SOUTH EAST CANCER HELP CENTRE LIMITED

England & Wales · Charity number 1011509

Details

Other names	CANCER HELP CENTRE, S E C H C
Status	Registered
Legal form	Charitable company
Company number	02702689
Registered	1992-06-01
Register	View on the Charity Commission register

Contact

Address	2 Purley Road Purley Surrey CR8 2HA
Phone	02086680974
Email	info@sechc.org.uk
Website	www.sechc.org.uk

Activities

Objects: TO RELIEVE SICKNESS AND DISTRESS AMONGST THOSE AFFECTED BY CANCER THROUGH THE PRACTICE, SUPPORT AND PROMOTION OF ALL METHODS OF HEALING AND NATURAL THERAPEUTICS DESIGNED TO RELIEVE HUMAN SUFFERING AND DISTRESS INCLUDING BUT NOT LIMITED TO COUNSELLING, AROMATHERAPY, HYPNOTHERAPY, REFLEXOLOGY, SPIRITUAL HEALING, GROUP SUPPORT, REIKI, SHIATSU, YOGA, TAI CHI AND ARTS & CRAFTS ACTIVITIES ("THE OBJECTS").

Activities: The charity provides support to anyone affected by cancer by means of individual support, group support, therapeutic arts, counselling, complementary therapies and information within a friendly, caring environment.

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Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, Other Defined Groups

Geography

- Bexley
- Bromley
- Croydon
- Lambeth
- Merton
- Surrey
- Sutton
- Wandsworth

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£310,476	£349,307	-	-
2024-03-31	£207,597	£274,566	-	-
2023-03-31	£354,902	£240,353	-	-
2022-03-31	£192,952	£198,769	-	-
2021-03-31	£232,825	£180,275	-	-

Trustees

Name	Role	Appointed
JENNIFER ANNE MOLLETT	Chair	1994-10-20
DAVID JOHN MOLLETT		2003-02-10
PETER MILLS		2011-12-10
RICHARD WALLER		2017-07-06
WENDY SATTAR		2025-08-22
YVETTE HOPLEY		2016-03-22

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SOUTH EAST CANCER HELP CENTRE LIMITED

England & Wales - Charity number 1011509

Accounts

Charity registration number 1011509 (England and Wales)

Company registration number 2702689

SOUTH EAST CANCER HELP CENTRE LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

SOUTH EAST CANCER HELP CENTRE LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs. J Mollett (Chairman) Cllr Y Hopley (Vice Chairman) Mr. P W J Mills (Treasurer) Mr. D Mollett (Company Secretary) Mr. R Waller Mrs. W L Sattar	 (Appointed 22 August 2025)
Charity number (England and Wales)	1011509	
Company number	2702689	
Registered office	2 Purley Road (Tesco Development) Purley Surrey CR8 2HA	
Auditor	Kingston Burrowes Audit Ltd 308 Ewell Road Surbiton Surrey KT6 7AL	
Bankers	Lloyds Bank Plc Caterham, Surrey	

SOUTH EAST CANCER HELP CENTRE LIMITED

CONTENTS

	Page
Trustees' report	1 - 11
Independent auditor's report	12 - 14
Statement of financial activities	15
Balance sheet	16
Notes to the financial statements	17 - 26

SOUTH EAST CANCER HELP CENTRE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their annual report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)".

Vision, Mission, Aims and Activities

Vision

Our vision is to be the leading independent provider of cancer support services in our area and to be known to all new patients diagnosed with cancer, in order that they and their family can receive the support they need.

Mission

Our mission is to provide complementary therapies, counselling, and other therapeutic activities, within a caring and friendly environment to help anyone affected by cancer cope with their situation.

Aims

To offer the highest standard of service provision in the form of individual and group support by employing fully qualified therapists with considerable experience to work with our members.

To attract and retain volunteers who will play an essential and mutually beneficial role in the running of the Centre and who want to make a significant difference to the lives of other people.

Work closely with local hospitals GP hubs, Social Prescribing Boards and Clinical Commissioning Groups to ensure we reach all residents in the borough and increase their knowledge of our support and available services.

Public Benefit

The activities that we carry out are described below. These activities are undertaken to meet our objectives and aims and to further our charitable purposes for the public benefit.

In setting and reviewing our objectives and aims, and in planning and carrying out our activities, we have due regard to the public benefit guidance published by the Charity Commission.

Opening Hours

During the period from 1 April 2024 to 31 March 2025 the Centre Headquarters located in Purley was open for 5 full days per week, 9:00 am to 5:00 pm and Saturdays, 9:00 am to 1:00 pm.

Activities

Over this period, we have offered our members access to a range of one-to-one therapies as well as several of our group activities which include Pilates, Tai Chi, Gentle Yoga, the Arts and Craft Group and the Friday Club. We also hold mindfulness and meditation workshops that include an eight-week mindfulness course, a breathwork class and a monthly Gong Bath. We continue to run four cancer support groups, Bowel, Ovarian, Prostate and Breast cancer. We had individual counselling sessions provided by six counsellors together with nine therapists providing Massage, Aromatherapy and Reflexology, Hypnotherapy, Reiki, Grief Recovery and Craniosacral Therapy. We continue to offer ad hoc sessions for hair advice as well as access to an independent solicitor for the provision of legal advice in respect of making a will.

Our therapists and counsellors are fully qualified members of their relevant professional associations, which ensures that they meet or exceed agreed standards and that they are insured to practice.

The therapists are also registered with the Complementary and Natural Healthcare Council, the regulatory body endorsed by the NHS, which sets and oversees the standards that practitioners need to meet. All our therapists and counsellors receive regular supervision and as an organisation we work within the guidelines of the British Association of Counsellors and Psychotherapists (BACP).

Support Groups

We have four cancer support groups for patients and families affected by Bowel, Breast, Ovarian and Prostate cancer, each managed by an experienced group leader.

The aim of each group is to provide information and mutual support, typically by sharing experiences with other similarly affected members about their illness, treatments, living with the side and after effects and the impact on their quality of life, all within a safe and confidential environment.

Each group meets at the Centre once a month at different times that are shown on our website and all enjoy specialist speakers from The Royal Marsden Hospital (RMH) and Croydon University Hospital (CUH) together with a number of other organisations. All group members are entitled to attend any of the many other activities held at the Centre during the week.

Information

A wide range of information and leaflets are available covering many forms of cancer, the impact of illness and how to find further help and information which people may take away with them. In addition, members can borrow books, videos and CDs relevant to the various complementary therapies and activities that we offer.

Therapeutic Arts

The value of complementary therapies and counselling in cancer care is now widely acknowledged and the Centre is proud to have local NHS recognition. Our range of therapies, support and counselling services complement any conventional treatment and are not an alternative. We believe that by using our services, people can improve their health and well-being during a difficult time in their lives. The ever-growing Arts in Health movement fully endorses the provision of the Therapeutic Arts in organisations providing health care, thus validating the long-standing provision of such activities at the Centre.

Promotions and Community Links

We continued to network and establish new relationships with the local community including businesses, Purley Bid, schools, churches, volunteer centres, NHS Trusts and other support centres, to bring our services to the attention of those who could benefit from them. Press releases are regularly sent to local newspapers, magazines and online newspapers. The press releases cover major events such as Paint Purley Purple, personal stories about how the Centre has helped members and any new services being offered by SECHC.

In addition, we have developed use of social media to provide information about our fundraising events and at the same time promote the services offered at the Centre to a wide and varied audience. Our usage of social media has expanded and is attracting increasing levels of interest.

Partnerships and Working Relationships

We continue our longstanding complimentary support to Croydon University Hospital via their Macmillan Centre and currently provide two therapists, both working one day a week, offering Reflexology and Massage. We are also looking at other opportunities to work together.

We have very good working relationships with other local hospices and hospitals including St. Christopher's Hospice, St. George's Hospital and the Royal Marsden Hospital (RMH) together with Maggie's Centres as well as hospitals further afield including Epsom and St. Helier Hospitals, University College London, Guy's Hospital London and Queen Mary's Sidcup, all of whom distribute our leaflets to their patients. Several of our members have been referred to SECHC by these hospitals.

Our longstanding relationship with RMH means that most of the clinical areas include our literature in their packs for people both at the start and end of their treatment plans and along with our leaflets, details of our support groups are on display at the hospital's Patient Advice and Liaison Service (PALS).

We engage with local shops and businesses who have supported various fundraising initiatives. Our fundraisers have worked within the community to raise funds and awareness for the Centre. Last year we worked with businesses and supporters, including Barclays Bank, Burgess Hodgson LLP, David Lloyd Purley, local schools, Croydon Voluntary Action, Purley BID and others.

Policies

The Centre policy documents guide its management and help focus staff and volunteers on relevant legal requirements and best practice. Subjects covered include Data Protection, Privacy Policy, Safeguarding, Confidentiality, Diversity and Equal Opportunities, Investments and Reserves, Health and Safety, Complaints and Grievance and several other policies. In total there are 26 policies and each is reviewed annually by the Executive Committee. Any changes are reported to the Trustees, staff and volunteers as appropriate.

Health and Safety

High standards of health and safety are of paramount importance for all attending the Centre. The Health and Safety (H&S) policy statement is reviewed annually by the Executive Committee. All H&S incidents are recorded using an Accident/Incident Form, and this data is filed and kept secure. There were three minor incidents recorded during the year ended 31 March 2025.

Staff and Volunteers

The Centre has six paid members of staff, with five working part-time including the Centre Manager, two Centre Administrators, a Senior Trust and Grant Fundraiser, a Community Fundraising Administrator and a full-time Senior Community Fundraiser.

We work closely with Croydon and Tandridge Voluntary Centre, who are invaluable in referring people interested in volunteering with us, as well as providing a range of workshops that include attracting and retaining volunteers. Our volunteer roles are also applied for via social media and our website. Volunteers are essential to the successful operation of the Centre and to support the small number of staff employed.

As of 31 March 2025, we had 50 regular volunteers registered. In addition our Trustees continue to provide a range of support, including general assistance, administration, and professional expertise, to ensure the Centre maintains the highest standards. The Centre's commitment to supporting, training, developing, and motivating its staff and volunteers is continuous and includes ongoing supervision and review.

Achievements and Performance

The Centre set a range of operational objectives to be completed during the 2024/25 financial year with key targets being set and monitored by the Executive Committee in the following areas:

To Attract Adequate Funding

Fundraising activities continued although economic conditions are making this more difficult. Although our recruitment of fundraisers back to previous levels was completed last year, there is a settling-in period and although fundraising income improved it was insufficient to offset the additional costs incurred during the year.

Performance

During the year ended 31 March 2025 SECHC experienced the following membership and activity levels at our Purley Centre. Comparable figures for last year ended 31 March 2024 are shown in brackets and these would also include the services that SECHC provides to the Croydon University Hospital Macmillan Centre.

- New members joining the Centre were 173 (183) during the last 12 months to 31 March 2025 representing a 5% decrease compared to the previous year. This is likely to reflect the much-publicised backlog the NHS has experienced in identifying new patients with cancer that continues to impact our new membership. Most of SECHC's new members are recently diagnosed or are within 12 months of diagnosis and many existing members leave each year as they move into remission and are encouraged to leave the Centre and move on with their lives.
- There were a total of 414 (385) members registered with SECHC at 31 March 2025. This represents an increase of around 8% in membership levels over the last 12 months.
- There were 2811 (2623) individual one-to-one remote and face-to-face counselling therapy sessions showing an increase of around 7% over the last 12months. This reflects the increase in members.
- Group sessions of 345 (364) show a decrease of around 5% from last year.
- The 33 (32) different services provided as described under activities on page 4 show a 3% increase in activity choices provided to members.

Financial review

During the year ended 31 March 2025, the Charity continued to increase and widen its range of services at both its Centre in Purley and the facility at Croydon University Hospital. The membership also rose for a third year running, though we are still below the record total of members we achieved just before the Covid pandemic. Consequently, the rise in membership led to an increase in demand for counselling and complementary therapies and, together with the cost of restoring our fundraising staff to pre-Covid levels, it resulted in much higher expenditure compared with the previous year.

Our revenue also improved during the current financial year and both trust and community fundraising income were higher than the previous year. We also received a large legacy of just over £71,500 (2023/24: £nil) and we anticipate a further amount from the estate sometime in the future. However, there is some doubt when this might be and also the amount we may receive, so we have not accrued for any further legacy income in the year to March 2025.

Despite the sharp increase in revenue, our expenditure has also risen significantly, mainly due as already stated, to the higher cost of employment from the recruitment of experienced fundraising staff, but allowing for the time lag in the new team getting fully operational, the results have been rather encouraging for the future.

As a result, our income for the year amounted to £310,476 (2023/24: £207,597) and our expenditure was £349,307 (2023/24: £274,566) resulting in a deficit for the year of £38,831 compared to a deficit for the previous year of £66,969.

Income

Our income of £310,476 compares with income last year of £207,597, an increase of £102,879.

Income traditionally comes from voluntary funding sources including our members, Charitable Trusts and Foundations, legacies and donations from other individuals and organisations. We also raise money from various events organised by our Community Fundraisers and individuals, groups and businesses in the local area.

Details are shown in the Statement of Financial Activities.

In the year under review, as stated, we received a large legacy and our fundraising income increased as a consequence of the new staffing capacity. The Centre received an increase in Charitable Trust income compared to last year and benefited from donations from Trusts who had either not supported us before or not done so for a number of years. We again were greatly appreciative of a number of individual events organised by both our fundraising team and outside supporters including a weekend fundraiser at a local sports club, being "Charity of the Year" at both a local golf club and an Insurance company based in Canterbury and a quiz night held at a Public House in South Croydon.

Expenditure

Our expenditure this year rose to £349,307 compared with £274,566 in the prior year, an increase of £74,741. Following the recruitment of additional fundraising staff at the end of the last financial year, employment costs rose significantly during this financial year and, together with higher demand for services on the back of an increase in membership, total expenditure rose by 27% over the previous year. This increase follows an rise of 14% in costs in the year to March 2024.

The majority of our expenditure during the year continued to be on the charitable activities covered by our principal objectives. The remaining expenditure was incurred in fundraising activities and essential governance matters.

Details are given in the Statement of Financial Activities and Notes to the Financial Statements.

Assets

At 31 March 2025, our Net Assets amounted to £281,080 a fall of £38,831 over the Net Assets held at 31 March 2024, being the deficit for the year.

Reserves policy

The Centre's Policy is to maintain the Accumulated Fund at no less than six months' budgeted unrestricted core expenditure for the following year. Unrestricted core expenditure is total expenditure less that which is covered by restricted funds or other specific identifiable income. This allows for the members, staff and volunteers to be assured of reasonable continuity of employment and services despite the unpredictable flow and scale of donations, legacies and monies raised through fundraising activities.

The Reserves Policy is reviewed annually after the end of the financial year and may be changed if appropriate. The current Policy was agreed by the Board at its meeting on 22 July 2025 and remains the same policy that was in place for the previous year.

The charity has the following reserves:

Restricted Funds

These are funds which may only be used for purposes specified by the donors. They amounted to £37,998 at 31 March 2025, an increase compared with the previous year of £24,123. In the year, we received £45,375 in new donations from a number of Trusts mainly towards the provision of therapies for specific new members and for the provision generally of services to those members suffering from breast cancer. We spent £31,500 on these services in the year together with the provision of service data to the NHS. It is anticipated that a large proportion of the remaining balance of these funds at the year-end will be spent by 31 March 2026.

Unrestricted Funds

The remaining funds, known as the Accumulated Fund, may be used at the discretion of the directors in furtherance of the general objectives of the Centre. The Accumulated Fund acts as a reserve fund to cover future expenditure. The Accumulated Fund at 31 March 2025 was £243,082 compared to an amount of £295,788 at 31 March 2024.

Level of reserves held

The Accumulated Fund at 31 March 2025 amounted to £243,082. Budgeted core expenditure for the full year ending 31 March 2026 is £306,000 which reflects an increase in patient support costs as a result of higher membership numbers and also some essential repairs in modernising the lift at the Purley Centre. The Accumulated Fund was therefore still above the target limit of six months cover set in our Reserves Policy.

The Trustees regularly monitor the level of reserves carefully and are prepared to take appropriate action if required.

In order to achieve these aims, the Centre will:

- Maintain sufficient funds in the bank current account to cover all short-term needs. In general, a balance of up to £15,000 is maintained, though it may be necessary to exceed this parameter when appropriate. An on-call deposit account is also maintained with Lloyds in parallel with the current account to facilitate the placing of excess funds in an interest-bearing account.

- Place any surplus funds on deposit provided they meet the following criteria:

  Investments which the Trustees shall from time to time decide are appropriate in accordance with the terms of the Memorandum of Association and having regard to the content of the Charity Commission document CC 14 entitled "Investment of Charitable Funds: Basic Principles".

  Such deposits should ordinarily be placed with widely recognised responsible financial institutions which are covered by the FSCS guarantee scheme for amounts up to £85,000.

  No such deposit will be above £85,000 with any one institution.

  Whilst the highest interest rate return possible should be sought, it must also be balanced against the creditworthiness of the provider - the highest rate is not necessarily the best rate for the Centre.

Deposits will be for terms, as determined by the Trustees having regard to both the short-term and long term funding requirements of the Centre.

At 31 March 2025, as well as the Company's bank current account, the Centre had deposits with Metro Bank, United Trust Bank, Hampshire Trust Bank, Lloyds Bank and COIF.

At 31 March 2025, the Centre's deposits with United Trust Bank, Hampshire Trust Bank and Lloyds Bank all exceeded the FSCS guarantee of £85,000 as a result of re-investing deposit funds that were previously with Virgin Money and matured in January 2025. This was authorised by the Board as a temporary measure based on the decision not to re-invest these funds with Virgin due to unattractive interest rates and the difficulty of finding other appropriate institutions for the Centre to deposit money with. It is expected that these investments will fall below the guaranteed limit within the next few months as the Centre needs to fund an expected outflow of funds during the first six months of the new financial year. (See below**)

The Trustees will consider all the investments to be made under 2) above and review this Policy on an annual basis after the end of each financial year and otherwise during the financial year if and when circumstances require them to do so.

The Policy was re-confirmed by the Board at its meeting on 22 July 2025 and it was agreed this policy be reviewed on an annual basis.

Investments and cash deposits held

Cash deposits held at 31 March 2025 principally comprised the following fixed rate:

United Trust Bank	3 yr fixed maturing in July 2026	£60,704
United Trust Bank	3mth fixed maturing in July 2025	£30,000
Lloyds Bank	95 day notice deposit	£40,567
Lloyds Bank	32 day notice deposit	£35,144
Lloyds Bank	Instant notice deposit	£13,893
Hampshire Trust Bank	1 yr fixed maturing in November 2025	£56,487
Hampshire Trust Bank	Easy Acess deposit	£41,256
Metro Bank	Ready Access deposit	£12,411
COIF	Ready Access deposit	£794

There is also a current account with Lloyds Bank for day-to-day funding requirements. These arrangements were re-confirmed by the Board at its meeting on 22 July 2025. Interest is accrued on these deposits in the Accounts on a daily basis.

Plans for future periods

The core long-term objectives remain largely unchanged. These are to identify opportunities for increasing membership, maximising Centre usage and attracting adequate funding. This will require continuous promotional and marketing efforts to sustain and improve awareness of the services available.

We will continue to develop our services in line with the needs of our new and existing members and continue working in collaboration with Local hospitals GP hubs, Social Prescribing Boards, like-minded organisations such as Maggie's and Penny Brohn.

As membership numbers increase, it is essential that services are fully prepared for higher activity levels with adequate resources and servicing plans.

Our fundraising income remains of concern, given the financial impact consequence of the poor economic forecast predicted for 2025-26 that will impact on our regular income streams. Our immediate focus has been to ensure we replace experienced fundraisers who either retired or left during or after Covid, to the previous staff levels considered essential to maintain our income levels.

Structure, governance and management

The South East Cancer Help Centre ('SECHC or the Centre') is a Charitable Company limited by guarantee and governed by a Memorandum & Articles of Association dated 1 April 1992 as amended by a Trustees' Resolution of 13 September 2006.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs. J Mollett (Chairman)
Cllr Y Hopley (Vice Chairman)
Mr. P W J Mills (Treasurer)
Mr. D Mollett (Company Secretary)
Mr. R Waller
Mr. M Tubbs (Resigned 22 August 2025)
Lady A Sewell MBE (Resigned 14 August 2025)
Mrs. W L Sattar (Appointed 22 August 2025)

Organisational structure

The Board of the company meets quarterly but delegates the routine management of the company to an Executive Committee. The Executive Committee normally meets monthly and comprises the four officers of the company and the Centre Manager.

The Company Secretary, Treasurer and one other director form a Finance Sub-Committee, which meets as necessary to monitor financial performance in detail. In addition, there is a Marketing Sub-Committee and IT Sub-Committee. Other ad-hoc sub-committees are formed as required.

Induction and training of trustees

Trustees are encouraged to have such training as is necessary and appropriate to their experience and requirements. This is provided through the CS Skills Centre or similar organisations.

Risk management

The trustees consider that the company is exposed to a number of significant risks. The nature of these risks and the method of dealing with them are described below:

Donor income

Risk

The Centre's income is largely dependent upon the generosity of donors. Should charitable trusts, local companies or individuals who support the Centre be unable or unwilling to continue to do so, income could fall.

Solution

This risk is countered by putting in place a systematic, professional approach to fundraising, including the employment of experienced fundraisers with back-up volunteer help. Our funds are raised from a wide variety of sources, which results in our being less exposed to a reduction from anyone or even a group of supporters. Also, the Centre seeks to maintain sufficient reserves to enable services to be maintained throughout any period of income downturn.

Our staff

Risk

Should any of our staff decide to leave the Centre would experience a period of difficulty and be exposed to the risk of delay in finding a suitable replacement.

Solution

This risk is countered by having a substantial team of longstanding directors and volunteers with sufficient experience who could assist by taking on additional tasks until a replacement is found.

Premises

Risk

The Centre relies on the generosity of Tesco in providing our premises without cost. Should Tesco be unable or unwilling to continue with this arrangement, the Centre would have to seek alternative premises, which might only be achieved at considerable cost and would place a considerable strain on our financial resources.

Solution

A good relationship has been developed and maintained with Tesco who have given every indication that this relationship is a long-term one. A new lease contract has been agreed with Tesco that extended the lease by around 22 years to December 2036.

Risk management

Volunteers

Risk

The Centre relies on the support of many volunteers who give their time or services at no cost as directors/trustees and general volunteers covering a wide range of skills. Any sudden reduction in the number of people willing to give their time would constitute a risk to the services the Centre can offer.

Solution

This risk is mitigated by adopting an organised, professional approach to the management of volunteers. This is achieved by focusing on the recruitment, training, development, and job satisfaction of volunteers. We continue to apply the principles of Investing in Volunteers and are committed to apply this high standard to the management and development of our volunteers.

Safeguarding vulnerable adults and children

Risk

The Centre provides complementary group and one-to-one therapies for adults affected by cancer. Family counselling, where young children may be present and individual counselling is offered to children and young people, over 12 years old. All those affected by cancer are vulnerable due to their potential physical and psychological dependence on those providing services to them and due to the involvement of others from whom they might seek advice and comfort.

Solution

Our charity maintains and regularly reviews our Safeguarding policy and other procedures aimed at mitigating and addressing these risks. The vulnerability of our client group is a high priority in the establishment of our policies and procedures. Staff and volunteers are subject to DBS checks where necessary. Most one-to-one meetings are conducted by qualified professional therapists or counsellors. Children under 18 must be always accompanied by a responsible adult.

Relationship with wider network

We have no direct financial link with other organisations but are involved in several networking arrangements as described in Partnerships and working relationships.

Statement of trustees' responsibilities

The trustees, who are also the directors of South East Cancer Help Centre Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Auditor

In accordance with the company's articles, a resolution proposing that Kingston Burrowes Audit Ltd be reappointed as auditor of the company will be put at a General Meeting.

Thanks

Our thanks are extended to the many individuals who have supported the work of the Centre during the past year and to the local organisations that hold fundraising events on our behalf. Their generosity enables us to maintain the services we offer.

We are most grateful to Tesco for generously providing, free of charge, the Centre's excellent premises and for its continued efforts to support our activities in every way possible.

We wish to express our appreciation to all our volunteers who kindly provide their services free of charge. They give their time and talents in different ways to make the Centre the friendly, informed and caring community it is. The time and effort given to ensure that the Centre continues to raise funds are also greatly appreciated.

The Centre is managed by a small team of paid staff. We are extremely grateful for their vital contribution to the running of the Centre over the year and acknowledge the generous commitment of their own time on so many occasions.

Our ability to offer a selection of services to members according to their personal needs and preferences is made possible only through the co-operation of the therapists and group leaders who bring dedication and expertise to the treatment of those people affected by cancer. We are most grateful to them for their contribution.

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.

..... J. Mollett

Mrs. J Mollett (Chairman)

Date: 2nd September 2025.

SOUTH EAST CANCER HELP CENTRE LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF SOUTH EAST CANCER HELP CENTRE LIMITED

Opinion

We have audited the financial statements of South East Cancer Help Centre Limited (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet 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 charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in 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 course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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 is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the 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.

K. C. Fisher

Kevin Fisher BA FCA CTA (Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd, Statutory Auditor

308 Ewell Road
Surbiton
Surrey
KT6 7AL
Date: 25-9-25

SOUTH EAST CANCER HELP CENTRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Donations and legacies	3	175,766	45,375	221,141	113,596	22,800	136,396
Charitable activities	4	37,623	-	37,623	32,419	-	32,419
Other trading activities	5	40,341	-	40,341	26,940	-	26,940
Investments	6	11,371	-	11,371	11,842	-	11,842
Total income		265,101	45,375	310,476	184,797	22,800	207,597
Expenditure on:							
Raising funds	7	91,105	-	91,105	32,077	-	32,077
Charitable activities	8	226,702	31,500	258,202	234,417	8,072	242,489
Total expenditure		317,807	31,500	349,307	266,494	8,072	274,566
Net income/(expenditure) and movement in funds		(52,706)	13,875	(38,831)	(81,697)	14,728	(66,969)
Reconciliation of funds:							
Fund balances at 1 April 2024		295,788	24,123	319,911	377,485	9,395	386,880
Fund balances at 31 March 2025		243,082	37,998	281,080	295,788	24,123	319,911

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 17 to 26 form part of these financial statements.

SOUTH EAST CANCER HELP CENTRE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Current assets					
Debtors	14	8,828		7,188	
Investments	15	277,364		322,265	
Cash at bank and in hand		17,716		11,750	
		303,908		341,203	
Creditors: amounts falling due within one year	16	(22,828)		(21,292)	
Net current assets			281,080		319,911
The funds of the charity					
Restricted income funds	17		37,998		24,123
Unrestricted funds	18		243,082		295,788
			281,080		319,911

The notes on pages 17 to 26 form part of these financial statements.

The financial statements were approved by the trustees on 24 September 2025

J. Mollett

.....

Mrs. J Mollett (Chairman)

.....

Mr. P W J Mills (Treasurer)

Company registration number 2702689 (England and Wales)

1 Accounting policies

Charity information

South East Cancer Help Centre Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 2 Purley Road, (Tesco Development), Purley, Surrey, CR8 2HA.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities not to prepare a statement of cash flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1 **Accounting policies** **(Continued)**

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.7 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1 Accounting policies **(Continued)**

1.8 Employee benefits

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

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

1.9 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

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

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

3 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	175,766	45,375	221,141	113,596	22,800	136,396
Donations and gifts						
Donations	121,838	45,375	167,213	60,088	22,800	82,888
Tax refunds	3,928	-	3,928	3,508	-	3,508
Gifts in kind – donated facilities	50,000	-	50,000	50,000	-	50,000
	175,766	45,375	221,141	113,596	22,800	136,396

4 Income from charitable activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Income from charitable activities		
Membership subscriptions	16,053	13,935
Members contributions to therapies	21,570	18,484
	37,623	32,419

5 Income from other trading activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Income from social events	35,826	24,833
Other events - Outings (crafts)	401	315
Other events - Hire of room	995	190
Sale of miscellaneous	933	560
Other income	2,186	1,042
Other trading activities	40,341	26,940

6 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Bank interest	11,371	11,842

7 Expenditure on raising funds

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Direct costs		
Fundraising activities	1,394	4,703
Staff costs	88,181	25,844
	89,575	30,547
Support costs		
Donated rent free premises	1,250	1,250
Other premises costs	280	280
	1,530	1,530
Total costs	91,105	32,077

8 Expenditure on charitable activities

	Total 2025 £	Total 2024 £
Direct costs		
Staff costs	64,355	54,964
Other staff costs	1,882	12,669
Therapists and counsellors fees	79,705	69,889
Outings and event costs	844	1,047
	146,786	138,569
Share of support and governance costs (see note 9)		
Support	111,416	103,920
	258,202	242,489
Analysis by fund		
Unrestricted funds	226,702	234,417
Restricted funds	31,500	8,072
	258,202	242,489

9 Support costs allocated to activities

	Total 2025 £	Total 2024 £
Office costs	16,829	15,332
Donated rent free premises	48,750	48,750
Other premises costs	27,125	30,830
Capital improvements	6,034	-
Advertising and marketing	8,545	5,029
Governance	4,133	3,979
	111,416	103,920

Governance costs comprise:	2025 £	2024 £
Staff costs	1,250	1,250
Audit fees	2,308	2,154
Annual review	575	575
	4,133	3,979

10 Net movement in funds

	2025 £	2024 £
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	2,308	2,154

11 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

12 Employees

The average monthly number of employees during the year was:

2025 Number	2024 Number
7	4

12 Employees (Continued)

Employment costs

	2025	2024
	£	£
Wages and salaries	143,766	79,697
Social security costs	6,929	807
Other pension costs	3,091	1,554
	153,786	82,058

2 full-time and 5 part-time (2024: no full-time and 4 part-time) staff were employed by the Charity on average during the year.

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025	2024
	£	£
Aggregate compensation	26,347	47,638

Under FRS 102, employee benefits includes gross salary, benefits in kind, employers national insurance and employers pension contributions.

13 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

14 Debtors

Amounts falling due within one year:	2025 £	2024 £
Trade debtors	180	-
Accrued income	3,203	4,214
Payments in advance	5,445	2,974
	8,828	7,188

15 Current asset investments

	2025	2024
	£	£
Cash on Deposit	277,364	322,265

16 Creditors: amounts falling due within one year

	2025	2024
	£	£
Other taxation and social security	2,979	2,041
Other creditors and accruals	19,849	19,251
	22,828	21,292

17 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024	Incoming resources	Resources expended	At 31 March 2025
	£	£	£	£
Family counselling	4,781	-	-	4,781
First aid course	500	-	-	500
Car park refurbishment	500	-	-	500
Other funds	84	-	-	84
Members' outings	2,258	375	(1,500)	1,133
NHS Trust re National data gathering	16,000	-	(12,000)	4,000
Treatments for new members	-	40,000	(13,000)	27,000
Breast Cancer counselling	-	5,000	(5,000)	-
	24,123	45,375	(31,500)	37,998

Previous year:	At 1 April 2023	Incoming resources	Resources expended	At 31 March 2024
	£	£	£	£
Refurbishment	1,272	-	(1,272)	-
Breast cancer counselling	-	4,800	(4,800)	-
Family counselling	4,781	-	-	4,781
First aid course	500	-	-	500
Car park refurbishment	500	-	-	500
Other funds	84	-	-	84
Members' outings	2,258	-	-	2,258
NHS Trust re National data gathering	-	18,000	(2,000)	16,000
	9,395	22,800	(8,072)	24,123

18 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024 £	Incoming resources £	Resources expended £	At 31 March 2025 £
Accumulated fund	295,788	265,101	(317,807)	243,082

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	At 31 March 2024 £
Accumulated fund	377,485	184,797	(266,494)	295,788

19 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
At 31 March 2025:			
Current assets/(liabilities)	243,082	37,998	281,080
	243,082	37,998	281,080

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Current assets/(liabilities)	295,788	24,123	319,911
	295,788	24,123	319,911

20 Contingent assets

Total grant funding awarded as at 31 March 2025 but not yet received and recognised as income due to the recognition criteria not being met amounts to £10,000. (2024: £20,000)

21 Operating lease commitments

Lessee

The company has a long-term lease commitment with Tesco Stores Limited which terminates in December 2036 and provides for the rent free use of its premises in Purley, Surrey.

22 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

SOUTH EAST CANCER HELP CENTRE LIMITED

England & Wales - Charity number 1011509

Accounts

SOUTH EAST CANCER HELP CENTRE LIMITED

Registered Company No: 2702689
(A company limited by Guarantee)

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

MYRUS SMITH
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

SOUTH EAST CANCER HELP CENTRE LIMITED

DIRECTORS'/TRUSTEES' REPORT

31 MARCH 2024

Reference and Administrative details

Current Directors/Trustees

Mrs J Mollett	(Chairman)
Cllr Y Hopley	(Vice Chairman)
Mr D Mollett	(Company Secretary)
Mr P W J Mills	(Treasurer)
Mr R Waller	
Mr M Tubbs	
Mr A Barranco	(Deceased 17th September 2023)
Lady A Sewell MBE	(Appointed 21st November 2023)

Registered Office

2 Purley Road, Tesco Development
Purley, Surrey
CR8 2HA

Bankers

Lloyds Bank Plc
Caterham, Surrey

Auditor

Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

Registered Charity No: 1011509

Company No: 2702689

INDEX TO THE FINANCIAL STATEMENTS

Page	1 to 11	Directors'/Trustees' Report
	12 - 14	Independent Auditor's Report
	15	Statement of Financial Activities for the year ended 31 March 2024
	16	Balance Sheet at 31 March 2024
	17 - 23	Notes to Financial Statements

SOUTH EAST CANCER HELP CENTRE LTD
(Company No. 2702689)
(Charity No. 1011509)

DIRECTORS'/TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2024

The directors present their report and financial statements for the year ended 31 March 2024.

1. Structure, Governance and Management

The South East Cancer Help Centre ('SECHC or the Centre') is a Charitable Company limited by guarantee and governed by a Memorandum & Articles of Association dated 1 April 1992 as amended by a Trustees' Resolution of 13 September 2006.

Organisational Structure

The Board of the company meets quarterly but delegates the routine management of the company to an Executive Committee. The Executive Committee normally meets monthly and comprises the four officers of the company and the Centre Manager.

The Company Secretary, Treasurer and one other director form a Finance Sub-Committee, which meets as necessary to monitor financial performance in detail. In addition, there is a Marketing Sub-Committee and IT Sub-Committee. Other ad-hoc sub-committees are formed as required.

Directors

The current directors, shown on the preceding page, all served throughout the year, except for those as stated.

Directors are encouraged to have such training as is necessary and appropriate to their experience and requirements. This is provided through the CS Skills Centre or similar organisations.

Related Parties / Wider networks

We have no direct financial link with other organisations but are involved in several networking arrangements as described in Partnerships and working relationships.

Risk management

The directors consider that the company is exposed to a number of significant risks. The nature of these risks and the method of dealing with them are described below:

a. Donor income

Risk

The Centre's income is largely dependent upon the generosity of donors. Should charitable trusts, local companies or individuals who support the Centre be unable or unwilling to continue to do so, income could fall.

Solution

This risk is countered by putting in place a systematic, professional approach to fundraising, including the employment of experienced fundraisers with back-up volunteer help. Our funds are raised from a wide variety of sources, which results in our being less exposed to a reduction from anyone or even a group of supporters. Also, the Centre seeks to maintain sufficient reserves to enable services to be maintained throughout any period of income downturn.

1. Structure, Governance and Management / cont

Risk management / cont

b. Our staff

Risk

Should any of our staff decide to leave the Centre would experience a period of difficulty and be exposed to the risk of delay in finding a suitable replacement.

Solution

This risk is countered by having a substantial team of longstanding directors and volunteers with sufficient experience who could assist by taking on additional tasks until a replacement is found.

c. Premises

Risk

The Centre relies on the generosity of Tesco in providing our premises without cost. Should Tesco be unable or unwilling to continue with this arrangement, the Centre would have to seek alternative premises, which might only be achieved at considerable cost and would place a considerable strain on our financial resources.

Solution

A good relationship has been developed and maintained with Tesco who have given every indication that this relationship is a long-term one. A new lease contract has been agreed with Tesco that extended the lease by around 22 years to December 2036.

d. Volunteers

Risk

The Centre relies on the support of many volunteers who give their time or services at no cost as directors/trustees and general volunteers covering a wide range of skills. Any sudden reduction in the number of people willing to give their time would constitute a risk to the services the Centre can offer.

Solution

This risk is mitigated by adopting an organised, professional approach to the management of volunteers. This is achieved by focusing on the recruitment, training, development, and job satisfaction of volunteers. We continue to apply the principles of Investing in Volunteers and are committed to apply this high standard to the management and development of our volunteers.

e. Safeguarding vulnerable adults and children

Risk

The Centre provides complementary group and one-to-one therapies for adults affected by cancer. Family counselling, where young children may be present and individual counselling is offered to children and young people, over 12 years old. All those affected by cancer are vulnerable due to their potential physical and psychological dependence on those providing services to them and due to the involvement of others from whom they might seek advice and comfort.

1. Structure, Governance and Management / cont

Risk management / cont

Solution

Our charity maintains and regularly reviews our Safeguarding policy and other procedures aimed at mitigating and addressing these risks. The vulnerability of our client group is a high priority in the establishment of our policies and procedures. Staff and volunteers are subject to DBS checks where necessary. Most one-to-one meetings are conducted by qualified professional therapists or counsellors. Children under 18 must be always accompanied by a responsible adult.

2. Vision, Mission, Aims and Activities

Vision

Our vision is to be the leading independent provider of cancer support services in our area and to be known to all new patients diagnosed with cancer, in order that they and their family can receive the support they need.

Mission

Our mission is to provide complementary therapies, counselling, and other therapeutic activities, within a caring and friendly environment to help anyone affected by cancer cope with their situation.

Aims

To offer the highest standard of service provision in the form of individual and group support by employing fully qualified therapists with considerable experience to work with our members.

To attract and retain volunteers who will play an essential and mutually beneficial role in the running of the Centre and who want to make a significant difference to the lives of other people.

Work closely with local hospitals GP hubs, Social Prescribing Boards and Clinical Commissioning Groups to ensure we reach all residents in the borough and increase their knowledge of our support and available services.

Public benefit

The activities that we carry out are described below. These activities are undertaken to meet our objectives and aims and to further our charitable purposes for the public benefit.

In setting and reviewing our objectives and aims, and in planning and carrying out our activities, we have due regard to the public benefit guidance published by the Charity Commission.

Opening hours

During the period 1 April 2023 to 31 March 2024 the Centre Headquarters located in Purley was open for 5 full days per week, 9:00 am to 5:00 pm. In September 2023, the Centre reopened on Saturdays, 9:00 am to 1:00 pm. The Centre has not yet reopened on a Tuesday evening, but this is planned for September 2024.

2. Vision, Mission, Aims and Activities / cont

Activities

Over this period, we have offered our members access to a range of one-to-one therapies as well as several of our group activities which includes Pilates, Tai Chi, Gentle Yoga, the Arts and Craft Group and the Friday Club. We have introduced a breathwork class that runs quarterly along with a monthly Gong Bath. We continue to run 4 Cancer support groups, which are organised and run by their 4 leaders. The groups are Bowel, Ovarian, Prostate and Breast cancer. Individual counselling sessions provided by 6 counsellors together with 10 therapists providing Massage, Aromatherapy and Reflexology, Hypnotherapy, Reiki, Grief Recovery and Craniosacral Therapy. We continue to offer our ad hoc sessions for hair and legal advice.

Our therapists and counsellors are fully qualified members of their relevant professional associations, which ensures that they meet or exceed agreed standards and that they are insured to practice.

The therapists are also registered with the Complementary and Natural Healthcare Council, the regulatory body endorsed by the NHS, which sets and oversees the standards that practitioners need to meet. All our therapists and counsellors receive regular supervision and as an organisation we work within the guidelines of the British Association of Counsellors and Psychotherapists (BACP).

Support Groups

Information

A wide range of information and leaflets are available covering many forms of cancer, the impact of illness and how to find further help and information which people may take away with them. In addition, members can borrow books, videos and CDs relevant to the various complementary therapies and activities that we offer.

Therapeutic Arts

The value of complementary therapies and counselling in cancer care is now widely acknowledged and the Centre is proud to have local NHS recognition. Our range of therapies, support and counselling services complement any conventional treatment and are not an alternative. We believe that by using our services, people can improve their health and well-being during a difficult time in their lives. The ever-growing Arts in Health movement fully endorses the provision of the Therapeutic Arts in organisations providing health care, thus validating the long-standing provision of such activities at the Centre.

Promotions and Community Links

We continued to network and establish new relationships with the local community including businesses, Purley Bid, schools, churches, volunteer centres, NHS Trusts and other support centres, to bring our services to the attention of those who could benefit from them. Press releases are regularly sent to local newspapers, magazines and online newspapers. The press releases generally cover major events such as Paint Purley Purple, personal stories about how the Centre has helped members and any new services being offered by SECHC.

In addition, we have developed our use of social media to provide up-to-date information about our fundraising activities and events and at the same time promote the services offered at the Centre to a wide and varied audience. Our usage of social media has expanded and is attracting increasing levels of interest.

2. Vision, Mission, Aims and Activities / cont

Partnerships and working relationships

We continue our longstanding complimentary support to Croydon University Hospital via their Macmillan Centre and currently provide two therapists, both working one day a week, offering Reflexology and Massage. Our Counselling services are expected to restart by the end of 2024.

Similarly, SECHC started to provide our complimentary counselling services to the Croydon BME Forum Wellness Centre located on the 1st Floor of the Whitgift Centre in Central Croydon in 2020. However, due to Covid causing the shutdown of many support Centres until 2022 our services were unable to continue, but we are now in discussions with the Wellness Centre to restart our counselling services.

We have very good working relationships with other local hospices and hospitals including St. Christopher's Hospice, St. George's Hospital and the Royal Marsden Hospital (RMH) together with Maggie's Centres as well as hospitals further afield including Epsom and St. Helier Hospitals, University College London, Guy's Hospital London and Queen Mary's Sidcup, all of whom distribute our leaflets to their patients. Several of our members have been referred to SECHC by these hospitals.

Our longstanding relationship with RMH means that most of the clinical areas include our literature in their packs for people both at the start and end of their treatment plans and along with our leaflets, details of our support groups are on display at the hospital's Patient Advice and Liaison Service (PALS).

Staff and Volunteers

In the last year, the administration team has almost recovered to normal levels and now includes 6 paid members of staff, comprising the Centre Manager, Centre Coordinator, 2 Administrators one for the Fundraising Team and one for the Centre, a Community Fundraiser and a Saturday Receptionist, most of whom are part-time.

We work closely with Croydon and Tandridge Voluntary Centre, who are invaluable in referring people interested in volunteering with us, as well as providing a range of workshops that include attracting and retaining volunteers. Our volunteer roles are also applied for via social media and our website. Volunteers are essential to the successful operation of the Centre and to support the small number of employed staff.

As of 31 March 2024, we had 56 regular volunteers registered. Our Trustees have continued to provide a range of support, including general assistance, administration and professional expertise, to ensure the Centre maintains the highest standards. The Centre's commitment to supporting, training, developing and motivating its staff and volunteers is continuous and includes ongoing supervision and review.

Policies

The Centre continues to develop a wide-ranging set of policy documents which guide its management and help focus staff and volunteers on relevant legal requirements and best practice. Subjects covered include Data Protection, Privacy Policy, Safeguarding, Confidentiality, Diversity and Equal Opportunities, Investments and Reserves, Health and Safety, Complaints and Grievance and several other policies. There are 26 in operation. Each policy is kept under regular review by the Executive Committee and changes are reported to the Trustees, staff and volunteers as appropriate.

2. Vision, Mission, Aims and Activities / cont

Health and Safety

High standards of health and safety are of paramount importance for all attending the Centre. The Health and Safety (H&S) policy statement is reviewed annually by the Executive Committee. All H&S incidents are recorded using an Accident/Incident Form, and this data is filed and kept secure. There were two minor incidents recorded during the year ended 31 March 2024.

3. Achievements and Performance Targets

The Centre set a range of operational objectives to be completed during the 2023/24 financial year with Key targets being set and monitored by the Executive Committee in the following areas:

3.1 To re-open all our services to our users

The Centre continued providing restricted services remotely via zoom during the Covid lock down.

Face to face services started in September 2021 with the Centre progressively opening to full-time operations in May 2022 and ongoing.

3.2 To attract adequate funding.

Fundraising activities continued although economic conditions are making this more difficult together with recruitment difficulties for experienced fundraisers resulted in income being lower than forecast during 2023-24. One new Community fundraiser started work in March 2024 with income anticipated to improve during 2024-25.

3.3 Performance

During the year ended 31 March 2024 SECHC experienced the following membership and activity levels at our Purley Centre. Comparable figures for last year ended 31 March 2023 are shown in brackets and normally these would also include the services that SECHC provides to the Croydon University Hospital Macmillan Centre and also when required the Wellness Centre in Croydon's Whitgift Centre during the year.

3.3.1 New members joining the Centre were 183 (151) during the last 12 months to 31 March 2024 representing an 21% increase compared to the previous year although this still remains below the pre-Covid figure of around 285 new members joining each year. The lack of new members has therefore directly caused the reduction in total membership registrations shown in 3.3.2 below. This reflects the much publicised backlog the NHS has experienced in identifying new patients with cancer that continues to impact new membership. Most of SECHC's new members are recently diagnosed or are within 12 months of diagnosis and many existing members leave each year as they move into remission and are encouraged to leave the Centre and move on with their lives.

3.3.2 There were a total of 385 (372) members registered with SECHC at 31 March 2024 as compare to 659 members at 31 March 2020. This represents an increase of around 3% in membership levels over the last 12 months, but is still a reduction in total membership levels when compared to pre-Covid.

3.3.3 There were 2623 (2162) individual one-to-one remote and face-to-face counselling therapy sessions showing an increase of around 21% over the last 12 months. This reflects the increase in members.

3. Achievements and Performance Targets / cont

3.3 Performance / cont

3.3.4 Group sessions of 364 (315) show an increase of around 15% from last year.

3.3.5 The 32 (27) different services provided as described under activities on page 4, show an 18% increase in activity choices provided to members.

4. Financial Review

The year ended 31 March 2024 saw a continued rise in activities at the Centre in Purley mainly reflecting an increase in new members during the year. We were also able to offer a wider range of therapies at Croydon University Hospital but, disappointingly, we were unable to re-commence any service at the Wellness Centre in Central Croydon. The Purley Centre is now open for five full days during the week as well as Saturday mornings and we are hoping to be able to offer appointments on Tuesday evenings in the near future.

During the year, we further increased our membership which resulted in a rise in the cost of complementary therapies and support group sessions. We are continuing to promote the Centre through a wider range of awareness mediums and are hopeful of restoring our membership numbers to the pre-Covid levels soon, helped also by a higher level of referrals from the local hospitals.

Raising revenue for the Centre remained a challenge with fundraising income falling below anticipated levels we were hoping for. Our efforts to recruit senior fundraising personnel were only successful towards the end of the financial year and, hence, had no impact on the results for the year under review. In the previous year, we received a large amount of legacy income which boosted the surplus for the year but, in the current year, we have not received any such income leading to the overall deficit.

As a result, our income for the year amounted to £207,597 (2022/23: £354,902) and our expenditure was £274,566 (2022/23: £240,353) resulting in a deficit for the year of £66,969 compared to a surplus for the previous year of £114,549.

Income

Our income of £207,597 compares with income last year of £304,902, a decrease of £97,305.

Income traditionally comes from voluntary funding sources including our members, Charitable Trusts and Foundations, legacies and donations from other individuals and organisations. We also raise money from various events organised by our Community Fundraisers and groups and businesses in the area. Details are shown in the Statement of Financial Activities.

In the year under review, income from fundraising activities was challenging due to under resources in our fundraising team. Recruitment has been difficult and painstaking though we are pleased to report that we have now recently appointed two new senior fundraisers and anticipate that the benefit will be realised in the coming months. The Centre received an increase in Charitable Trust donations compared to last year and were greatly appreciative of a number of individual events organised by outside supporters including, two marathon runs, a Church musical evening as well as being chosen as "Charity of the Year" by a local Insurance company. In contrast to the previous year, we did not receive any legacy income which significantly boosted our income for 2023/24.

4. Financial Review / cont

Expenditure

Our expenditure this year rose to £274,566 compared with £240,353 in the prior year, an increase of £34,213. The higher cost was due to a continuing rise in the volume of therapies and group sessions reflecting the increase in new members, the impact of the recruitment of additional part-time administrative staff and a rise in overhead costs, mainly due to general inflation.

The majority of our expenditure during the year continued to be on the charitable activities covered by our principal objectives. The remaining expenditure was incurred in fundraising activities and essential governance matters. Details are given in the Statement of Financial Activities and Notes to the Financial Statements.

Assets

At 31 March 2024, our Net Assets amounted to £319,911 a fall of £66,969 over the Net Assets held at 31 March 2023, being the deficit for the year. Details on the level of reserves held by the Company are set out below:

Reserves

The charity has the following reserves:

Restricted Funds

These are funds which may only be used for purposes specified by the donors. They amounted to £24,123 at 31 March 2024, an increase compared with the previous year of £14,728. In the year, we received £22,800 in new donations reflecting mainly a grant from the NHS towards the provision of service data to them and therapy sessions for our members, particularly breast cancer support. We spent £8,072 on projects - on the provision of therapies and support and on the provision of service data to the NHS. It is anticipated that a large proportion of the remaining balance of these funds at the year-end will be spent by 31 March 2025.

Unrestricted Funds

The remaining funds, known as the Accumulated Fund, may be used at the discretion of the directors in furtherance of the general objectives of the Centre. The Accumulated Fund acts as a reserve fund to cover future expenditure. The Accumulated Fund at 31 March 2024 was £295,788 compared to an amount of £377,485 at 31 March 2023.

Reserves Policy

The Centre's Policy is to maintain the Accumulated Fund at no less than six months' budgeted unrestricted core expenditure for the following year. Unrestricted core expenditure is total expenditure less that which is covered by restricted funds or other specific identifiable income. This allows for the members, staff and volunteers to be assured of reasonable continuity of employment and services despite the unpredictable flow and scale of donations, legacies and monies raised through fundraising activities.

The Reserves Policy is reviewed annually after the end of the financial year and may be changed if appropriate. The current Policy was agreed by the Board at its meeting on 24 September 2024 and remains the same policy that was in place for the previous year.

4. Financial Review / cont

Level of reserves held

The Accumulated Fund at 31 March 2024 amounted to £295,788. Budgeted core expenditure for the full year ending 31 March 24 is £300,500 which reflects an on-going return to full capacity at all three locations and the restoration to our normal numbers of experienced fundraising staff. The Accumulated Fund was therefore still above the target limit of six months cover set in our Reserves Policy.

The Trustees regularly monitor the level of reserves carefully and are prepared to take appropriate action if required..

In order to achieve these aims, the Centre will:

1) Maintain sufficient funds in the bank current account to cover all short-term needs. In general, a balance of up to £15,000 is maintained, though it may be necessary to exceed this parameter when appropriate. An on-call deposit account is also maintained with Lloyds in parallel with the current account to facilitate the placing of excess funds in an interest-bearing account.

2) Place any surplus funds on deposit provided they meet the following criteria:

Investments which the Trustees shall from time to time decide are appropriate in accordance with the terms of the Memorandum of Association and having regard to the content of the Charity Commission document CC 14 entitled "Investment of Charitable Funds: Basic Principles".

2.1 Such deposits should be placed with widely recognised responsible financial institutions which are covered by the FSCS guarantee scheme for amounts up to £85,000.

2.2 No such deposit will be above £85,000 with any one institution.

2.3 Whilst the highest interest rate return possible should be sought, it must also be balanced against the creditworthiness of the provider - the highest rate is not necessarily the best rate for the Centre.

Deposits will be for terms, as determined by the Trustees having regard to both the short-term and long- term funding requirements of the Centre.

At 31 March 2024, as well as the Company's bank current account, the Centre had deposits with Metro Bank, United Trust Bank, Hampshire Trust Bank, Lloyds Bank, Virgin Bank and COIF which were all at or below the FSCS guarantee.

At 31 March 2024, the Centre's deposit with Virgin Money exceeded the FSCS guarantee of £85,000 arising from the capitalisation of interest received at the end of the first year of its term. This was authorised by the Board as a temporary measure based on the difficulty of finding other appropriate institutions for the Centre to deposit money with. It is expected that this investment will fall below the guaranteed limit upon maturity in January 2025. (See below**)

The Trustees will consider all the investments to be made under 2) above and review this Policy on an annual basis after the end of each financial year and otherwise during the financial year if and when circumstances require them to do so.

The Policy was re-confirmed by the Board at its meeting on 24 September 2024 and it was agreed this policy be reviewed on an annual basis.

4. Financial Review / cont

Investments and cash deposits held

Cash deposits held at 31 March 2024 principally comprised the following fixed rate

United Trust Bank	3 yr fixed maturing in July 2026	£57,806
Lloyds Bank	3 mth fixed maturing in May 2024	£45,000
Lloyds Bank	6 mth fixed maturing in August 2024	£10,000
Lloyds Bank	1 yr fixed maturing in January 2025	£10,000
Hampshire Trust Bank	1 yr fixed maturing in February 2025	£6,000
Hampshire Trust Bank	2 yr fixed maturing in November 2024	£15,165
Virgin Money**	2 yr fixed maturing in January 2025	£88,485
Metro Bank	1 yr fixed maturing in January 2025	£45,000

At 31 March 2024, the Centre also has an on-call deposit with the Metro Bank amounting to £18,843, with Lloyds Bank amounting to £9,373 and with COIF amounting to £755.

There is also a current account with Lloyds Bank for day-to-day funding requirements. These arrangements were re-confirmed by the Board at its meeting on 24 September 2024. Interest is accrued on these deposits in the Accounts on a daily basis.

Statement of directors' responsibilities

The directors (who are also trustees of South East Cancer Help Centre Limited for the purposes of charity law) are responsible for preparing the Directors' 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 directors 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP 2019 (FRS 102);
- Make judgements and estimates that are reasonably prudent.
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- Prepare financial statements on a going concern basis unless it is appropriate to presume that the charitable company will not continue in operation.

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

- In so far as the 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 to establish that the auditor is aware of that information.

5. Plans for the future

The core long-term objectives remain largely unchanged. These are to identify opportunities for increasing membership, maximising Centre usage and attracting adequate funding. This will require continuous promotional and marketing efforts to sustain and improve awareness of the services available.

We will continue to develop our services in line with the needs of our new and existing members and continue working in collaboration with Local hospitals GP hubs, Social Prescribing Boards, like-minded organisations such as Maggie's and Penny Brohn.

As membership numbers increase, it is essential that services are fully prepared for higher activity levels with adequate resources and servicing plans.

Our fundraising income remains of concern, given the financial impact consequence of the poor economic forecast predicted for 2024-25 that will impact on our regular income streams. Our immediate focus has been to ensure we replace experienced fundraisers who either retired or left during or after Covid, to the previous staff levels considered that are essential to maintain our income levels.

6. Thanks

Our thanks are extended to the many individuals who have supported the work of the Centre during the past year and to the local organisations that hold fundraising events on our behalf. Their generosity enables us to maintain the services we offer.

We are most grateful to Tesco for generously providing, free of charge, the Centre's excellent premises and for its continued efforts to support our activities in every way possible.

We wish to express our appreciation to all our volunteers who kindly provide their services free of charge. They give their time and talents in different ways to make the Centre the friendly, informed and caring community it is. The time and effort given to ensure that the Centre continues to raise funds are also greatly appreciated.

The Centre is managed by a small team of paid staff. We are extremely grateful for their vital contribution to the running of the Centre over the year and acknowledge the generous commitment of their own time on so many occasions.

Our ability to offer a selection of services to members according to their personal needs and preferences is made possible only through the co-operation of the therapists and group leaders who bring dedication and expertise to the treatment of those people affected by cancer. We are most grateful to them for their contribution.

It is reported with great sadness that Tony Barranco a SECHC Trustee of long standing, died peacefully at home on Sunday 17 September 2023 after a long illness. The Centre has lost a dear friend and a much-valued colleague who worked closely with everybody over the last 21 years, working on projects and providing ideas and initiatives, many of which are still in use at the Centre today.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 applicable to small companies was approved by the Board on 24 September 2024.

J.Mollett .

J.Mollett
Chairman

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

SOUTH EAST CANCER HELP CENTRE LIMITED

Opinion

We have audited the financial statements of South East Cancer Help Centre Limited (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception
In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

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 determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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 charitable company or to cease operations, or have no realistic alternative but to do so.

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

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:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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 on the Financial Reporting Council's website at: 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.

K.C Fisher

Kevin Fisher FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton
Surrey, SM1 4BW

30-9- 2024

SOUTH EAST CANCER HELP CENTRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Income					
Donations and grants	2	113,596	22,800	136,396	295,521
Charitable activities	3	32,419	-	32,419	24,367
Other trading activities	4	26,940	-	26,940	31,640
Investments	5	11,842	-	11,842	3,374
Total		184,797	22,800	207,597	354,902
Expenditure					
Raising funds	6	32,077	-	32,077	47,011
Charitable activities	7	234,417	8,072	242,489	193,342
Total		266,494	8,072	274,566	240,353
Net income/(expenditure)	11	(81,697)	14,728	(66,969)	114,549
Transfers between funds		-	-	-	-
Net movement in funds		(81,697)	14,728	(66,969)	114,549
Reconciliation of funds					
Total funds brought forward	16	377,485	9,395	386,880	272,331
Total funds carried forward	16	£295,788	£24,123	£319,911	£386,880

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 form part of these financial statements

SOUTH EAST CANCER HELP CENTRE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
CURRENT ASSETS					
Debtors	13	7,188		6,028	
Cash on Deposit		322,265		391,489	
Cash at Bank		11,750		3,299	
		341,203		400,816	
CURRENT LIABILITIES					
Creditors – amounts falling due within one year	14	21,292		13,936	
			319,911		386,880
NET ASSETS	15		£319,911		£386,880
CHARITY FUNDS					
Restricted Funds	16		24,123		9,395
Unrestricted Funds	16		295,788		377,485
TOTAL FUNDS	16		£319,911		£386,880

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and were approved by the Board on 24th September 2024 and signed on its behalf.

J. Mollett
Chairman

P. W. J Mills
Treasurer

The notes form part of these financial statements.

1. ACCOUNTING POLICIES

General Information and basis of preparation

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

The charity is a company limited by guarantee and is registered in England and Wales. The members of the company are the Trustees. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

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

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Incoming resources represents income received by the organisation via fees, fundraising, subscriptions, donations, bequests, lunches and sundry items.

No amount is included in the financial statements for volunteer time in line with the SORP.

Donated facilities are included at an estimated value to the charity when it is practicable to do so.

Expenditure recognition

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

- Costs of raising funds comprise those costs associated with attracting voluntary donations and grants.
- Expenditure on charitable activities which comprises mainly of the costs associated with the delivery of the various activities and services for the charity's beneficiaries.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on a basis appropriate to the circumstances.

1. **ACCOUNTING POLICIES**/ cont'd

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 the transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Fixed Assets

All tangible fixed assets are written off in the year in which the expenditure is incurred.

Pension Costs

The Charity operates a defined contribution pension scheme for the benefit of its employees. Contributions are charged to the Statement of Financial Activities in the year to which they relate.

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

2. **Donations and legacies**

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Donations	60,088	22,800	82,888	72,454
Legacies	-	-	-	170,257
Tax refunds	3,508	-	3,508	2,810
Gifts in kind – donated facilities	50,000	-	50,000	50,000
	£113,596	£22,800	£136,396	£295,521

Of the £295,521 recognised in 2023, £286,021 was unrestricted fund income and £9,500 was restricted fund income.

3. **Income from charitable activities**

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Membership subscriptions	13,935	-	13,935	11,850
Members contributions to therapies	18,484	-	18,484	12,517
	£32,419	£Nil	£32,419	£24,367

All of the £24,367 recognised in 2023 was unrestricted fund income.

4. Other trading activities	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Income from social events	24,833	-	24,833	30,789
Other events:				
- Outings (crafts)	315	-	315	220
- Hire of room	190	-	190	210
Sale of miscellaneous	560	-	560	421
Other income	1,042	-	1,042	-
	£26,940	£Nil	£26,940	£31,640

All of the £31,640 recognised in 2023 was unrestricted fund income.

5. Investment income	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Bank interest	£11,842	£Nil	£11,842	£3,374

All of the £3,374 recognised in 2023 was unrestricted fund income.

6. Cost of raising funds	Direct costs £	Support costs £	Total 2024 £	Total 2023 £
Fundraising activities	£30,547	£1,530	£32,077	£47,011

All of the £47,011 expenditure recognised in 2023 was charged to unrestricted funds.

7. Cost of charitable activities	Direct costs £	Support costs £	Total 2024 £	Total 2023 £
Patient support services	£138,569	£103,920	£242,489	£193,342

Of the £193,342 expenditure recognised in 2023, £177,814 as charged to unrestricted funds and £15,528 was charged to restricted funds.

8. Analysis of direct costs

	Raising funds £	Charitable activities £	Total 2024 £	Total 2023 £
Wages and salaries	25,844	54,964	80,808	83,812
Other staff costs	-	12,668	12,668	524
Fundraising activities	4,703	-	4,703	1,089
Therapists and counsellors fees	-	69,890	69,890	53,420
Other patient support costs	-	-	-	832
Outings and event costs	-	1,047	1,047	393
	£30,547	£138,569	£169,116	£140,070

9. Analysis of support costs

	Raising funds £	Charitable activities £	Total 2024 £	Total 2023 £
Office costs	-	15,332	15,332	16,172
Donated rent free premises	1,250	48,750	50,000	50,000
Other premises costs	280	30,830	31,110	25,373
Capital improvements	-	-	-	605
Advertising and marketing	-	5,029	5,029	4,140
Governance costs (note 10)	-	3,979	3,979	3,993
	£1,530	£103,920	£105,450	£100,283

10. Governance costs

	Total 2024 £	Total 2023 £
Wages and salaries	1,250	1,250
Annual review	575	575
Audit fees	2,154	2,168
	£3,979	£3,993

11. Net income/(expenditure)

	Total 2024 £	Total 2023 £
This is stated after charging:		
Auditor's remuneration	£2,154	£2,168

12. Staff costs

	Total 2024 £	Total 2023 £
Staff salaries	79,696	82,483
Social Security costs	808	1,327
Pension costs	1,554	1,252
Other staff costs	12,668	524
	£94,726	£85,586

No full-time and 4 part-time (2023: no full-time and 4 part-time) staff were employed by the Charity on average during the year. No employee received emoluments of more than £60,000 (2023 : Nil).

Average number of employees during the year was 4 (2023 : 4).

13. Debtors

	Total 2024 £	Total 2023 £
Payments in advance	2,974	3,007
Accrued income	4,214	3,021
	£7,188	£6,028

14. Creditors: Amounts falling due within one year

	Total 2024 £	Total 2023 £
Taxation and Social Security	2,041	2,077
Other creditors and accruals	19,251	11,859
	£21,292	£13,936

15. Analysis of net assets between funds

2024	Unrestricted Funds General £	Unrestricted Funds Designated £	Restricted Funds £	Total Funds £
Current assets	317,080	-	24,123	341,203
Current liabilities	(21,292)	-	-	(21,292)
	£295,788	£Nil	£24,123	£319,911

Comparative information for the previous financial year is as follows:

2023	Unrestricted Funds General £	Unrestricted Funds Designated £	Restricted Funds £	Total Funds £
Current assets	391,421	-	9,395	400,816
Current liabilities	(13,936)	-	-	(13,936)
	£377,485	£Nil	£9,395	£386,880

16. Reserves

2024	1 April 2023 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2024 £
Restricted Funds					
Specific Donations Funds					
Refurbishment	1,272	-	(1,272)	-	-
Breast cancer counselling	-	4,800	(4,800)	-	-
Telephone counselling	-	-	-	-	-
Family counselling	4,781	-	-	-	4,781
First aid course	500	-	-	-	500
Car park refurbishment	500	-	-	-	500
Other funds	84	-	-	-	84
Members' outings	2,258	-	-	-	2,258
NHS Trust re National data gathering	-	18,000	(2,000)	-	16,000
	£9,395	£22,800	(8,072)	-	24,123
Unrestricted Funds					
Undesignated					
Accumulated fund	377,485	184,797	(266,494)	-	295,788
Total Reserves	£386,880	£207,597	£(274,566)	£Nil	£319,911

Comparative information for the previous financial year is as follows:

2023	1 April 2022 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2023 £
Restricted Funds					
Specific Donations Funds					
Refurbishment	-	3,000	(1,728)	-	1,272
Breast cancer counselling	7,800	5,000	(12,800)	-	-
Telephone counselling	-	-	-	-	-
Family counselling	4,781	-	-	-	4,781
First aid course	-	1,500	(1,000)	-	500
Car park refurbishment	500	-	-	-	500
Other funds	84	-	-	-	84
Members' outings	2,258	-	-	-	2,258
Joyful spirit workshops	-	-	-	-	-
	£15,423	£9,500	£(15,528)	£Nil	£9,395
Unrestricted Funds					
Undesignated					
Accumulated fund	256,908	345,402	(224,825)	-	377,485
Total Reserves	£272,331	£354,902	£(240,353)	£Nil	£386,880

17. Trustee Remuneration and Expenses

No trustee received any remuneration or expenses during the year and the previous year.

18. Key Management Personnel Remuneration

The total amount of employee benefits received by these key management personnel was £47,638 (2023 : £40,670).

Under FRS 102, employee benefits includes gross salary, benefits in kind, employers national insurance and employers pension contributions.

19. Taxation

The company is registered with the Charity Commissioners No: 1011509 and as such is exempt from taxation on its charitable activities.

20. Lease commitments

The company has a long-term lease commitment with Tesco Stores Limited which terminates in December 2036 and provides for the rent free use of its premises in Purley, Surrey.

21. Contngent assets

Total grant funding awarded as at 31 March 2024 but not yet received and recognised as income due to the recognition criteria not being met amounts to £20,000. (2023: £Nil)

SOUTH EAST CANCER HELP CENTRE LIMITED

England & Wales - Charity number 1011509

Accounts

SOUTH EAST CANCER HELP CENTRE LIMITED

Registered Company No: 2702689
(A company limited by Guarantee)

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

MYRUS SMITH
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

SOUTH EAST CANCER HELP CENTRE LIMITED

DIRECTORS'/TRUSTEES' REPORT

31 MARCH 2023

Reference and Administrative details

Current Directors/Trustees

Mrs J Mollett	(Chairman)
Cllr Y Hopley	(Vice Chairman)
Mr D Mollett	(Company Secretary)
Mr P W J Mills	(Treasurer)
Mrs C Rees	(Deceased 25th February 2023)
Mr R Waller	
Mr M Tubbs	
Mr A Barranco	

Registered Office

2 Purley Road, Tesco Development
Purley, Surrey
CR8 2HA

Bankers

Lloyds Bank Plc
Caterham, Surrey

Auditor

Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

Registered Charity No: 1011509

Company No: 2702689

INDEX TO THE FINANCIAL STATEMENTS

Page	1 to 10	Directors'/Trustees' Report
	11 - 13	Independent Auditor's Report
	14	Statement of Financial Activities for the year ended 31 March 2023
	15	Balance Sheet at 31 March 2023
	16 - 22	Notes to Financial Statements

SOUTH EAST CANCER HELP CENTRE LTD
(Company No. 2702689)
(Charity No. 1011509)

DIRECTORS'/TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

The directors present their report and financial statements for the year ended 31 March 2023.

1. Structure, Governance and Management

The South East Cancer Help Centre ('SECHC' or the 'Centre') is a Charitable Company limited by guarantee and governed by a Memorandum & Articles of Association dated 1 April 1992 as amended by a Trustees' Resolution of 13 September 2006.

Organisational Structure

The Board of the company meets quarterly but delegates the routine management of the company to an Executive Committee. The Executive Committee normally meets monthly and comprises the four officers of the company, one other director and the Coordinators.

The Company Secretary, Treasurer and one other director form a Finance Sub-Committee, which meets as necessary to monitor financial performance in detail. In addition, there is a Marketing Sub-Committee and IT Sub-Committee. Other ad-hoc sub-committees are formed as required.

Directors
The current directors, shown on the preceding page all served throughout the year, except for as stated.

Directors are encouraged to have such training as is necessary and appropriate to their experience and requirements. This is provided through the CS Skills Centre or similar organisations.

Related Parties / Wider networks
We have no direct financial link with other organisations but are involved in several networking arrangements as described in Partnerships and working relationships.

Risk management
The directors consider that the company is exposed to a number of significant risks. The nature of these risks and the method of dealing with them are described below:

a. Donor income

Risk

The Centre's income is largely dependent upon the generosity of donors. Should charitable trusts, local companies or individuals who support the Centre be unable or unwilling to continue to do so, income could fall.

Solution

This risk is countered by putting in place a systematic, professional approach to fundraising, including the employment of experienced fundraisers with back-up volunteer help. Our funds are raised from a wide variety of sources, which results in our being less exposed to a reduction from any one or even a group of supporters. Also, the Centre seeks to maintain sufficient reserves to enable services to be maintained throughout any period of income downturn.

b. Our staff

Risk

Should any of our staff decide to leave the Centre would experience a period of difficulty and be exposed to the risk of delay in engaging a suitable replacement.

Risk management / cont

Solution

This risk is countered by having a substantial team of longstanding directors and volunteers with sufficient experience who could assist by taking on additional tasks until a replacement is found.

c. Premises

Risk

The Centre relies on the generosity of Tesco in providing our premises without cost. Should Tesco be unable or unwilling to continue with this arrangement, the Centre would have to seek alternative premises, which might only be achieved at considerable cost and would place a considerable strain on our financial resources.

Solution

A good relationship has been developed and maintained with Tesco who have given every indication that this relationship is a long-term one. A new lease contract has been agreed with Tesco that extended the lease by around 22 years to December 2036.

d. Volunteers

Risk

The Centre relies on the support of many volunteers who give their time or services at no cost as directors/trustees and general volunteers covering a wide range of skills. Any sudden reduction in the number of people willing to give their time would constitute a risk to the services the Centre can offer.

Solution

This risk is mitigated by adopting an organised, professional approach to the management of volunteers. One of the key roles of the Centre is to focus on the recruitment, training, development, and job satisfaction of volunteers. We continue to apply the principles of Investing in Volunteers and are committed to apply this high standard to the management and development of our volunteers.

e. Safeguarding vulnerable adults and children

Risk

The Centre provides complementary group and one-to-one therapies for adults affected by cancer. Family counselling, where young children may be present and individual counselling is offered to children and young people, generally over 12 years old. All those affected by cancer are vulnerable due to their potential physical and psychological dependence on those providing services to them and due to the involvement of others from whom they might seek advice and comfort.

Solution

Our charity maintains and regularly reviews our Safeguarding policy and other procedures aimed at mitigating and addressing these risks. The vulnerability of our client group is a high priority in the establishment of our policies and procedures. Staff and volunteers are subject to DBS checks where necessary. One-to-one meetings are conducted by qualified professional therapists or counsellors. Children under 18 must be always accompanied by a responsible adult.

2. Vision, Mission, Aims and Activities

Vision

Our vision is to be the leading independent provider of cancer support services in our area and to be known to all new patients diagnosed with cancer, in order that they and their families receive the support they need.

Mission

Our mission is to provide complementary therapies, counselling, and other therapeutic activities, within a caring and friendly environment resourced primarily by volunteers, to help anyone affected by cancer cope with their situation.

Aims

To offer the highest standard of service provision in the form of individual and group support by only employing suitably qualified therapists with considerable experience to work with our members.

To attract and retain volunteers who will play an essential and mutually beneficial role in the running of the Centre and who want to make a significant difference to the lives of other people.

Work closely with local hospitals, GP hubs, Social Prescribing Boards and other health partners to ensure we reach all residents in the borough and increase their knowledge of our support and available services.

Public benefit

The activities that we carry out are described below. These activities are undertaken to meet our objectives and aims and to further our charitable purposes for the public benefit.

In setting and reviewing our objectives and aims, and in planning and carrying out our activities, we have due regard to the public benefit guidance published by the Charity Commission.

Opening hours

During the period 1 April 2022 to 31 March 2023 the Centre Headquarters located in Purley has gradually returned to the normal pre-pandemic operating hours of opening 5 full days per week, 9:00 am to 5:00 pm since May 2022. The Centre has not yet reopened on a Tuesday evening or a Saturday morning.

Activities

The Centre's main activities have stopped being offered on Zoom, except for our support groups that offer a hybrid version of this together with face-to-face services. Since May 2022 we have offered our members access to our previous one-to-one therapies as well as several of our group activities including, Pilates, Tai Chi, Gentle Yoga, and the Craft Group and the Friday Club. We have 4 Cancer support groups, meeting each month and organised by experienced leaders. The groups are Bowel, Ovarian, Prostate and Breast cancer. We provided individual counselling sessions with 8 counsellors together with 9 therapists providing Massage, Aromatherapy and Reflexology, Hypnotherapy and Reiki. We have introduced two new therapies, Loss Recovery and Craniosacral Therapy.

When the Croydon University Hospital (CUH) Macmillan services reopened in April 2022, SECHC provided a therapist one day a week. Although the Croydon Wellness Centre was closed last year, it reopened in 2023 and SECHC will provide services there later in the year.

Our therapists and counsellors are fully qualified members of their relevant professional associations, which ensures that they meet or exceed agreed standards and that they are insured to practice.

Activities / cont

The therapists are also registered with the Complementary and Natural Healthcare Council, the Regulatory body endorsed by the NHS which agrees and oversees minimum standards. All our therapists and counsellors receive regular supervision and as an organisation we work within the guidelines of the British Association of Counsellors and Psychotherapists (BACP).

Support groups

Information

A wide range of information and leaflets are available covering many forms of cancer, the impact of the disease and how to find further help and information, which people may take away with them. In addition, members can borrow books, videos and CDs relevant to the various complementary therapies and activities that we offer.

Therapeutic Arts

The value of complementary therapies and counselling in cancer care is now widely acknowledged and the Centre is proud to have local NHS recognition. Our range of therapies, support and counselling services complement any conventional treatment and are not an alternative. We believe that by using our services, people can improve their health and well-being during a difficult time in their lives. The ever-growing Arts in Health movement fully endorses the provision of the Therapeutic Arts in organisations providing health care, thus validating the long-standing provision of such activities at the Centre.

Promotions and Community Links

We continued to network and establish new relationships with the local community including businesses, Purley HUB, schools, churches, volunteer centres, NHS Trusts and other support centres, to bring our services to the attention of those who could benefit from them. Press releases are regularly sent to local newspapers, magazines and online newspapers. The press releases generally cover major events such as Paint Purley Purple, personal stories about how the Centre has helped members and any new services being offered by SECHC.

In addition, we have developed our use of social media to provide up-to-date information about our fundraising activities and events and at the same time promote the services offered at the Centre to a wide and varied audience. Our usage of social media has expanded and is attracting increasing levels of interest.

Partnerships and working relationships

In November 2019 SECHC and Croydon BME Forum began discussing a new collaboration for the provision of our counselling services from their new Wellness Centre located on the 1st Floor of the Whitgift Centre in Central Croydon. This opened in the first week of March 2020, however, due to Covid restrictions imposed later in March, the Wellness Centre remained closed until 2022. We began discussions to return our counselling service to the Wellness Centre and will restart our services around August 2023.

Our therapists working at the Macmillan Unit in Croydon University Hospital (CUH) returned in April 2022.

Partnerships and working relationships / cont

Our longstanding relationship with the Royal Marsden Hospital means that most of the clinical areas include our literature in their packs for people both at the start and end of their treatment plans and along with our leaflets, details of our support groups are on display at the hospital's Patient Advice and Liaison Service (PALS).

Although fundraising has improved slightly this year, we have been engaging with local shops and businesses who have supported various fundraising initiatives. Our fundraisers have worked within the community to raise funds and awareness for the Centre. We have worked with local businesses and supporters, including Bolt Burdon Kemp, Croydon Voluntary Action, Purley BID, FSB Insurance Service and others.

Staff and Volunteers

In the last year, there were five paid members of staff, comprising two part-time Centre Coordinators, two Community Fundraising Administrators and a Trust Fundraiser.

We work closely with Croydon and Tandridge Voluntary Centre, who are invaluable in referring people interested in volunteering with us, as well as providing a range of workshops that include attracting and retaining volunteers. Our volunteer roles are also applied for via social media and our website. Volunteers are essential to the successful operation of the Centre and to support the small number of employed staff.

As of 31 March 2023, we had 50 regular volunteers registered. In addition, our Trustees have continued to provide a range of support, including general assistance, administration and professional expertise, to ensure the Centre maintains the highest standards. The Centre's commitment to supporting, training, developing and motivating its staff and volunteers is continuous and includes ongoing supervision and review.

Policies

The Centre continues to develop a wide-ranging set of policy documents which guide its management and help focus staff and volunteers on relevant legal requirements and best practice. Subjects covered include Data Protection, Privacy Policy, Safeguarding, Confidentiality, Diversity and Equal Opportunities, Investments and Reserves, Health and Safety, Complaints and Grievance and several other policies. There are 26 in operation. Each policy is kept under regular review by the Executive Committee and changes are reported to the Trustees.

Health and Safety

High standards of health and safety are of paramount importance for all attending the Centre. The Health and Safety (H&S) policy statement is reviewed annually by the Executive Committee. All H&S incidents are recorded using an Accident/Incident Form, and this data is filed and kept secure. There were two incidents recorded during the year ended 31 March 2023.

3. Achievements and Performance Targets

The Centre set a range of operational objectives to be completed during the 2022/2023 financial year with Key targets being set and monitored by the Executive Committee in the following areas:

3.1 To re-open all our services to our users.

The Centre continued providing restricted services remotely via Zoom during Covid shut down. Face to face services started in September 2021 with the Centre progressively opening to full-time operations in May 2022 and ongoing.

3. Achievements and Performance Targets / cont

3.2 To attract adequate funding.

Fundraising activities have restarted although economic conditions are making this difficult. Income during 2022-23 was acceptable although the recruitment of fundraisers remains challenging due to the high demand for these particular skills.

Performance

During the year ended 31 March 2023 SECHC experienced the following membership and activity levels at our Purley Centre. Comparable figures for last year ended 31st March 2022 are shown in brackets and normally these would also include the services that SECHC provides to the CUH Macmillan Centre in Croydon and also the Whitgift Wellness Centre during the year.

3.3 151 (83) new members joined the Centre during the last 12 months to 31 March 2023 representing an 82% increase compared to the previous year although this still remains below the pre-Covid figure of around 285 new members joining each year. The lack of new members has therefore directly caused the reduction in total membership registrations shown in 3.4 below. This reflects the publicised backlog the NHS has in identifying new patients with cancer that continues to impact new membership. Most of SECHC's new members are recently diagnosed, or are within 12 months of diagnosis and many existing members leave each year as they move into remission and are encouraged to leave the Centre and move on with their lives.

3.4 There was a total of 372 (304) members registered with SECHC at 31 March 2023 as compared to 659 members at 31 March 2020. This represents an increase of around 23% in membership levels over the last 12 months, but still a reduction in new members joining as described in 3.3 above.

3.5 2162 (1331) individual one-to-one remote and face-to-face counselling or therapy sessions show an increase of around 62% over the last 12 months. This reflects the increase in members.

3.6 315 (261) group sessions show an increase of around 21% from last year.

3.7 27 (12) different services as described under activities on pages 3 and 4, indicate a 125% increase in activity.

4. Financial Review

The year ended 31 March 2023 saw a gradual return to normal activity at our main Centre in Purley and services resumed at Croydon University Hospital to a limited degree. However, our facility at the new Wellness Centre in Central Croydon remained closed throughout the year under review. Those activities which were being conducted either by telephone or "on-line" have now been brought back into the Purley Centre though some on-line group sessions have been maintained to keep a lifeline available to those members not able to come into the Centre.

Membership levels have continued to increase, particularly towards the end of the financial year, but are still well below the peak numbers achieved just before the start of the Covid 19 pandemic.

Raising revenue for the Centre has continued to be a challenge with fundraising income well below the level we were hoping for, but we were very fortunate to receive a high amount of legacy income in the year which has boosted our financial position by the year end.

As a result, our income for the year amounted to £354,902 (2021/22: £192,952) and our expenditure was £240,353 (2021/22: £198,769) resulting in a surplus for the year of £114,549 compared to a deficit for the previous year of £5,817.

4. Financial Review / cont

Income

Our income of £354,902 compares with income last year of £192,952, an increase of £161,950

Income traditionally comes from voluntary funding sources including our members, Charitable Trusts and Foundations, legacies and donations from other individuals and organisations. We also raise money from various events organised by our Community Fundraiser and groups and businesses in the area. Details are shown in the Statement of Financial Activities.

In the year under review, income from fundraising activities began to improve again following the Covid 19 pandemic and we greatly benefitted from individuals organizing their own events including a run in the London Marathon, a fundraiser at a local sports club and being nominated as their "Charity of the Year" by a local Insurance company. We also received a record amount of legacy income during the year from previous members or supporters of the Centre.

Expenditure

Our expenditure this year rose to £240,353 compared with £198,769 in the prior year, an increase of £41,584. Due to the rise in new members, the requirement for therapies increased and our staffing costs returned to the normal level. Administrative and accommodation expenditure also grew as capacity increased at the Centre, particularly cleaning costs, for health and safety reasons, and business rates recommenced after two years of support from the Government.

The majority of our expenditure during the year continued to be on the charitable activities covered by our principal objectives. The remaining expenditure was incurred in fundraising activities and essential governance matters. Details are shown in the Statement of Financial Activities and Notes to the Financial Statements.

Assets

At 31 March 2023, our Net Assets amounted to £386,880 an increase of £114,549 over the Net Assets held at 31 March 2022, being the surplus for the year. Details on the level of reserves held by the Company are set out below:

Reserves

The charity has the following reserves:

Restricted Funds

These are funds which may only be used for purposes specified by the donors. They amounted to £9,395 at 31 March 2023, a decrease compared with the previous year of £15,423. In the year, we received £9,500 in new donations largely towards therapy sessions for our members, particularly breast cancer support, and we spent £15,528 on projects, on the provision of therapies and support and for First Aid refresher course for our staff and many of our volunteers. It is anticipated that most of the remaining balance of these funds at the year-end will be spent by 31 March 2024.

Unrestricted Funds

The remaining funds, known as the Accumulated Fund, may be used at the discretion of the directors in furtherance of the general objectives of the Centre. The Accumulated Fund acts as a reserve fund to cover future expenditure. The Accumulated Fund at 31 March 2023 was £377,485 compared to an amount of £256,908 at 31 March 2022.

4. Financial Review / cont

Reserves Policy

The Centre's Policy is to maintain the Accumulated Fund at no less than six months' budgeted unrestricted core expenditure for the following year. Unrestricted core expenditure is total expenditure less that which is covered by restricted funds or other specific identifiable income. This allows for the members, staff and volunteers to be assured of reasonable continuity of employment and services despite the unpredictable flow and scale of donations, legacies and monies raised through fundraising activities.

The Reserves Policy is reviewed annually after the end of the financial year and may be changed if appropriate. The current Policy was agreed by the Board at its meeting on 23 May 2023 and remains the same policy that was in place for the previous year.

Level of reserves held

The Accumulated Fund at 31 March 2023 amounted to £377,485. Budgeted core expenditure for the full year ending 31 March 24 is £254,000 which reflects an on-going return to full capacity at all three locations. The Accumulated Fund was therefore still above the target limit of six months cover set in our Reserves Policy.

The Trustees regularly monitor the level of reserves carefully and are prepared to take appropriate action if the situation necessitates.

In order to achieve these aims, the Centre will:

1) Maintain sufficient funds in the bank current account to cover all short-term needs. In general, a balance of up to £15,000 is kept, though it may be necessary to exceed this parameter when appropriate. An on-call deposit account is also maintained with Lloyds in parallel with the current account in order to place excess funds in an interest bearing account.

2) Place any surplus funds on deposit provided they meet the following criteria:

   i Investments which the Trustees shall from time to time decide are appropriate in accordance with the terms of the Memorandum of Association and having regard to the content of the Charity Commission document CC 14 entitled "Investment of Charitable Funds: Basic Principles".

   ii. Such deposits should be with widely recognised responsible financial institutions which are covered by the FSCS guarantee scheme for amounts up to £85,000.

   iii. No such deposit will be above £85,000 with any one institution.

   iv. Whilst the highest interest rate return possible should be sought, it must also be balanced against the creditworthiness of the provider - the highest rate is not necessarily the best rate for the Centre.

Deposits will be for terms, as determined by the Trustees having regard to both the short-term and long-term funding requirements of the Centre.

At 31 March 2023, as well as the Company's bank current account, the Centre had deposits with Metro Bank, United Trust Bank, Hampshire Trust Bank, Lloyds Bank, Virgin Bank and COIF which were all at or below the FSCS guarantee.

The Trustees will consider all the investments to be made under 2) above and review this Policy on an annual basis after the end of each financial year and otherwise during the financial year if and when circumstances require them to do so.

4. Financial Review / cont

Level of reserves held / cont

The Policy was re-confirmed by the Board at its meeting on 23 May 2023 and it was agreed this policy be reviewed on an annual basis.

Investments and cash deposits held

Cash deposits held at 31 March 2023 principally comprised the following fixed rate investments:

United Trust Bank	2 yr fixed maturing in July 2023	£80,933
Lloyds Bank	1 yr fixed maturing in January 2024	£65,000
Hampshire Trust Bank	1 yr fixed maturing in February 2024	£70,000
Hampshire Trust Bank	2 yr fixed maturing in November 2024	£15,165
Virgin Money	2 yr fixed maturing in January 2025	£85,000

At 31 March 2023, the Centre also has an on-call deposits with the Metro Bank amounting to £61,022, with Lloyds Bank amounting to £13,648 and with COIF amounting to £720.

There is also a current account with Lloyds Bank for day to day funding requirements.

These arrangements were re-confirmed by the Board at its meeting on 23 May 2023. Interest is accrued on these deposits in the Accounts on a daily basis.

Statement of directors' responsibilities

The directors (who are also trustees of South East Cancer Help Centre Limited for the purposes of charity law) are responsible for preparing the Directors' 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 directors 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2019 (FRS 102);
- Make judgements and estimates that are reasonably prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- Prepare financial statements on a going concern basis unless it is appropriate to presume that the charitable company will not continue in operation.

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

- In so far as the 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 to establish that the auditor is aware of that information.

5. Plans for the future

The core long-term objectives remain largely unchanged. These are to identify opportunities for increasing membership, maximising Centre usage and attracting adequate funding. This will require continuous promotional and marketing efforts to sustain and improve awareness of the services available.

We will continue to develop our services in line with the needs of our new and existing members and continue working in collaboration with Local hospitals GP hubs, Social Prescribing Boards, like-minded organisations such as Maggie's and Penny Brohn.

As membership numbers increase towards pre -pandemic levels, it is essential that services are fully prepared for higher activity levels with adequate resources and servicing plans.

Our fundraising income remains of concern, given the financial impact of the dire economic forecast predicted for 2023-4 that will impact our regular income. Our immediate focus will be on strengthening our fundraising team to maintain our previous income levels.

6. Thanks

Our thanks are extended to the many individuals who have supported the work of the Centre during the past year and to the local organisations that hold fundraising events on our behalf. Their generosity enables us to maintain the services we offer.

We are most grateful to Tesco for generously providing, free of charge, the Centre's excellent premises and for its continued efforts to support our activities in every way possible.

We wish to express our appreciation to all our volunteers who kindly provide their services free of charge. They give their time and talents in different ways to make the Centre the friendly, informed and caring community it is. The time and effort given to ensure that the Centre continues to raise funds are also greatly appreciated.

The Centre is managed by a small team of paid staff. We are extremely grateful for their vital contribution to the running of the Centre over the year and acknowledge the generous commitment of their own time on so many occasions.

Our ability to offer a selection of services to members according to their personal needs and preferences is made possible only through the co-operation of the therapists and group leaders who bring dedication and expertise to the treatment of those people affected by cancer. We are most grateful to them for their contribution.

It is reported with great sadness that Catherine Rees a SECHC Trustee of long standing, died peacefully in hospital on Saturday 25th February 2023 after a long illness. The Centre has lost a dear friend and a much valued colleague who worked closely with everybody over the last 18 years, providing support, ideas and initiatives, that are still operating at the Centre today.

This report which has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 applicable to small companies was approved by the Board on 13 November 2023.

J. Mollett

J. Mollett
Chairman

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

SOUTH EAST CANCER HELP CENTRE LIMITED

Opinion
We have audited the financial statements of South East Cancer Help Centre Limited (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

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

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

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

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

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception
In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

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 determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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 charitable company or to cease operations, or have no realistic alternative but to do so.

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

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:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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 on the Financial Reporting Council's website at: 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 anc the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton
Surrey, SM1 4BW

13 November 2023

SOUTH EAST CANCER HELP CENTRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Income					
Donations and grants	2	286,021	9,500	295,521	153,315
Charitable activities	3	24,367	-	24,367	20,345
Other trading activities	4	31,640	-	31,640	16,876
Investments	5	3,374	-	3,374	1,946
Government grants	6	-	-	-	470
Total		345,402	9,500	354,902	192,952
Expenditure					
Raising funds	7	47,011	-	47,011	32,937
Charitable activities	8	177,814	15,528	193,342	165,832
Total		224,825	15,528	240,353	198,769
Net income/(expenditure)	12	120,577	(6,028)	114,549	(5,817)
Transfers between funds		-	-	-	-
Net movement in funds		120,577	(6,028)	114,549	(5,817)
Reconciliation of funds					
Total funds brought forward	17	256,908	15,423	272,331	278,148
Total funds carried forward	17	£377,485	£9,395	£386,880	£272,331

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 form part of these financial statements

SOUTH EAST CANCER HELP CENTRE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023		2022	
		£	£	£	£
CURRENT ASSETS					
Debtors	14	6,028		16,958	
Cash on Deposit		391,489		242,459	
Cash at Bank		3,299		26,665	
		400,816		286,082	
CURRENT LIABILITIES					
Creditors – amounts falling due within one year	15	13,936		13,751	
			386,880		272,331
NET ASSETS	16		£386,880		£272,331
CHARITY FUNDS					
Restricted Funds	17		9,395		15,423
Unrestricted Funds	17		377,485		256,908
TOTAL FUNDS	17		£386,880		£272,331

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and were approved by the Board on 13 November 2023 and signed on its behalf.

J. Mollett
Chairman

P. W. J Mills
Treasurer

The notes form part of these financial statements.

1. ACCOUNTING POLICIES

General Information and basis of preparation

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

The charity is a company limited by guarantee and is registered in England and Wales. The members of the company are the Trustees. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

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

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Incoming resources represents income received by the organisation via fees, fundraising, subscriptions, donations, bequests, lunches and sundry items.

No amount is included in the financial statements for volunteer time in line with the SORP.

Donated facilities are included at an estimated value to the charity when it is practicable to do so.

The charity received government support through the Coronavirus Job Retention Scheme which is accounted for on the accrual model.

Expenditure recognition

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

- Costs of raising funds comprise those costs associated with attracting voluntary donations and grants.
- Expenditure on charitable activities which comprises mainly of the costs associated with the delivery of the various activities and services for the charity's beneficiaries.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on a basis appropriate to the circumstances.

1. **ACCOUNTING POLICIES**/ cont'd

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 the transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Fixed Assets

All tangible fixed assets are written off in the year in which the expenditure is incurred.

Pension Costs

The Charity operates a defined contribution pension scheme for the benefit of its employees. Contributions are charged to the Statement of Financial Activities in the year to which they relate.

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

2. **Donations and legacies**

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Donations	62,954	9,500	72,454	51,385
Legacies	170,257	-	170,257	48,000
Tax refunds	2,810	-	2,810	3,930
Gifts in kind – donated facilities	50,000	-	50,000	50,000
	£286,021	£9,500	£295,521	£153,315

Of the £153,315 recognised in 2022, £145,744 was unrestricted fund income and £7,571 was restricted fund income.

3. **Income from charitable activities**

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Membership subscriptions	11,850	-	11,850	10,745
Members contributions to therapies	12,517	-	12,517	9,600
	£24,367	£Nil	£24,367	£20,345

All of the £20,345 recognised in 2022 was unrestricted fund income.

4. Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Income from social events	30,789	-	30,789	16,652
Other events:				
- Outings (crafts)	220	-	220	50
- Hire of room	210	-	210	-
Sale of miscellaneous	421	-	421	174
Sale of donated goods	-	-	-	-
	£31,640	£Nil	£31,640	£16,876

All of the £16,876 recognised in 2022 was unrestricted fund income.

5. Investment income

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Bank interest	£3,374	£Nil	£3,374	£1,946

All of the £1,946 recognised in 2022 was unrestricted fund income.

6. Government grants

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Business rates grant	-	-	-	-
Job Retention Scheme grant	-	-	-	470
	£Nil	£Nil	£Nil	£470

All of the £470 recognised in 2022 was unrestricted fund income.

7. Cost of raising funds

	Direct costs £	Support costs £	Total 2023 £	Total 2022 £
Fundraising activities	£45,481	£1,530	£47,011	£32,937

All of the £32,937 expenditure recognised in 2022 was charged to unrestricted funds.

8. Cost of charitable activities

	Direct costs £	Support costs £	Total 2023 £	Total 2022 £
Patient support services	£94,589	£98,753	£193,342	£165,832

Of the £165,832 expenditure recognised in 2022, £149,655 was charged to unrestricted funds and £16,177 was charged to restricted funds.

9. Analysis of direct costs

	Raising funds £	Charitable activities £	Total 2023 £	Total 2022 £
Wages and salaries	44,392	39,420	83,812	54,120
Other staff costs	-	524	524	1,343
Fundraising activities	1,089	-	1,089	11,298
Therapists and counsellors fees	-	53,420	53,420	32,528
Other patient support costs	-	832	832	206
Outings and event costs	-	393	393	-
	£45,481	£94,589	£140,070	£99,495

10. Analysis of support costs

	Raising funds £	Charitable activities £	Total 2023 £	Total 2022 £
Office costs	-	16,172	16,172	13,329
Donated rent free premises	1,250	48,750	50,000	50,000
Other premises costs	280	25,093	25,373	19,008
Capital improvements	-	605	605	11,297
Advertising and marketing	-	4,140	4,140	1,801
Governance costs (note 10)	-	3,993	3,993	3,839
	£1,530	£98,753	£100,283	£99,274

11. Governance costs

	Total 2023 £	Total 2022 £
Wages and salaries	1,250	1,250
Annual review	575	575
Audit fees	2,168	2,014
	£3,993	£3,839

12. Net income/(expenditure)

	Total 2023 £	Total 2022 £
This is stated after charging:		
Auditor's remuneration	£2,168	£2,014

13. Staff costs

	Total 2023 £	Total 2022 £
Staff salaries	82,483	54,454
Social Security costs	1,327	-
Pension costs	1,252	916
Other staff costs	524	1,343
	£85,586	£56,713

No full-time and 5 part-time (2022: no full-time and 4 part-time) staff were employed by the Charity on average during the year. No employee received emoluments of more than £60,000 (2022 : Nil).

Average number of employees during the year was 4 (2022 : 4).

14. Debtors

	Total 2023 £	Total 2022 £
Payments in advance	3,007	3,195
Accrued income	3,021	13,763
	£6,028	£16,958

15. Creditors: Amounts falling due within one year

	Total 2023 £	Total 2022 £
Taxation and Social Security	2,077	634
Other creditors and accruals	11,859	13,117
	£13,936	£13,751

16. Analysis of net assets between funds

2023	Unrestricted Funds General £	Unrestricted Funds Designated £	Restricted Funds £	Total Funds £
Current assets	391,421	-	9,395	400,816
Current liabilities	(13,936)	-	-	(13,936)
	£377,485	£Nil	£9,395	£386,880

Comparative information for the previous financial year is as follows:

2022	Unrestricted Funds General £	Unrestricted Funds Designated £	Restricted Funds £	Total Funds £
Current assets	270,659	-	15,423	286,082
Current liabilities	(13,751)	-	-	(13,751)
	£256,908	£Nil	£15,423	£272,331

17. Reserves

2023	1 April 2022 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2023 £
Restricted Funds					
Specific Donations Funds					
Refurbishment	-	3,000	(1,728)	-	1,272
Breast cancer counselling	7,800	5,000	(12,800)	-	-
Telephone counselling	-	-	-	-	-
Family counselling	4,781	-	-	-	4,781
First aid course	-	1,500	(1,000)	-	500
Car park refurbishment	500	-	-	-	500
Other funds	84	-	-	-	84
Members' outings	2,258	-	-	-	2,258
Joyful spirit workshops	-	-	-	-	-
	£15,423	£9,500	£(15,528)	£Nil	£9,395
Unrestricted Funds					
Undesignated					
Accumulated fund	256,908	345,402	(224,825)	-	377,485
Total Reserves	£272,331	£354,902	£(240,353)	£Nil	£386,880

Comparative information for the previous financial year is as follows:

17. Reserves

2022	1 April 2021 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2022 £
Restricted Funds					
Specific Donations Funds					
Refurbishment	8,078	-	(9,611)	1,533	-
Breast cancer counselling	4,000	4,800	(1,000)	-	7,800
Telephone counselling	-	1,000	(1,000)	-	-
Family counselling	4,781	-	-	-	4,781
Fire system upgrade	1,533	-	-	(1,533)	-
Car park refurbishment	500	-	-	-	500
Other funds	84	-	-	-	84
Members' outings	2,258	-	-	-	2,258
Joyful spirit workshops	2,795	1,771	(4,566)	-	-
	£24,029	£7,571	£(16,177)	£Nil	£15,423
Unrestricted Funds					
Undesignated					
Accumulated fund	254,119	185,381	(182,592)	-	256,908
Total Reserves	£278,148	£192,952	£(198,769)	£Nil	£272,331

18. Trustee Remuneration and Expenses

No trustee received any remuneration or expenses during the year and the previous year.

19. Key Management Personnel Remuneration

The total amount of employee benefits received by these key management personnel was £40,670 (2022 : £35,261).

Under FRS 102, employee benefits includes gross salary, benefits in kind, employers national insurance and employers pension contributions.

20. Taxation

The company is registered with the Charity Commissioners No: 1011509 and as such is exempt from taxation on its charitable activities.

21. Lease commitments

The company has a long term lease commitment with Tesco Stores Limited which terminates in December 2036 and provides for the rent free use of its premises in Purley, Surrey.

SOUTH EAST CANCER HELP CENTRE LIMITED

England & Wales - Charity number 1011509

Accounts

SOUTH EAST CANCER HELP CENTRE LIMITED

Registered Company No: 2702689
(A company limited by Guarantee)

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

MYRUS SMITH
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

SOUTH EAST CANCER HELP CENTRE LIMITED

DIRECTORS'/TRUSTEES' REPORT

31 MARCH 2022

Reference and Administrative details

Current Directors/Trustees

Mrs J Mollett	(Chairman)
Cllr Y Hopley	(Vice Chairman)
Mr D Mollett	(Company Secretary)
Mr PWJ Mills	(Treasurer)
Mr A Barranco	
Mr R Waller	
Mr M Tubbs	
Mrs C Rees	
Mrs Z S Hossain (Resigned 14.12.21)	

Registered Office

2 Purley Road, Tesco Development
Purley, Surrey
CR8 2HA

Bankers

Lloyds Bank Plc
Caterham, Surrey

Auditor

Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

Registered Charity No: 1011509

Company No: 2702689

INDEX TO THE FINANCIAL STATEMENTS

Page	1 to 11	Directors'/Trustees' Report
	12 - 14	Independent Auditor's Report
	15	Statement of Financial Activities for the year ended 31 March 2022
	16	Balance Sheet at 31 March 2022
	17 - 23	Notes to Financial Statements

SOUTH EAST CANCER HELP CENTRE LTD
(Company No. 2702689)
(Charity No. 1011509)

DIRECTORS'/TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

The directors present their report and financial statements for the year ended 31 March 2022.

1. Structure, Governance and Management

The South East Cancer Help Centre ('SECHC or the Centre') is a Charitable Company limited by guarantee and governed by a Memorandum & Articles of Association dated 1 April 1992 as amended by a Trustees' Resolution of 13 September 2006.

Organisational Structure

The Board of the company meets quarterly but delegates the routine management of the company to an Executive Committee. The Executive Committee normally meets monthly and comprises the four officers of the company, one other director and the Administrators.

The Company Secretary, Treasurer and one other director form a Finance Sub-Committee, which meets as necessary to monitor financial performance in detail. In addition, there is a Marketing Sub-Committee and IT Sub-Committee. Other ad-hoc sub-committees are formed as required.

Directors
The current directors, shown on the preceding page all served throughout the year, except for those as stated.

Directors are encouraged to have such training as is necessary and appropriate to their experience and requirements. This is provided through the CS Skills Centre or similar organisations.

Related Parties / Wider networks
We have no direct financial link with other organisations but are involved in a number of networking arrangements as described in Partnerships and working relationships.

Risk management
The directors consider that the company is exposed to a number of significant risks. The nature of these risks and the method of dealing with them are described below:

a. Donor income

Risk

The Centre's income is largely dependent upon the generosity of donors. Should charitable trusts, local companies or individuals who support the Centre be unable or unwilling to continue to do so, income could fall.

Solution

This risk is countered by putting in place a systematic, professional approach to fundraising, including the employment of experienced fundraisers with back-up volunteer help. Our funds are raised from a wide variety of sources, which results in our being less exposed to a reduction from any one or even a group of supporters. Also, the Centre seeks to maintain sufficient reserves to enable services to be maintained throughout any period of income downturn.

b. Our staff

Risk

Should any of our staff decide to leave the Centre would experience a period of difficulty and be exposed to the risk of delay in engaging a suitable replacement.

Risk management / cont

Solution

This risk is countered by having a substantial team of longstanding directors and volunteers with sufficient experience who could assist by taking on additional tasks until a replacement is found.

c. Premises

Risk

The Centre relies on the generosity of Tesco in providing our premises without cost. Should Tesco be unable or unwilling to continue with this arrangement, the Centre would have to seek alternative premises, which might only be achieved at considerable cost and would place a considerable strain on our financial resources.

Solution

A good relationship has been developed and maintained with Tesco who have given every indication that this relationship is a long term one. A new lease contract has been agreed with Tesco that extended the lease by around 22 years to December 2036.

d. Volunteers

Risk

The Centre relies on the support of a large number of volunteers who give their time or services at no cost as directors/trustees and general volunteers covering a wide range of skills. Any sudden reduction in the number of people willing to give their time would constitute a risk to the services the Centre can offer.

Solution

This risk is mitigated by adopting an organised, professional approach to the management of volunteers. One of the key roles of the Administrators is to focus on the recruitment, training, development, and job satisfaction of volunteers. We continue to apply the principles of Investing in Volunteers and are committed to apply this high standard to the management and development of our volunteers.

e. Safeguarding vulnerable adults and children

Risk

The Centre provides complementary group and one-to-one therapies for adults affected by cancer. Family counselling, where young children may be present and individual counselling is offered to children and young people, generally over 12 years old. All those affected by cancer are vulnerable due to their potential physical and psychological dependence on those providing services to them and due to the involvement of others from whom they might seek advice and comfort.

Solution

Our charity maintains and regularly reviews our Safeguarding policy and other procedures aimed at mitigating and addressing these risks. The vulnerability of our client group is a high priority in the establishment of our policies and procedures. Staff and volunteers are subject to DBS checks where necessary. Most one-to-one meetings are conducted by qualified professional therapists or counsellors. Children under 18 must be accompanied by a responsible adult at all times.

2. Vision, Mission, Aims and Activities

Vision

Our vision is to be the leading independent provider of cancer support services in our area and to be known to all new patients diagnosed with cancer, in order that they and their family receive the support they need.

Mission

Our mission is to provide complementary therapies, counselling and other therapeutic activities, within a caring friendly environment resourced primarily by volunteers, to help anyone affected by cancer cope with their situation.

Aims

To offer the highest standard of service provision in the form of individual and group support by only employing qualified therapists with considerable experience to work with our members.

To attract and retain volunteers who will play an essential and mutually beneficial role in the running of the Centre and who want to make a significant difference to the lives of other people.

Work closely with GP hubs, Social Prescribing Boards and Clinical Commissioning Groups to ensure we reach all residents in the borough and increase their knowledge of our support and available services.

Public benefit

The activities that we carry out are described below. These activities are undertaken to meet our objectives and aims and to further our charitable purposes for the public benefit.

In setting and reviewing our objectives and aims, and in planning and carrying out our activities, we have due regard to the public benefit guidance published by the Charity Commission.

Opening hours

During the period 1 April 2021 to 31 March 2022 the Centre Headquarters located in Purley has continued to offer its services during the restrictions of Covid-19 and variants every weekday from 9.00am to 1.00pm. In February 2022 the Centre began to open for some full days and opened 5 full days per week from May 2022.

Activities

The Centre's activities during the year were initially limited to providing a range of remote support for various groups and individual members using Zoom. In September face-to-face sessions re-started in addition to the remote support. This included group therapy activities provided by 7 therapists including Joyful Spirit, Pilates, Tai Chi, Gentle Yoga and a Skincare Masterclass. Cancer support groups were organised by 4 group leaders including Bowel, Ovarian, Prostate and Breast cancer. Individual counselling sessions were provided by 10 counsellors together with 5 therapists providing massage, aromatherapy and reflexology,

As the CUH Macmillan services were closed during the 12 months due to Covid-19 and variants together with the Croydon Wellness Centre, SECHC was not required to provide any staff during this period.

Our therapists and counsellors are fully qualified members of their relevant professional associations, which ensures that they meet or exceed agreed standards and that they are insured to practice.

Activities / cont

The therapists are also registered with the Complementary and Natural Healthcare Council, the regulatory body endorsed by the NHS which agrees and oversees minimum standards. All our therapists and counsellors receive regular supervision and as an organisation we work within the guidelines of the British Association of Counsellors and Psychotherapists (BACP).

Support groups

Information

A wide range of information and leaflets are available covering many forms of cancer, the impact of the illness and how to find further help and information, which people may take away with them. In addition, members can borrow books, videos and CDs relevant to the various complementary therapies and activities that we offer.

Therapeutic Arts

The value of complementary therapies and counselling in cancer care is now widely acknowledged and the Centre is proud to have local NHS recognition. Our range of therapies, support and counselling services complement any conventional treatment and are not an alternative. We believe that by using our services, people can improve their health and well-being during a difficult time in their lives. The ever-growing Arts in Health movement fully endorses the provision of the Therapeutic Arts in organisations providing health care, thus validating the long-standing provision of such activities at the Centre.

Promotions and Community Links

We continued to network and establish new relationships with the local community including businesses, Purley HUB, schools, churches, volunteer centres, NHS Trusts and other support centres, to bring our services to the attention of those who could benefit from them. Press releases are regularly sent to local newspapers, magazines and online newspapers. The press releases generally cover major events such as Paint Purley Purple, personal stories about how the Centre has helped members and any new services being offered by SECHC.

In addition, we have developed our use of social media to provide up-to-date information about our fundraising activities and events and at the same time promote the services offered at the Centre to a wide and varied audience. Our usage of social media has expanded during the last 12 months and is attracting increasing levels of interest.

Partnerships and working relationships

In November 2019 SECHC and Croydon BME Forum began discussing a new collaboration for the provision of our counselling services from their new Wellness Centre located on the 1st Floor of the Whitgift Centre in Central Croydon. This opened in the first week of March 2020, however, due to Covid restrictions imposed later in March, the Wellness Centre remained closed until 2022. We began discussions to return our counselling service to the Wellness Centre and restarted our services in June 2022. One of our Counsellors who was working at the Wellness Centre until it closed, has continued to provide counselling services by phone and video from SECHC during this same period.

Similarly, our therapists working at the Macmillan Unit in Croydon University Hospital (CUH) were advised the unit would remain closed until 31 March 2022. However, we were able to restart providing services at the Hospital in April 2022.

Partnerships and working relationships / cont

We have very good working relationships with other local hospices and hospitals including St. Christopher's Hospice, St. George's Hospital and the Royal Marsden Hospital (RMH) together with Maggie's Centres as well as hospitals further afield including Epsom and St. Helier Hospitals, University College London, Guy's Hospital London and Queen Mary's Sidcup, all of whom distribute our leaflets to their patients. A number of our members have been referred to SECHC by these hospitals.

Our longstanding relationship with RMH means that most of the clinical areas include our literature in their packs for people both at the start and end of their treatment plans and along with our leaflets, details of our support groups are on display at the hospital's Patient Advice and Liaison Service (PALS).

Although fundraising has proved difficult this year, we have been engaging with local shops and businesses who have supported various fundraising initiatives. During the Covid-19 and variants shutdown, although external events were negligible, our fundraisers created opportunities via social media and by using remote access that were well supported. Remote events were also organised by business supporters, including Bolt Burdon Kemp, Diane's Hair & Beauty Salon, Purley BID, FSB Insurance and others.

Staff and Volunteers

At 31 March 2022 there were four paid members of staff, comprising of two part-time Centre administrators and two part-time fundraisers.

We work closely with Croydon and Tandridge Voluntary Centre, who are invaluable in referring people interested in volunteering with us, as well as providing a range of workshops that include attracting and retaining volunteers. Our volunteer roles are also applied for via social media and our website. Volunteers are essential to the successful operation of the Centre and to support the small number of employed staff.

As at 31 March 2022 we had 69 regular volunteers registered, however only a few were invited to participate in the Centre operations during the year until our activities and opening hours started to increase. Our Trustees, have continued to provide a range of support, including general assistance, administration and professional expertise, to ensure the Centre maintains the highest standards. The Centre's commitment to supporting, training, developing and motivating its staff and volunteers is continuous and includes ongoing supervision and review.

Policies

The Centre continues to develop a wide-ranging set of policy documents which guide its management and help focus staff and volunteers on relevant legal requirements and best practice. Subjects covered include Data Protection, Privacy Policy, Safeguarding, Confidentiality, Diversity and Equal Opportunities, Investments and Reserves, Health and Safety, Complaints and Grievance and a number of other policies. There are 26 in operation. Each policy is kept under regular review by the Executive Committee and changes are reported to the Trustees.

Health and Safety

High standards of health and safety are of paramount importance for all attending the Centre. A comprehensive Health and Safety (H&S) policy statement is reviewed annually by the Executive Committee. All H&S incidents are recorded using an Accident/Incident Form, and this data is filed and kept secure. There were no accidents or incidents recorded during the year ended 31 March 2022.

3. Achievements and Performance Targets

The Centre set a range of operational objectives to be completed during the 2021/2022 financial year with Key targets being set and monitored by the Executive Committee in the following areas:

3.1 To maximise the services provided to our users within the restrictions of Covid-19

Shortly after Covid restrictions were first announced in March 2020, the Centre quickly changed its normal face-to-face operations to providing services remotely via Zoom. The remote services continued throughout 2020 until September 2021 when face-to-face services were also started and these continued through March 2022 and beyond, with the Centre progressively opened to full-time operations in May 2022.

3.2 To ensure staff at the Centre were adequately protected by PPE and other measures

As the Centre deals with members who are vulnerable, it was essential that PPE was provided to all staff attending the Centre including face masks, gloves, hand sanitisers and partitions between staff. A detailed office procedure was issued in line with government guidance and advice to all staff, volunteers and trustees. This advised of social distancing rules, handwashing good practice, safe working space, use of equipment, restrictions on office numbers and visitor procedures with admittance by appointment only.

3.3 To attract adequate funding

During the second year of dealing with the effects of Covid-19 or variants, the Centre's usual event fundraising activities were prevented from taking place and as a result fundraising income was significantly reduced. This was also affected by the difficulty in recruiting fundraisers due to the high demand for these particular skills and the high levels of general vacancies in the market place.

During the year ended 31 March 2022 SECHC experienced the following membership and activity levels at our Purley Centre. Comparable figures for last year ended 31 March 2021 are shown in brackets and normally these would also include the services that SECHC provides to the CUH Macmillan Centre in Croydon and also the Whitgift Wellness Centre during the year. However, as these two Croydon Centres have both remained closed until around March 2022 due to Covid-19 or variants, SECHC were unable to provide outreach services from these locations.

3.4 83 (44) new members joined the Centre during the last 12 months to 31 March 2022, representing an 89% increase compared to the previous year although this still remains substantially below the pre-Covid figure of around 285 new members joining each year. The lack of new members has therefore, directly caused the reduction in total membership registrations shown in 3.5 below and reflects to some degree the concerns of potential members about being infected by Covid-19 or variants, but more significantly, the well-publicised backlog the NHS has in identifying new patients with cancer continues to impact new membership. Most of SECHC's new members are recently diagnosed, or within 12 months of diagnosis and many existing Members leave each year as they move into remission and are encouraged to leave the Centre and move on with their lives.

3.5 There was a total of 304 members registered with SECHC at 31 March 2022 as compared to (366) members at 31 March 2021 and 659 members at 31 March 2020. This represents a reduction of around 17% in membership levels over the last 12 months and is caused by the dramatic reduction in new members joining as described in 3.4 above.

3.6 1331 (1681) individual one-to-one remote and face-to-face counselling or therapy sessions show a decrease of around 21% due to the ongoing effects of Covid-19 or variants that preventing many members from visiting the Centre.

3.7 261 (393) group sessions show a decrease of around 33% from last year. This again is due to the ongoing effects of Covid-19 or variants restrictions whereby 75% of sessions were held remotely by Zoom and only 25% were held face-to-face.

Achievements and Performance Targets / cont

3.8 12 (13) different services as described under activities on pages 3 and 4, show a small reduction due to the lower attendance levels.

4. Financial Review

The year ended 31 March 2022 continued to be impacted by the Covid19 pandemic. Our main Centre at Purley reopened in September 2021 with reduced capacity to ensure health and safety but our facilities at Croydon University Hospital and the new Wellness Centre in Central Croydon remained closed throughout the year under review. We also maintained our limited services to members through telephone counselling or by on-line group sessions keeping a lifeline available to all members not able to come into the Centre.

The support we benefited from through Government grants in the prior year was not repeated in the current year and we were also not able to carry out as many fundraising activities as we would have liked, thus limiting the number of events and both had a severe impact on our income.

Hence due to the continued disruption, the results for the year show that income declined markedly but expenditure increased compared with the previous year as our operations began to get back towards normal levels. Our income amounted to £192,952 (2020/21: £232,825) and our expenditure was £198,769 (2020/21: £180,275) resulting in a deficit for the year of £5,817 compared to a surplus for the previous year of £52,550.

Income

Our income of £192,952 compares with income last year of £232,825.

Income traditionally comes from voluntary funding sources including our members, Charitable Trusts and Foundations, legacies and donations from other individuals and organisations. We also raise money from various events organised by our Community Fundraiser and groups and businesses in the area. Details are shown in the Statement of Financial Activities.

Due to the on-going closure of the Purley Centre, income from new membership and contributions to therapies decreased sharply as did community fundraising as activities, fetes and sponsored events continued to be put on hold. Donations from Charitable Trusts also declined compared to previous years reflecting the general uncertainties caused by the Covid 19 pandemic. We did, however receive a significant amount in legacy receipts.

Expenditure

Our expenditure this year rose to £198,769 compared with £180,275 in the prior year as running costs increased due to the re-opening of the Purley Centre to supplement our telephone and on-line activities.

Patient support costs were, however, still much reduced on pre-pandemic levels due to the low level of new members coming to the Centre but we expect these will increase over the coming months as enquiries from potential new members has started to rise again. Administrative and accommodation expenditure also increased as the opening hours at The Centre were extended towards full capacity as was the range of activities offered to our members.

The majority of our expenditure during the year continued to be on the charitable activities covered by our principal objectives. The remaining expenditure was incurred in fundraising activities and essential governance matters. Details are shown in the Statement of Financial Activities and Notes to the Financial Statements.

Assets

At 31 March 2022, our Net Assets amounted to £272,331 a decrease of £5,817 over the Net Assets held at 31 March 2021, being the deficit for the year. Details on the level of reserves held by the Company are set out below:

Reserves

The charity has the following reserves:

Restricted Funds

These are funds which may only be used for purposes specified by the donors. They amounted to £15,423 at 31 March 2022, a decrease compared with the previous year of £8,606. In the year, we received £7,571 in new donations largely towards therapy sessions for our members telephone counselling and breast cancer support, and we spent £16,177 on projects, mostly on the refurbishment of the Purley Centre, but also on telephone counselling and breast cancer support. It is anticipated that most of the remaining balance of these funds at the year-end will be spent by 31 March 2023.

Unrestricted Funds

The remaining funds, known as the Accumulated Fund, may be used at the discretion of the directors in furtherance of the general objectives of the Centre. The Accumulated Fund acts as a reserve fund to cover future expenditure. The Accumulated Fund at 31 March 2022 was £256,908 compared to an amount of £254,119 at 31 March 2021.

Reserves Policy

The Centre's Policy is to maintain the Accumulated Fund at no less than six months' budgeted unrestricted core expenditure for the following year. Unrestricted core expenditure is total expenditure less that which is covered by restricted funds or other specific identifiable income. This allows for the members, staff and volunteers to be assured of reasonable continuity of employment and services despite the unpredictable flow and scale of donations, legacies and monies raised through fundraising activities.

The Reserves Policy is reviewed annually after the end of the financial year and may be changed if appropriate. The current Policy was agreed by the Board at its meeting on 24 May 2022 and remains the same policy in place as for the previous year.

Level of reserves held

The Accumulated Fund at 31 March 2022 amounted to £256,908. Budgeted core expenditure for the year ending 31 March 2023 is £204,435 which reflects an on-going return to full capacity at all three locations. The Accumulated Fund was therefore still above the target limit of six months cover set in our Reserves Policy.

The Trustees regularly monitor the level of reserves carefully and are prepared to take appropriate action if the situation necessitates.

In order to achieve these aims, the Centre will:

1) Maintain sufficient funds in the bank current account to cover all short-term needs. In general, the balance should be kept between £10,000 and £20,000 though it may be necessary to exceed these parameters when appropriate.

Level of reserves held / cont

2) Place any surplus funds on deposit provided they meet the following criteria:

i Investments which the Trustees shall from time to time decide are appropriate in accordance with the terms of the Memorandum of Association and having regard to the content of the Charity Commission document CC 14 entitled "Investment of Charitable Funds: Basic Principles".

ii. Such deposits should be with widely recognised responsible financial institutions which are covered by the FSCS guarantee scheme for amounts up to £85,000.

iii. No such deposit will be above £85,000 with any one institution.

iv. Whilst the highest interest rate return possible should be sought, it must also be balanced against the creditworthiness of the provider - the highest rate is not necessarily the best rate for the Centre.

Deposits will be for terms, as determined by the Trustees having regard to both the short-term and long-term funding requirements of the Centre.

At 31 March 2022, as well as the Company's bank current account, the Centre had deposits with Metro Bank, United Trust Bank, Hampshire Trust Bank and COIF which were all at or below the FSCS guarantee.

The Trustees will consider all the investments to be made under 2) above and review this Policy on an annual basis after the end of each financial year and otherwise during the financial year if and when circumstances require them to do so.

The Policy was re-confirmed by the Board at its meeting on 24 May 2022 and it was agreed this policy be reviewed on an annual basis.

Investments and cash deposits held

Cash deposits held at 31 March 2022 principally comprised the following fixed rate investments:

United Trust Bank	2 yr fixed maturing in July 2023	£80,933
Hampshire Trust Bank	2 yr fixed maturing in November 2022	£15,000
Hampshire Trust Bank	2 yr fixed maturing in February 2023	£70,000

The Centre also has an on-call deposit with the Metro Bank which, at 31 March 2022 amounted to £75,789 and an at-call cash deposit with COIF of £707.

There is also a current account with Lloyds Bank for day to day funding requirements.

These arrangements were re-confirmed by the Board at its meeting on 24 May 2022 Interest is accrued on these deposits in the Accounts on a daily basis.

Statement of directors' responsibilities

The directors (who are also trustees of South East Cancer Help Centre Limited for the purposes of charity law) are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Statement of directors' responsibilities / cont

Company Law requires the directors 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2019 (FRS 102);
- Make judgements and estimates that are reasonably prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- Prepare financial statements on a going concern basis unless it is appropriate to presume that the charitable company will not continue in operation.

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

- In so far as the 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 to establish that the auditor is aware of that information.

5. Plans for the future

The core long-term objectives remain largely unchanged. These are to identify opportunities for increasing membership, maximising Centre usage and attracting adequate funding. This will require continuous promotional and marketing efforts to sustain and improve awareness of the services available.

We will continue to develop our services in line with the needs of our new and existing members and continue working in collaboration with local hospitals, GP hubs, Social Prescribing Boards, like minded organisations such as Maggie's and Penny Brohn.

As with many other organisations, the pandemic seriously restricted the provision of our normal range of services during the year, but full services were resumed in May 2022.

Our fundraising income remains of concern, given the financial impact of Covid and variants on many of the businesses that support us coupled with the dire economic forecast predicted for 2022 that will impact our regular income. Our immediate focus will be on strengthening our fundraising team in an attempt to maintain our previous income levels.

6. Thanks

Our thanks are extended to the many individuals who have supported the work of the Centre during the past extremely difficult year and to the local organisations that hold fundraising events on our behalf. Their generosity enables us to maintain the services we offer.

We are most grateful to Tesco for generously providing, free of charge, the Centre's excellent premises and for its continued efforts to support our activities in every way possible.

Thanks / cont

We wish to express our appreciation to all our volunteers who kindly provide their services free of charge. They give their time and talents in many different ways to make the Centre the friendly, informed and caring community it is. The time and effort given to ensure that the Centre continues to raise funds are also greatly appreciated.

The Centre is managed by a small team of paid staff. We are extremely grateful for their vital contribution to the running of the Centre over the year and acknowledge the generous commitment of their own time on so many occasions.

Our ability to offer a selection of services to members according to their personal needs and preferences is made possible only through the co-operation of the therapists and group leaders who bring dedication and expertise to the treatment of those people affected by cancer. We are most grateful to them for their contribution.

Zahura Sultana Hossain a Trustee, who directed the Art activities for the Centre, retired this year after three years of service. Zahura's commitment and enthusiasm for the arts are greatly appreciated by all her colleagues and friends at the Centre who offer her their very best wishes for the future.

This report which has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 applicable to small companies and also the provisions of the Statement of Recommended Practice (SORP) "Accounting and reporting by Charities", was approved by the Board on 12 7. 2022

Janice Mollett

J. Mollett Chairman

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

SOUTH EAST CANCER HELP CENTRE LIMITED

Opinion

We have audited the financial statements of South East Cancer Help Centre Limited (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception
In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

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 determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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 charitable company or to cease operations, or have no realistic alternative but to do so.

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

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:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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 on the Financial Reporting Council's website at: 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.

Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton
Surrey, SM1 4BW

13 Sep 2022

SOUTH EAST CANCER HELP CENTRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income					
Donations and grants	2	145,744	7,571	153,315	161,127
Charitable activities	3	20,345	-	20,345	25,968
Other trading activities	4	16,876	-	16,876	17,060
Investments	5	1,946	-	1,946	2,502
Government grants	6	470	-	470	26,168
Total		185,381	7,571	192,952	232,825
Expenditure					
Raising funds	7	32,937	-	32,937	28,655
Charitable activities	8	149,655	16,177	165,832	151,620
Total		182,592	16,177	198,769	180,275
Net income/(expenditure)	12	2,789	(8,606)	(5,817)	52,550
Transfers between funds		-	-	-	-
Net movement in funds		2,789	(8,606)	(5,817)	52,550
Reconciliation of funds					
Total funds brought forward	17	254,119	24,029	278,148	225,598
Total funds carried forward	17	£256,908	£15,423	£272,331	£278,148

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 form part of these financial statements

SOUTH EAST CANCER HELP CENTRE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022		2021	
		£	£	£	£
CURRENT ASSETS					
Debtors	14	16,958		5,089	
Cash on Deposit		242,459		251,656	
Cash at Bank		26,665		31,852	
		286,082		288,597	
CURRENT LIABILITIES					
Creditors – amounts falling due within one year	15	13,751		10,449	
					278,148
NET ASSETS	16		£272,331		£278,148
CHARITY FUNDS					
Restricted Funds	17		15,423		24,029
Unrestricted Funds	17		256,908		254,119
TOTAL FUNDS	17		£272,331		£278,148

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and were approved by the Board on 12.7. 2022 and signed on its behalf.

Jennifer Mollett

J. Mollett
Chairman

Peter W. Mills

P. W. J Mills
Treasurer

The notes form part of these financial statements.

1. ACCOUNTING POLICIES

General Information and basis of preparation

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

The charity is a company limited by guarantee and is registered in England and Wales. The members of the company are the Trustees. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

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

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Incoming resources represents income received by the organisation via fees, fundraising, subscriptions, donations, bequests, lunches and sundry items.

No amount is included in the financial statements for volunteer time in line with the SORP.

Donated facilities are included at an estimated value to the charity when it is practicable to do so.

The charity received government support through the Coronavirus Job Retention Scheme which is accounted for on the accrual model.

Expenditure recognition

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

- Costs of raising funds comprise those costs associated with attracting voluntary donations and grants.
- Expenditure on charitable activities which comprises mainly of the costs associated with the delivery of the various activities and services for the charity's beneficiaries.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on a basis appropriate to the circumstances.

1. **ACCOUNTING POLICIES**/ cont'd

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 the transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Fixed Assets

All tangible fixed assets are written off in the year in which the expenditure is incurred.

Pension Costs

The Charity operates a defined contribution pension scheme for the benefit of its employees. Contributions are charged to the Statement of Financial Activities in the year to which they relate.

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

2. **Donations and legacies**

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
	£	£	£	£
Donations	43,814	7,571	51,385	107,551
Legacies	48,000	-	48,000	2,000
Tax refunds	3,930	-	3,930	1,576
Gifts in kind – donated facilities	50,000	-	50,000	50,000
	£145,744	£7,571	£153,315	£161,127

Of the £161,127 recognised in 2021, £133,828 was unrestricted fund income and £27,299 was restricted fund income.

3. **Income from charitable activities**

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
	£	£	£	£
Membership subscriptions	10,745	-	10,745	11,825
Members contributions to therapies	9,600	-	9,600	14,143
	£20,345	£Nil	£20,345	£25,968

All of the £25,968 recognised in 2021 was unrestricted fund income.

4. Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income from social events	16,652	-	16,652	16,922
Other events:				
- Outings (crafts)	50	-	50	-
- Cinema club	-	-	-	12
Sale of miscellaneous	174	-	174	83
Sale of donated goods	-	-	-	43
	£16,876	£Nil	£16,876	£17,060

All of the £17,060 recognised in 2021 was unrestricted fund income.

5. Investment income

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Bank interest	£1,946	£Nil	£1,946	£2,502

All of the £2,502 recognised in 2021 was unrestricted fund income.

6. Government grants

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Business rates grant	-	-	-	25,000
Job Retention Scheme grant	470	-	470	1,168
	£470	£Nil	£470	£26,168

All of the £26,168 recognised in 2021 was unrestricted fund income.

7. Cost of raising funds

	Direct costs £	Support costs £	Total 2022 £	Total 2021 £
Fundraising activities	£31,407	£1,530	£32,937	£28,655

All of the £28,655 expenditure recognised in 2021 was charged to unrestricted funds.

8. Cost of charitable activities

	Direct costs £	Support costs £	Total 2022 £	Total 2021 £
Patient support services	£68,088	£97,744	£165,832	£151,620

Of the £151,620 expenditure recognised in 2021, £123,814 was charged to unrestricted funds and £27,806 was charged to restricted funds.

9. Analysis of direct costs

	Raising funds £	Charitable activities £	Total 2022 £	Total 2021 £
Wages and salaries	20,109	34,011	54,120	53,050
Other staff costs	-	1,343	1,343	2,087
Fundraising activities	11,298	-	11,298	1,429
Therapists and counsellors fees	-	32,528	32,528	41,094
Other patient support costs	-	206	206	-
Outings and event costs	-	-	-	(390)
	£31,407	£68,088	£99,495	£97,270

10. Analysis of support costs

	Raising funds £	Charitable activities £	Total 2022 £	Total 2021 £
Office costs	-	13,329	13,329	11,186
Donated rent free premises	1,250	48,750	50,000	50,000
Other premises costs	280	18,728	19,008	11,213
Capital improvements	-	11,297	11,297	4,988
Advertising and marketing	-	1,801	1,801	1,895
Governance costs (note 10)	-	3,839	3,839	3,723
	£1,530	£97,744	£99,274	£83,005

11. Governance costs

	Total 2022 £	Total 2021 £
Wages and salaries	1,250	1,250
Annual review	575	575
Audit fees	2,014	1,898
	£3,839	£3,723

12. Net income/(expenditure)

	Total 2022 £	Total 2021 £
This is stated after charging:		
Auditor's remuneration	£2,014	£1,898

13. Staff costs

	Total 2022 £	Total 2021 £
Staff salaries	54,454	53,319
Social Security costs	-	-
Pension costs	916	981
Other staff costs	1,343	2,087
	£56,713	£56,387

No full-time and 4 part-time (2021: no full-time and 3 part-time) staff were employed by the Charity on average during the year. No employee received emoluments of more than £60,000 (2021 : Nil).

Average number of employees during the year was 4 (2021 : 3).

14. Debtors

	Total 2022 £	Total 2021 £
Payments in advance	3,195	3,773
Accrued income	13,763	1,316
	£16,958	£5,089

15. Creditors: Amounts falling due within one year

	Total 2022 £	Total 2021 £
Taxation and Social Security	634	483
Other creditors and accruals	13,117	9,966
	£13,751	£10,449

16. Analysis of net assets between funds

	Unrestricted Funds		Restricted Funds	Total Funds
	General £	Designated £	£	£
2022				
Current assets	270,659	-	15,423	286,082
Current liabilities	(13,751)	-	-	(13,751)
	£256,908	£Nil	£15,423	£272,331

Comparative information for the previous financial year is as follows:

	Unrestricted Funds		Restricted Funds	Total Funds
	General £	Designated £	£	£
2021				
Current assets	264,568	-	24,029	288,597
Current liabilities	(10,449)	-	-	(10,449)
	£254,119	£Nil	£24,029	£278,148

17. Reserves

2022	1 April 2021 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2022 £
Restricted Funds					
Specific Donations Funds					
Refurbishment	8,078	-	(9,611)	1,533	-
Breast cancer counselling	4,000	4,800	(1,000)	-	7,800
Telephone counselling	-	1,000	(1,000)	-	-
Family counselling	4,781	-	-	-	4,781
Fire system upgrade	1,533	-	-	(1,533)	-
Car park refurbishment	500	-	-	-	500
Other funds	84	-	-	-	84
Members' outings	2,258	-	-	-	2,258
Joyful spirit workshops	2,795	1,771	(4,566)	-	-
	£24,029	£7,571	£(16,177)	£Nil	£15,423
Unrestricted Funds					
Undesignated					
Accumulated fund	254,119	185,381	(182,592)	-	256,908
Total Reserves	£278,148	£192,952	£(198,769)	£Nil	£272,331

Comparative information for the previous financial year is as follows:

17. Reserves

2021	1 April 2020 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2021 £
Restricted Funds					
Specific Donations Funds					
Refurbishment	8,078	-	-	-	8,078
Breast cancer counselling	-	4,000	-	-	4,000
Wellness centre, Croydon	-	5,149	(5,149)	-	-
Telephone counselling	400	17,150	(17,550)	-	-
Family counselling	4,781	-	-	-	4,781
Fire system upgrade	1,533	-	-	-	1,533
Car park refurbishment	500	-	-	-	500
Re IT upgrade project	4,081	-	(4,081)	-	-
Other funds	2,905	-	(26)	(2,795)	84
Members' outings	2,258	-	-	-	2,258
Joyful spirit workshops	-	-	-	2,795	2,795
Patient support	-	1,000	(1,000)	-	-
	£24,536	£27,299	£(27,806)	£Nil	£24,029
Unrestricted Funds					
Undesignated					
Accumulated fund	201,062	205,526	(152,469)	-	254,119
Total Reserves	£225,598	£232,825	£(180,275)	£Nil	£278,148

18. Trustee Remuneration and Expenses

No trustee received any remuneration or expenses during the year and the previous year.

19. Key Management Personnel Remuneration

The role of Centre Manager has been replaced in the main, during the year ended 31 March 2021, by a job-share arrangement comprising two persons with the title "Centre Co-ordinator".

The total amount of employee benefits received by these key management personnel was £35,261 (2021 : £14,843). In addition, in 2021, £12,481 in employee benefits was also received by the departing Centre Manager.

Under FRS 102, employee benefits includes gross salary, benefits in kind, employers national insurance and employers pension contributions.

20. Taxation

The company is registered with the Charity Commissioners No: 1011509 and as such is exempt from taxation on its charitable activities.

21. Lease commitments

The company has a long term lease commitment with Tesco Stores Limited which terminates in December 2036 and provides for the rent free use of its premises in Purley, Surrey.

SOUTH EAST CANCER HELP CENTRE LIMITED

England & Wales - Charity number 1011509

Accounts

SOUTH EAST CANCER HELP CENTRE LIMITED

Registered Company No: 2702689
(A company limited by Guarantee)

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

MYRUS SMITH
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

SOUTH EAST CANCER HELP CENTRE LIMITED

FINANCIAL STATEMENTS

31 MARCH 2021

Current Directors/Trustees

Mrs J Mollett	(Chairman)
Cllr Y Hopley	(Vice Chairman)
Mr D Mollett	(Company Secretary)
Mr P W J Mills	(Treasurer)
Mr A Barranco	
Mr R Waller	
Mr M Tubbs	
Mrs C Rees	
Mrs Z S Hossain	

Registered Office

2 Purley Road, Tesco Development
Purley, Surrey
CR8 2HA

Bankers

Lloyds Bank Plc
Caterham, Surrey

Auditor

Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

Registered Charity No: 1011509

Company No: 2702689

INDEX TO THE FINANCIAL STATEMENTS

Page	1 to 11	Directors'/Trustees' Report
	12 - 14	Report of the Auditor
	15	Statement of Financial Activities for the year ended 31st March 2021
	16	Balance Sheet at 31st March 2021
	17 - 23	Notes to Financial Statements

SOUTH EAST CANCER HELP CENTRE LTD
(Company No. 2702689)
(Charity No. 1011509)

DIRECTORS/TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2021

The directors present their report and financial statements for the year ended 31 March 2021.

1. Structure, Governance and Management

The South East Cancer Help Centre ('SECHC or the Centre') is a Charitable Company limited by guarantee and governed by a Memorandum & Articles of Association dated 1 April 1992 as amended by a Trustees' Resolution of 13 September 2006.

Organisational Structure
The Board of the company meets quarterly but delegates the routine management of the company to an Executive Committee. The Executive Committee normally meets monthly and comprises the four officers of the company, one other director and the Administrators.

The Company Secretary, Treasurer and one other director form a Finance Sub-Committee, which meets as necessary to monitor financial performance in detail. In addition there is a Marketing Sub-Committee and IT Sub-Committee. Other ad-hoc sub-committees are formed as required.

Directors
The current directors, shown on the preceding page all served throughout the year, except for those as stated.

Directors are encouraged to have such training as is necessary and appropriate to their experience and requirements. This is provided through the CS Skills Centre or similar organisations.

Related Parties / Wider networks
We have no direct financial link with other organisations but are involved in a number of networking arrangements as described in Partnerships and working relationships.

Risk management
The directors consider that the company is exposed to a number of significant risks. The nature of these risks and the method of dealing with them are described below:

a. Donor income

Risk

The Centre's income is largely dependent upon the generosity of donors. Should charitable trusts, local companies or individuals who support the Centre be unable or unwilling to continue to do so, income could fall.

Solution

This risk is countered by putting in place a systematic, professional approach to fundraising, including the employment of experienced fundraisers with back-up volunteer help. Our funds are raised from a wide variety of sources, which results in our being less exposed to a reduction from any one or even a group of supporters. Also, the Centre seeks to maintain sufficient reserves to enable services to be maintained throughout any period of income downturn.

b. Our staff

Risk

Should any of our staff decide to leave the Centre would experience a period of difficulty and be exposed to the risk of delay in engaging a suitable replacement.

Solution

This risk is countered by having a substantial team of longstanding directors and volunteers with sufficient experience who could assist by taking on additional tasks until a replacement is found.

Risk management/cont'd

c. Premises

Risk

The Centre relies on the generosity of Tesco plc in providing our premises without cost. Should Tesco be unable or unwilling to continue with this arrangement, the Centre would have to seek alternative premises, which might only be achieved at considerable cost and would place a considerable strain on our financial resources.

Solution

A good relationship has been developed and maintained with Tesco who have given every indication that this relationship is a long term one. A new lease contract has been agreed with Tesco that extended the lease by around 22 years to December 2036.

d. Volunteers

Risk

The Centre relies on the support of a large number of volunteers who give their time or services at no cost as directors/trustees and general volunteers covering a wide range of skills. Any sudden reduction in the number of people willing to give their time would constitute a risk to the services the Centre can offer.

Solution

This risk is mitigated by adopting an organised, professional approach to the management of volunteers. One of the key roles of the Administrators is to focus on the recruitment, training, development, and job satisfaction of volunteers. We continue to apply the principles of Investing in Volunteers and are committed to apply this high standard to the management and development of our volunteers.

e. Safeguarding vulnerable adults and children

Risk

The Centre provides complementary group and one-to-one therapies for adults affected by cancer. Family counselling, where young children may be present and individual counselling is offered to children and young people, generally over 12 years old. All those affected by cancer are vulnerable due to their potential physical and psychological dependence on those providing services to them and due to the involvement of others from whom they might seek advice and comfort.

Solution

Our charity maintains and regularly reviews our Safeguarding policy and other procedures aimed at mitigating and addressing these risks. The vulnerability of our client group is a high priority in the establishment of our policies and procedures. Staff and volunteers are subject to DBS checks where necessary. Most one to one meetings are conducted by qualified professional therapists or counsellors. Children under 18 must be accompanied by a responsible adult at all times.

2. Vision, Mission, Aims and Activities

Vision

Our vision is to be the leading independent provider of cancer support services in our area and to be known to all new patients diagnosed with cancer, in order that they and their family receive the support they need.

Mission

Our mission is to provide complementary therapies, counselling and other therapeutic activities, within a caring friendly environment resourced primarily by volunteers, to help anyone affected by cancer cope with their situation.

Aims

To offer the highest standard of service provision in the form of individual and group support by only employing qualified therapists with considerable experience to work with our members.

To attract and retain volunteers who will play an essential and mutually beneficial role in the running of the Centre and who want to make a significant difference to the lives of other people.

Work closely with GP hubs, Social Prescribing Boards and Clinical Commissioning Groups to ensure we reach all residents in the borough and increase their knowledge of our support and available services.

Public benefit

The activities that we carry out are described below. These activities are undertaken to meet our objectives and aims and to further our charitable purposes for the public benefit.

In setting and reviewing our objectives and aims, and in planning and carrying out our activities, we have due regard to the public benefit guidance published by the Charity Commission.

Opening hours

During April 2020 to 31st March 2021 the Centre Headquarters located in Purley has offered its services during the restrictions of Covid every weekday from 9.00am to 1.00pm.

Activities

The Centre activities during the year have been limited to providing a wide range of remote support for various groups and individual members using Zoom. This included group therapy activities provided by 7 therapists including Joyful Spirits, Pilates, Tai Chi, Gentle Yoga and Skincare Masterclass together with Cancer support groups organised by 4 group leaders including Bowel, Ovarian and Prostate cancer, in addition 10 counsellors provided individual counselling sessions to our members

As the CUH Macmillan services were closed during the 12 months due to Covid together with the Croydon Wellness Centre, SECHC was not required to provide any staff during this period.

Our therapists and counsellors are fully qualified members of their relevant professional associations, which ensures that they meet or exceed agreed standards and that they are insured to practice.

The therapists are also registered with the Complementary and Natural Healthcare Council, the regulatory body endorsed by the NHS which agrees and oversees minimum standards. All our therapists and counsellors receive regular supervision and as an organisation we work within the guidelines of the British Association of Counsellors and Psychotherapists (BACP).

Support groups

Information

A wide range of information and leaflets are available covering many forms of cancer, the impact of the illness and how to find further help and information, which people may take away with them. In addition, members can borrow books, videos and CDs relevant to the various complementary therapies and activities that we offer.

Therapeutic Arts

The value of complementary therapies and counselling in cancer care is now widely acknowledged and the Centre is proud to have local NHS recognition. Our range of therapies, support and counselling complement any conventional treatment and are not an alternative. We believe that by using our services, people can improve their health and well-being during a difficult time in their lives. The ever-growing Arts in Health movement fully endorses the provision of the Therapeutic Arts in organisations providing health care, thus validating the long-standing provision of such activities at the Centre. We are fortunate to have Zahura Sultana Hossain, an established artist, as a Trustee and Director responsible for the development of our artistic activities. Zahura organises visits, exhibitions and a variety of art projects for our members.

Promotions and Community Links

We continued to network and establish new relationships with the local community including businesses, Purley HUB, schools, churches, volunteer centres, NHS Trusts and other support centres, to bring our services to the attention of those who could benefit from them. Press releases are regularly sent to local newspapers and magazines, online newspapers and local tv news programmes. The press releases generally cover major events such as Paint Purley Purple, personal stories about how the Centre has helped members and any new services being offered by SECHC.

In addition, we have developed our use of social media to provide up-to-date information about our fundraising activities and events and at the same time promote the services offered at the Centre to a wide and varied audience. Our usage of social media expanded during the last 12 months and is attracting increasing levels of interest.

Partnerships and working relationships

In November 2019 SECHC and Croydon BME Forum began discussing a new collaboration for the provision of our counselling services from their new Wellness Centre located on the 1st Floor of the Whitgift Centre in Central Croydon. This opened in the first week of March 2020, however, due to Covid restrictions imposed later in March, the Wellness Centre temporarily closed and at 31st March 2021 the unit remained closed. One of our Counsellors who was working at the Wellness Centre until it closed, has continued to provide counselling services by phone and video from SECHC during this same period.

Similarly, our therapists working at the Macmillan Unit in Croydon University Hospital (CUH) were advised the unit would close until further notice and at 31st March 2021 the unit remained closed.

We have very good working relationships with other local hospices and hospitals including St. Christopher's Hospice, St. George's Hospital and the Royal Marsden Hospital (RMH), as well as hospitals further afield including Epsom and St. Helier Hospitals, University College London, Guy's Hospital London and Queen Mary's Sidcup, all of whom distribute our leaflets to their patients. A number of our members have been referred to SECHC by these hospitals.

Partnerships and working relationships/cont'd...

Our longstanding relationship with RMH means that most of the clinical areas include our literature in their packs for people both at the start and end of their treatment plans and along with our leaflets, details of our support groups are on display at the hospital's Patient Advice and Liaison Service (PALS).

We have been extremely successful in engaging with local shops and businesses who have supported various fundraising initiatives. During the Covid shutdown, although external events were negligible, our fundraisers created opportunities via social media and by using remote access that were well supported. Remote events were also organised by business supporters, including Bolt Burdon Kemp, Diane's Hair & Beauty Salon, Purley BID and others.

Staff and Volunteers

At the 31st March 2021 there were five paid members of staff, comprising of two part-time administrators, two part-time fundraisers and one Saturday morning receptionist.

We work closely with Croydon and Tandridge Voluntary Centre, who are invaluable in referring people interested in volunteering with us, as well as providing a range of workshops that include attracting and retaining volunteers. Our volunteer roles are also applied for via social media and our website. Volunteers are essential to the successful operation of the Centre and to support the small number of employed staff.

As at 31st March 2021 we had 69 regular volunteers registered, however only a few were invited to participate in the Centre operations during the year. Our 9 Trustees, have continued to provide a range of support, including general assistance, administration and professional expertise, to ensure the Centre maintains the highest standards. The Centre's commitment to supporting, training, developing and motivating its staff and volunteers is continuous and includes ongoing supervision and review.

Policies

The Centre continues to develop a wide-ranging set of policy documents which guide its management and help focus staff and volunteers on relevant legal requirements and best practice. Subjects covered include Data Protection, Privacy Policy, Safeguarding, Confidentiality, Diversity and Equal Opportunities, Investments and Reserves, Health and Safety, Complaints and Grievance and a number of other policies. There are 26 in operation. Each policy is kept under regular review by the Executive Committee and changes are reported to the Trustees.

Health and Safety

High standards of health and safety are of paramount importance for all attending the Centre. A comprehensive Health and Safety (H&S) policy statement is reviewed annually by the Executive Committee. All H&S incidents are recorded using an Accident/Incident Form, and this data is filed and kept secure. There were no accidents or incidents recorded during the year ended 31st March 2021.

3. Achievements and Performance

Targets

The Centre set a range of operational objectives to be completed during the 2020/2021 financial year. Key targets were set and monitored by the Executive Committee in the following areas

3.1 To maximise the services provided to our users within the restrictions of Covid.

The Centre remained closed due to the onset of Covid, for around 6 weeks from late March 2020 until 4th May 2020 when an experienced staff member, as a Key Worker, started full time attendance at the Centre to better co-ordinate activities and to allow access to the Centre for essential visitors.

The Centre operations were already prepared to continue providing services remotely when Covid restrictions were announced. This included offering a range of on-line support activities, so avoiding any direct person to person contact. Around 184 Individual Counselling or Reiki sessions were provided each month by remote appointments and also on average 75 individuals each month attending remote group sessions for either Relaxation, Mindfulness, Pilates, Tai Chi or Gentle Yoga.

3.2 To ensure staff at the Centre were adequately protected by PPE and other measures.

PPE was provided to all staff attending the Centre including face masks, gloves, hand sanitisers and partitions between staff. A detailed office procedure was issued in line with government guidance and advice to all staff, volunteers and trustees. This advised of social distancing rules, handwashing good practice, safe working space, use of equipment, restrictions on office numbers and visitor procedures with admittance by appointment only.

3.3 To attract adequate funding.

The Centre's usual event fundraising activities were prevented from taking place and the emphasis was placed on Trust Income and supporter donations. Government funding was extremely helpful and this resulted in our financial status remaining solid for the year end.

Performance

During the year ended 31st March 2021 SECHC experienced the following activity levels at our Purley Centre.

Comparable figures for last year ended 31st March 2020 are shown in brackets and normally these would also include the services that SECHC provides to the CUH Macmillan Centre in Croydon and also the Whitgift Wellness Centre during the year. However, as these two Croydon Centres both closed in March 2020 due to Covid and remain closed at 31st March 2021 no services were provided.

3.4 1681 (4097) individual one-to-one remote counselling or therapy sessions show a decrease of around 59% due to the effects of Covid preventing any members from visiting the Centre.

3.5 393 (689) group sessions show a decrease of around 43% due to the closure of SECHC in-house services and only remote services being offered mostly by Zoom.

3.6 13 (47) different services as described under activities on pages 3 and 4, show a reduction of around 72 % due to the closure of SECHC in-house services involving member participation.

Performance/cont'd...

3.7 There was a total of 366 members registered with SECHC at 31st March 2021 as compared to 659 members at 31st March 2020. This represents a reduction of around a 44% in membership levels over the last 12 months and was caused by the dramatic reduction in new members joining as described in 3.8 below. Typically, around 250 members leave the Centre each year as their cancer moves into remission and they choose to move on with their lives.

3.8 44 (285) new members joined the Centre during the last 12 months to 31st March 2021, representing an 85% reduction compared to the previous year. The lack of new members has also directly caused the reduction in total membership registrations shown in 3.7 above and reflects to some degree the concerns of potential members being infected by Covid, but more significantly, the well-publicised backlog the NHS has in identifying new patients with cancer has impacted the figures. Most of SECHC's new members would be recently diagnosed, or within 12 months of diagnosis. As a result, new members, both patients and their carers have dramatically reduced during the year.

4. Financial Review

The year ended 31st March 2021 was severely impacted by the Covid19 pandemic. Following Government guidance and legislation, our main Centre at Purley remained closed throughout the financial year under review as was our activity at Croydon University Hospital and the new Wellness Centre in Central Croydon but we were able to offer limited services to members either through telephone counselling or by on-line group sessions where it was practicable to do so.

Due to this disruption, the results for the year show an untypical position in that income declined but expenditure declined even more when compared with the previous year due to the lack of activity. Our income totalled £232,825 (2019/20: £241,464) and our expenditure was £180,275 (2019/20: £260,762) resulting in a surplus for the year of £52,550 compared to a deficit for the previous year of £19,298.

Income

Our income of £232,825 compares with income last year of £241,464.

Income traditionally comes from voluntary funding sources including our members, Charitable Trusts and Foundations, legacies and donations from other individuals and organisations. We also raise money from various events organised by our Community Fundraiser and groups and businesses in the area. Details are shown in the Statement of Financial Activities.

Due to the temporary closure of the Purley Centre, income from new membership and contributions to therapies decreased sharply as did community fundraising as activities, fetes and sponsored events were put on hold. However, the decline was offset, in great part, by contributions from the membership, local individuals and businesses as well as a national government grant.

Expenditure

Our expenditure of £180,275 reflected a significant decrease in activity compared with a spend of £260,762 last year.

Our running costs for the Centre fell around 50% though our staff remained occupied with administration and fundraising where possible ensuring that services and communications with our membership and other supporters were well maintained.

Expenditure/cont'd...

The majority of our expenditure during the year continued to be on the charitable activities covered by our principal objectives. The remaining expenditure was incurred in fundraising activities and essential governance matters. Details are shown in the Statement of Financial Activities, including Note 2.

Assets

At 31st March 2021, our Net Assets amounted to £278,148 a rise of £52,550 over the Net Assets held at 31st March 2020, being the surplus for the year. Details on the level of reserves held by the Company are set out below:

Reserves

The charity has the following reserves:

Restricted Funds

These are funds which may only be used for purposes specified by the donors. They amounted to £24,029 at 31st March 2021, a slight decrease compared with the previous year but reflected a lot of change in the make-up of this reserve. In the year, we received £27,299 in new donations mainly towards therapy sessions for our members; telephone counselling and breast cancer support and we spent £27,806 on projects, mostly on the telephone counselling but also the conclusion of our IT upgrades at the Centre. It is anticipated that most of the balance of these funds at the year-end will be spent by 31st March 2022.

Unrestricted Funds

The remaining funds, known as the Accumulated Fund, may be used at the discretion of the directors in furtherance of the general objectives of the Centre. The Accumulated Fund acts as a reserve fund to cover future expenditure. The Accumulated Fund at 31st March 2021 was £254,119 compared to an amount of £201,062 at 31st March 2020.

Reserves Policy

The Centre's Policy is to maintain the Accumulated Fund at no less than six months' budgeted unrestricted core expenditure for the following year. Unrestricted core expenditure is total expenditure less that which is covered by restricted funds or other specific identifiable income. This allows for the members, staff and volunteers to be assured of reasonable continuity of employment and services despite the unpredictable flow and scale of donations, legacies and monies raised through fundraising activities.

The Reserves Policy is reviewed annually after the end of the financial year and may be changed if appropriate. The current Policy was agreed by the Board at its meeting on 25th May 2021 and remains the same policy in place as for the previous year.

Level of reserves held

The Accumulated Fund at 31st March 2021 amounted to £254,119. Budgeted core expenditure for the year ending 31st March 2022 is £168,025 which is much lower than it would normally be as a result of the Centre remaining closed until the partial reopening in September 2020. The Accumulated Fund was therefore still above the target limit of six months cover set in our Reserves Policy.

The Trustees are monitoring the level of reserves carefully and are prepared to take appropriate action if the situation necessitates.

Level of reserves held/cont'd...

In order to achieve these aims, the Centre will:

1) Maintain sufficient funds in the bank current account to cover all short-term needs. In general, the balance should be kept between £10,000 and £20,000 though it may be necessary to exceed these parameters when appropriate.

2) Place any surplus funds on deposit provided they meet the following criteria:

   i. Investments which the Trustees shall from time to time decide are appropriate in accordance with the terms of the Memorandum of Association and having regard to the content of the Charity Commission document CC 14 entitled "Investment of Charitable Funds: Basic Principles.

   ii. Such deposits should be with widely recognised responsible financial institutions which are covered by the FSCS guarantee scheme for amounts up to £85,000.

   iii. No such deposit will be above £85,000 with any one institution.

   iv. Whilst the highest interest rate return possible should be sought, it must also be balanced against the creditworthiness of the provider – the highest rate is not necessarily the best rate for the Centre.

Deposits will be for terms, as determined by the Trustees having regard to both the short-term and long-term funding requirements of the Centre.

At 31st March 2021, as well as the Company's bank current account, the Centre had deposits with Metro Bank, United Trust Bank, Hampshire Trust Bank and COIF which were all below the FSCS guarantee. The Centre's deposits with UTB had exceeded the FSCS guarantee at the beginning of the financial year but was re-financed in December 2020 to bring the overall exposure to this bank below the guarantee limit,

The Trustees will consider all the investments to be made under 2) above and review this Policy on an annual basis after the end of each financial year and otherwise during the financial year if and when circumstances require them to do so.

The Policy was re-confirmed by the Board at its meeting on 25th May 2021 and it was agreed this policy be reviewed on an annual basis.

Investments and cash deposits held

Cash deposits held at 31st March 2021 principally comprised the following fixed rate investments;

United Trust Bank	2 yr fixed maturing in Jul 2021	£79,346
Hampshire Trust Bank	2 yr fixed maturing in November 2022	£15,000
Hampshire Trust Bank	2 yr fixed maturing in February 2023	£70,000

The Centre also has an on-call deposit with the Metro Bank which, at 31st March 2021 amounted to £80,599 and an at-call cash deposit with COIF of £6,706.

There is also a current account with Lloyds Bank for day to day funding requirements.

These arrangements were re-confirmed by the Board at its meeting on 25th May 2021

Interest is accrued on these deposits in the Accounts on a daily basis.

Statement of directors' responsibilties

The directors (who are also trustees of South East Cancer Help Centre Limited for the purposes of charity law) are responsible for preparing the Directors' 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 directors 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2019;
- Make judgements and estimates that are reasonably prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- Prepare financial statements on a going concern basis unless it is appropriate to assume that the charitable company will not continue in operation.

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

- In so far as the 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 to establish that the auditor is aware of that information.

5. Plans for the future

The core long term objectives remain unchanged. These are to identify opportunities for increasing membership, maximising Centre usage and attracting adequate funding. This will require continuous promotional and marketing efforts to sustain and improve awareness of the services available.

We will continue to develop our services in line with the needs of our new and existing members and continue working in collaboration with GP hubs, Social Prescribing Boards, like minded organisations such as Maggie's and Penny Brohn.

As with many other organisations, the pandemic seriously restricted the provision of our normal range of services during the year, but the large number of on-line remote counselling and therapy sessions to support our members will continue until normal services can start to resume.

Our key staff will continue to work at our Purley Centre, handling administration, our members' needs, enquiries from the public and planning for a gradual reopening of the Centre when it is safe to do so. The Centre reopened in September 2021 on a limited basis and activities will be extended towards full capacity, hopefully over the next six months, when it is appropriate and safe to do so.

Our fundraising income is of concern, given the financial impact of Covid on many of the businesses that support us coupled with the restrictions that are placed on the usual fundraising events that are essential to maintain a regular income. As restrictions are lifted, we are mindful that the members of our Centre are very vulnerable and must be fully protected whilst Covid is still prevalent.

6. Thanks

Our thanks are extended to the many individuals who have supported the work of the Centre during the past extremely difficult year and to the local organisations that hold fundraising events on our behalf. Their generosity enables us to maintain the services we offer.

We are most grateful to Tesco for generously providing, free of charge, the Centre's excellent premises and for its continued efforts to support our activities in every way possible.

We wish to express our appreciation to all our volunteers who kindly provide their services free of charge. They give their time and talents in many different ways to make the Centre the friendly, informed and caring community it is. The time and effort given to ensure that the Centre continues to raise funds are also greatly appreciated.

The Centre is managed by a small team of paid staff. We are extremely grateful for their vital contribution to the running of the Centre over the year and acknowledge the generous commitment of their own time on so many occasions.

Our ability to offer a selection of services to members according to their personal needs and preferences is made possible only through the co-operation of the therapists and group leaders who bring dedication and expertise to the treatment of those people affected by cancer. We are most grateful to them for their contribution.

This report which has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 applicable to small companies was approved by the Board on 9th November 2021.

J. Mollett Chairman

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

SOUTH EAST CANCER HELP CENTRE LIMITED

Opinion
We have audited the financial statements of South East Cancer Help Centre Limited (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

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

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

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception
In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

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 determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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 charitable company or to cease operations, or have no realistic alternative but to do so.

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

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:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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 on the Financial Reporting Council's website at: 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.

Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton
Surrey, SM1 4BW

9th November 2021

SOUTH EAST CANCER HELP CENTRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Income					
Donations and grants	2	133,828	27,299	161,127	150,261
Charitable activities	3	25,968	-	25,968	42,945
Other trading activities	4	17,060	-	17,060	44,079
Investments	5	2,502	-	2,502	4,179
Government grants	6	26,168	-	26,168	-
Total		205,526	27,299	232,825	241,464
Expenditure					
Raising funds	7	28,655	-	28,655	58,822
Charitable activities	8	123,814	27,806	151,620	201,940
Total		152,469	27,806	180,275	260,762
Net income/(expenditure)	12	53,057	(507)	52,550	(19,298)
Transfers between funds		-	-	-	-
Net movement in funds		53,057	(507)	52,550	(19,298)
Reconciliation of funds					
Total funds brought forward	17	201,062	24,536	225,598	244,896
Total funds carried forward	17	£254,119	£24,029	£278,148	£225,598

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 form part of these financial statements

SOUTH EAST CANCER HELP CENTRE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021		2020	
		£	£	£	£
CURRENT ASSETS					
Debtors	14	5,089		5,963	
Cash on Deposit		251,656		211,055	
Cash at Bank		31,852		18,724	
		288,597		235,742	
CURRENT LIABILITIES					
Creditors – amounts falling due within one year	15	10,449		10,144	
			278,148		225,598
NET ASSETS	16		£278,148		£225,598
CHARITY FUNDS					
Restricted Funds	17		24,029		24,536
Unrestricted Funds	17		254,119		201,062
TOTAL FUNDS	17		£278,148		£225,598

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and were approved by the Board on 9th November 2021 and signed on its behalf.

J. Mollett
Chairman

P. W. J Mills
Treasurer

The notes form part of these financial statements.

1. ACCOUNTING POLICIES

General Information and basis of preparation

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

The charity is a company limited by guarantee. The members of the company are the Trustees. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

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

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Incoming resources represents income received by the organisation via fees, fundraising, subscriptions, donations, bequests, lunches and sundry items.

No amount is included in the financial statements for volunteer time in line with the SORP.

Donated facilities are included at an estimated value to the charity when it is practicable to do so.

The charity received government support through the Coronavirus Job Retention Scheme which is accounted for on the accruals basis.

Expenditure recognition

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

- Costs of raising funds comprise those costs associated with attracting voluntary donations and grants.
- Expenditure on charitable activities which comprises mainly of the costs associated with the delivery of the various activities and services for the charity's beneficiaries.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on a basis appropriate to the circumstances.

1. **ACCOUNTING POLICIES**/ cont'd

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 the transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Fixed Assets

All tangible fixed assets are written off in the year in which the expenditure is incurred.

Pension Costs

The Charity operates a defined contribution pension scheme for the benefit of its employees. Contributions are charged to the Statement of Financial Activities in the year to which they relate.

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

2. **Donations and legacies**	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
	£	£	£	£
Donations	80,252	27,299	107,551	121,010
Legacies	2,000	-	2,000	6,000
Tax refunds	1,576	-	1,576	3,251
Gifts in kind – donated facilities	50,000	-	50,000	20,000
	£133,828	£27,299	£161,127	£150,261

Of the £150,261 recognised in 2020, £139,841 was unrestricted fund income and £10,420 was restricted fund income.

3. **Income from charitable activities**	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
	£	£	£	£
Membership subscriptions	11,825	-	11,825	21,710
Members contributions to therapies	14,143	-	14,143	21,235
	£25,968	£Nil	£25,968	£42,945

All of the £42,945 recognised in 2020 was unrestricted fund income.

4. Other trading activities	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Income from social events	16,922	-	16,922	36,128
Other events - Healthy lunches	-	-	-	3,754
- Christmas lunch	-	-	-	1,320
- Hire of room	-	-	-	970
- Outings	-	-	-	570
- Outings (crafts)	-	-	-	470
- Cinema club	12	-	12	248
Sale of miscellaneous	83	-	83	408
Sale of donated goods	43	-	43	211
	£17,060	£Nil	£17,060	£44,079

All of the £44,079 recognised in 2020 was unrestricted fund income.

5. Investment income	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Bank interest	£2,502	£Nil	£2,502	£4,179

All of the £4,179 recognised in 2020 was unrestricted fund income.

6. Government grants	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Business rates grant	25,000	-	25,000	-
Job Retention Scheme grant	1,168	-	1,168	-
	£26,168	£Nil	£26,168	£Nil

7. Cost of raising funds	Direct costs £	Support costs £	Total 2021 £	Total 2020 £
Fundraising activities	£27,125	£1,530	£28,655	£58,822

All of the £58,822 expenditure recognised in 2020 was charged to unrestricted funds.

8. Cost of charitable activities	Direct costs £	Support costs £	Total 2021 £	Total 2020 £
Patient support services	£70,145	£81,475	£151,620	£201,940

Of the £201,940 expenditure recognised in 2020, £191,078 was charged to unrestricted funds and £10,862 was charged to restricted funds.

9. Analysis of direct costs

	Raising funds £	Charitable activities £	Total 2021 £	Total 2020 £
Wages and salaries	25,696	27,354	53,050	61,796
Other staff costs	-	2,087	2,087	1,848
Fundraising activities	1,429	-	1,429	25,998
Therapists and counsellors fees	-	41,094	41,094	89,553
Other patient support costs	-	-	-	1,704
Costs of healthy lunches	-	-	-	3,633
Cost of Christmas lunch	-	-	-	1,514
Outings and event costs	-	(390)	(390)	5,131
	£27,125	£70,145	£97,270	£191,177

10. Analysis of support costs

	Raising funds £	Charitable activities £	Total 2021 £	Total 2020 £
Office costs	-	11,186	11,186	16,559
Donated rent free premises	1,250	48,750	50,000	20,000
Other premises costs	280	10,933	11,213	25,639
Capital improvements	-	4,988	4,988	1,050
Advertising and marketing	-	1,895	1,895	1,928
Governance costs (note 10)	-	3,723	3,723	4,409
	£1,530	£81,475	£83,005	£69,585

11. Governance costs

	Total 2021 £	Total 2020 £
Wages and salaries	1,250	1,250
Annual review	575	575
Professional fees	-	486
Audit fees	1,898	2,098
	£3,723	£4,409

12. Net income/(expenditure)

This is stated after charging:

	Total 2021 £	Total 2020 £
Auditor's remuneration	£1,898	£2,098

13. Staff costs

	Total 2021 £	Total 2020 £
Staff salaries	53,319	61,296
Social Security costs	-	1,577
Pension costs	981	1,193
Other staff costs	2,087	828
	£56,387	£64,894

No full-time and 3 part-time (2020: 1 full-time and 2 part-time) staff were employed by the Charity on average during the year. No employee received emoluments of more than £60,000.

14. Debtors

	Total 2021 £	Total 2020 £
Payments in advance	3,773	3,155
Other debtors	1,316	2,808
	£5,089	£5,963

15. Creditors: Amounts falling due within one year

	Total 2021 £	Total 2020 £
Taxation and Social Security	483	1,396
Other creditors and accruals	9,966	8,748
	£10,449	£10,144

16. Analysis of net assets between funds

	Unrestricted Funds		Restricted Funds	Total Funds
	General £	Designated £	£	£
2021				
Current assets	264,568	-	24,029	288,597
Current liabilities	(10,449)	-	-	(10,449)
	£254,119	£Nil	£24,029	£278,148

Comparative information for the previous financial year is as follows:

	Unrestricted Funds		Restricted Funds	Total Funds
	General £	Designated £	£	£
2020				
Current assets	211,206	-	24,536	235,742
Current liabilities	(10,144)	-	-	(10,144)
	£201,062	£Nil	£24,536	£225,598

17. **Reserves**

2021	1 April 2020 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2021 £
Restricted Funds					
Specific Donations Funds					
Refurbishment	8,078	-	-	-	8,078
Breast cancer counselling	-	4,000	-	-	4,000
Wellness centre, Croydon	-	5,149	(5,149)	-	-
Telephone counselling	400	17,150	(17,550)	-	-
Family counselling	4,781	-	-	-	4,781
Fire system upgrade	1,533	-	-	-	1,533
Car park refurbishment	500	-	-	-	500
Re IT upgrade project	4,081	-	(4,081)	-	-
Other funds	2,905	-	(26)	(2,795)	84
Members' outings	2,258	-	-	-	2,258
Joyful spirit workshops	-	-	-	2,795	2,795
Patient support	-	1,000	(1,000)	-	-
	£24,536	£27,299	£(27,806)	£Nil	£24,029
Unrestricted Funds					
Undesignated					
Accumulated fund	201,062	205,526	(152,469)	-	254,119
Total Reserves	£225,598	£232,825	£(180,275)	£Nil	£278,148

Comparative information for the previous financial year is as follows:

2020	1 April 2019 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2020 £
Restricted Funds					
Specific Donations Funds					
Refurbishment	8,078	-	-	-	8,078
Defibrillator	1,000	-	(1,000)	-	-
Nutrition workshops	477	-	(477)	-	-
Telephone counselling	-	400	-	-	400
Family counselling	5,207	-	(426)	-	4,781
Fire system upgrade	1,533	-	-	-	1,533
Bereavement counselling	-	4,800	(4,800)	-	-
Car park refurbishment	500	-	-	-	500
Re IT upgrade project	4,081	-	-	-	4,081
Other funds	110	4,220	(1,425)	-	2,905
Members' outings	3,992	1,000	(2,734)	-	2,258
	£24,978	£10,420	£(10,862)	£Nil	£24,536
Unrestricted Funds					
Undesignated					
Accumulated fund	219,918	231,044	(249,900)	-	201,062
Total Reserves	£244,896	£241,464	£(260,762)	£Nil	£225,598

A full description of the Reserves and their usage is given in the Directors' Report.

18. Trustee Remuneration

No trustee received any remuneration or expenses during the year.

19. Key Management Personnel Remuneration

The total amount of employee benefits received by key management personnel was £12,481 (2020 : £32,862).

Under FRS 102, employee benefits includes gross salary, benefits in kind, employers national insurance and employers pension contributions.

20. Taxation

The company is registered with the Charity Commissioners No: 1011509 and as such is exempt from taxation on its charitable activities.

21. Lease commitments

The company has a long term lease commitment with Tesco Stores Limited which terminates in December 2036 and provides for the rent free use of its premises in Purley, Surrey.