

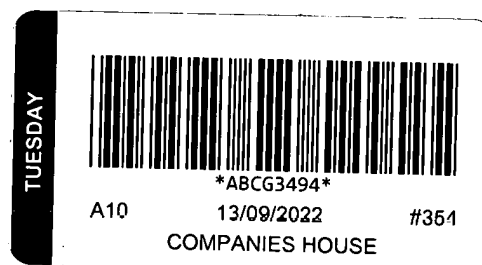
**Leicestershire & Rutland
Organisation for the Relief of
Suffering Limited - 31.03.22**

Report and Financial Statements

Year Ended

31 March 2022

Company Number 01298456



Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Report and financial statements for the year ended 31 March 2022

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Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report For the year ended 31 March 2022

The forty second Annual Report records a further year of the achievement of the aims of the charity.

The focus of all of the charity's activities is the patients, their families and carers. The continuance of the work is dependent upon the on-going voluntary support, year by year, from the local community. Without this, the present level and standard of care could not be maintained. This support is itself built upon the charity's reputation for providing high quality care.

REFERENCE AND ADMINISTRATIVE DETAILS

LOROS: The Leicestershire & Rutland Organisation for the Relief of Suffering Limited is a company limited by guarantee and registered as a charity under the Charities Act 1960.

Registered Charity Number:	506120
Registered Company:	Registered in England and Wales 01298456
Registered and Principal Office:	The Leicestershire & Rutland Hospice Groby Road Leicester LE3 9QE
Auditor:	The Rowleys Partnership Ltd Chartered Accountants Charnwood House Harcourt Way Leicester LE19 1WP
Bankers:	The Royal Bank of Scotland plc 5 Market Street Leicester LE1 6DN
Discretionary Investment Management:	Smith and Williamson 9 Colmore Row Birmingham B3 2BJ
Solicitors:	Knights plc 34 Pocklington's Walk Leicester, LE1 6BU

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

Directors and Trustees

The members of the board who are trustees of the registered charity are also directors of the company under the terms of the Companies Act. (*Their details are set out below.*) They have no beneficial interest in the group or in the Charity. Throughout this report, they are collectively referred to as the directors.

Chairman:	Dr Robin Graham-Brown	Consultant Dermatologist
Vice-Chairman (& Honorary Treasurer):	Mr Andrew Stant	Chartered Accountant
Members:	Dr Nik Kotecha (Resigned 22 nd November 2021)	Company Director
	Mr Richard Brucciani	Company Chairman
	Mr Chris Greenwell	Lawyer
	Mrs Kate Bradley	HR Professional
	Mr Tim Maxted	Company Chairman
	Ms Louisa Poole	Chartered Accountant
	Mrs Becky O'Brien	NHS Director
	Mr Graham Smith	Retired Company Director
	Mr Chris Murray	Retired Businessman
	Mr Andrew Measom	Businessman
	Dr Richard Hurwood	Retired GP
	Dr Nakul Patel	Consultant Plastic Surgeon
	Mrs Claire Henry (appointed 22 nd November 2021)	Business Consultant
Chief Executive/ Company Secretary:	Mr John Knight (Resigned 11 th March 2022) Mr Robert Parkinson (Appointed 4 th April 2022)	
President:	Jennifer, Lady Gretton	Estate Owner

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

OVERALL PURPOSE

The overall purpose, ethos and strategy for LOROS is articulated through its Vision, Mission and Values & Behaviours statements as follows:

VISION

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for them and their loved ones.

MISSION

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.



Our values and behaviours

- Professional**
Showing respect to patients and families, as well as members of our community, staff and volunteers.
- Focused**
On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.
- Collaborative**
Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.
- Compassionate**
Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.
- Trustworthy**
Be honest, reliable and consistent, showing respect and dignity in everything that we do.
- Accountable**
To our patients, their families, our community, staff, volunteers and external organisations/bodies.

loros.co.uk
Registered Charity No. 495612/9

LOROS
Hospice Care for Leicestershire, Rutland & Northampton
Being there for you and your family

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

STRUCTURE, GOVERNANCE AND MANAGEMENT

- **Trustee Board Members**

The board is responsible for the overall governance of the Charity. *(The Chief Executive is responsible for the day-to-day management and for implementing policy.)*

The board numbers up to fifteen members. Members of the board are elected at the Annual General Meeting. A third of the membership has to retire each year. Retiring members may stand for re-election and may serve up to nine consecutive years. The board is able to identify the individual skills and experience that it needs to have represented in its membership in order to enable it properly to discharge its responsibilities. Candidates from the local community for election to the board may be proposed either by the board itself, by members of the LOROS Association or through open advert set against the skill set being sought. The directors are also able to appoint a person to the board in order to fill a vacancy.

Prior to election or appointment, a prospective board member meets with the Chairman, Chief Executive and with one or more senior trustees in order to be able to appreciate the nature of the role of being a trustee of LOROS, of being a director of the company and of the scope of the Charity's services and of its work together with information on the financial status of the company. There is an induction handbook and an induction programme for new trustees in order to enable them to contribute effectively as members of the board.

- **Liability of Members**

The Charity is a company limited by guarantee and is governed by its Memorandum and Articles of Association dated 14th February 1977. It has no share capital. The Memorandum of Association provides that every member whilst he/she is a member or within one year after he/she ceases to be a member is liable to contribute a sum not exceeding £1.05 in the event of the company being wound up.

- **Governance**

The board meets five times a year. Relevant matters (particularly the annual financial budget) are agreed by the board itself. The only formally delegated powers are to the Treasurer's Committee, which is authorised to instruct the "Discretionary Investment Managers", also open, and close bank accounts on behalf of the board.

A Retail Committee (which includes the Chief Executive, Director of Income Generation & Business Development and the Director of Finance) advises the board on retail matters and a Business Development Group advises on potential business opportunities although neither group has delegated authority.

There are also Education & Research, Clinical Governance (which embraces clinical audit) and Equality, Diversity and Inclusivity Committees. They report to the board via the Senior Leadership Team and the Chief Executive. Designated board members attend and Chair these meetings.

In 2017, the Board of Trustees formed the Income Generation and Marketing Standards Committee in response to the publication of the Etherington Report and Charity Commission guidance on fundraising practices across the charity sector. The sub-committee, chaired by a Trustee ensures the public's confidence that LOROS adheres to new guidance on income generation and that the hospice's fundraising activities are legal, ethical, transparent and do not place the charity's reputation at risk.

The board has also decided to approve one Trustee in particular to take an oversight on governance matters. This Trustee will work with the CEO to ensure any necessary responses are achieved against emerging legislation and to ensure all board members are aware of and act in alignment to their governance responsibilities.

The Trustees have regard to the matters set out in Section 172(1)(a) to (f) when performing their duty under S172 of the Companies Act.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

RISK MANAGEMENT

In the past year LOROS has significantly reviewed its approach to risk management. Whilst the overall risk register remains in place the responsibility for each individual risk has been devolved to a number of sub-committees where professional expertise exists to consider those risks. Each of these committees is chaired by a Trustee, this ensures they have a full and active awareness of risk within the organisation and that their programme of activity includes the maintenance and regular review of allocated risks. A new overall Risk Committee has been formed to ensure that the focussed work undertaken within each sub-committee is gathered together corporately and includes an assessment of LOROS' attitude towards risk more generally. Risk reviews include the identification of existing controls and of any additional ones considered to be necessary. The main financial risks relate to the on-going security of funding from the NHS, together with the ability to raise sufficient voluntary income and an adequate supply of donated items for sale through the shops. The main clinical risks relate to the safe and effective care of our patients (including vulnerable adults).

Detailed policies and procedures are in place to manage and to mitigate these risks. Insurance cover is maintained where it is considered appropriate.

In respect of financial risk the directors consider that the maintaining of LOROS' free and unrestricted reserves at the level set down, together with the regular review process, will provide sufficient resources to meet adverse conditions.

IMPACT

LOROS' aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Most of the patients referred have cancer but LOROS does also support patients with other terminal conditions. All patients are admitted aged eighteen years and upwards. LOROS is committed to providing a breadth of care which responds to the patients' physical, psychological, social and spiritual needs. *(This aim is consistent with the charity's Memorandum of Association.)*

It is accepted that the outcomes of palliative care can be difficult to quantify. It is abundantly clear, however, from the feedback received from patients and relatives and from the high reputation that LOROS enjoys for the quality of care provided, that the charity does make a significant impact.

LOROS makes a difference in:

- Providing highly effective specialist pain relief and symptom control, providing patients with a better quality of life. Care is provided within a holistic framework which embraces physical, emotional, spiritual and social care.
- Optimising the condition of patients. For many patients this will mean that they are able to return to home.
- Supporting patients to stay at home with high quality care and advice through the LOROS Community Nurse Specialists, the LOROS Day Therapy Service, medical clinics, doctor home visits and the LOROS Home Visiting Service.
- Enabling patients to have choices in their care through offering advance care planning, including where they are looked after when they die.
- Avoiding unwanted admissions to an NHS Acute hospital trust. This may be by supporting the patients at home or in the hospice, or a combination of both.
- Providing high quality professional support for patients, their families and carers when the patient is dying (and after the death of the patient).
- Improving the understanding and practice of palliative care through contributing to research and to the education and training of its own and other health and social care professionals.
- The provision of an increasing number of community-based services, such as bereavement hubs and wellbeing spaces.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 (continued)

The Charity's aims are achieved through several different, yet closely integrated, elements of specialist care.

Achievements in Provision of Care

These achievements may be quantified and the levels of activity this year are similar to last year in most areas.

- **Clinical Activity (which represents a key performance indicator).**

	2021/22	2020/21	2019/20
Referrals	2,080	1,878	2,959
Ward Admissions	548	521	713
Ward Length of Stay (Average)	15 Days	14 Days	13 days
Ward Occupancy (Average)	76%	63%	89%
Out-patient Attendances	2,829	3,217	3,843
Day Therapy Attendances	1,622	2,161	2,299
Counselling Assessments and Sessions	2,814	3,312	2,929
Lymphoedema Clinic Attendances	2,584	2,030	1,824
Community Nurse Specialist Contacts	See page 7	See Page 7	2,481
Complementary Therapy Contacts	927	510	2,595
Home Visiting visits	3,372	1,918	2,018

The Charity responds to requests from General Practitioners, specialist nurses and hospital Consultants for the admission of patients to LOROS' services. The board monitors the activity regularly in order to ensure both that the Charity's resources are being used effectively and that it is obtaining 'value for money' from the funds being spent on service provision.

With regard to the in-patient facility, apart from the number of in-patient episodes, the board monitors the occupancy and the average length of stay.

The following summaries set out the different service elements.

- **The Hospice In-patient Ward**

The in-patient facility is the cornerstone of the work and utilises the largest part of the financial resources. It has thirty-one beds (nineteen of which are in single patient rooms). The hospice team provides short-term specialist care for patients with complex problems (pain and symptom control) and care in the last days of life.

The number of in-patient admissions to the hospice at 548 was 5% up on the previous year and reflects the ongoing restrictions caused by the pandemic. The ward staff responds quickly to requests for the admission of a patient. Many will be admissions in response to a crisis. This reflects the increasing number of admissions that take place out of 'office' hours and at weekends (14% of all admissions in 2021/22). 23% of patients had a diagnosis other than cancer, including 4% with Motor Neurone Disease.

The dependency of patients admitted remains high. Patients are often very unwell and have complex needs. This results in high costs of care and high ratios of staff to patients. This can at times have an impact on admission figures.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

Achievements in Provision of Care (continued)

Impact of COVID-19

There is some ongoing impact from COVID-19 on care delivery at LOROS but in general services have returned to 'business as usual'.

- **Day Therapy**

Skilled nursing and a multi-professional team offer support for patients. This also enables a break for carers at home. Patients are offered various programmes including managing fatigue or breathlessness. The service runs on Tuesday to Friday.

Patients also have other services available to them during their visit such as medical consultations and input from the enablement team (physiotherapy and occupational therapy).

- **Care for those at home**

Significant resources are applied by the Charity to the supporting of patients and their carers' in the home. LOROS staff do all that they can to facilitate the return home of those patients who are able so to do. Key to this work are the:

- LOROS' Clinical Nurse Specialist (CNS) Team in the Community. (The team collaborates and coordinates with the NHS Community Nurse Specialist teams as part of the Integrated Specialist Palliative Care Team). Activity data for this service is now captured for the entire service and reported separately.
- LOROS' Enablement Team (of occupational therapists, physiotherapists and social workers) together with the LOROS discharge liaison nurses, facilitates the prompt discharge of patients. It is very important for patients, and for their carers, that if patients are able to return home they can do so without delay.
- LOROS' Compassionate Neighbours. LOROS provides a service of home visits by volunteers to patients so giving the carers important time to themselves. With this service patients have an alternative to attending LOROS Day Therapy.
- Out-patient Clinics/ doctor home visits. There are daily clinics for patients to see the medical team, either face to face or by telephone or video call as preferred. Those who need to be seen in person by a LOROS doctor, but are too unwell to attend clinic can be seen at home.
- Community advice line daily to support community nurse specialists and other community staff to help and advise on patient care at home.

- **Lymphoedema Treatment**

This service provides support for patients with Lymphoedema across Leicester, Leicestershire and Rutland. LOROS provides care for patients when the condition is related to a cancer diagnosis. Major improvements in the lives of patients are achieved.

At 2,584 contacts in 2021/22, activity was up 27% on the previous year.

- **Complementary Therapy**

Therapies are provided to patients whether attending as in-patients or as out-patients in Day Therapy. Activity in 2021/22 was up 81% on the year before, but not yet back to pre-pandemic levels.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

Achievements in Provision of Care (continued)

- **Counselling**

LOROS provides a number of different therapeutic interventions for both patients and carers, including bereavement counselling. It does not seek to provide long-term therapeutic support. The work is focussed on short term interventions, generally of no more than six sessions (or, by agreement, of up to twelve). The service also includes a children and young people's counsellor, who provides counselling for the children of patients accessing LOROS services.

The total number of sessions and assessments in 2021/22 at 2,814 was 15% down on the previous year.

- **Non-Cancer Care**

The board is mindful of the implications for LOROS of the wish to see palliative care extended to support other patient diagnostic groups. The amount of work which is not cancer-related is growing slowly with a desire to support those with the greatest need.

Non cancer patients most commonly seen are those with neurological conditions such as Motor Neurone Disease and patients with end stage organ failure.

The Lymphoedema Clinic contacts are currently split about 50/50, cancer and non-malignancy related, though the focus has now moved to cancer related lymphoedema in agreement with commissioners.

LOROS has developed a number of outpatient clinics specifically for non-cancer patients.

Work with non-cancer patients is often carried out in consultation with other specialist healthcare professionals.

LOROS secured external funding from the National Lottery to support a Young Person & Transition Key Worker for 3 years. The post holder commenced in August 2021. Their remit is to support young people transitioning to adult services from Rainbows Children's Hospice, to support patients accessing LOROS services between the ages of 18-30 and to support patients' relatives who fall in to this age group.

- **The Future**

There remain substantial financial pressures on the health and social care system locally in Leicester, Leicestershire and Rutland (LLR) and as a consequence on End of Life services. There can be no doubt that the COVID-19 pandemic will have long lasting consequences for society worldwide.

LOROS remains an integral member of a number of LLR system-wide groups whose aim is to improve End of Life & Palliative Care services for patients, carers and their families – LLR EOL&PC Task Force, Home First Collaborative Board.

LOROS has, by necessity redesigned its care services and also has responded creatively to the new challenges for income generation following the relaxation of post-Covid regulations. The Senior Leadership Team and Board of Trustees continue to meet regularly to ensure that we have a robust plan in place to develop and deliver services that are fit for the future and ensure decisions are taken in a timely and effective manner. The board have no plans to increase the number of inpatient beds, however 2018-19 saw the continued expansion of LOROS into the community. Whilst our community clinics were curtailed during COVID-19 restrictions, we remain passionate in our vision to further develop and expand our community services to meet the needs of patients and their carers.

LOROS continues to design and develop a 'well-being centre' which will bring information, advice, support and other non-clinical hospice services to a setting within a town outside of Leicester thus significantly increasing accessibility. We are planning to develop this alongside our expanding compassionate community's initiative and in partnership with another local charity within Leicester, Leicestershire and Rutland. If proven successful, our aim is to expand this offer to other areas.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 *(continued)*

Achievements in Provision of Care (continued)

We are currently exploring the potential to provide a LOROS Overnight Roaming Responsive Service. We know from local patient and carer feedback that timely responsive support, particularly out of hours and overnight can make a real difference and can increase the likelihood of someone being cared for and dying in their preferred place, reduce the need to access emergency services and prevent inappropriate hospital admissions.

The 2020 Plan on a Page Impact Report and 2020-23 Strategy Progress Report captures the significant achievements we continued to make during the global pandemic.

Planning has now commenced to develop a new 3yr 2023-26 Strategy. It is our intention to work with all of our stakeholders and gain research-based feedback to develop the strategy and supporting workforce design/plan with the draft strategic outline to be shared with Trustees in February 2023.

The coming year continues to have a number of significant financial challenges; however, the Senior Leadership Team remain committed to work with, the wider staff and all volunteers to ensure that the future strategic vision is rigorously pursued and to make every effort to ensure that LOROS in responding to the changing needs of the communities of Leicester, Leicestershire and Rutland.

PUBLIC BENEFIT

- LOROS Care Services are available to the community as a whole in Leicester, Leicestershire and Rutland on the basis of "Clinical Need".
- LOROS does not provide Children's Services (apart from counselling support) which are available in other settings and LOROS' patients are aged eighteen years and upwards.
- LOROS services are provided without charge to the patients and families receiving the care.
- In-patients at the hospice would, if not with LOROS, have to be in another healthcare setting and most likely an NHS Acute Hospital Trust.
- Patients at home would in many cases, if not supported by LOROS, be in an NHS Acute Hospital or be drawing upon NHS resources in other ways.
- The directors consider that they have complied with their duties under section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charities Commission.

PATIENTS' ADVOCATE

LOROS makes a very significant contribution to the provision locally of palliative care. In the face of the local need the financial resources of the board are clearly limited. However, the Board (and the wider health community) recognises the very important role that LOROS plays in establishing and demonstrating quality and standards of care. In this way the impact and influence of the hospice extends well beyond those services provided directly by the charity.

LOROS has an active Patient and Carer participation group who support the organisation with quality assurance and ongoing service development.

EDUCATION & RESEARCH

LOROS is recognised by the Royal College of Physicians as a training centre for doctors undertaking Palliative Medicine and Internal Medicine and also by the Royal College of General Practitioners for GP training.

Hospital doctors and general practitioners wanting to improve their palliative skills can attend teaching sessions and spend time with staff at the hospice. All Leicester medical students attend LOROS during their training.

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Director's report for the year ended 31 March 2022 (*continued*)

This experience raises standards of symptom control and enables hospice care to be adopted into other settings. Nurses and allied health professionals access our training which helps to extend the knowledge of palliative care across Leicester, Leicestershire and Rutland. Student nurses, paramedics and therapists complete placements on the in-patient unit, day-therapy unit and have opportunities to work with the Clinical Nurse Specialists. Courses are also provided for Social Services care workers thereby extending knowledge to residential homes and to care in the community.

Offering clinical placements continued to be a challenge during 2021/22 due to the pandemic and the measures put in place to ensure staff and patient safety, however our face to face teaching of medical students was able to continue and we supported 248 Medical Students and 164 FY1 junior doctors with training and placements.

The LOROS Education department (with the assistance of funding from the NHS) has developed a broad programme of education for the wider health and social care community, including study days, workshops, seminars, accredited programmes and lectures. Throughout the pandemic, most education was delivered virtually giving much greater reach. Delegate numbers, specifically those attending from Primary Care settings, and those working in care homes were significantly higher than in previous years. The total number of individuals we delivered sessions to was 1220. We supported the wider health and social care workforce through delivering extra sessions for specialist palliative care teams on verification of expected death and syringe drivers.

The education provided by LOROS has a significant impact upon the knowledge and skills of health and social care professionals and consequently therefore upon the care of patients. This is enhanced by collaboration with De Montfort University and the University of Leicester, for which we are the affiliated teaching hospice and working with other Universities in the Midlands to offer placements for pre-registration health students.

We are an accredited City & Guilds centre, with direct claims status for our palliative care programmes. We have achieved the Skills for Health Quality Mark which demonstrates to employers and students that we meet quality standards with our education delivery. We are also the accredited centre to deliver Sage & Thyme foundation level communication skills for Leicester, Leicestershire & Rutland.

The research team at LOROS paused work on a number of its studies due to difficulties with recruitment and in agreement with the NIHR. These mirrored decisions made by other research active hospices nationally. Work continued however on the flagship 'Thinking Ahead' study which explored experiences and decisions concerning the future and planning for deterioration and dying for patients and families from diverse ethnic backgrounds their experiences and decisions concerning.

Other research around three key themes also continued including research around Older People, Symptom Management and Personalised Care and Decision Making.

RELATIONSHIPS WITH OTHER BODIES

In co-ordinating patient services LOROS, as an "independent provider", works closely with other local health providers both within the statutory and voluntary sectors.

LOROS' NHS Grant Funding has been provided through three local Clinical Commissioning Groups. From 1st July 2022 this became the Leicester, Leicestershire and Rutland Integrated Care Board.

Whilst the NHS provides less than one third of the charity's annual revenue, LOROS does rely heavily upon the continuity of provision of the NHS income (whether by grant or through some other form of agreement) and any reduction in this funding would have a direct impact upon the level of service provision.

The Charity continues to be closely involved with the local NHS Trusts in the provision and development of palliative care.

LOROS as a voluntary hospice is able to access grants which otherwise would not be available within Leicestershire and Rutland. These funds have been used to support service developments within the local community.

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Director's report for the year ended 31 March 2022 (*continued*)

LOROS has a commitment to research and has research and clinical links with the University of Leicester, De Montfort University and with the University Hospitals of Leicester NHS Trust (UHL). LOROS is the Affiliated Teaching Hospice of Leicester University.

The charity has working relationships with a number of NHS bodies in the East Midlands, for example the Local Education and Training Board. Through its ambition to become a Centre of Excellence, it has also begun to engage more closely with other relevant partners, such as the Academic Health Science Network.

• Care Quality Commission (CQC)

The CQC did not carry out a formal inspection of LOROS and its services during 2021-22, however, engagement meetings have been held with the CQC Inspector for the Midlands Region, which has enabled the sharing of information and provision of assurance.

Due to the Coronavirus pandemic the CQC paused routine inspections and are using the Transitional Monitoring Approach (TMA) to monitor services. The TMA focuses on safety, how effectively a service is led and how easily people can access the service.

The TMA includes:

- a strengthened approach to monitoring, based on specific existing key lines of enquiry (KLOEs), so the CQC can continually monitor risk in a service
- using technology and local relationships to have better direct contact with people who are using services, their families and staff in services
- targeting inspection activity where they have concerns

The TMA is not an inspection, therefore services are not rated. LOROS had a TMA online conversation with our inspector in February 2021.

• Department of Health

Quality Accounts were introduced as a result of the NHS (Quality Accounts) Regulations 2010, having been set out in the Health Act 2009. They are a new form of annual report to the public about the quality of services provided and quality initiatives planned. LOROS' Quality Account for 2019/20 can be viewed on the website www.loros.co.uk.

FINANCIAL REVIEW

The charity is in a sound financial position despite the difficult situation in the general economy and the effects of the pandemic.

The directors are careful about taking on commitments that may not be sustainable in the medium term. The directors seek to balance carefully the demonstration of financial prudence with a need to maximise patient benefits in the short-term by spending the monies donated for patient care. They are also of the view that the cash resources held by the charity enable it to respond effectively and flexibly to external change and to opportunities.

Budgets are set at the beginning of each financial year. Expenditure is prioritised and monitored in order to optimise the overall benefits for patients.

A surplus of £44,669 (2021: £798,724) was recorded in the financial year.

It is important to note that the COVID pandemic has caused the senior team and Trustees to make some significant decisions that have helped to safeguard the future of the charity and ensure it remains a strong going concern. A financial review took place in 2020 which resulted in a round of redundancies to reduce overheads, a successful cost efficiencies programme was undertaken.

EMPLOYEE AND VOLUNTEER ENGAGEMENT

LOROS has extensive processes and systems in place to engage with our staff. We have staff internet pages which are regularly updated with the latest information and communications, through the monthly Pin Board, where communications of the previous 12 months are also available. The staff engagement initiatives called CREATE

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Director's report for the year ended 31 March 2022 *(continued)*

2020 led to the implementation of a series of actions to ensure staff and volunteers continue to be valued and at the heart of everything we do. The impact of the CREATE 2020 work was followed up in a staff survey in 2021, gathering engagement and feedback from staff on a wide variety of topics including engagement. This latest staff survey led to a series of follow ups at a team and department level to both ensure initiatives were embedded at a local level and also that feedback themes were well understood and escalated to an appropriate level for action.

Following suspension of most volunteering during COVID, as of May 2022, all volunteering opportunities are reopened and thus a Volunteer survey was launched on 01 July 2022 to engage with and gather feedback from Volunteers. The results will be reviewed in August, shared to all volunteers and taken to both Volunteer Steering Group and Volunteer Voices for the creation of strategies to act on the results.

In addition, LOROS has a Volunteer's Voice programme which meets quarterly to engage on a formal basis between senior management and volunteers representing many areas of volunteering at the Hospice. Informal engagement also takes place monthly via a Zoom call led by the Chief Executive, which garners a representative audience from many corners of volunteering at LOROS. We also have a Patients and Carers Participation Group that regularly seeks the views of those who access our services. We ensure that actions following recommendations are fed back to the groups.

During the COVID-19 pandemic outbreak, we strengthened our staff and volunteer engagement by having regular online forums and these continue to date.

COST OF PROVISION OF CARE (Activities in furtherance of the objects of the charity.)

• Charitable Activities

The cost of charitable activities at £10.999 million (2021: £10.959 million) was up 0.04% on the previous year.

INCOMING RESOURCES

Section 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities. Although LOROS does not undertake widespread fundraising from the general public, certainly outside of Leicester, Leicestershire and Rutland, the legislation defines fund raising as 'soliciting or otherwise procuring money or other property for charitable purposes.' Such amounts receivable are presented in our accounts as 'voluntary income' and include legacies and grants.

In relation to the above, we confirm that all solicitations are managed internally. The day to day management of all income generation is delegated to the executive team, who are accountable to the trustees.

The charity is not bound by any undertaking to be bound by any regulatory scheme but is mindful of and adheres to the Fundraising Regulators Code of Practice, Charity Commission Guidelines and Regulations and Data Management enforced by the Information Commissioners' Office.

The charity has a 'Safeguarding Policy' which serves to protect not only our own staff but also those people deemed to be vulnerable with whom LOROS may come in to contact through fundraising activities including Lottery doorstep collections, service in our shops and contact at or through fundraising events. Unreasonable intrusion, persistent approaches and undue pressure are not acceptable.

• National Health Service (NHS)

30% of current unrestricted charitable expenditure was covered by grants from the NHS from various sources of funds, 5% less than the previous year and reflects the requirement to restrict expenditure relating to the NHS England funding noted below. The overall amount received from the NHS of £3.072 million (2021: £2.84m) was 8% more than last year.

In addition, NHS England awarded funding to allow the hospice to make available bed capacity and community support from December 2021 to March 2022 to provide support to people with complex needs in the context of the COVID-19, Omicron outbreak. The income and associated spend are disclosed as restricted.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 (*continued*)

• Donations, legacies and similar incoming resources

Apart from the NHS monies the Charity relied upon the continued generosity of the people and organisations of Leicester, Leicestershire and Rutland. The income received in the year was £6.914m (2021: £6.602m), 5% more than last year.

• Fundraising

There is a sustainable programme of fundraising in a very competitive environment. The board values highly the substantial amount that is raised each year from the local community by way of voluntary income.

LOROS has a wide portfolio of fundraising activities to generate voluntary donations towards our core work. Our fundraising is employee and volunteer led, we do not employ the services of external agencies.

We are committed to building trust with our supporters, which is why we are members of the Fundraising Regulator, Hospice Lottery Association, Charity Retail Safeguarding Scheme and have individual memberships with the Institute of Fundraising and Third Sector.

Our Income Generation and Marketing Standards Committee meet twice a year to promote public, donor, board, staff and volunteer's confidence in the income generation and marketing practices at LOROS, ensuring ethical practices by all teams responsible for Income Generation & Marketing.

During the financial year 2021-2022 we received no complaints relating to our fundraising activity. Three complaints were received in relation to our subsidiaries.

Trading Company – (LOROS Enterprises Limited - a wholly-owned subsidiary of the charity.)

The largest part of the trading company's turnover relates to the shops of which there are twenty-nine.

The overall reported profit contribution of £987,454 was 385% up on the previous year as our shops were legally allowed to re-open on 12th April 2021 following closure due to the pandemic.

In October 2010, a scheme to enable gift aid to be claimed on some donations through the charity was launched. This has proved to be successful and generated an additional amount through the charity which to some extent compensated for the loss of profit through LOROS Enterprises Ltd. In 2021/22, this retail gift aid related income amounted to £634,699, which was £490,458 more than the £144,241 achieved in 2020/21, showing the recovery from the effects of the pandemic is on track.

The shops depend upon local support both for the supplies of good quality donated items, from which the shops derive nearly all of their profits, and for sufficient numbers of volunteer helpers.

LOROS Lottery (through LOROS Lotteries Limited – a wholly-owned subsidiary of the charity).

The LOROS Lottery had another successful year and, despite the challenges in the economy, generated a profit of £688,915 (2021: £791,196), 13% down on the previous year.

LOROS Commercial Innovations Limited – a wholly owned subsidiary of the charity

The company was incorporated on 16th December 2020 as a vehicle for the charity's purchase of the business and assets of Peppercorns Catering Limited. The company operates the commercial catering business for the charity. The first 15 months trading are consolidated in these accounts for the first time. Trading was difficult as the economy emerged from the pandemic and a loss was recorded of £125,236.

• Legacies

Apart from the statutory funding, legacies are usually the charity's largest single source of income but the level each year can fluctuate significantly. This year legacy income of £3,326,640 represented 48% of LOROS' total voluntary income (compared with 16% in 2020/21, 44% in 2019/20, 46% in 2018/19 and 52% in 2017/18).

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 (*continued*)

The amount of legacy income accounted for can make a very great difference to the overall results. Legacy income is not predictable but it has been the surpluses provided by legacies that has enabled the charity to build up and to maintain the reserves at the required levels and to undertake capital projects. Because of the potential for significant fluctuations the board is circumspect in the degree to which, in any one year, it relies upon legacy income in order to fund the on-going revenue expenditure.

• **Volunteers**

In addition to the income evaluated in the statement of financial activities, the charity is dependent upon the support of approximately 1,300 regular volunteers. Volunteer activities span the whole range of functions from fundraising to service provision. The directors are of the opinion that it would be impractical to attempt to quantify the value of work done by volunteers.

• **Investments**

Investment performance was excellent during the year with an unrealised valuation surplus of £210,574 (2021: £1,284,363).

RESERVES POLICY

The directors' current policy is to hold the equivalent of six months' current expenditure as free reserves in readily realisable form. This policy requires that free and unrestricted reserves are maintained at a level that would ensure that LOROS' core activities could be maintained in the short to medium term during periods of adverse financial conditions.

This cover is required in order to provide for:

- adequate working capital
- unforeseen expenditure
- streams of income or expenditure being different from that budgeted
- growth in demand for care services
- replacement of tangible assets

This policy is reviewed not less than annually in order to ensure that the reserve target is appropriate.

The board considers carefully the Charity's commitments, taking into account the risks inherent in these commitments and in its activities generally. It monitors, on an on-going basis, the fund balances available relative to its financial plans and to the meeting of its objectives in both the medium and longer term. The current level of reserves is in excess of the policy but is deemed to be appropriate in view of the exceptionally high current level of uncertainty with regard to future NHS funding combined with the general economic outlook affecting voluntary income.

• **Reserves Cover**

Based upon the expenditure for 2021/22 the minimum free reserve requirement was £5.5 million. At the end of the year free reserves, equivalent in this case to the net current assets of the Charity, stood at £4.5 million. The reserves had been built up to cover the hospice site development from 2016 to 2018, which has resulted in £4million of reserves being designated for this purpose in 2015/16.

As at 31st March 2022, the level of reserves was as follows: -

Unrestricted Funds	£17,574,355 (2021: £16,692,587)
Restricted Funds	£3,450,787 (2021: £3,857,291)
Designated Funds	£3,082,476 (2021: £3,513,071)

• **Investment Policy**

As part of its on-going risk and reserves assessment the Charity has appointed Smith and Williamson of Birmingham to provide "discretionary investment management". At the end of the year the funds invested were

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Director's report for the year ended 31 March 2022 (*continued*)

valued at £6.3 million (2021: £6.1m), up 3% on last year, reflecting the recovery in global stock prices since the start of the pandemic. In addition to this, through gifts in wills during the 2019/20 and 2021/22 year, the charity owns property with a book value of £505,000, from which it is earning rental income.

The board has an agreed statement of investment principles. The aim is to produce a net return, year-on-year, better than the holding of cash. There is also:

- a Treasurer's Committee which regularly reviews performance
- an ethical investment policy (which is to avoid the tobacco industry)

The directors keep under review the diversification of the funds held by way of reserves.

SUMMARY

Despite the significant issues in the UK economy over the last year and the unanticipated impact of the COVID 19 Pandemic LOROS has largely been able to sustain its range and level of clinical activities which provide such excellent and valued care and support for patients and family members across Leicester, Leicestershire and Rutland. The overall financial position is being monitored very carefully and will remain a key focus in all that can be achieved going forwards in such a volatile time.

Thanks must be expressed to the people and organisations of Leicester, Leicestershire and Rutland who have enabled LOROS to achieve so much and who have contributed to the raising of a huge amount of voluntary income in the year. It is the partnership between LOROS, the NHS and the wider community that has over the years enabled the aims of LOROS to be realised.

Year by year the Charity has relied upon increases in voluntary support well above inflation as the annual percentage increases in the NHS grant have failed to keep pace with inflation. In most cases the cost of service developments has had to be met from new voluntary income.


None of what has been set out could have been achieved without the hard work and dedication of LOROS' skilled staff and volunteers. The board thanks all of the staff and volunteers for their commitment to the work of the Charity.


The directors are confident that LOROS has an important and continuing place as a provider of high quality care, as an upholder of the ethos and values to which it has always held and as an advocate for patients and their families.

Provision of information to auditor

Each of the persons who are directors at the time when this Directors' Report is approved has confirmed that:

- so far as that director is aware, there is no relevant audit information of which the charity's auditor is unaware; and
- that director has taken all the steps that ought to have been taken as a director in order to be aware of any information needed by the charity's auditor in connection with preparing their report and to establish that the charity's auditor is aware of that information.


signed on 25/08/2022, 11:20:01 BST
ROBIN GRAHAM-BROWN
Chairman,
Board of Trustees, LOROS


signed on 25/08/2022, 11:39:07 BST
ANDREW STANT
Vice-Chairman (& Honorary Treasurer)
Board of Trustees, LOROS

25/08/2022

2022

25/08/2022

2022

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Statement of trustees' responsibilities

The Trustees (Who are Directors of LOROS for the purposes of company law) are responsible for preparing the Director's annual report and the financial statements in accordance with applicable law and United Kingdom Accounting standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Director's to prepare financial statements for each financial year. Under company law the Directors' must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and parent charity and of the incoming resources and application of resources, including its income and expenditure of the group for that period. In preparing these financial statements the trustees are required to:

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

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

In so far as the Directors are aware

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

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report

Opinion

We have audited the financial statements of The Leicestershire & Rutland Organisation for the Relief of Suffering Limited ("the Parent Charitable Company") and its subsidiaries ("the Group") for the year ended 31st March 2022 which comprise the consolidated statement of financial activities, the consolidated and parent charity balance sheets, the consolidated cash flow statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Group's and of the Parent Charitable Company's affairs as at 31st March 2022 and of the Group's incoming resources and application of resources, including its incoming resources and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions related to going concern

In auditing the financial statements, we have concluded that the Directors' use 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 charitable company's ability to continue as a going concern for the period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the Director's Report, other than the financial statements and our auditor's report thereon. The other information comprises the Director's Report. The Directors are responsible for the other information.

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

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

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report (continued)

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report, which includes the Directors' Report and the Strategic report prepared for the purposes of Company Law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic report and the Directors' Report, which are included in the Trustees' report, have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Group and the Parent Charitable Company and its environment obtained in the course of the audit, we have not identified material misstatement in the Strategic report or the Trustee's report.

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

- adequate accounting records have not been kept by the Parent Charitable Company, or returns adequate for our audit have not been received from branches not visited by us; or
- the Parent Charitable Company 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 Trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Independent auditor's report (*continued*)

Auditor's responsibilities for the audit of the financial statements (Cont.)

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant which are directly relevant to specific assertions in the financial statements are those related to the financial report frameworks (UK Generally Accepted Accounting Practice, the Companies Act 2006) and the relevant tax compliance regulations in the jurisdiction in which the company operates;
- We enquired of management whether they were aware of any instances of non-compliance with laws and regulations, or whether they had any knowledge of actual, suspected or alleged fraud;
- We assessed the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- Our testing considered unusual or unexpected journal entries on a sample basis;
- We evaluated the assumptions and judgements used by management within significant accounting estimates and assessing if these indicate evidence of management bias;
- We tested significant transactions, in particular the evaluation of the business rationale for any which appear unusual or outside the company's normal course of business;
- We assessed the appropriateness of the collective competence and capabilities of the engagement team by understanding the practical experience with audit engagements of a similar nature and complexity, plus ensuring the team had appropriate and relevant training of the financial reporting framework and the relevant tax compliance regulations specific to the entity;
- We reviewed the financial statements and tested the disclosures against supporting documentation;
- We have assessed these areas at group level and at component level where appropriate, we performed the component audit work ourselves as part of our audit of those entities;
- We communicated relevant matters to all members of the audit team to ensure they understood the risks specific to the entity and the audit procedures planned to mitigate these.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC'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 Charitable Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charitable Company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charitable Company and the Charitable Company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Lisa G Parkes

~~signed on 25/08/2022, 15:14:34 BST~~

LG Parkes ACA FCCA (Senior Statutory Auditor)

For and on behalf of The Rowleys Partnership Ltd

(Eligible to act as an auditor in terms of section 1212 of the Companies act 2006)

Statutory Auditors

Charnwood House

Harcourt Way

Meridian Business Park

Leicester

LE19 1WP

Date 25/08/2022

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Consolidated statement of financial activities for the year ended 31 March 2022

	Notes	Unrestricted Funds £	Restricted Funds £	2022 Funds £	Unrestricted funds £	Restricted funds £	2021 funds £
Income from:							
Donations and legacies	3	6,303,196	610,549	6,913,745	3,766,460	2,835,136	6,601,596
Investments	4	128,477	-	128,477	111,956	-	111,956
Other trading activities:							
- Shop income		3,049,710	-	3,049,710	2,059,871	-	2,059,871
- Lottery income		1,214,874	-	1,214,874	1,356,713	-	1,356,713
		10,696,257	610,549	11,306,806	7,295,000	2,835,136	10,130,136
Charitable activities							
Contribution by the National Health Service		3,072,109	-	3,072,109	2,838,729	-	2,838,729
Educational activities		424,859	-	424,859	560,271	-	560,271
Total income		14,193,225	610,549	14,803,774	10,694,000	2,835,136	13,529,136
Expenditure on:							
Raising funds			-			-	
Shop expenditure		2,665,584	-	2,665,584	2,042,236	-	2,042,236
Lottery expenditure		525,959	-	525,959	565,517	-	565,517
Fundraising costs		742,733	-	742,733	417,032	-	417,032
Depreciation of leasehold shop properties		4,202	-	4,202	8,721	-	8,721
Investment management fees		32,091	-	32,091	22,528	-	22,528
Charitable activities		3,970,569	-	3,970,569	3,056,034	-	3,056,034
The Leicestershire and Rutland Hospice		9,982,057	1,017,053	10,999,110	8,098,392	2,860,349	10,958,741
Total expenditure	5	13,952,626	1,017,053	14,969,679	11,154,426	2,860,349	14,014,775
Profit on investment assets	7	210,574	-	210,574	1,284,363	-	1,284,363
Net income		451,173	(406,504)	44,669	823,397	(25,213)	798,724
Total funds brought forward		20,205,658	3,857,291	24,062,949	19,381,721	3,882,504	23,264,225
Total funds carried forward		20,656,831	3,450,787	24,107,618	20,205,658	3,857,291	24,062,949

The statement of financial activities includes all gains and losses recognised in the year.
All incoming resources and resources expended derive from continuing activities

The notes on pages 25 to 45 form part of these financial statements.

Consolidated summary Income and expenditure account

	2022 £	2021 £
Gross income of continuing operations	14,803,774	13,529,136
Total expenditure of continuing operations	(14,969,679)	(14,014,775)
Realised gains/(losses) on disposal of investment assets	(456,899)	(247,266)
Net income for the year	(622,804)	(732,905)

A detailed analysis of income by source is provided in the statement of financial activities. Detailed analysis of expenditure is provided in the statement of financial activities and in note 5.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Consolidated balance sheet at 31 March 2022

Company number 01298456	Note	2022 £	2022 £	2021 £	2021 £
Fixed assets					
Tangible assets	6		13,305,896		13,340,606
Investments	7		6,755,768		6,247,678
			<hr/>		<hr/>
			20,061,664		19,588,284
Current assets					
Stocks	8	129,208		42,437	
Debtors	9	4,681,076		3,902,252	
Cash at bank and in hand		1,407,177		1,918,094	
		<hr/>		<hr/>	
		6,217,461		5,862,783	
Creditors: amounts falling due within one year	10	(1,729,840)		(1,388,118)	
		<hr/>		<hr/>	
Net current assets			4,487,621		4,474,665
Creditors: amounts falling due after more than one year	11		(441,667)		-
			<hr/>		<hr/>
Net assets			24,107,618		24,062,949
			<hr/>		<hr/>
Funds					
Restricted funds	14		3,450,787		3,857,291
Unrestricted funds:					
- Designated funds	15/16		3,082,476		3,513,071
- Other charitable funds	15		16,163,882		15,035,790
- Revaluation reserve	15		1,410,473		1,656,797
			<hr/>		<hr/>
			24,107,618		24,062,949
			<hr/>		<hr/>

25/08/2022

The financial statements were approved by the members of the Board of Trustees on
on its behalf

and signed



signed on 25/08/2022, 11:20:01 BST

Robin Graham-Brown
Chairman



signed on 25/08/2022, 11:39:07 BST

Andrew W Stant
Honorary Treasurer

The notes on pages 25 to 45 form part of these financial statements.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Charity balance sheet at 31 March 2022

Company number 01298456	Note	2022 £	2022 £	2021 £	2021 £
Fixed assets					
Tangible assets	6		13,070,220		13,248,050
Investments	7		6,755,773		6,247,682
			<hr/>		<hr/>
			19,825,993		19,945,732
Current assets					
Debtors	9	5,004,336		3,976,971	
Cash at bank and in hand		1,103,597		1,479,324	
		<hr/>		<hr/>	
		6,107,933		5,456,295	
Creditors: amounts falling due within one year	10	(1,257,709)		(1,014,311)	
		<hr/>		<hr/>	
Net current assets			4,850,224		4,441,984
Creditors: amounts falling due after more than one year	11		(441,667)		-
			<hr/>		<hr/>
Net assets			24,234,550		23,937,716
			<hr/>		<hr/>
Funds					
Restricted funds	14		3,450,787		3,857,291
Unrestricted funds:					
- Designated funds	15/16		3,082,476		3,513,071
- Other charitable funds	15		16,290,814		14,910,557
- Revaluation reserve	15		1,410,473		1,656,797
			<hr/>		<hr/>
			24,234,550		23,937,716
			<hr/>		<hr/>

25/08/2022

The financial statements were approved by the members of the Board of Trustees on
on its behalf

and signed



signed on 25/08/2022, 11:20:01 BST
Robin Graham-Brown
Chairman



signed on 25/08/2022, 11:39:07 BST
Andrew W Stant
Honorary Treasurer

The notes on pages 25 to 45 form part of these financial statements.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Consolidated cash flow statement for the year ended 31 March 2022

	2022 £	2021 £
Net cash flow from operating activities	388,262	463,994
Net cash inflow from investing activities	(633,752)	213,695
Change in cash and cash equivalents in the year	(245,490)	677,689
Cash and cash equivalents at the beginning of the year	2,101,214	1,423,525
Cash and cash equivalents at the end of the year	1,855,724	2,101,214

The notes on page 25 to 45 form part of these financial statements.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes to the cash flow statement for the year ended 31 March 2022

1 Cash flows from operating activities

	2022 £	2021 £
Net income per SOFA	44,669	798,724
(Gain)/LOSS on investment	(210,574)	(1,284,363)
Net incoming resources	(165,905)	(485,639)
Investment income	(128,477)	(111,956)
Depreciation	765,482	756,901
(Increase)/Decrease in stocks	(86,771)	41,914
(Increase)/Decrease in debtors	(778,824)	1,100,510
(Profit) on sale of assets	(632)	-
Increase/(Decrease) in creditors	783,389	(837,736)
Net cash Inflow from operating activities	388,262	463,994

2 Cash flow from investing activities

	2022 £	2021 £
Purchase of tangible fixed assets	(735,472)	(94,207)
Proceeds from sale of tangible fixed assets	5,332	1,250
Acquisition of listed investments	(1,073,418)	(965,144)
Proceeds of sale of listed investments	1,041,329	1,159,840
Interest received	128,477	111,956
	(633,752)	213,695

3 Analysis of changes in cash and cash equivalents

	At 1 April 2021 £	Cash flow £	At 31 March 2022 £
Cash at banks, building societies and in hand	1,918,094	(510,917)	1,407,177
Cash held as part of investment portfolio	183,120	265,427	448,547
Total bank and cash holding	2,101,214	(245,490)	1,855,724

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022

1 Legal status

The Organisation is a registered charity. The legal status is a company limited by guarantee.

2 Accounting policies

The following accounting policies have been used consistently in dealing with items considered material to the charitable group's affairs.

Basis of preparation

The financial statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value. The financial statements have been prepared in accordance with the Statement of Recommended Practice 2019. Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

The trust constitutes a public benefit entity as defined by FRS 102.

The trustees consider that there are no material uncertainties about the trust's ability to continue as a going concern.

In preparing these financial statements, the Directors have made the following judgements:

Tangible fixed assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

Trade debtors

At each reporting date, trade debtors are assessed by recoverability. If there is any evidence of impairment, the carrying amount of the debtor is reduced to its recoverable amount. The impairment loss is recognised immediately in the income statement.

Leases

Determine whether leases entered into by the group after as a lessor or a lessee are an operating lease or finance lease. These decisions depend on assessment of whether the risks and rewards of ownership have been transferred from the lessor to the lessee on a lease by lease basis.

Investments

The most critical estimates, assumptions and judgements relate to the determination of carrying value of investments at fair value through the Statement Of Financial Activities, the Group follows the International Private Equity and Venture Capital Valuation Guidelines applying the overriding concept that fair value is the amount for which an asset can be exchanged between knowledgeable willing parties in an arm's length transaction. The nature, facts and circumstances of the investment drives the valuation methodology.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 *(continued)*

2 Accounting policies *(continued)*

Basis of consolidation

The group financial statements consolidate the financial statements of Leicestershire and Rutland Organisation for the Relief of Suffering Limited and its subsidiaries up to 31 March 2022 on a line by line basis. A separate Statement of Financial Activities (SOFA) for the institution alone is not presented because the charity has taken advantage of the provisions of section 408 of the Companies Act 2006.

Fund accounting

Funds held by the charity are either:

Unrestricted general funds – these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds – these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

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

Incoming resources

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

Voluntary income is accounted for when received. Incoming resources represents the amount receivable during the year in respect of donations and legacies.

Legacies are recognised when there is sufficient evidence to provide the necessary certainty that the legacy will be received and the legacy can be measured with sufficient reliability.

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally upon notification by our investment advisor of the dividend yield of the investment portfolio.

Shop income represents the amounts receivable for goods sold to customers and commission receivable on sale of donated goods. It is recognised at the point of sale for retail goods and on dispatch otherwise.

Lottery income represents the amount receivable in respect of lotteries and raffles held during the year and scratch cards sold. Lottery and raffle income is recognised at the point of draw and scratch card income is recognised on a cash basis. Amounts received for future lottery and raffle draws are reserved as income in advance.

Activities furthering charitable objects. Income under health authority and NHS contracts is recognised in the Statement of Financial Activities on a receivable basis.

Where income is received in advance of performance, its recognition is deferred and included in creditors until the contract is performed.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 *(continued)*

2 Accounting policies *(continued)*

Resources expenses

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. It is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is allocated directly to charitable expenditure and costs of raising funds. Expenditure is classified under the following activity headings.

- Costs of raising funds include those costs incurred in raising voluntary income, and include the salaries, direct expenditure and overhead costs of the staff who promote fundraising, including events.
- Charitable activities expenditure relates to expenditure on objects of the charity and include direct costs and support costs associated to these activities.

Governance costs represent costs which relate to the general running of the charity including the strategy planning process that contribute to future development, and are included with charitable activities. Support costs have been allocated between fundraising and charitable activities, in proportion to the direct costs of each activity. Where direct allocation is not possible, costs are apportioned over the above headings based on the allocation of staff.

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

Pensions

The Trust makes payments to two defined contribution pension schemes on behalf of qualifying employees. One administered by the NHS Pensions Agency and a stakeholder scheme providing benefits for the employees additional to those from the state. Such contributions are charged in the Statement of Financial Activities when made. The contributions are invested separately from the Trust's assets.

Financial Agreement with the National Health Service

The agreement with the Clinical Commissioning Groups provides for, inter alia, a contribution by them towards the revenue expenditure arising from operating the Hospice, agreed annually prior to the commencement of each financial year.

In addition to the defined contribution pension scheme noted above, the charity contributes to the NHS Superannuation Scheme as a Direction Body. Under the rules of the NHS Superannuation Scheme, Direction Bodies pay employer's contributions to the Scheme, but are not employing authorities for the purposes of the scheme. The NHS Superannuation Scheme is a multi-employer defined benefit scheme, and the charity is unable to identify its share of the underlying assets and liabilities of the scheme, and accordingly sufficient information is not available to enable the charity to account for the scheme as a defined benefit scheme. The charity's contribution to the NHS Superannuation Scheme is therefore treated as defined contribution pension scheme payments. Details of the NHS Superannuation Scheme deficit can be obtained from the official documents website www.official-documents.gov.uk.

Government Grants

Government grants receivable in relation to job retention scheme and retail scheme are recognised as income over the periods necessary to match them with the related costs which they are intended to compensate, on a systematic basis. Government grants are shown separately as other income.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

2 Accounting policies (continued)

Tangible fixed assets

Tangible fixed assets are included at cost, and other than freehold land, are depreciated on a straight line basis at annual rates calculated to write off their cost over the terms of their useful lives as follows:

Freehold building	-	30 years
Short leasehold property	-	The unexpired period of each lease or such shorter period as is considered appropriate
Computers	-	5 years
Fixtures, furniture and equipment	-	5-10 years
Mini buses	-	5 years
Other motor vehicles	-	4 years

Additions costing less than £500 are written off in the year of purchase.

Freehold land is not depreciated.

Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase and other costs incurred in bringing stock to its present location and condition. Cost is calculated on a first-in first-out formula. Provision is made for damaged, obsolete and slow-moving stock where appropriate.

Debtors

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

Creditors

Short term creditors are measured at the transaction price. Other financial liabilities are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the net gains and losses arising on revaluation and disposals throughout the year. The charity does not acquire put options, derivatives or other complex financial instruments.

The main form of financial risk faced by the charity is that of volatility in equal markets and investment markets due to wider economic conditions, the attitude of investors to investment risk, and changes in sentiment concerning equities and within particular sectors or sub sectors.

Short term deposits represent investments in bank term deposits maturing within one year. Investments in subsidiary companies are stated at cost.

Realised gains and losses

All gains and losses are taken in 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

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (*continued*)

2 Accounting policies (*continued*)

Cash and cash equivalents

Cash and cash equivalents include cash at bank and cash in hand as well as short term highly liquid investments with a short maturity (recognised within short term investments).

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Operating leases

Operating lease rentals are charged on a straight line basis over the lease term.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period until the date the rent is expected to be adjusted to the prevailing market rate.

Corporate tax

The charity is exempt from tax on income and gains falling within sections 466 to 493 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Volunteer contribution

Trustees and volunteers provide support to Leicestershire and Rutland Organisation for the Relief of Suffering Limited. It is not practical nor feasible to place a value on the time volunteered by these persons.

3 Donations and legacies

	2022 £	2021 £
Legacies	3,326,640	1,133,113
Covenanted donations and gift aid	136,003	154,310
Donations and gift under the Retail Gift Aid Scheme	790,719	144,211
Other donations, appeals and fund raising events	2,660,383	5,169,962
	6,913,745	6,601,596

In 2022, donations and legacies included £610,549 (2021 - £2,835,136) of restricted income. Included in restricted income is £450,358 (2021 - £2,678,292) of COVID-19 grants distributed by Hospice UK on behalf of NHS England to support hospices during the pandemic.

In October 2010 LOROS Enterprises Ltd started acting as an agent selling goods on behalf of customers in return for a commission where the customer has registered for Gift Aid. This has the effect of reducing the turnover of LOROS Enterprise Limited but the income associated with such sales is recorded as a donation by The Leicestershire and Rutland Organisation for the Relief of Suffering Limited.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

4 Investments

	2022 £	2021 £
Bank and building society interest	5,257	9,352
Dividends and interest on investments	123,220	102,604
	128,477	111,956

In 2022, all income (2021 – all income) relating to investments was unrestricted.

5 Analysis of total group resources expended

	Depreciation 2022 £	Staff costs 2022 £	Other 2022 £	Total 2022 £	Total 2021 £
Cost of generating funds:					
Shop expenditure	63,680	1,397,478	1,204,424	2,665,582	2,042,236
Depreciation of shop leases	4,202	-	-	4,202	8,721
Lottery expenditure	1,392	235,902	288,665	525,959	565,517
Fundraising and publicity	51,850	206,010	484,873	742,733	417,032
Investment management fees	-	-	32,091	32,091	22,528
Charitable activities:					
Direct charitable expenditure					
Hospice	644,358	7,810,387	2,429,770	10,884,515	10,838,692
Governance costs	-	95,901	18,696	114,597	120,049
	765,482	9,745,678	4,458,519	14,969,679	14,014,775

Support costs of £183,678 (2021 - £86,313) have all been allocated to the Hospice.

Shop expenditure includes £ 524,830 (2021 - £566,009) in respect of operating leases for land and buildings.

In 2022, other charitable activities included £888,837 (2021 - £2,860,349) of restricted expenditure.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

5 Analysis of total resources expended (continued)

Employees

The average number of full time equivalent employees

	2022	2021
Fund raising and administrative	33	33
Provision of care	198	208
Shops	58	54
Lottery company	9	11
	298	306

The number of employees

Fund raising and administrative	36	37
Provision of care	239	253
Shops	85	74
Lottery company	12	16
	372	380

Staff costs

	£	£
Wages and salaries	8,471,754	8,569,311
Social security costs	703,973	691,455
Pension costs	569,951	594,526
	9,745,678	9,855,292

Included within pension costs are payments to the NHS Superannuation Scheme, a defined benefit scheme. The employer's contribution to this scheme are treated as a defined contribution scheme as disclosed within the accounting policies. Employer's contributions to the scheme in the year amounted to £368,515 (2021 - £391,123), of this amount £NIL (2020 - £NIL) was outstanding at the year-end.

	2022	2021
The number of employees whose emoluments fell within the following bands was:		
In the banding £60,000 - £70,000	3	-
In the banding £70,000 - £80,000	1	1
In the banding £90,000 - £100,000	-	1
In the banding £100,000 - £110,000	1	-

Auditor's remuneration

	£	£
The amount charged in the year to the group was:		
Statutory audit	23,613	25,985
Other	-	2,350

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

6 Tangible fixed assets

Group	At 31 March 2021 £	Additions during the year £	Disposals during the year £	At 31 March 2022 £
<i>Cost</i>				
Leicestershire and Rutland Hospice:				
Freehold land	3,000,000	-	-	3,000,000
Freehold buildings	16,466,921	452,290	-	16,919,211
Motor vehicles	192,396	-	-	192,396
Fixtures, fittings and equipment	1,218,754	76,744	(29,612)	1,265,886
	20,878,071	529,034	(29,612)	21,377,493
Goodwill	-	127,893	-	127,893
Leasehold shop properties	38,000	4,202	-	42,202
Shops – fixtures and fittings	554,424	70,817	-	625,241
Motor vehicles	92,548	3,526	(32,485)	63,589
Lottery company – fixtures and fittings	11,697	-	-	11,697
Total cost	696,669	206,438	(32,485)	870,622
Total cost	21,574,740	735,472	(62,097)	22,248,115
	At 31 March 2021 £	Provision in the Year £	Eliminated On disposals £	At 31 March 2022 £
<i>Depreciation</i>				
Leicestershire and Rutland Hospice:				
Freehold buildings	6,719,276	603,127	-	7,322,403
Motor vehicles	172,783	7,120	-	179,903
Fixtures, fittings and equipment	737,962	85,961	(24,912)	799,011
	7,630,021	696,208	(24,912)	8,301,317
Goodwill	-	15,987	-	15,987
Leasehold shop properties	38,000	4,202	-	42,202
Shops – fixtures and fittings	493,599	38,087	-	531,686
Motor vehicles	65,355	9,606	(32,485)	42,476
Lottery company – fixtures and fittings	7,159	1,392	-	8,551
	604,113	69,274	(32,485)	640,902
Total depreciation	8,234,134	765,482	(57,397)	8,942,219
Net book value	13,340,606	(30,010)	(4,700)	13,305,896

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2022 (continued)

6 Tangible fixed assets (continued)

Company	At 31 March 2021 £	Additions during the year £	Disposals during the year £	At 31 March 2022 £
<i>Cost</i>				
Leicestershire and Rutland Hospice:				
Freehold land	3,000,000	-	-	3,000,000
Freehold buildings	16,466,921	452,290	-	16,919,211
Motor vehicles	192,396	-	-	192,396
Fixtures, fittings and equipment	1,218,754	76,744	(36,393)	1,259,105
	20,878,071	529,034	(36,393)	21,370,712
Leasehold shop properties	38,000	4,202	-	42,202
Total cost	20,916,071	533,236	(36,393)	21,412,914
	At 31 March 2021 £	Provision in the Year £	Eliminated on disposals £	At 31 March 2022 £
<i>Depreciation</i>				
Leicestershire and Rutland Hospice:				
Freehold buildings	6,719,276	603,127	-	7,322,403
Motor vehicles	172,783	7,120	-	179,903
Fixtures, fittings and equipment	737,962	85,961	(25,737)	798,186
	7,630,021	696,208	(25,737)	8,300,492
Leasehold shop properties	38,000	4,202	-	42,202
Total depreciation	7,668,021	700,410	(25,737)	8,342,694
Net book value	13,248,050	(167,174)	(10,656)	13,070,220

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (*continued*)

7 Fixed asset investment

	2022 £	2021 £
Group and company Investments		
Market value at 1 April 2021	6,064,558	4,974,891
Additions at cost	1,073,418	965,143
Disposals at proceeds	(1,041,330)	(1,159,840)
Net gain/(Loss) on revaluation	210,575	1,284,363
Acquisition of share in subsidiary company	-	1
	<hr/>	<hr/>
Market value at 31 March 2022	6,307,221	6,064,558
	<hr/>	<hr/>
Historical cost at 31 March 2022	4,423,160	4,140,154
	<hr/>	<hr/>
Historical cost at 1 April 2021	4,140,154	4,267,861
	<hr/>	<hr/>
<i>Investments comprise:</i>		
Listed investments in the UK	3,392,498	3,606,556
Listed investments outside the UK	2,409,731	2,208,009
Land and property held as investment	504,992	249,992
Cash and settlements pending	448,547	183,120
Acquisition of share in subsidiary company	-	1
	<hr/>	<hr/>
Total	6,755,768	6,247,678
	<hr/>	<hr/>
Group		
Quoted investments	5,802,229	5,814,565
Cash and settlements pending	448,547	183,120
Investment Property	504,992	249,992
	<hr/>	<hr/>
	6,755,768	6,247,678
	<hr/>	<hr/>
Company		
Quoted investments	5,802,229	5,814,565
Cash and settlements pending	448,547	183,120
Investment Property	504,992	249,992
Investments in subsidiary companies	5	5
	<hr/>	<hr/>
	6,755,773	6,247,682
	<hr/>	<hr/>

All investments are carried at their fair value.

Investment in equities and fixed interest securities are all traded in quoted public markets. Holdings in common investment funds, unit trusts and open ended investment companies are at the bid price. The basis at fair value for quoted investments is equivalent to the market value. using the bid price. Asset sales and purchases are recognised at the date of trade at cost (that is their transaction value).

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 *(continued)*

7 Fixed asset investment *(continued)*

The fair value of the properties within investments, has been determined by independent advisors and the Trustees have applied this valuation at 31st March 2022.

The significance of financial instruments to the ongoing financial sustainability of the Hospice is considered in the financial review and investment policy and performance sections of the Trustees' Annual Report. The main risk to the Hospice from financial instruments lies in the combination of uncertain investment markets and volatility in yield.

Liquidity risk is anticipated to be low as all assets are traded and the commitment to intervention by central banks and market regulators has continued to provide for orderly trading in the markets and so there ability to buy and sell quoted equities and stock is anticipated to continue. The Hospice's investments are mainly traded in markets with good liquidity and high trading volumes.

The Hospice has no material investment holdings in markets subject to exchange controls or trading restrictions. The Hospice does not make use of derivatives and similar complex financial instruments as it takes the View that investments are held for their longer term yield total return and historic studies of quoted financial instruments have shown that volatility in any particular 5 year period will normally be corroded.

No investments held represents more than 5% of the total portfolio valuation at the year end.

Investments in subsidiary companies

The charity owns the whole of the ordinary share capital of LOROS Enterprises Limited (2 ordinary shares of £1 each), LOROS Lotteries Limited (2 ordinary shares of £1 each) and LOROS Commercial Innovations Limited (1 ordinary share of £1). All are incorporated in Great Britain and registered in England and Wales and have been established to carry on trading activities on its behalf.

LOROS Enterprises Limited operates a chain of shops selling items donated from the public, giftware and cards.

LOROS Lotteries Limited operates a lottery for members of the public.

LOROS Commercial Innovations Limited operates external catering operations for members of the public.

All companies covenant any taxable profits to LOROS and also pay interest on any loans from LOROS.

LOROS Commercial Innovations Limited was incorporated on 16th December 2020 as the vehicle to acquire the business of Peppercorns Catering Limited, who ran Café's in Leicestershire.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

7 Fixed asset investment (continued)

A summary of their trading results is shown below

	LOROS Enterprises Limited 01944436 £	LOROS Lotteries Limited 03179552 £	LOROS Commercial Innovations Limited 13084976 £	Total £
Company registered number				
Profit and loss account				
Turnover	3,115,778	1,214,874	412,024	4,742,676
Cost of sales	(91,674)	(185,053)	(166,882)	(443,609)
Gross profit	3,024,104	1,029,821	245,142	4,299,067
Administration expenses	(2,151,323)	(341,436)	(370,378)	(2,863,137)
Other Operating Income	114,640	-	-	114,640
Rental Income	-	-	-	-
Interest received	987,421 33	688,385 530	(125,236) -	1,550,570 563
Profit before tax	987,454	688,915	(125,236)	1,551,133
Covenant to LOROS	(561,650)	(761,825)	-	(1,323,475)
Profit for the year	425,804	(72,910)	(125,236)	227,658

Upon consolidation an inter-company recharge of £478,092 (2021 - £185,634) relating to retail gift and management fee, charged by LOROS Enterprises Limited has been eliminated.

The aggregate amounts of the companies' assets, liabilities, share capital and reserves were:

	LOROS Enterprises Limited £	LOROS Lotteries Limited £	LOROS Commercial Innovations Limited £	Total £
Assets	501,698	183,253	201,914	886,865
Creditors: amounts fall due within one year	(501,680)	(183,231)	(327,149)	(1,012,060)
	18	22	(125,235)	(125,195)
Represented by share capital and reserves	18	22	(125,235)	(125,195)

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2022 (continued)

8 Stocks

	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Goods for resale	129,208	42,437	-	-

9 Debtors

	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Amounts due from subsidiary undertakings	-	165,006	540,014	405,906
Other debtors	4,504,771	3,624,724	4,288,017	3,458,835
Trade debtors	176,305	112,522	176,305	112,230
	4,681,076	3,902,252	5,004,336	3,976,971

10 Creditors: amounts falling due within one year

	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Bank loan (see note 12)	58,333	-	58,333	-
Payments in advance	441,990	531,513	266,403	349,203
Trade creditors	615,087	398,735	474,197	276,626
Taxation and social security	281,417	188,907	252,017	218,902
Other creditors and accruals	333,013	268,963	206,759	169,580
	1,729,840	1,388,118	1,257,709	1,014,311

11 Creditors: amounts falling due after more than one year

	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Bank loan (See note 12)	441,667	-	441,667	-
	441,667	-	441,667	-

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

12 Bank loan

An analysis of the maturity of the bank loan is given below:

	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Amounts falling due within one year or on demand	58,333	-	58,333	-
Amounts falling due between one and two years	100,000	-	100,000	-
Amounts falling due between two and five years	300,000	-	300,000	-
Amounts falling due in more than five years	41,667	-	41,667	-

13 Commitments

Group	Land and buildings 2022 £	Other 2022 £	Land and Buildings 2021 £	Other 2021 £
Operating leases which expire:				
Within one year	140,100	-	222,919	-
In the second to fifth years inclusive	521,825	-	243,223	-
Over five years	-	-	-	-
	661,925	-	466,142	-
Company	Land and Buildings 2022 £	Other 2022 £	Land and Buildings 2021 £	Other 2021 £
Operating leases which expire:				
Within one year	140,100	-	222,919	-
In the second to fifth years inclusive	521,825	-	243,223	-
Over five years	-	-	-	-
	661,925	-	466,142	-

At the year end, the group had capital commitments in relation to the construction of land and buildings of £NIL (2021 - £268,743).

During the year total lease payments of £567,643 (2021 - £566,009) are recognised as an expense.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2022 (*continued*)

14 Restricted funds

Group and company	Balance at 31 March 2021 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2022 £
Capital building fund	3,299,904	-	(84,118)	3,215,786
Hospice	557,387	610,549	(932,935)	235,001
	<u>3,857,291</u>	<u>610,549</u>	<u>(1,017,053)</u>	<u>3,450,787</u>
Group and company	Balance at 31 March 2020 £	Incoming resources £	Outgoing Resources £	Balance at 31 March 2021 £
Capital building fund	3,384,022	-	(84,118)	3,299,904
Hospice	498,482	2,835,136	(2,776,231)	557,387
	<u>3,882,504</u>	<u>2,835,136</u>	<u>(2,860,349)</u>	<u>3,857,291</u>

The Capital building fund comprises capital raised in order to fund extensions to the hospice. The fund is represented by tangible fixed assets and the movement on the fund represents the depreciation charge.

The hospice fund was established in 1997 from donations in order to fund hospice equipment. Resources expended represent items purchased and depreciation charged on the fixed assets.

The trustees consider that the capital funds should continue to be treated as restricted, even after the completion of the buildings to which they relate.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2022 (continued)

15 Unrestricted funds

Group	Balance at 31 March 2021 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2022 £
Other charitable funds	15,035,790	671,193	456,899	16,163,882
Designated funds (see note 14)	3,513,071	(430,595)	-	3,082,476
Revaluation reserve	1,656,797	210,575	(456,899)	1,410,473
	20,205,658	451,173	-	20,656,831
Group	Balance at 31 March 2020 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2021 £
Other charitable funds	14,818,355	(29,831)	247,266	15,035,790
Designated funds (see note 14)	3,943,666	(430,595)	-	3,513,071
Revaluation reserve	619,700	1,284,363	(247,266)	1,656,797
	19,381,721	823,937	-	20,205,658
Company	Balance at 31 March 2021 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2022 £
Other charitable funds	14,910,557	923,358	456,899	16,290,814
Designated funds (see note 14)	3,513,071	(430,595)	-	3,082,476
Revaluation reserve	1,656,797	210,575	(456,899)	1,410,473
	20,080,425	703,338	-	20,783,763
Company	Balance at 31 March 2020 £	Net income/ (expenditure) £	Transfers £	Balance at 31 March 2021 £
Other charitable funds	14,762,588	(99,297)	247,266	14,910,557
Designated funds (see note 14)	3,943,666	(430,595)	-	3,513,071
Revaluation reserve	619,700	1,284,363	(247,266)	1,656,797
	19,325,954	754,471	-	20,080,425

Other charitable funds represent the free funds of the Charity which are not designated for particular purposes.

Revaluation reserve represents the cumulative unrealised gains on the increase in the market value of fixed asset investments. Upon disposal previously unrealised (gains)/losses are transferred to other charitable funds.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements
for the year ended 31 March 2022 (continued)

16 Designated funds

Group and company

The funds of the charity include the following designated funds which has been set aside out of unrestricted funds by the trustees for a specific purpose.

	Balance at 31 March 2021 £	Utilised £	Transfers £	Balance at 31 March 2022 £
Capital building fund	3,513,071	(430,595)	-	3,082,476
	Balance at 31 March 2020 £	Utilised £	Transfers £	Balance at 31 March 2021 £
Capital building fund	3,943,666	(430,595)	-	3,513,071

The capital building funds relates to the construction of the new LOROS Professional Development Centre and the extension to the Day Therapy and Outpatients Centre.

17 Analysis of group net assets between funds

	Restricted Funds			
	Unrestricted funds £	Capital building fund £	Hospice £	Total Funds £
Fund balance as at 31 March 2022 are represented by:				
Tangible fixed assets	16,610,877	3,215,786	235,001	20,061,664
Current assets	6,217,461	-	-	6,217,461
Current liabilities	(2,171,507)	-	-	(2,171,507)
Total net assets	20,656,831	3,215,786	235,001	24,107,618

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

17 Analysis of group net assets between funds (continued)

	Unrestricted funds £	Restricted funds Capital building fund £	Hospice £	Total Funds £
Fund balance as at 31 March 2021 are represented by:				
Tangible fixed assets	15,730,993	3,299,904	557,387	19,588,284
Current assets	5,862,783	-	-	5,862,783
Current liabilities	(1,388,118)	-	-	(1,388,118)
Total net assets	20,205,658	3,299,904	557,387	24,062,949

18 Related party transactions and trustees' expenses and remuneration

The Leicestershire & Rutland Organisation for the Relief of Suffering Limited wholly owns its subsidiary companies LOROS Lotteries Limited, LOROS Enterprises Limited and LOROS Commercial Innovations Limited. During the year LOROS Lotteries Ltd covenanted to the charity £ 761,825 (2021 - £725,000). During the year LOROS Enterprises Ltd covenanted to the charity £561,650 (2021 - £200,000). At the year end the amount due by LOROS Lotteries Ltd was £64,043 (2021 - £77,379), due from LOROS Enterprises Ltd was £293,307 (2021 - £157,091) and due from LOROS Commercial Innovations Ltd was £182,664 (2021 - £165,006).

During the year the charity made purchases of £43,286 (2021 - £35,920) from Berkeley Insurance Group. T Maxted, a Trustee of the charity, is a director of the company. £Nil (2021 - £Nil) was due to them at the year end.

During the year the charity made purchases of £2,490 (2021 - £NIL) from Claire Henry Associates. C Henry, a Trustee of the charity, is a director of the company. £Nil (2021 - £Nil) was due to them at the year end.

The charity considers the key management personnel to comprise of the Trustees, The Chief Executive Officer, the Consultant in Palliative Medicine, the Director of Care Services, the Director of Strategy, the Director of Education and Workforce, the Director of Income Generation & Business Development, The Director of People and the Director of Finance. The total employee benefits of the key management personnel of the charity were £451,070 (2021 - £407,936).

The Trustees all give freely their time and expertise without any form of remuneration of other benefit in cash or kind (2021 - £Nil). Expenses paid to the Trustees in the year totalled £Nil (2021 - £Nil).

Trustees indemnity insurance of £4,202 (2021 - £2,829) has been paid during the year.

19 Controlling entity

In the opinion of the trustees the entity has no controlling entity.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Notes forming part of the financial statements for the year ended 31 March 2022 (continued)

20 Financial instruments

The Group's financial instruments may be analysed as follows:

	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Financial Assets				
Financial assets that are measured at fair value through the SOFA	6,755,768	6,247,678	6,755,768	6,247,678
Financial assets that are debt instruments measured at amortised cost	4,189,366	3,452,939	4,394,938	3,692,609
Financial liabilities				
Financial liabilities measured at amortised cost	775,003	667,698	473,162	446,206

Financial assets measured at fair value through the statement of financial activities comprise fixed asset investments in a trading portfolio of listed company shares.

Financial assets that are debt instruments are measured at amortised cost comprise trade debtors, other debtors, accrued income and amounts due from subsidiary undertakings.

Financial liabilities measured at amortised cost comprise trade creditors, other creditors and accruals.

On 29th October 2020, the company sold land it had been bequeathed near the village of Harby, Melton Mowbray, Leicestershire. The sale included an overage provision, whereby, for 30 years from and including the date of sale, the company is entitled to 30% of any proceeds in excess of the sale price of £215,000. Therefore, the company maintains a contingent asset in the land.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Detailed expenditure analysis for the year ended 31 March 2022

	2022 £	2021 £
Provision of Care		
The Leicestershire and Rutland Hospice:		
Salaries and related costs	8,307,744	8,373,968
Recruitment and training	46,250	85,979
Medical supplies	466,004	426,924
Insurance	56,927	52,403
Heat, light and water	109,023	109,156
Telephone and postage	61,724	55,281
Stationery and other office expenses	90,507	101,545
Travelling expenses	28,748	17,587
Food costs (net of non-patent takings)	97,649	80,336
Laundry	29,654	31,224
Maintenance	406,658	359,546
Chaplaincy	105,144	66,541
Counselling service	178,316	226,358
Sundries	20,222	15,157
Research expenditure	31,794	34,691
Seminars	44,606	32,536
RGA commission	12,693	2,340
Loss on disposal of fixed assets	1,131	-
	10,094,794	10,071,572
Depreciation	606,811	605,795
	10,701,605	10,677,367

The above information does not form part of the audited statutory accounts and is included solely for the information of the management.

Leicestershire & Rutland Organisation for the Relief of Suffering Limited

Detailed expenditure analysis for the year ended 31 March 2022 *(continued)*

	2022 £	2021 £
Provision of Care (continued)		
Fundraising and Publicity		
Recruitment and training	2,476	1,550
Salaries and related costs	206,010	211,206
Telephone and postage	690	271
Stationery	418	-
Travelling expenses	2,748	338
Sundry expenses	4,111	1,793
General appeal and promotional expenses	474,431	143,133
Depreciation	51,850	58,741
	742,734	417,032
Support costs		
Recruitment and training	7,487	5,276
Salaries and related costs	53,278	54,622
Telephone and postage	499	196
Stationery	303	-
Other office expenses	2,977	1,298
Legal consultancy fee	42,014	27,157
Depreciation	37,547	42,536
Bad debts	200	730
Bank charges	38,605	29,510
	182,910	161,325
Governance costs		
Audit, accountancy and professional fees	14,005	18,900
Salaries and related costs	95,901	98,320
Trustees indemnity insurance	4,691	2,829
	114,597	120,049

The above information does not form part of the audited statutory accounts and is included solely for the information of the management.