquidity risk and cash flow interest rate risk arising from the financial instruments it holds.

The company and group's investment guidelines are set at the discretion of the Board of Governors.

Market Risk

During the year the company and group has placed funds with a broker in investments, taking positions in listed investments, namely equities and bonds, to take advantage of market movements. The broker considers the asset allocation of the portfolio in order to minimise the risks associated with particular market sectors whilst continuing to follow the company and group's investment objectives.

Market risk represents the potential loss that can be caused by a change in the market value of the investments. The company and group's exposure to market risk is determined by a number of factors, including interest rates and market volatility. The investment committee continually monitors the company and group's exposure to market risk.

Management's estimate of the effect on net assets and profits of the company and group due to a decrease in market prices, is as follows:

	2023	2023	2022	2022
	Change in market prices %	Effect on profit and net assets £	Change in market prices %	Effect on profit and net assets £
Investments	+/-5	247,569	+/-5	232,964

Interest Rate Risk

The company and group is exposed to risks associated with the effects of fluctuations in the prevailing levels of market interest rates on its financial position and cash flows.

Cash and equivalents are exposed to cash flow interest rate risk, as these balances, although mostly held on fixed deposits, interest rates are reset on maturity to take into account any changes in the market rates. The value of interest in the current year was £6,647 (2022: £10,853). A movement in interest rates of 1% would not be expected to have a material impact on the financial statements.

Liquidity Risk

The company and group's policy is to maintain cash balances with a spread of reputable financial institutions, and investments in tradable investments, to maintain a high degree of liquidity. The approach to liquidity is determined by the investment committee which discusses the liquidity of investments on a regular basis.

The Board of Governors established a policy to ensure that a minimum of 18 months cost is maintained within free reserves at any one time (2022: 18 months). At 31 December 2023, this would have amounted to £11.36m (2022: £11.26m).

Free reserves are that part of a charity's unrestricted funds that are freely available to spend on any of the charity's purposes. This definition excludes restricted income funds and endowment funds. Free reserves will also normally exclude tangible fixed assets held for the charity's use and amounts designated for future spending.

Credit Risk

Credit risk is the risk that an issuer or counterparty will be unable or unwilling to meet commitments that it has entered into with the company and the group. Financial assets, which potentially expose the company and the group to concentrations of credit risk, consist of holdings in investments, balances with broker and cash balances. It is the company and group's policy to deal with a range of reputable financial institutions believed to be creditworthy, and place investments in listed and highly liquid investments. Therefore, the company and group do not expect to incur material credit losses on financial instruments.

The company and group's maximum exposure to credit risk in the event that counterparties fail to perform their obligations as of 31 December 2023 in relation to each class of recognised financial assets, is the carrying amount of those assets as indicated in the balance sheet.

The credit ratings of financial institutions with which the Charity and the group hold funds per S&P are Barclays Bank A+, Santander A, Lloyds Bank A+ , Investec BB- and RBS Group A.

Concentrations of credit risk exist when changes in economic, industry or geographic factors affect counterparties whose aggregate credit exposure is significant in relation to the company's total credit exposure. Transactions are entered into with creditworthy counterparties, thereby mitigating any significant concentration of credit risk.

The maximum credit exposure of the company is as follows:

	2023	2022
	£	£
Investments	4,951,387	4,659,272
Due from subsidiaries	871,938	871,938
Debtors and Loans Receivable	240,405	196,882
Cash	949,335	1,545,508
Balances with Brokers	70,535	21,112
	7,083,600	7,294,712

The maximum credit exposure of the group is as follows:

	2023	2022
	£	£
Investments	4,951,387	4,659,272
Debtors and Loans Receivable	257,486	218,052
Cash	2,368,337	2,395,864
Balances with Brokers	70,535	21,112
	7,647,745	7,294,300

There are no financial assets that are past due or impaired.

Currency Risk

Exchange rate risk represents the risk that the exchange rate of the British Pound relative to other currencies may change in a manner, which has an adverse effect of the reported value of assets, which are denominated in currencies other than the British Pounds. Currency investments account for £254,034 (2022: £329,358) of the total investment value. A movement in exchange rates of 5% is not expected to have a material impact on the financial statements.

6 Amounts due to / from subsidiaries

Amount due from Subsidiaries Comprises:	2023 £	2022 £
Public Benefit Concessionary Loan – Hospice Properties Limited	871,938	871,938
	871,938	871,938

This public benefit entity concessionary loan is unsecured, interest free and repayable upon demand, although repayment will not be sought within one year.

Amount due from Subsidiaries Comprises:	2023 £	2022 £
Loan – Share the Care Limited	971,909	1,448,542
	971,909	1,448,542

7 Notes to the statement of cash flows

(a) Reconciliation of (Deficit) to net cash (outflow) from operating activities

	2023 £	2022 £
Group (deficit) for the year	(282,179)	(3,160,114)
Adjustments to reconcile (deficit) / surplus for the year to net cash flow from operating activities		
Depreciation of tangible fixed assets	429,013	447,173
Decrease / (increase) in debtors	(46,470)	29,633
(Increase) in stocks	(1,524)	-3,860
Increase / (decrease) in creditors	373,245	376,669
Interest received	(6,647)	(10,853)
Dividend income	(84,103)	(73,818)
Funds for specific capital items	(47,876)	(32,516)
Realised and unrealised movement on investments	(294,184)	673,244
Realised gain on sale of fixed asset	-	-
Realised gain on sale of investment property	-	-
Realised gain on repayment of debtor due after one year	-	-
Net cash (outflow) from operating activities	39,275	(1,754,442)

(b) Reconciliation of cash and cash equivalents

	Opening cash 1 January 2023 £	Cash flow £	Closing cash 31 December 2023 £
Cash and cash equivalents (group)	2,418,303	20,569	2,438,872

8 Public Benefit Concessionary Loan Payable

The Charity has received a loan of £750,000 from the Henry Bloom Noble Healthcare Trust. The funds were provided in order to assist in the funding of building the new Hospice in 2007. The loan is interest free, repayable in 2156 and is secured on the site of the new Hospice. If the charity ceases to be a charity, ceases to operate the children's hospice or transfers the hospice to the Department of Health then the loan becomes repayable. The Board of Governors has considered the circumstances of the loan and have concluded that it meets the requirements of a Public Benefit Concessionary Loan and have accounted for it in this way.

9 Share capital

Hospice Care is a private company limited by guarantee and not having a share capital.

10 Unrestricted Funds

	2023 £	2022 £
General Funds	2,623,249	2,592,844
Tangible Fixed Assets	11,499,186	11,768,798
	14,122,435	14,361,642

11 Restricted Funds

	2023 £	2022 £
Capital Fund	3,212,737	3,255,709
Endowment Fund	15,000	15,000
	3,227,737	3,270,709

A sum of £15,000 has been received on the basis that the capital of the funds is retained intact but the income is used for the maintenance and operation of the Hospice. This fund is included within restricted funds in the balance sheet.

12 The Diana Princess of Wales Palliative Care at Home Trust

The Diana Princess of Wales Hospice Care at Home Trust was created on 19 June 1998. The aim of the trust is to provide financial support to Hospice Care to support the provision of its Palliative Care Home Nursing Service. £105,000 was received during the year ended 31st December 2023 (2022: £101,700). This has been included within donations and legacies in the Statement of Financial Activities.

13 Related Party Transactions of Hospice Care

The following transactions took place with the Charity's wholly owned subsidiaries, Share the Care Limited and Hospice Properties Limited.

<i>Share the Care Limited</i>	2023 £	2022 £
Balance brought forward – due to Share the Care Limited	1,448,542	960,711
Cash received from subsidiary as payment on account in respect of dividend	(31,286)	550,000
Expense recharge	(445,347)	(62,169)
Dividend Paid	-	-
Amount at the end of the year – due to Share the Care Limited	971,909	1,448,542

<i>Hospice Properties Limited</i>	2023	2022
	£	£
Balance brought forward – amount (payable)	(871,938)	(871,938)
Loan re expenses	-	-
Repayment	-	-
Amount at the end of the year – due from Hospice Properties Limited	(871,938)	(871,938)

Key management personnel

All Governors and certain senior employees who have authority and responsibility for planning, directing and controlling the activities of the Group are considered to be key management personnel. The Governors give their time freely and receive no remuneration for their services. During the year executive management team was made up of 7 key roles (2022: 6 key roles). Total remuneration in respect of these individuals is £702,135 (2022 £602,002).

14 Capital commitments

The Group had entered into commitments to carry out improvement works to its main building. The total contracted price was £3.77m (2022: £3.77m) of which £3.77m (2022: £3.77m) was invoiced and nil (2022: £7.5k) being retention monies remains unpaid as at 31 December 2023.

14 Events after the report period

On 7th March 2024 Mr P E Dearden resigned as a director.

“

It is an **absolute privilege** to care for our community and to support and care for patients and families **365 days a year**

Laura Harrison
Community Care Co-ordinator

”



Paulina Bienasz
Registered Nurse

Gemma Kermode
Senior Health Care Assistant

CEO's conclusion

2023 was my first full year as Chief Executive at Hospice Isle of Man, and what a pleasure it has been to not only be appointed but to have been involved in such a positive year



I am grateful to the Board of Governor's for the absolute clarity they gave me around the charity's immediate challenges;

Regaining financial stability, improving staff morale, creating a clear operational plan and then developing a three year strategy – were their four key areas for myself and the Senior Leadership Team to focus upon.

It is rewarding to report that significant progress has been made in each of these areas. Careful planning, hard work and some luck have all played their role – as has the absolute dedication of our staff team and veritable army of volunteers. I am enormously grateful to them all, we have achieved a lot, and yet have a long way to go.

Finances are much improved however the current climate that we operate in means that we are unlikely to ever feel completely 'out of the woods'. We do though know what we need to do and no effort will be spared in pursuit of financial security.

In my opinion, the greatest achievement of 2023 has been the complete recovery of clinical services. Day Unit, Respite Care, IPU beds, Clinical Nurse presence in Nobles – are all positive steps and only the highlights of many other developments or re-awakenings.

These outcomes are entirely due to the dedication of staff and volunteers – and involve team members across many disciplines. Hospice cannot be more active in service delivery with regular and sound maintenance, without a super clean environment and of course without food and sustenance. These team members are often the unsung heroes and should not go unmentioned.

We enter 2024 in good spirits and with widespread optimism. There is much for Hospice Isle of Man to celebrate but equally much that we must anticipate and manage in this time of ongoing challenge.

Thank you for your support. You are a part of the story of the Hospice, the Island's only adult and children's Hospice and one that must be cherished and safeguarded for future generations.

John Knight
Chief Executive

Hospice Isle of Man
Strang, Braddan
IM4 4RP
Phone: **01624 647400**
Email: **admin@hospice.org.im**
Website: **hospice.org.im**

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SCAN TO DONATE



Hospice Isle of Man is also known as Hospice Care and is a registered charity in the Isle of Man - Charity Number 317