

CANCER SUPPORT UK (CSUK)

England & Wales · Charity number 1105703

Details

Other names	CANCER RECOVERY FOUNDATION UK, BREAST CANCER PARTNERSHIP, CHILDREN'S CANCER RECOVERY PROJECT
Status	Registered
Legal form	Charitable company
Company number	05048319
Registered	2004-09-02
Register	View on the Charity Commission register

Contact

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Cancer Support UK
The Old Church
89B Quicks Road
London
SW19 1EX

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Website www.cancersupportuk.org

Activities

Objects: 1. TO RELIEVE SICKNESS AND ADVANCE EDUCATION, INCLUDING IN PARTICULAR (WITHOUT LIMITATION TO THE GENERALITY OF THE FOREGOING) IN RELATION TO THE PROVISION OF SERVICES AND RESOURCES TO MEET THE MEDICAL, EMOTIONAL, PSYCHOLOGICAL, SPIRITUAL AND OTHER NEEDS OF INDIVIDUALS AS AN HOLISTIC APPROACH TO PREVENT AND TREAT CANCER; AND 2. TO RELIEVE POVERTY AND ECONOMIC HARDSHIP ASSOCIATED WITH THE EXPERIENCE OF CANCER.

Activities: CANCER SUPPORT UK* PROVIDES PRACTICAL & EMOTIONAL SUPPORT TO PEOPLE WITH CANCER, DURING & AFTER THE TREATMENT PERIOD. WE SUPPORT PEOPLE WITH ALL KINDS OF CANCER ACROSS THE UK. OUR SERVICES, INCL OUR TELEPHONE SUPPORT GROUPS & CANCER KITS, ARE DESIGNED & DELIVERED BY PEOPLE WHO HAVE EXPERIENCED CANCER THEMSELVES TO IMPROVE THE EXPERIENCE OF OTHERS.*Formerly known as Cancer Recovery Foundation

Classification

- **How:** Provides Services, Other Charitable Activities
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, The General Public/mankind

Geography

- **Area of benefit:** THROUGHOUT THE WORLD.
- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£539,851	£767,721	£34,123	7
2023-12-31	£769,369	£689,233	£261,993	6
2022-12-31	£551,034	£763,822	£181,857	6
2021-12-31	£567,544	£830,041	£394,645	8
2020-12-31	£1,104,949	£637,602	£657,142	6

Trustees

Name	Role	Appointed
Bryan Marcus		2022-08-01
Dr Jeanette Sundberg		2024-08-30
Julia Emma Dawson		2020-09-21
Lisa Delaney		2022-02-04
Sarita Yaganti		2019-03-25

CANCER SUPPORT UK (CSUK)

England & Wales - Charity number 1105703

Accounts

ANNUAL REPORT 2024



**Report of the Trustees and unaudited financial
statements for the year ended 31 December 2024**

Grant Harrod Lerman Davis LLP
Chartered Accountants
1st Floor, Healthaid House
Marlborough Hill
Harrow
Middlesex HA1 1UD

Registered Company Number: 05048319 (England and Wales)
Registered Charity Number: 1105703

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CHAIR'S REPORT



BRYAN MARCUS

Chair, Cancer Support UK

2024 was a positive year for Cancer Support UK, making further progress against its strategic goals. In response to high levels of user satisfaction and growing demand for its free services, the Trustees took the conscious decision to utilise a significant proportion of the Charity's reserves to increase the number of people it could support.

As a consequence, the Charity was able to deliver a record number of Cancer Kits, and, through its Cancer Coach and Cancer Compass services, support more individuals dealing with a cancer diagnosis.

In parallel, the Charity extended its outstanding Workplace Training to a wider range of clients and built valuable partnerships with a number of commercial and charitable organisations.

Along with the majority of the charitable sector, Cancer Support UK experienced reduced donations from individuals and grant giving organisations, when compared to 2023.

As a consequence, the Charity took a number of decisions during the second half of the year to further diversify fundraising sources, and to reduce overheads, which would benefit financial performance in 2025.

The Trustees remain fully committed to ensuring that the Charity, through its wellbeing services and by sharing its expertise with NHS Trusts and corporate clients, delivers on its vision of 'creating a kinder world for those impacted by cancer'.

We would therefore like to thank the Cancer Support UK team for their energy and enthusiasm, and to our many volunteers, our Ambassadors, our donors and our grant providers, whose continuing support ensures we can respond to the many people who seek our help.

60,000

This year, we provided practical and emotional support, training, and guidance to around **60,000** people affected by cancer - whether personally or in their workplace.

CEO'S REPORT



MARK GUYMER
CEO Cancer Support UK

Cancer Support UK began 2024 in a strong financial position, with three ambitious goals to reach by the end of 2025: to make 10,000 free Cancer Coach places available, provide 1,900 Kids' Cancer Kits, and train 10,000 Workplace Cancer Support Ambassadors. I'm proud to say we achieved all three targets a full year early, thanks to the dedication and expertise of our team. Plus we have continued to operate a robust policy on expenditure to ensure the charity maintains its stable footing.

Cancer Coach has grown beyond its original six-session peer-led format to include new options tailored to individual needs. In 2024, 84% of participants reported feeling less lonely and isolated after just one session - a testament to the incredible work of our volunteer Cancer Coaches. We are deeply grateful for their contribution.

To extend our reach, we launched a digital version of Cancer Coach and the Focus Forwards webinar. As a result, participation grew from 317 in 2023 to 1,477 in 2024. Our emotional support tools, including Cancer Compass, also enabled us to reach an additional 50,000 people through our website.

Meanwhile, our much-loved Cancer Kits service delivered a record-breaking 4,839 kits. Through our Cuddles for Christmas campaign, we supported 2,200 children in 2024.

In the workplace, we delivered a third year of growth. We partnered with organisations across many sectors, including Barts Health NHS Trust, where 20,000 staff now have access to our e-learning support.

However, as 2024 ended, we faced increasing financial pressure due to wider economic conditions. To sustain our momentum into 2025, we must continue innovating.

We've taken a creative, cost-conscious approach to marketing, continually testing and learning across direct mail and digital channels..

We aim to grow Cancer Coach to support even more of the 175,000 people diagnosed annually, expand our Cancer Compass services to the 3.5 million living with cancer, and support the two million people who want to stay in work after diagnosis.

To all our supporters, thank you. From grant-making Trusts to our committed staff, volunteers and Trustees - your belief in our mission made this year's success possible.

1,477

People emotionally supported
via Cancer Coach in 2024

4,839

Cancer Kits delivered to people
receiving cancer treatment in 2024

20,000

NHS staff supported through
bespoke eLearning at Barts
Health NHS Trust

Creating a kinder world
for all those impacted by
cancer

20
24 A year
of
impact



£539,118

Income received from donations
and legacies



60,000

We provided practical & emotional
support, training & guidance to 60,000
people affected by cancer.



6.3M

In 2024, our organic social media posts
reached more than 6.3million people
with followers growing by 24.3%

Cancer Coach

4,713

Our Cancer Coach and
signposting services
supported 4,713 people in
2024.

10,000

Free places made available
through our new Cancer
Coach Services

Cancer Compass

50,000

Over 50,000 people in need of
specific cancer advice and
support accessed Cancer
Compass in 2024

Cancer Kits

4,839

Cancer kits sent to
individuals receiving
cancer treatment

2,200

Children supported
with Kids' Kits &
Cuddles bears

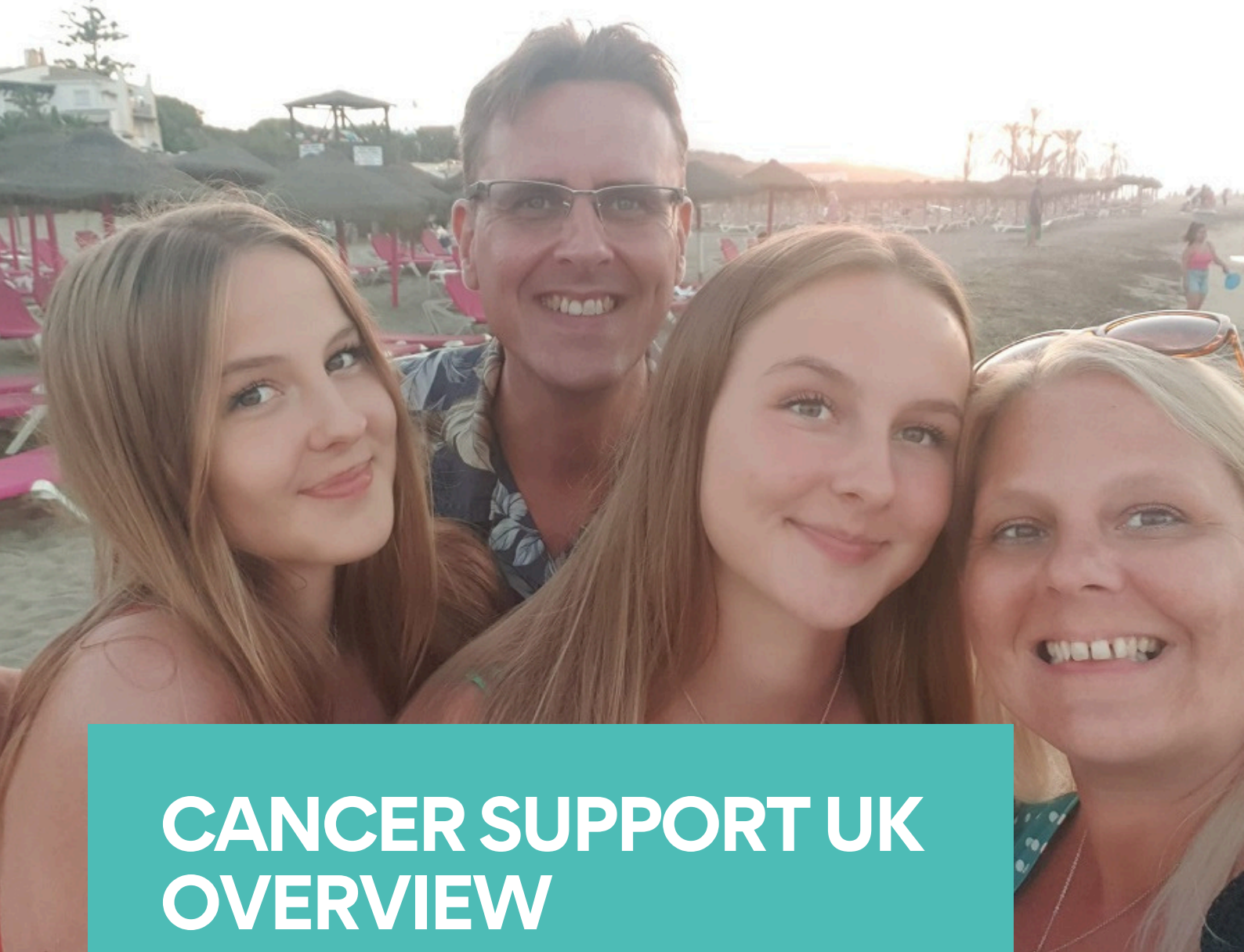
Workplace Cancer Support Training

50,000

Our programmes ensured that over
50,000 employees developed better
knowledge and understanding of cancer.

20,000

NHS staff supported through bespoke
eLearning at Barts Health NHS Trust



CANCER SUPPORT UK OVERVIEW

VISION

A kinder world for those impacted by cancer, where emotional support makes every day better.

MISSION

Every year, improve the lives of one million people affected by cancer.

COMMITMENTS DELIVERED

In 2023, we set ourselves the following three key objectives, to support our belief in creating a future world where those impacted by cancer should not suffer needlessly.

- Cancer Coach will be made available to 10,000 or more individuals who will benefit from FREE emotional support following their cancer treatment.
- Every one of the 1,900 children diagnosed with cancer in the UK will be provided with a FREE Kids' Cancer Kit
- By 2025 we will train over 10,000 'Workplace Cancer Support Ambassadors' ensuring that at least 1 million or more individuals impacted by cancer in the workplace can have the right conversations and feel supported to deliver better outcomes for all.

We are proud to announce that we have delivered each of those goals **ONE YEAR AHEAD** of schedule.



CANCER SUPPORT UK CORE SERVICES

CANCER KITS

Our free Cancer Kits provide practical and comforting items to support adults and children through cancer treatment. Developed by people with lived experience, the kits help ease side effects and emotional strain. We offer four types:

- Cancer Kits
- Chemo Kits
- Comfort Kits (age 65+)
- Kids' Kits

CANCER COACH

Cancer Support UK's Cancer Coach Service offers three free, confidential support options for anyone who has completed treatment for a primary (stage 3 or below) cancer diagnosis.

- Peer support groups – six weeks of guided group sessions by phone or video
- Cancer Coach Digital – self-paced online modules for flexible support
- Focus Forward – a one-hour Zoom workshop to help you move forward with confidence

WORKPLACE CANCER SUPPORT TRAINING

Using our Cancer Coach knowledge, we have developed a range of courses to ensure that everyone in the UK affected by cancer feels emotionally supported in the workplace. These courses include:

- Workplace Cancer Support Ambassador training
- Introduction to communicating about cancer
- Communicating about cancer workshop
- Online learning resources
- Vulnerable customer training

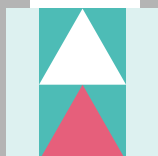


PERFORMANCE OVERVIEW

2024 was a year of unprecedented impact...

10,000

Places made available through new Cancer Coach services



2,000

Children with cancer supported



10,000

People supported in the workplace



It was only a few years ago that for every £120+ the charity spent it would provide a service to help someone. This year, with the evolution of new and impactful services, we can now say we are helping far more people for less than every £10 we spend. We are transitioning from a small National Charity, which used to only help a few thousand people each year to one that supports hundreds of thousands of individuals. This reflects the scale of the problem we are tackling and we should aim for nothing less.

1,477

People supported through Cancer Coach services vs 317 in 2023



1,759

People directed to appropriate support services through our Cancer Compass online emotional checker tool.

6,039

Cancer Kits & Cuddles bears sent to people receiving cancer treatment, supporting them at a difficult time in their lives.

50,000

Employees from partner organisations can now access our workplace cancer support training.

SERVICE ACHIEVEMENTS & PERFORMANCE

CANCER KITS #1

In 2024 we sent out 4,839 Cancer Kits across the UK (an increase of 38% from 2023). However during the year we had over 7,000 requests.

We work with many NHS trusts, community groups and local charities to ensure our Cancer Kits are going to the people that need them the most. The only criteria for receiving one of our Kits is that the person is receiving treatment for cancer.

In 2024 we sent out more than 1,000 Kids' Kits (a significant uplift over previous years), together with 1,200 Cuddles sensory bears, which means we supported over 2,200 children in that year.

Our Cancer Kits provide beneficiaries with the essential items they need during their treatment journey and help to ease the burden of finding the extra money needed to purchase them on what could be a very tight budget whilst helping also helping to relive boredom and ease pain during gruelling treatment sessions in hospital.



4,839

Total Cancer
Kits sent out



997

Cancer Kits



2,246

Chemo Kits



517

Comfort Kits



1,079

Kids' Kits

SERVICE ACHIEVEMENTS & PERFORMANCE

CANCER KITS #2

Research shows that 78% of people living with and beyond cancer have unmet emotional needs. That means in 2024 over 270,000 people needed extra support for their emotional and mental wellbeing after being diagnosed with cancer.

Feedback shows how our kits help improve the wellbeing of beneficiaries:

- Help ease loneliness and isolation as our beneficiaries feel like someone is thinking about them and that they care
- Ease the financial burden of buying essential items that are needed during treatment
- Help to reduce the impact of the side effects that come with cancer treatment
- Provide tools that will help make appointments and taking medication easier
- Help relieve boredom and stress whilst receiving treatment
- Provide comfort from pain
- Provide relief from the aches and pains of long days at hospital



We measure and can show the following positive impact delivered in 2024:



98%

of recipients
found the items
in their kit useful



99%

of recipients
found the kit
improved their
wellbeing



96%

of recipients
found the kit
helped them
feel supported
and less alone



83%

of recipients found
the kit helped to
ease the financial
burden of cancer

SERVICE ACHIEVEMENTS & PERFORMANCE CANCER KITS #3

What people with cancer and their families say about our cancer kits

➤ "It means so much"

I received the kit after I had been through two rounds of chemo. The items in the bag have been put together so thoughtfully, and to receive things that have been chosen to help me through the rest of my treatments has made me feel really supported. At a time when it is easy to feel alone it means so much to know that there are people who care and understand what it feels like to have cancer treatment. Thank you so much.

➤ "Absolutely overwhelmed"

I was absolutely overwhelmed by the amount and quality of items in the kit - it really cheered me at a time when things are not too good. The kit helped me feel less isolated and helped me financially. Thank you.

➤ "Full of thought & care"

Thank you for being there to offer these kits. I have been diagnosed with breast cancer for a second time in two years and life is a real struggle at the moment. Your kit means a lot to me. I have very little support from family and receiving my chemo kit meant a great deal. The gifts in the bag are so useful and full of thought and care. I take my bag to every chemo cycle.

➤ "The Kit was amazing"

The kit was amazing! My little boy loved his Kids' Kit! It was lovely to see him smile and we are so grateful and thankful. His favourite items were the lavender bunny who has been named Caramel and the fluffy socks, which have kept his feet warm in hospital. All really thoughtful things. Thank you!



"Just receiving the kit gave me such a boost - far more than I would have thought. It made me feel like people really do care."

"Everything in this kit had care and attention given. I would highly recommend it to others."

"Your kit helped me feel less isolated. The items were useful and helped me financially."

"The bunny has become my son's best friend during treatment."

"My daughter loved her rabbit and socks - all really thoughtful things."

"The yoyo and warming teddy were a hit - so useful for those sudden A&E trips during chemo."



Lucas' story

Lucas was just three years old when he was diagnosed with Acute Lymphoblastic Leukaemia (ALL). He received treatment at the Royal Victoria Infirmary (RVI) in Newcastle.

Amid the whirlwind of hospital stays, intense treatment schedules and emotional ups and downs, something special arrived for Lucas: a Kids' Cancer Kit from Cancer Support UK.

“ Lucas loved receiving the kit - it really cheered him up (and us too!). The contents were so thoughtful, with lots of things he could use in hospital stays. It meant so much to know that someone cared enough to try and make Lucas' life a little bit brighter in the hardest times.”

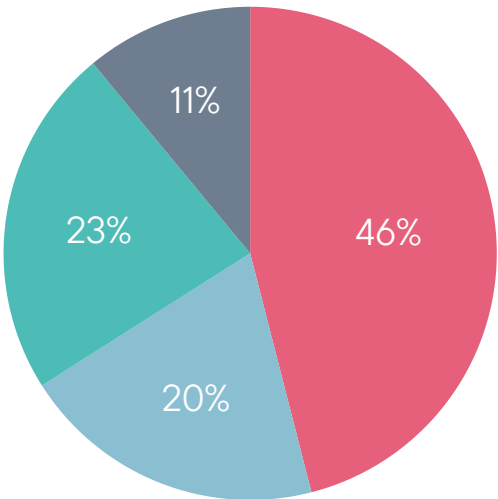
Sian. Lucas' mum



SERVICE ACHIEVEMENTS & PERFORMANCE

CANCER KITS #4

Type of kit ordered



Distribution of kits across the UK

We collect and analyse feedback from every Cancer Kit recipient, gathering key demographic and contextual information. This data helps us understand the diverse needs of those we support.

Hospitals supported with our kits

- Addenbrookes Hospital
- Alder Hey Children's Hospital Liverpool
- Beatson West of Scotland Cancer Centre
- Birmingham Women and Children's Hospital
- Bristol Royal Infirmary
- Castle Hill Hospital Hull (Teenage Cancer Unit)
- Eastbourne District General Hospital
- Families Together Service - Home From Hospital (Hull)
- Great North Children's Hospital Newcastle
- Helen and Douglas House Oxford
- Maidstone Hospital
- NWCC Altnagelvin Hospital
- Queen Elizabeth The Queen Mother Hospital Kent
- Queen Elizabeth University Hospital
- Royal Belfast Hospital
- Royal Hospital for Children & Young People Edinburgh
- Royal Marsden Hospital
- Royal Stoke University Hospital
- Scarborough Hospital
- Sheffield Children's Hospital
- Solihull Hospital
- St Georges Hospital Tooting
- The Treehouse – East Anglia's Children's Hospices
- University College London Hospitals
- University Hospital of Wales Cardiff
- University Hospital Southampton
- Worcestershire Royal Hospital

National kit distribution

Country	Kit distribution	Population
England	87%	84%
Scotland	7%	8%
Wales	4%	5%
Northern Ireland	2%	3%

Hospices have also benefited from our kits

- Zoe's Place Baby Hospice
- Candlelighters
- Francis House Children's Hospice
- Latch Welsh Children's Cancer Charity
- Childhood Cancer Parents Alliance
- Jessicas Sarcoma Awareness
- Bluebell Wood Children's Hospice
- Sunbeams - Rotherham Hospice
- Mind Over Cancer
- Help Harry Help Others

SERVICE ACHIEVEMENTS & PERFORMANCE

CANCER COACH #1

RAISING THE BAR - NEW DEVELOPMENTS IN CANCER COACH

This year, Cancer Support UK's Cancer Coach service continued to evolve in response to the complex and growing emotional support needs of people who have completed physical cancer treatment. Recognising that emotional recovery can be just as challenging as physical recovery, our team significantly expanded the scope and reach of Cancer Coach to make support more accessible, flexible and inclusive.

Originally based on a six-week peer support programme delivered via Zoom, Cancer Coach now includes two new services: Cancer Coach Digital, a fully self-paced online eLearning course and Cancer Coach Focus Forwards, a one-hour interactive Zoom session, which introduces participants to emotional recovery.



In addition, a downloadable Cancer Coach booklet was developed to provide interactive offline support - particularly useful for people who prefer not to join online groups. This remains in testing and is not yet publicly launched.

These developments allow Cancer Support UK to reach more people, more flexibly, in more ways - from tech-savvy younger adults balancing recovery and work, to older individuals who may be isolated, grieving, or unfamiliar with online platforms.

In 2024, we supported nearly five times as many people through Cancer Coach services than the previous year. We also continued to refine our referral pathways via our online wellbeing tool, Cancer Compass, ensuring individuals are matched with the right support for their emotional needs.

Looking ahead, our ambition is to continue growing this vital support network - helping thousands more people navigate life after cancer with confidence, care and compassion.

Cancer - the facts

200,000 People finish cancer treatment each year in the UK

78% of them have unmet emotional needs

85% report anxiety or loneliness post-treatment

Nearly 1 million of working age are living with cancer

750,000 people are caring for a loved one with cancer

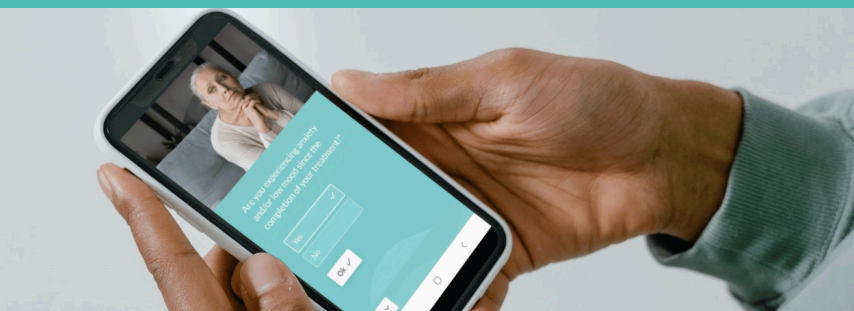
1,477

Total number of people supported in 2024
versus 317 in 2023 a 365% increase)



SERVICE ACHIEVEMENTS & PERFORMANCE CANCER COACH #2

Cancer Compass - helping people navigate emotional recovery



Cancer Support UK's free online emotional wellbeing checker tool – Cancer Compass – was launched to help the 1.7 million people living with or beyond cancer quickly identify what emotional support might benefit them most.

In under a minute, users answer a few simple questions and are then guided to the most appropriate support, including:

- Cancer Coach six-week programme
- Cancer Coach Digital and Focus Forwards sessions
- Free Cancer Kits for adults and children
- Signposting to other trusted charities and services

Cancer Compass ensures that no one has to figure out post-treatment recovery alone. It removes the guesswork and anxiety from the question “What help do I need – and where do I find it?”

The tool has been particularly valuable in reaching people who may not yet have acknowledged they need support, or who aren't sure how to start.

www.cancersupportuk.org/cancer-compass

Cancer Coach catch-ups - making a difference post group

We know that one of the main reasons people come to Cancer Coach is that they feel isolated and can feel adrift after the completion of treatment and the structure of appointments.

While feedback from the groups show that we are addressing these issues with the main six weeks, we recognised that the six weeks can be intensive and we didn't want to emulate that feeling of the structure being suddenly gone after the completion of the group.

So the catch ups provide a more gradual transition, allow people to revisit and reflect on the tools they have learned and keep connected. Catch ups (each lasting one and a half hours) are held at one, three and six month intervals after the completion of each Cancer Coach group.

Cancer Coach Digital

Cancer Coach Digital, a fully self-paced online eLearning course, featuring 12 self-guided modules covering topics such as anxiety, thought management, relationship changes, and goal setting.

Focus Forwards

Our Focus Forwards session is a one-hour interactive online space designed to support people after cancer treatment – a time when many feel emotionally adrift. Participants describe it as **“a real comfort”** and **“like having a hug.”**

The session offers reassurance, shared experience, and simple coping tools to help people feel less isolated: **“Lovely to connect with others in similar situations... makes me realise I'm not alone.”**

Many appreciate hearing that their feelings are normal: **“Everything said at the start is what I'm going through – guilt, fear, anger that people tell me I'm ‘fine’ now. This session helped me realise it's all okay.”**

Others find it inspiring and practical: **“The content and interaction were exactly right for me.”**

“I'll use what I've learned to change how I think.”

Focus Forwards is often a first step – a moment of clarity, connection and calm that leads to further healing.



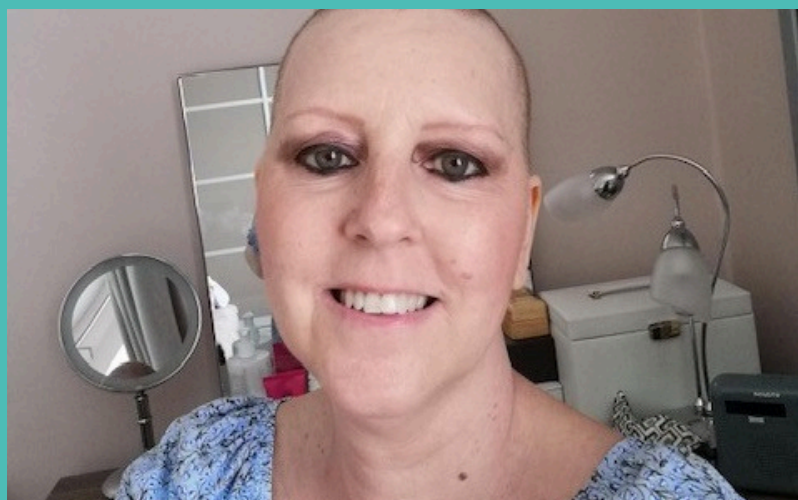
Thank you for such patience, empathy and making us all feel human. Focus Forwards participant



It was good to know that you are not alone on this journey and to share experiences and feelings. Focus Forwards participant

SERVICE ACHIEVEMENTS & PERFORMANCE CANCER COACH #3

SUPPORTING MORE PEOPLE THAN EVER BEFORE



571

People directly supported via:

- Six-week peer support groups
- Focus Forwards webinars
- Digital learning platform

906

additional people supported via personalised emails and phone calls.

1,759

people signposted to support via the Cancer Compass emotional wellbeing checker tool

THE NUMBERS BEHIND THE EMOTIONAL RECOVERY JOURNEY

76% said they felt an increased sense of loneliness/isolation since completing their cancer treatment

85% of Cancer Coach participants reported an immediate improvement in wellbeing

84% said they felt a reduction in feelings of loneliness and isolation since starting Cancer Coach

91% would recommend the group to others

93% of participants worry about their cancer returning

89% feel they now have skills and coping strategies to help manage their emotions post treatment

4 new services launched in 2024 by the Cancer Coach team:

- **Cancer Coach Digital** - 12-module self-guided eLearning programme
- **Focus Forwards** 1-hour interactive Zoom session
- **Cancer Coach Booklet** (in development)
- **Cancer Compass** - free online emotional wellbeing checker tool



Building a sense of community

Cancer Coach builds a sense of community for people living beyond cancer. In 2024 we supported over **1,800** people through our Cancer Coach services. "I feel like I've met friends for life through Cancer Coach, and I still have that support that I was lacking."

SERVICE ACHIEVEMENTS & PERFORMANCE CANCER COACH #4

REAL VOICES, REAL JOURNEYS



SAM'S STORY

"I found Cancer Coach at the right point in my cancer journey – six months after I was given the all clear. It was wonderful and the best thing to happen to me. I was ready for it as I had already started adapting to the new normal.

"My Cancer Coach group is like a mini family to me – they completely understand my cancer experience. They don't judge me and they never wonder why I'm not over my cancer. They're the nicest people I have ever met in my life. When Cancer Coach ended, we created our own WhatsApp group called 'boobs and bums'.

"It's a close bond that I never thought I'd have. Without them, I don't think I would be where I am now. I was in such a horrible dark place, full of anger and frustration, and deeply upset.

"Cancer Coach made me feel better and I learned that it was normal to have all these emotions. Our group coach said you have every right to feel angry and that's a really big thing for me.

SARA'S STORY

Sara turned to Cancer Support UK's Cancer Coach peer group programme for support once her treatment had finished, because: "everyone around me was talking about me "getting back to normal", but I don't feel like I have a normal any more."

"Cancer coach gave me absolutely what I needed at the time. Having a shock diagnosis at a young(ish) age, fresh out of surgery and chemo and trying to make sense of it all, I feel Cancer Coach picked me up, gave me a hug and helped me put one foot in front of another. I still struggle to talk about any of it really, but I am extremely grateful to Cancer Coach for being there."

ANTIQU'E'S STORY

"I joined Cancer Coach because I was looking for ways to move forward after my hospital stay and during my recovery. I felt like I had lost my identity and was uncertain about the future. I wanted emotional support and a safe space to connect with others and explore my feelings.

"The Cancer Coach and the group helped me navigate each topic and think about how to support myself during recovery.

"The coach was very good and I felt comfortable expressing my needs. This support was essential in helping me plan for the future and to set goals.

"Cancer Coach helped me advocate for myself and manage my health during a challenging period. It helped me deal with my anxiety about the future and in the present moment, providing crucial support during a difficult time in my life.



SERVICE ACHIEVEMENTS & PERFORMANCE

WORKPLACE CANCER SUPPORT TRAINING #1



CREATING CANCER-AWARE WORKPLACES: A YEAR IN REVIEW

At Cancer Support UK, we believe no one should face cancer alone - and that includes in the workplace. As more people of working age are diagnosed with cancer or supporting loved ones through it, the need for compassionate, informed support in the workplace is greater than ever.

In 2024, we expanded our Workplace Cancer Support Training service for the third consecutive year, helping to reduce stigma, open up supportive conversations, and build cancer-aware cultures across public and private sector organisations.

Our tailored programmes - delivered through live webinars, face-to-face training and bespoke e-learning - gave more than 50,000 employees the confidence and tools to better support colleagues, clients and themselves when cancer enters the conversation.

A standout achievement this year was the approval of our e-learning programme for use by all 21,000+ staff at Barts Health NHS Trust, positioning Cancer Support UK as a trusted training provider in the NHS sector.

WORKPLACE TRAINING IMPACT



31,650

Total employees reached vs 23,921 in 2023 (32% growth)



50,000 +

employees given access to our training



21,000+

E-learning programme approved for 21,000+ Barts Health NHS Trust staff



New partners: British Transport Police, BDO, HaysMac, University of Glasgow, Edwards Lifesciences, The Telegraph



Ongoing partnerships: Unilever, Ministry of Defence, Yorkshire Cancer Research



New Vulnerable Customer Training launched with NHBC

We also continued to grow our partnerships with organisations such as Unilever, the MOD and Yorkshire Cancer Research, while welcoming new clients including the British Transport Police, Edwards Lifesciences, Torbay Council, HaysMac, BDO, University of Glasgow, and The Telegraph.

In partnership with the National House Building Council (NHBC), we launched a new Vulnerable Customer training programme, supporting call centre staff in how to respond with empathy and care when speaking to customers affected by cancer. Feedback from NHBC praised the “highly practical” nature of the training and its grounding in lived experience:

Despite ongoing pressures on corporate training budgets, our programme grew 32% year-on-year, reinforcing Cancer Support UK's role as a leader in workplace cancer awareness training. This vital service is not only driving cultural change - it is also unlocking new sources of income to support our wider work.

As cancer becomes an increasingly common part of working life, our workplace training is helping to create a kinder, more supportive world - one conversation at a time.

SERVICE ACHIEVEMENTS & PERFORMANCE



WORKPLACE CANCER SUPPORT AMBASSADOR TRAINING

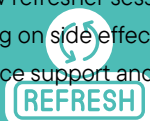
- “I thought the training was incredibly relevant, and even as a cancer survivor it still made me reflect on some of the approaches that I thought could be best, but in fact might be better to do differently.” **University of Glasgow**
- “Really enjoyed the session. I thought Lisa was an excellent trainer. Knowledgeable, kind and got the best out of the attendees. Am proud to be a workplace ambassador and feel much more ready to have those difficult conversations. **Newton Media Ltd**

VULNERABLE CUSTOMER TRAINING

- I found it really useful to learn about the different treatments available and what possible side effects people may experience from having cancer treatment. **NHBC**
- “A very well presented course, the length of the course was just right.” **NHBC**

WORKPLACE TRAINING REFRESHER SESSIONS

In 2024, Cancer Support UK introduced three new refresher sessions for Workplace Cancer Support Ambassadors, focusing on side effects, questioning skills, and real-life scenarios to enhance support and confidence.



“Great input. Refresher training was excellent and went at a good pace allowing time for questions. The communication styles and the worry tree was a excellent addition to my knowledge.” **British Transport Police**

HOW OUR TRAINING MAKES A DIFFERENCE



At Cancer Support UK, we're proud that our training courses don't just inform - they transform. Whether it's helping a manager feel more confident supporting a colleague with cancer, or enabling a customer service team to approach sensitive conversations with empathy and clarity, the impact is real. Below is a selection of feedback from participants across our full range of Workplace Cancer Support Training programmes.

Their words, below, reflect the relevance, emotional depth, and practical value of our training - and the lasting difference it makes.

INTRODUCTION TO COMMUNICATING ABOUT CANCER

- “Really insightful and helpful session.” **West Yorkshire Police**
- “Very sensitively delivered training. Good delegate participation and input. Helpful steer on the type of language to use and what not to say.” **Westmorland and Furness Council**

COMMUNICATING ABOUT CANCER

- “Dorothy guided the training session with complete professionalism and sensitivity around a highly emotive subject. She gave us some useful tools to navigate conversations about cancer in the workplace and the confidence to grow more comfortable in our approach and response. A very helpful training session conducted in a safe and welcoming space.” **Yorkshire Cancer Research**
- “Great format! Valuable and relevant topics, great moderation and food for thought. The agenda allowed for deeper considerations followed by open constructive discussions on a very sensitive topic. The “what if” scenario that no one likes to think about - but if it turns around the corner, I now know better how to react to it. Thank you!” **Edwards Lifesciences GmbH**

SERVICE ACHIEVEMENTS & PERFORMANCE

WORKPLACE CANCER SUPPORT TRAINING #3

REAL VOICES FROM THE WORKPLACE

THE NEED FOR ACTION

1 Million

working-age people living with cancer

55%

of Cancer Coach participants report anxiety about returning to work



SHARRON'S STORY

Sharron Moffatt became a Workplace Cancer Support Ambassador after supporting her mum through breast cancer - and later faced her own diagnosis. She's found the training invaluable, both personally and professionally.

"People often assume they know how someone with cancer feels, but every experience is different. Even on the same treatment, reactions vary."

Sharron regularly applies what she's learned, using her experiences to educate others. With a deep understanding of the impact of mental health in the workplace, she's passionate about helping leaders and colleagues support one another - creating a culture of compassion, awareness, and wellbeing.



LINUS' STORY

Linus first heard about Cancer Support UK's Workplace Cancer Support Ambassador training through a friend on LinkedIn who had also been through cancer. He immediately recognised its value.

"When I returned to work, people were sympathetic but avoided the word 'cancer'. They just didn't know what to say."

After connecting with Cancer Support UK, Linus joined the training and found it transformational. It gave him confidence, practical tools like active listening, and a deeper understanding of why conversations about cancer are so difficult.

"It wasn't personal, people just didn't know how to talk about it. Now, I do."



ANDY'S STORY

"I thought Cancer Support UK's Workplace Cancer Support Ambassador training was inspirational. I knew of nothing like it. I wanted to ensure that people in the Civil Service (where I work) were aware of the specific help, which is available from the outset."

Andy completed the Ambassador training to become an accredited Workplace Cancer Support Ambassador. He found the training invaluable.

"It helps me to ask more empathetic questions and to signpost people to other organisations. It also helps me to provide a better customer service at work. People are aware of my ambassador status and come to me for advice."

SERVICE ACHIEVEMENTS & PERFORMANCE WORKPLACE CANCER SUPPORT TRAINING #4



WORKPLACE STORIES FROM OUR PARTNERS

HOW CANCER SUPPORT TRAINING IS HELPING TORBAY COUNCIL

Torbay Council partnered with Cancer Support UK to improve support for staff affected by cancer. Following a successful “Introduction to Communicating about Cancer” session, the council trained nine employees as Workplace Cancer Support Ambassadors, equipping them with tools to have empathetic, informed conversations about cancer. The training covered cancer awareness, communication skills, self-care, and signposting. Ambassadors meet monthly to share ideas and improve support. This initiative reflects the council's commitment to staff wellbeing and has helped foster a more compassionate, understanding workplace culture for those living with and beyond cancer.



HOW NHBC ACHIEVES BETTER CUSTOMER OUTCOMES FOR VULNERABLE CUSTOMERS WITH CANCER

To better support customers affected by cancer, NHBC partnered with national cancer charity Cancer Support UK, who developed a bespoke vulnerable customer training programme tailored to NHBC's needs. The course equips staff with key skills in empathetic communication, active listening, cancer awareness, and appropriate language, using industry-specific scenarios. NHBC's Vulnerable Customer Champions now feel more confident and informed when supporting customers with cancer. The training has been rolled out to all frontline teams via Cancer Support UK's e-learning module, ensuring more compassionate, flexible, and appropriate customer service for those impacted by cancer.



“From the outset, Cancer Support UK understood what we were trying to achieve. They used their expertise and translated it into this tailored training for our VCCs, which will ultimately benefit our customers.

HAYLEY PERKS, HEAD OF CONSUMER AFFAIRS, NHBC

BARTS HEALTH NHS TRUST ROLLS OUT CANCER SUPPORT TRAINING FOR STAFF

Staff at Barts Health NHS Trust are benefitting from Communicating About Cancer – an e-learning course developed by Cancer Support UK. The 35–45-minute module is accessible to the Trust's 21,000 staff, helping them support colleagues facing cancer.

“This training will raise awareness and enhance staff wellbeing across our teams,” said Andrea McDonnell, Deputy Director at Barts Health Education Academy.

With one million working-age people in the UK living with cancer, the course offers practical tools, language tips, and signposting resources to equip staff with the confidence to manage sensitive conversations.



SERVICE ACHIEVEMENTS & PERFORMANCE CORPORATE PARTNERSHIPS



STRONGER TOGETHER: THE POWER OF CORPORATE PARTNERSHIPS IN 2024

In 2024, we deepened and diversified our corporate partnerships, working alongside purpose-driven organisations to expand our reach, grow our impact, and create new ways to support people affected by cancer.

In 2024 we extended our partnership with The Wellbeing Project, a global wellbeing consultancy working across multiple sectors to put healthy high performance at the heart of how the world does business. They have added our range of Workplace Cancer Support Training to their programme, enabling us to reach several new clients.

We also established a formal partnership agreement with Intalex Ltd, the owners of the Warmies brand of sensory soft toys.

In addition to including their products in our Kid's Cancer Kits and Comfort Kits, we launched a national competition inviting children undergoing cancer treatment to design their dream imaginary best friend (Dream Bestie).

The six best entries went to a public vote and the most popular design is being made into a limited edition soft toy to go on sale in September 2025 with all profits going to Cancer Support UK to enable us to support more people impacted by cancer.

This project has not only created an exciting new source of revenue for the charity but at the same time brought joy and respite to many children and families going through a very difficult time.

AMPLIFYING OUR MISSION THE ROLE OF OUR

AMBASSADORS



Alongside our valued corporate partners, we're also grateful to the high-profile ambassadors who continue to champion our work. We're incredibly proud to be supported by three inspiring ambassadors - **Sally Gunnell, Lisa Dawson, and Dr Nancy Priston** - each of whom brings a unique voice, deep personal commitment and powerful reach to our mission. As well as being respected figures in their fields, all three are

passionate advocates for people affected by cancer. Their collective influence across social media, fundraising and public awareness helps us reach new audiences, raise vital funds and inspire action. Whether it's through championing our campaigns, sharing personal stories, or leading high-energy events like the annual Sh'bamathon, their support is both heartfelt and transformational.



SALLY GUNNELL OBE

As one of the UK's most respected health and wellbeing advocates, Sally Gunnell OBE brings passion, credibility and visibility to her role as an ambassador for Cancer Support UK. The only woman ever to hold Olympic, World, European and Commonwealth track titles simultaneously, Sally has continued to inspire beyond athletics - using her platform to promote wellbeing. She champions our mission through her influential social media presence, raising awareness of the emotional impact of cancer in the workplace. Sally has also completed our Workplace Cancer Support Ambassador training, gaining insight into cancer's physical and emotional effects and helping promote more compassionate conversations at work.

Olympic Champion, Wellbeing Advocate & Workplace Cancer Support Ambassador



LISA DAWSON

Interior and lifestyle writer Lisa Dawson brings warmth, authenticity and influence to her role as a Cancer Support UK ambassador. With a background in fashion and homewares, Lisa is known for her award-winning blog, Resourceful Living, and her creative presence across social media, where she connects with a wide audience on home, lifestyle and wellbeing.

Following her breast cancer diagnosis at 41, Lisa became a passionate advocate for early detection and emotional support. Since becoming an ambassador in May 2024, she has used her platform to raise awareness around the ongoing emotional impact of cancer and the importance of compassionate, stigma-free support for those living with and beyond the disease.

Interior Stylist, Author, Influencer & Cancer Support UK Ambassador



DR NANCY PRISTON

Dr Nancy Priston is Cancer Support UK's Health and Fitness Ambassador, bringing passion, energy and lived expertise to her role. Since first volunteering to lead our Sh'bamathon fundraiser in 2022, Nancy has helped raise record-breaking totals for the charity, including £16.8k in 2024. A former university lecturer and researcher, Nancy now works full-time in the fitness industry and is dedicated to supporting people living with and beyond cancer.

Through her regular health and wellbeing column, popular Healthy Meals in Minutes recipe guide, and ongoing public engagement, Nancy provides practical, encouraging advice for those looking to rebuild strength and confidence after a cancer diagnosis.

Health & Fitness Ambassador, Fundraiser & Advocate for Cancer Support UK

ACHIEVEMENTS & PERFORMANCE

Fundraising activities

PUBLIC BENEFIT

The trustees have referred to and discussed the implications of the provisions of Section 17 of the Charities Act 2011, which state that all charities must demonstrate that they are established for public benefit and have had due regard to the public benefit guidance issued by the Charity Commission.

DIRECT MAIL & DIGITAL APPEALS **£160K**

Our individual giving fundraising campaigns across direct mail and digital generated over £160k of income, essential in supporting all our services. Many of our supporters have continued to champion our work for ten years or more. In addition, we added nearly 3,000 new donors to our supporter base, providing a substantial boost to our income.

LEGACIES INCOME **£19.8K**

2024 was an unusually quiet year for legacy income at £19.8k and was a contributor to needing some reserves to deliver our services through the year. However, we know legacies are due in 2025 and although these are always difficult to predict we would expect to see an improvement. We are grateful to every supporter who provides this type of valuable gift to Cancer Support UK. It is a very meaningful way to donate and we want to recognize this generosity and remember all those that have shown such kindness in this way.

REGULAR GIVING & GIFT AID **£8.7K**

Our regular givers provide the charity with a steady, reliable income stream, and in 2024 this support grew to £8.7k, representing a 30% increase on the previous year. We hope to continue building this loyal community in the years ahead. Gift Aid also made a meaningful difference, allowing us to claim an additional £41.2k in funding. Thank you to everyone who made this possible.

Cuddles & Fill a Kit Christmas appeals

Our Cuddles for Christmas and Fill a Kit campaigns remain a powerful way to engage existing donors and reach new audiences.

In 2024, Cuddles the bear embarked on a 750-mile tour across the UK, personally delivering Warmies bears to children undergoing treatment at 22 hospitals, including Alder Hey, Royal Marsden, and Birmingham Children's Hospital.

This initiative strengthened our relationships with hospital partners, reduced delivery costs, and generated strong engagement - reaching a combined audience of over 2 billion through media coverage, social media, digital marketing (email) and video content.



CLOTHING COLLECTIONS **£42.2K**

We are grateful for the ongoing professionalism and stability provided by our Charity Clothes Collection partner, Clothes Aid. The partnership provided £42.2k of unrestricted income for the charity and we would like to thank everyone who has used this service and donated items to support us.

ACHIEVEMENTS & PERFORMANCE

COMMUNITY AND EVENTS FUNDRAISING

From Sh'bam to Skydives - your support made 2024 shine

Our Community and Events Fundraising programme saw strong growth in 2024, with income increasing by an impressive 52% compared to 2023. Now in its third year, our Annual Sh'bamathon, led by Health and Fitness Ambassador Dr Nancy Preston, raised a record-breaking £16.8k – our highest total yet. A huge thank you to Nancy and to every participant who danced, sweated and fundraised for this brilliant cause.

Our ongoing partnership with Thames Ditton Lawn Tennis Club also grew in its second year, generating an additional £1.8k. Meanwhile, our popular skydive challenges continue to rise in popularity, with more brave supporters than ever taking the plunge for Cancer Support UK.

To everyone who held a fundraising event – whether big or small – thank you. Your efforts helped us achieve a record-breaking year for community fundraising.



PETE'S PRESS UPS

We are so grateful to Pete Webster for not only completing 100 press ups per day in different parks BUT ALSO skydiving to raise money for Cancer Support UK. We really appreciate Pete taking on such tough challenges to support us.



SUSIE'S T-SHIRTS

"I have had a new T-shirt/hoodie designed with the #itsoktofeel4cancer logo and would very much like to give all profit to Cancer Support UK to help you continue the great work you do to support people such as myself."

Thank you so much Susie for your generous donation from printing and selling your wonderful T-Shirts.



LISA'S BARN PARTY

We'd like to say a huge thank you to Lisa Gooding in Somerset who held a barn party, complete with local barn, for family and friends in aid of Cancer Support UK.

ACHIEVEMENTS & PERFORMANCE

CUDDLES FOR CHRISTMAS AND FILL A KIT APPEALS

Bringing comfort and joy: our Christmas appeals for children with cancer

In 2024, Cancer Support UK's Christmas fundraising efforts brought much-needed comfort to children undergoing cancer treatment over the festive season. Through our "Fill a Kit" appeal, generous supporters helped us send Kids' Kits to children spending Christmas in hospital. Alongside this, our "Cuddles for Christmas" appeal delivered sensory Warmies bears to children in hospitals and hospices across the UK. Thanks to the incredible generosity of our donors, we reached 2,200 children with gifts designed to bring distraction and joy during a very difficult time.

FEEDBACK FROM HOSPITALS

Wanted to extend our thanks for your generosity this Christmas on behalf of The Grand Appeal (Bristol Children's Hospital Charity) for the donation of Warmies® bears, as well as your visit in the bear costume. I hear it went down a storm and the children loved it!
Bristol Children's Hospital

We are writing to thank you so much for your wonderful donation of cuddle bears for The Oak Centre for Children and Young People at The Royal Marsden Hospital. Words cannot express how grateful we are to you for your amazing kindness - it is truly very much appreciated. The children and teenagers were so excited and grateful for your amazing donation. Your kind donation brought a lot of smiles during such an anxious time.
Royal Marsden Hospital

Thank you so much for the amazing sensory cuddly teddy bears, which you very kindly donated to the children here at Great Ormond Street Hospital. We are delighted to have received these and they will certainly bring some comfort and joy to the children and their families during their stay in hospital throughout the festive period.
Great Ormond Street Hospital

Thank you so much for donating so many beautiful Warmies for the children on Ward 6 of the Children's Hospital. We have handed lots of these out already and will continue to do so over the Christmas period. I know these Warmies are very much appreciated and have brought smiles to lots of faces already so thank you very much for your kindness and generosity.
Sheffield Children's Hospital



Cuddles the bear delivered sensory warmable teds to children being treated for cancer in hospitals and hospices across the UK in the run up to Christmas.



NANCY'S STORY

Life went on hold for five-year-old Nancy when she was diagnosed with acute lymphoblastic leukaemia in 2023. Since then, she has undergone numerous chemotherapy treatments in Birmingham Children's Hospital. Nancy was at rock bottom when she received one of our Kid's Kits. The kit's contents restored her smile, which is why Nancy supported our 2024 Fill a Kit Christmas appeal, which sent 500 Kid's Kits to children with cancer in hospital.

Fill a Kit - campaign lead story



ZAK'S STORY

Cheeky little Zak was just two years old when he was diagnosed with cancer in May 2022. "It's been the hardest two years of my life," says mum Amina, "which is why Cancer Support UK's Warmies® bear was so welcome. The bear brought joy into Zak's life. He finds great comfort holding his cuddly ted when he goes to sleep. This is why we supported Cancer Support UK's Cuddles for Christmas appeal."

Cuddles - campaign lead story

ACHIEVEMENTS & PERFORMANCE

TRUSTS & FOUNDATIONS

Despite mounting challenges, we are incredibly grateful for the continued support of charitable trusts and foundations, which awarded us £141.4k in 2024. These grants are vital in helping us sustain and grow our services, reaching even more people affected by cancer.

The amount we received in 2024 reflects the increasingly tough environment facing the charity sector and underscores the growing financial pressures many organisations are experiencing.



In 2024, Health charity, Walk the Walk, best known as the organiser of the iconic MoonWalk London, awarded Cancer Support UK, a £48,941 grant. The funding allowed us to deliver 750 free Cancer Kits and provide 150 free Cancer Coach support programme places for people living with and beyond breast cancer, who are struggling with anxiety and mental health issues.

The Maud Elkington Charitable Trust
The Chrimes Family Charitable Trust
The Hadrian Trust
Tesco Stronger Starts/Groundwork
The Michael Cornish Charitable Trust
The Brian Shaw memorial Trust
The Sir James Roll Charitable Trust
The Ian Askew Charitable Trust
The Big Give
The Souter Charitable Trust
Devon County Council Growing Communities Fund
The Aubrey Orchard-Lisle Charitable Trust
The Shanly Foundation
The Simon Gibson Charitable Trust
The Pink Ribbon Foundation

The Dora Rebecca Fine Charitable Trust
The Lillie Johnson Charitable Trust
The Blackwood Engineering Trust
The J Reginald Corah Foundation Fund
The Geoff Hill Charitable trust
The W M Mann Foundation
The Fowler Smith and Jones Trust
The Hilary Awdry Charitable Trust
The Belstead Ganzoni Charitable Settlement
The Kilpatrick Fraser Charitable Trust
The Cranfield Trust
The Pilkington Charities Fund
Onestop Community Partnership Grants
The Henhurst Charitable Trust



FUTURE OUTLOOK LOOKING AHEAD TO 2025

We will enter 2025 with renewed energy to create a kinder world for all those impacted by cancer. Here are our four new strategic goals for the next three years:

- Expanding our free Cancer Coach Services to support around 175,000 people annually
- Growing Cancer Compass to reach the 3.5million people impacted by cancer.
- Training more organisations to better support the two million individuals impacted by cancer in the workplace.
- Ensure that every child diagnosed with cancer has access to a free cancer kit



FINANCIAL REVIEW

FINANCIAL POSITION

The Board noted the use of restricted income and some reserves for CSUK's services to grow and deliver continued impact in a challenging macro environment, which resulted in a net deficit of £227,870 compared to a net surplus of £80,136 in 2023.

FUNDRAISING RESULTS

Fundraising income decreased by 30% from £767,944 to £539,118.

EXPENDITURES

CSUK's total expenditures increased from £689,233 to £767,721.

Expenditure on charitable activities increased from £576,188 to £687,644, while costs relating to fundraising decreased from £104,315 to £64,146.

These financial outcomes enabled CSUK to invest in the delivery of charitable services but with a clear plan to build reserves in 2025.

FUNDRAISING APPROACH

The charity takes the following approach to fundraising. The approach is continually monitored by the Board with the CEO taking responsibility for execution. The charity uses its own full-time staff for grant applications. An experienced fundraising contractor is used for individual giving. The charity partners with Clothes Aid Ltd for clothes collection services where they report monthly on any customer complaints. At every Board meeting, any complaints relating to fundraising are disclosed to ensure good practice is maintained.

FUNDRAISING COMPLAINTS

No complaints were received in 2024.

INVESTMENT POLICY AND OBJECTIVES

CSUK has no material investments or endowments currently. Uncommitted funds are held in interest-bearing deposit accounts to maximise earnings.

SENIOR EXECUTIVE REMUNERATION

In line with the recommendations of the NCVO Inquiry into Executive Remuneration published in April 2014, the Charity has decided to disclose the remuneration of the Chief Executive. CSUK's CEO is responsible for setting the remuneration for all staff depending on their experience and performance and the market benchmark for their role. The only senior manager role in the organisation is the CEO and their remuneration package is determined by the Board of Trustees. They will determine and adjust salary and any other compensation or benefits, benchmarked against similar roles in the Third sector and broader employment market, and reflecting the CEO's performance and contribution. CEO remuneration in 2024 has been set at £80,000 per annum. There are no other pecuniary benefits for senior or other staff at the Charity.

RESERVES POLICY

The Board has agreed to set aside and ring fence 'free reserves' i.e., unrestricted funds, not committed or invested in tangible fixed assets, which equates to three months of the current year budgeted operational overheads. This will be held in a separate bank/instant access savings account (potentially interest earning) and would not be accessed without the specific prior agreement of the Board of Trustees.

In addition, unrestricted cash in CSUK's transactional bank account is controlled at a level that equates to a minimum of three months and a maximum of six months cover of the current year budgeted operational overheads. This policy is reviewed on an annual basis when conducting the annual audit and agreeing the year-end financial statements.

At the end of December 2024, the charity had £103,926 cash in the bank and Net assets of £34,123 (taking into the CAF loan repayments due in 1 year). Reduced expenditure and income from Q1 2025 will be actioned to replace reserves and move back in line with the reserves policy as it represents three months of the current year budgeted operational overheads.

GOING CONCERN

2024 proved to be another very challenging year where the reserves held by the charity have been used to continue to deliver the much-needed services as well as providing time to establish a clear and robust strategy for the future. Our planning process, including financial projections, has taken into consideration the current economic climate and its potential impact on the various sources of income and planned expenditure. We have a reasonable expectation that we have adequate resources to continue in operational existence for the foreseeable future and the accounts have, therefore, been prepared on the basis that Cancer Support UK is a going concern.



STRUCTURE, GOVERNANCE AND MANAGEMENT

CANCER SUPPORT UK
TRUSTEES

GOVERNING DOCUMENT

Cancer Support UK (CSUK) is a registered charitable company limited by guarantee (Company No 5048319, England and Wales Registered Charity No 1105703, and Scotland Registered Charity No SC039731). It is governed by a constitution in the form of a Memorandum and Articles of Association dated 18 February 2004. The liability of each member in the event of the winding up is limited to £1. The members of the Board of Trustees that served during the year, hereafter referred to as 'the Board' or 'the Trustees' are set out below:

- Ms J E Dawson
- Ms L M Delaney
- Mr B Marcus
- Ms S Yaganti
- Ms J Sundberg-Cohon (appointed October 2024)

RECRUITMENT AND APPOINTMENT OF NEW TRUSTEES

Trustees are appointed by the Board. There must always be at least three trustees, and any vacancies arising are filled by the selection and appointment of suitable persons by the trustees. The Board meets at least six times throughout each year to oversee the strategic management of the charity.

ORGANISATIONAL STRUCTURE

The determination of the strategic direction for Cancer Support UK is the responsibility of the Board. The current trustees meet throughout the year to discuss the management of the charity. The trustees delegate the day-to-day running of the charity to its Chief Executive Officer, Mark Guymer.

INDUCTION AND TRAINING OF NEW TRUSTEES

The current trustees are familiar with the structure, strategy and practical operations of the charity. Trustees take an active part in the oversight of Cancer Support UK's charitable programmes, participate in its annual planning and are kept up to date with a monthly programme, fundraising and administrative reports. All major strategic issues and decisions facing Cancer Support UK are addressed by the trustees and each of them are adequately trained and informed to carry out such duties. All trustees have undertaken training in their fundraising and governance responsibilities.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number 05048319 (England and Wales)
Registered Charity number 1105703

Registered office
The Old Church
89b Quicks Road
Wimbledon
SW19 1EX

Independent Examiner
Grant Harrod Lerman Davis LLP
1st Floor
Healthaid House
Marlborough Hill
Harrow
Middlesex HA1 1UD

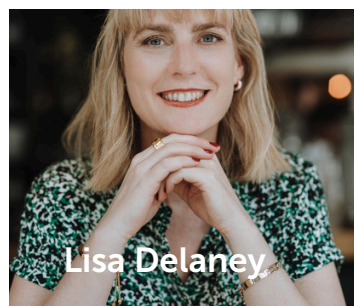
Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on **27 August 2025** and signed on the board's behalf by:



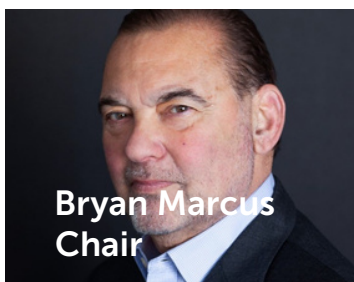
Bryan Marcus - Trustee



Julia Dawson



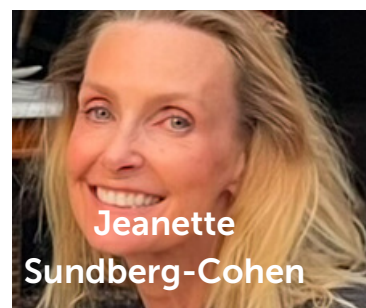
Lisa Delaney



**Bryan Marcus
Chair**



Sarita Yaganti



**Jeanette
Sundberg-Cohon**

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 December 2024

RESPONSIBILITIES AND BASIS OF REPORT

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

INDEPENDENT EXAMINER'S STATEMENT

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Jeremy Harrod FCCA
The Association of Chartered Certified Accountants

Grant Harrod Lerman Davis LLP
Chartered Accountants
1st Floor
Healthaid House
Marlborough Hill
Harrow
Middlesex HA1 1UD

Date: 27 August 2025

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2024

	Notes	Unrestricted fund £	Restricted fund £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	265,883	273,235	539,118	767,944
Investment income	3	733	-	733	1,425
Total		<u>266,616</u>	<u>273,235</u>	<u>539,851</u>	<u>769,369</u>
EXPENDITURE ON					
Raising funds	4	56,631	7,515	64,146	104,315
Charitable activities	5				
Charitable activities		110,365	577,279	687,644	576,188
Governance costs		15,931	-	15,931	8,730
Total		<u>182,927</u>	<u>584,794</u>	<u>767,721</u>	<u>689,233</u>
NET INCOME/(EXPENDITURE)		83,689	(311,559)	(227,870)	80,136
RECONCILIATION OF FUNDS					
Total funds brought forward		(49,566)	311,559	261,993	181,857
TOTAL FUNDS CARRIED FORWARD		<u>34,123</u>	<u>-</u>	<u>34,123</u>	<u>261,993</u>

The notes form part of these financial statements

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2024

BALANCE SHEET 31 DECEMBER 2024

	Notes	Unrestricted fund £	Restricted fund £	Total funds £	Total funds £
FIXED ASSETS					
Tangible assets	11	-	-	-	831
CURRENT ASSETS					
Debtors	12	29,869	-	29,869	38,744
Cash at bank		103,926	-	103,926	371,340
		<u>133,795</u>	<u>-</u>	<u>133,795</u>	<u>410,084</u>
CREDITORS					
Amounts falling due within one year	13	(75,310)	-	(75,310)	(78,143)
NET CURRENT ASSETS		<u>58,485</u>	<u>-</u>	<u>58,485</u>	<u>331,941</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		58,485	-	58,485	332,772
CREDITORS					
Amounts falling due after more than one year	14	(24,362)	-	(24,362)	(70,779)
NET ASSETS		<u>34,123</u>	<u>-</u>	<u>34,123</u>	<u>261,993</u>
FUNDS	16				
Unrestricted funds				34,123	(49,566)
Restricted funds				-	311,559
TOTAL FUNDS				<u>34,123</u>	<u>261,993</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 December 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 December 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on **27 August 2025** and were signed on its behalf by:



Bryan Marcus - Trustee

The notes form part of these financial statements

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2024

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	(223,910)	59,835
Net cash (used in)/provided by operating activities		(223,910)	59,835
Cash flows from financing activities			
New loans in year		-	114,283
Loan repayments in year		(43,504)	-
Net cash (used in)/provided by financing activities		(43,504)	114,283
Change in cash and cash equivalents in the reporting period		(267,414)	174,118
Cash and cash equivalents at the beginning of the reporting period		371,340	197,222
Cash and cash equivalents at the end of the reporting period		103,926	371,340

The notes form part of these financial statements

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2024

NOTES TO THE CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2024

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(227,870)	80,136
Adjustments for:		
Depreciation charges	831	982
Decrease/(increase) in debtors	8,875	(8,497)
Decrease in creditors	(5,746)	(12,786)
Net cash (used in)/provided by operations	<u>(223,910)</u>	<u>59,835</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.1.24 £	Cash flow £	At 31.12.24 £
Net cash			
Cash at bank	371,340	(267,414)	103,926
	<u>371,340</u>	<u>(267,414)</u>	<u>103,926</u>
Debt			
Debts falling due within 1 year	(43,504)	(2,913)	(46,417)
Debts falling due after 1 year	(70,779)	46,417	(24,362)
	<u>(114,283)</u>	<u>43,504</u>	<u>(70,779)</u>
Total	<u>257,057</u>	<u>(223,910)</u>	<u>33,147</u>

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)



NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024

1. ACCOUNTING POLICIES

BASIS OF PREPARING THE FINANCIAL STATEMENTS

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention. 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 principal accounting policies adopted are set out below.

GOING CONCERN

The Trustees have considered the effect of the Covid-19 outbreak that has been spreading throughout the world since early 2020 on the charity. The pandemic has caused some disruption to the Charity's usual activities, in particular, Cancer Kit preparation and distribution was put on hold for a short time after the onset of the pandemic until it was established that it was "Covid-safe" to resume activity. Additionally, income from the collection of donated clothes decreased significantly due to government lockdowns and restrictions.

However, outside of the short pause described above, the Cancer Kit and Cancer Coach services continued to run throughout the year and the charity was able to help even more people than in the previous financial year. In addition to this, the charity saw a considerable increase in income in the current year, due to the receipt of a large legacy.

Based on the above considerations and financial projections prepared by the charity, the Trustees are confident that the charity has sufficient resources to continue in operation for the foreseeable future, thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

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.

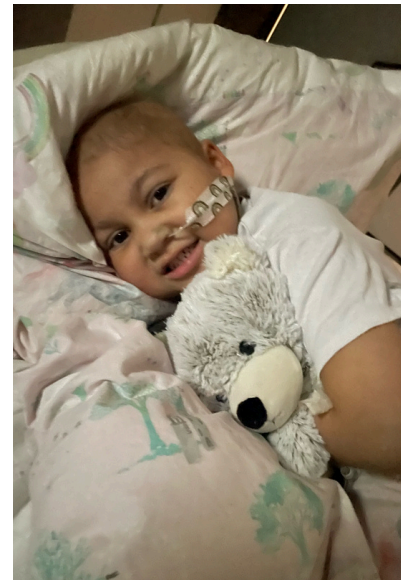
Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the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

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these financial statements.

Investment income, including bank interest, is included when receivable.

Income from clothes donated are recognised within the financial statements once the cash value of items is realised.



RESOURCES EXPENDED

Expenditure is included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered.

Expenditure is recognised once there is a legal 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. It is allocated between:

- expenditure incurred directly in the effort to raise voluntary contributions (cost of raising funds);
- expenditure incurred directly to the fulfilment of the charity's objectives (charitable activities).

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024 - CONTINUED

1. ACCOUNTING POLICIES - CONTINUED RESOURCES EXPENDED

Where items of expenditure involve more than one cost category these costs have been apportioned on a reasonable basis as determined by the trustees. One particular area where the cost is material to the charity is in the production and distribution of the mail shots. Furthermore the expenditure has been allocated on the basis of whether the educational content of the individual mail shot is significantly high enough so as to be material. When this holds true the remaining cost of the mail shot is allocated on a pro-rata basis comparing the educational content (costs in furtherance of the charity's objectives) to the fundraising content (costs of generating funds).

The educational content is determined by the amount of text and space on each mail shot that is dedicated to material of an education nature. Fundraising expenditure i.e. text that may induce a donation from the recipient, is allocated upon the basis of the volume of the text and space that is not related to text of an educational nature. Support costs including other overheads which are not dealt with as part of the dual cost approach are allocated in the ratio of the total charitable expenditure to the total fundraising costs. A significant amount of the support costs are personnel costs which are initially allocated on the basis of the employee's function in the charity, with the residual administration costs being allocated in the ratio noted above.

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 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.

TANGIBLE FIXED ASSETS

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life. Computer equipment – Straight line over 5 years All tangible fixed assets costing more than £250 are capitalised at their cost to the charity. The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

TAXATION

The charity is exempt from corporation tax on its charitable activities.

FUND ACCOUNTING

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees. Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

EMPLOYEE BENEFITS

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



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 trustees are required to make estimates in respect of legacy income. The basis of recognition is provided within the income accounting policy above (see policy 1.4).

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)



NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024 - CONTINUED

1. ACCOUNTING POLICIES - CONTINUED

CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

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.

CASH AND CASH EQUIVALENTS

Cash and cash equivalents include cash in hand and deposits held at call with banks. Bank overdrafts are shown within borrowings in current liabilities.

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.

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

2. DONATIONS AND LEGACIES

Donation and gifts

Gift aid

Income from clothes donated

2024	2023
£	£
455,707	698,078
41,186	21,583
42,225	48,283
<u>539,118</u>	<u>767,944</u>

3. INVESTMENT INCOME

Interest income

2024	2023
£	£
<u>733</u>	<u>1,425</u>

4. RAISING FUNDS

Raising donations and legacies

Staff costs

Other fundraising costs

2024	2023
£	£
42,890	43,199
21,256	61,116
<u>64,146</u>	<u>104,315</u>

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)



NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024 - CONTINUED

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 6) £	Totals £
Charitable activities	601,875	85,769	687,644
Governance costs	-	15,931	15,931
	<u>601,875</u>	<u>101,700</u>	<u>703,575</u>

6. SUPPORT COSTS

	Management £	Finance £	Other £	Totals £
Charitable activities	9,415	6,654	69,700	85,769
Governance costs	15,931	-	-	15,931
	<u>25,346</u>	<u>6,654</u>	<u>69,700</u>	<u>101,700</u>

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2024 £	2023 £
Depreciation - owned assets	<u>831</u>	<u>982</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 December 2024 nor for the year ended 31 December 2023.

9. STAFF COSTS

	2024 £	2023 £
Wages and salaries	<u>381,290</u>	<u>349,273</u>
	<u>381,290</u>	<u>349,273</u>

The average monthly number of employees during the year was as follows:

	2024	2023
Number of employees	<u>7</u>	<u>6</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024	2023
	<u>1</u>	<u>1</u>

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)



NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024 - CONTINUED

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	478,962	288,982	767,944
Investment income	1,425	-	1,425
Total	<u>480,387</u>	<u>288,982</u>	<u>769,369</u>
EXPENDITURE ON			
Raising funds	100,550	3,765	104,315
Charitable activities			
Charitable activities	496,877	79,311	576,188
Governance costs	8,730	-	8,730
Total	<u>606,157</u>	<u>83,076</u>	<u>689,233</u>
NET INCOME/(EXPENDITURE)	(125,770)	205,906	80,136
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>76,204</u>	<u>105,653</u>	<u>181,857</u>
TOTAL FUNDS CARRIED FORWARD	<u>(49,566)</u>	<u>311,559</u>	<u>261,993</u>
11. TANGIBLE FIXED ASSETS			
COST			Computer equipment £
At 1 January 2024 and 31 December 2024			<u>5,057</u>
DEPRECIATION			
At 1 January 2024			4,226
Charge for year			<u>831</u>
At 31 December 2024			<u>5,057</u>
NET BOOK VALUE			-
At 31 December 2024			<u>831</u>
At 31 December 2023			<u>831</u>

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)



NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024 - CONTINUED

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade debtors	8,088	15,816
Other debtors	12,211	12,638
Prepayments and accrued income	9,570	10,290
	<u>29,869</u>	<u>38,744</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Bank loans and overdrafts (see note 15)	46,417	43,504
Trade creditors	12,253	12,328
Social security and other taxes	8,358	13,109
Other creditors	1,354	1,260
Accruals and deferred income	6,928	7,942
	<u>75,310</u>	<u>78,143</u>

14. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2024	2023
	£	£
Bank loans (see note 15)	<u>24,362</u>	<u>70,779</u>

15. LOANS

An analysis of the maturity of loans is given below:

Amounts falling due within one year on demand:

Bank loans	<u>46,417</u>	<u>43,504</u>
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Amounts falling between one and two years:

Bank loans - 1-2 years	<u>24,362</u>	<u>46,417</u>
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Amounts falling due between two and five years:

Bank loans - 2-5 years	<u>-</u>	<u>24,362</u>
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16. MOVEMENT IN FUNDS

Unrestricted funds

General fund	(49,566)	83,689	34,123
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Restricted funds

Restricted fund	311,559	(311,559)	-
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TOTAL FUNDS

At 1.1.24 £	Net movement in funds £	At 31.12.24 £
<u>261,993</u>	<u>(227,870)</u>	<u>34,123</u>

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)



NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024 - CONTINUED

16. MOVEMENT IN FUNDS - CONTINUED

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	266,616	(182,927)	83,689
Restricted funds			
Restricted fund	273,235	(584,794)	(311,559)
TOTAL FUNDS	<u>539,851</u>	<u>(767,721)</u>	<u>(227,870)</u>

Comparatives for movement in funds

	At 1.1.23 £	Net movement in funds £	At 31.12.23 £
Unrestricted funds			
General fund	76,204	(125,770)	(49,566)
Restricted funds			
Restricted fund	105,653	205,906	311,559
TOTAL FUNDS	<u>181,857</u>	<u>80,136</u>	<u>261,993</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	480,387	(606,157)	(125,770)
Restricted funds			
Restricted fund	288,982	(83,076)	205,906
TOTAL FUNDS	<u>769,369</u>	<u>(689,233)</u>	<u>80,136</u>

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)



NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024 - CONTINUED

MOVEMENT IN FUNDS - CONTINUED

A current year 12 months and prior year 12 months combined position is as follows:

Unrestricted funds

General fund

Restricted funds

Restricted fund

TOTAL FUNDS

At 1.1.23 £	Net movement in funds £	At 31.12.24 £
76,204	(42,081)	34,123
105,653	(105,653)	-
<u>181,857</u>	<u>(147,734)</u>	<u>34,123</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

Unrestricted funds

General fund

Restricted funds

Restricted fund

TOTAL FUNDS

Incoming resources £	Resources expended £	Movement in funds £
747,003	(789,084)	(42,081)
562,217	(667,870)	(105,653)
<u>1,309,220</u>	<u>(1,456,954)</u>	<u>(147,734)</u>

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 December 2024.



We couldn't do it without you.
To everyone who supported Cancer Support UK throughout 2024, we'd like to say a massive, heartfelt **thank you**.

Whether you donated, fundraised, volunteered, partnered with us, or worked behind the scenes to make a difference - your contribution helped us provide comfort, care and connection to people living with and beyond cancer.

Together, we are creating a kinder world for those affected by cancer.

CONTACT US



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Email:
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Website
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CANCER SUPPORT UK (CSUK)

England & Wales - Charity number 1105703

Accounts

REGISTERED COMPANY NUMBER: 05048319 (England and Wales)
REGISTERED CHARITY NUMBER: 1105703



Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 December 2023
for
Cancer Support UK (CSUK)

Grant Harrod Lerman Davis LLP
Chartered Accountants
1st Floor
Healthaid House
Marlborough Hill
Harrow
Middlesex
HA1 1UD

Cancer Support UK (CSUK)

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Cancer Support UK (CSUK)

Chair's Report for the year ended 31 December 2023

The year ending December 2023 proved to be another challenging year for the charity sector, with the 'aftershocks' of the pandemic and Brexit, overlaid by the continuing negative economic situation, with its direct impact on charitable donations. Cancer Support UK was not immune to these issues but through diligent management and an early implementation of risk mitigation actions, the charity was able to deliver some very positive charitable and financial outcomes for the year.

Fundraising activities delivered a 40% increase to the charity's revenues, a combination of improvements in trust and individual donations, a stabilisation of clothes collection revenues, via our Clothes Aid partnership, and the development of a new revenue stream through the Workplace Training initiative. In parallel, through diligent management, operating costs were reduced by almost 10%, resulting in a surplus of just over £80,000, compared to the prior year's deficit of over £212,000, a £300,000 positive swing.

In the last quarter of 2022, the Board carried out a comprehensive and detailed three-year strategic review and set some ambitious growth targets to increase the number of people the charity could support through its Cancer Kit and Cancer Coach programme. The Board agreed a number of investments in our Workplace Training resources and the charity's digital and operational capabilities. The Trustees continue to seek a balance between ensuring the charity's longer term financial stability, and the need to deliver its services, today, to as many people that might benefit from them.

The Board looks forward to another positive year, building on the success of its Easter 'Fill-a-Kit' and 'Cuddles for Christmas' appeals, expanding its Workplace Training offering, and building Cancer Support UK's brand recognition within the oncology and cancer treatment sectors.

In closing, I would like to acknowledge the commitment and energy of its CEO, Mark Guymmer, and his CSUK team, along with support the charity enjoys from all our private and corporate donors, our ambassadors and volunteers, and the many individuals who have reached out to us to seek our support and help.



Bryan Marcus
Chair, Board of Trustees
Cancer Support UK

Cancer Support UK (CSUK)
Chief Executive's Statement
for the year ended 31 December 2023

It will surprise no one that the economic climate in which Cancer Support UK operates, continues to be incredibly challenging financially, with increasing demands on our highly valued and impactful services.

More people than ever need practical and emotional support following a cancer diagnosis, and services across the whole health care sector continue to face significant pressures.

At the end of 2022 we announced our three-year strategic plan, which requires the broadening of our service offer, along with the development of a strong financial and operational foundation to support the charitable services we provide.

In 2023 we began implementing this approach by addressing the increasing needs of people impacted by cancer in the workplace. Over the years we have seen the problems individuals face when they try to continue working or return to work after treatment.

Not only do they experience the physical demands of treatment, but also, more and more, they are telling us about the emotional challenges, which have a significant impact on their lives.

Working closely with those with lived experience, we are focusing on what we know is one of the most important ways organisations can support people - the training and education of staff.

We are giving them the tools, knowledge and confidence to enable them to have caring conversations with colleagues and customers. During these challenging times it is vital that everyone feels supported.

Our Workplace training has continued to grow in 2023, with commercial companies, government departments, local authorities and charities using our training services and providing positive feedback, and confirming the impact our training is making. This service will continue to be a key area of development and growth, ensuring we deliver our vision while building a new and sustainable income stream to support our other charitable services.

Our Cancer Kits continue to receive exceptionally positive feedback. Not only do the carefully selected items deliver multiple practical benefits to those undergoing cancer treatment, but we also see the significant emotional boost these special kits can provide.

Recipients report an improvement in their wellbeing and generally feel less lonely, because "someone is thinking of them". Due to financial limitations, the number of kits we have sent out this year is lower than the demand we receive, but through the first nine months of the year it was important to manage resources carefully. However, a successful end to the year in terms of income has allowed us to increase the number of kits we can send and we anticipate a strong year of delivery ahead in 2024.

Our Cancer Coach service, which provides the emotional support that many people need following their physical treatment, continues to deliver strong positive impact.

We have worked hard to understand how we can expand the support our Cancer Coach service offers. From participant insight we have developed a plan to continue to innovate, offering a follow up check-in for those who have completed the six--week programme, as well as new digital self-help services that will increase reach, adoption and impact.

Finally, I would like to offer a huge thank you to all our supporters, donors, trusts, ambassadors, volunteers, partners, trusts and our Trustees who have championed our work. All your help is invaluable, and we couldn't assist the thousands of people we do without your contributions.

Once again, our staff have worked incredibly hard to deliver against our vision, ensuring that Cancer Support UK is set to continue to grow and evolve as we endeavour to create a kinder world for those impacted by cancer.

Mark Guymer
Chief Executive, Cancer Support UK

Cancer Support UK (CSUK)
Report of the Trustees
for the year ended 31 December 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 December 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Cancer Support UK provides practical and emotional support to people living with cancer, both during and after the treatment period. We support people with all kinds of cancer across the UK.

Cancer Support UK (CSUK)

Report of the Trustees for the year ended 31 December 2023

Programmes and services Cancer Kits



We offer free Cancer Kits to adults currently undergoing treatment, as a practical aid to recovery:

- o Chemo Kits - our Chemo Kits are designed specifically to help people undergoing chemotherapy. They contain items to offset some of the unpleasant side effects of treatment, like cold hands and feet, nausea, and sensitive teeth.
- o Cancer Kits - Our general Cancer Kits are designed to help adults who are not receiving chemotherapy, but who are undergoing another form of cancer treatment. They contain items like puzzle books to relieve boredom, a relaxing pillow spray to aid sleep and toiletries to use on the go.
- o Kids' Kits - Our Kids' Kits are designed to brighten the days of children living with cancer and undergoing treatment. They contain small toys and colouring sets to help entertain and pass the time in hospital, and practical items like cosy socks and antibacterial wipes.
- o Comfort Kits - This Kit contains items that provide warmth and comfort, such as a microwavable hot water bottle, heat pads to ease aches that may come as a result of treatment, and a travel pillow to make spells in hospital that bit easier.

Cuddles for Christmas appeal



In the run up to Christmas, the annual Cuddles for Christmas appeal allowed us to send a much needed special sensory bear as a Christmas gift, free of charge to children in hospital wards and attending units as day visitors. We sent 1200 warmable teddies to 22 hospitals across the UK, including all four nations, with the intention of bringing a smile to the faces of sick children.

Cancer Coach



Our Cancer Coach programme is a six-week structured self-management course - delivered by phone and online video - for people, who have completed their physical treatment. Developed with the Mental Health Foundation, the programme offers emotional and peer support, which is fundamental to recovery.

Cancer Coach helps people who have finished their cancer treatment to:

- o Better understand and manage their own challenging emotions
- o Build resilience
- o Begin to reduce feelings of isolation and low mood
- o Improve their confidence and self-esteem, both during the programme and beyond

It gives participants an opportunity to share their experiences, to understand some of the reasons why they are feeling low or anxious and to explore some simple tools and strategies to reduce some of the impact of negative emotional feelings.

Workplace Cancer Support Training



To achieve our vision we also need to ensure that every person impacted by cancer feels emotionally supported in the workplace. The income derived from our paid-for Workplace Cancer Support courses, developed in response to the needs of organisations and those impacted, will help fund our Cancer Coach programme and enable us to send out more Cancer Kits.

With an ever-increasing number of people being diagnosed with cancer, we continue to leverage insight and innovate with our partners to meet the increasing impact that cancer has on organisations. We are working closely with businesses across all sectors, including major charities, local government, media, sport, finance, insurance and public health, to ensure that employees and customers affected by cancer receive appropriate support for their circumstances, whether that relates to physical health issues or financial needs. Examples of businesses we have worked with include: Unilever, Torbay Council, the NHS, Yorkshire Cancer Community, Everton FC, Takeda and Mondelez.

Programme service achievements and performance



Cancer Kits

In 2023 Cancer Support UK distributed Cancer Kits, Chemo Kits and Comfort Kits to 2,862 adults and children receiving cancer treatment across the UK. Within this total, 498 kits were sent directly to hospitals in the following locations:

- o Cambridge
- o Solihull
- o London
- o Surrey
- o Derby
- o Somerset
- o Cambridge
- o Kent
- o Kendall
- o Cumbria
- o Sunderland
- o Gateshead
- o Belfast

Cancer Support UK (CSUK)
Report of the Trustees
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Breakdown of kits:

- o Cancer Kits 643
- o Chemo Kits 1,387
- o Comfort Kits 401
- o Kids Kits 431

Overall feedback from recipients for the kits remains extremely positive with an average score of 4.12 out of 5.

This is just a small selection of feedback from adults/children across the UK who received one of our Cancer Kits, Kid's Kits, Comfort Kits and Chemo Kits:

- o The cancer comfort kit was an amazing gift for my mum and put a much needed smile on her face. Thank you.
- o Thank you so much for the kit - I really appreciated it as it boosted my morale.
- o I came home from hospital after a horrendous chemo session and a three-day emergency admission to find this kit had been delivered. Gosh it just made me cry. It was such a nice welcome home and a reminder of how much people care. It really was just such a perfect gift and timing I can't thank you enough.
- o All the items have been useful at a time when I feel fragile.
- o The kit was a lovely idea and the bunny which you can heat in the microwave has become my son's best friend with pains during treatment. Thank you.
- o I ordered this kit for a very good friend with pancreatic cancer. He was overwhelmed with the package and was unaware that these charities exist. Please continue with all your positive hard work. You deserve recognition.
- o My kid loves the warm socks and the comforting bunny. They are, to my opinion, the best in that goodie bag. They are used on a daily basis. The tissues and the wipes are very useful. Thank you.
- o I came across the cancer kit when I found out I had breast cancer, the kit has been so helpful; I've used everything! The book and pen I use as a diary to record all my side effects from chemo. The toiletries were put into the bag for my operations in hospital. The socks keep my feet warm. Thank you for the kit it's really helped me.

The people who inspire us to carry out our work

Cuddles for Christmas appeal

Lived experience story: Lola



Lola was diagnosed in May 2022 with a Wilms tumour, after complaining of tummy pains. Her mum, Jodie, took her to the local hospital for a scan and Lola was then referred straight to Newcastle RVI. The doctors started chemotherapy and then removed the tumour along with her left kidney. Poor little Lola continued treatment, finishing her last round of chemo a week before Christmas.

As Jodie told us: "Lola sadly relapsed just days after her final treatment, so we had to cancel Christmas as Lola was in hospital all over the Christmas period."

Lola then went through more intensive treatment which included surgery to remove her spleen and part of her bowel. She also had to endure radiotherapy as it had spread to her lymph nodes in her neck. Lola really loved her Cuddles bear whilst she endured all this treatment. Lola has now rung her 'cancer free' bell in July this year.

Fill a Kit appeal

Lived experience story: Max



After feeling unwell for a few months and experiencing unexplained bruising and tiredness, Max was diagnosed with high-risk acute lymphoblastic leukaemia. It was just a month after his seventh birthday. The news turned his life upside down, and he struggled emotionally in the weeks that followed as he came to terms with all that he was missing, such as school trips and spending time with his friends, especially when, for his older brother Ronnie, life carried on as normal. It was during treatment that Max received his Kids' Kit, a moment that brought a big smile back to his face, particularly because of the yellow Minion socks inside, which he now always wears in hospital.

It wasn't just the yellow minion socks which proved a hit. Max loves the warmable bunny, which provides soothing comfort when he's suffering stomach aches as a result of treatment, and offers the softest and most comforting of cuddles. And for his mum and dad, the notepad became an indispensable hospital journal, a place to jot down medical information and their thoughts and reflections.

Max's leukaemia has taken away so much. He used to love playing rugby and football before he was diagnosed, but illness robbed him of his mobility, and he was forced to use a wheelchair whenever he left home, while inside, his parents carried him around.

But more recently, steroids have helped his mobility, and he's cheered up lots. Understandably, his parents describe Max as their superhero, a resilient, brave kid who's faced the toughest challenges at a very young age.

For Max, the arrival of a Kids' Kit brought a moment of light into a very dark period, restoring his smile and boosting his mood.

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Legacy appeal
Lived experience story: Helen



My name is Helen, and my cancer journey began in December 2021, just before my 44th birthday. Looking back, it was a rubbish present! I'd found a lump in my breast while showering and remember thinking the very worst. The doctor sent me for tests and each one seemed to add to the certainty. By the end, I had a clear and grim picture. I had breast cancer, and a particularly aggressive version driven by hormones. There was a crumb of comfort. My cancer was rare - just 1% of women with breast cancer have it - and while very serious, it can be treated successfully if detected early, as mine had been.

I was told that had I delayed contacting the GP by just a month, the outcome could have been very different. So there was no time to mess about. Three sessions of chemotherapy began in January 2022 to shrink the tumour. I'd been warned about hair loss so I decided to prepare myself by having my long hair cut short. Returning from the salon, I burst into tears at the sight of my new look. But it had given me a bit of courage, and not long after I shaved it all off. Shocking though it was at first, it felt like I'd taken back a bit of control at a time when I felt I had very little.

It turned out that those sessions of chemotherapy hadn't shrunk the tumour as much as expected, so I was put on a three-month course of a different drug. This one left me wiped out physically. Some days I couldn't even get out of bed. There was also a round of radiotherapy. It didn't hurt at the time, but after a few sessions my skin felt and looked like a nasty bit of sunburn.

In July 2022, I underwent a lumpectomy and full lymph node clearance. I then waited a few weeks while the results of the biopsy were analysed. The good news was there were no cancerous cells in my body, but the consultant recommended further treatment to make sure it was completely eliminated. That was a tough thing to hear, I can tell you. All this had been going on during the pandemic, and so much of the time I'd felt lonely and cut off.

The staff at the Rigby Unit in Stratford-on-Avon, where most of my treatment took place, were wonderful, and the other thing that made a huge difference was the arrival of a Cancer Support UK Cancer Kit in March 2022, funded by donors just like you. Everything in it made me feel better. That kit had been so carefully put together, with every item meeting my needs perfectly - just the right sweets and mouthwash, as well as distractions for long days in hospital and socks for my cold feet.

I felt like Cancer Support UK truly understood what it's like to go through cancer. I finished my chemotherapy in June 2023. I'll still need annual mammograms, and I remain anxious about recovery, but I'm determined to be positive and pay back the kindness I've received. That's why I've trained to become a Cancer Support UK Workplace Ambassador. Now Cancer Support UK have equipped me to be there to help colleagues with cancer, listening with empathy and understanding - from the point of diagnosis and throughout their treatment journey.

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Cancer Kits

Lived experience story:

Patricia, Comfort Kit recipient



Patricia Woodcock is 74 years old and was diagnosed with Chronic myeloid leukemia (CML) in 2022. CML is a cancer of the bone marrow and blood.

Within ten days of having a blood test, Patricia was seen by the haematologist at the cancer unit of the Royal Preston Hospital.

"He told me that they suspected I had leukemia. So I was given more blood tests, as well as tests to analyse my bone marrow cells. I was told to call back in a month. Instead they called me back within two weeks and said I was positive for leukemia.

"Emotionally it's been hard. My long covid support group have said that you have to mourn the person you were and learn to accept the new person. But this is hard, because for 70 odd years I've been dashing about. If it was a gradual change it would be different, because as you get older you come to terms with slowing down. However, for me, two years ago my life changed completely. Partly because of covid and partly because of the leukemia.

"The Comfort Kit that Cancer Support UK sent me was brilliant. My son applied for one. The kit contents are amazing. The item I found the most useful was the magnifying glass - it's great for reading the small print on medication and tins of food, especially because of my eye problems.

"The hot water bottle has been an absolute boon, because of the pain I've been getting in my bones. It's lovely to have something warm and soothing. Overall, everything in the kit is useful. I use the little diary to write notes in to take to the oncology appointments. The sweets helped me, too, because the tablets can make me feel sick.

"For someone like me to receive the kit as a gift, really makes me feel that people are trying to help me as an individual. Please tell all your donors that this lady is extremely grateful. I can't say thank you enough.

Lived experience story:

Cathy - Chemo Kit recipient



"I was initially diagnosed with stage 3 Hodgkin lymphoma in August 2021. After receiving chemotherapy and radiotherapy treatments, I learned that the cancer had not completely gone. So I had further chemotherapy in 2023. I needed mental and emotional support to help me cope with what I was going through. So I began an online search, which led me to Cancer Support UK. I ordered the Chemo Kit, which brought me great comfort during my next rounds of chemotherapy. I am so grateful to Cancer Support UK."

Easter Fill a Kit appeal - Bruce



Life has been tough for little Bruce. Diagnosed with Anaplastic Large Cell lymphoma in July 2022 when he was just two years old, Bruce's world was turned upside down overnight.

A healthy, happy and energetic little boy who loved spending time at home on the farm and playing football with his brothers, he was whisked into hospital in Leeds, where he spent many weeks undergoing intense chemotherapy to combat this extremely aggressive form of cancer.

The treatment left him very poorly. But for Bruce, the support and love of his family helped get him through.

The one constant that Bruce has had in his life is his love for teddies. So Bruce was delighted when he received a special warmable teddy, which was delivered to him as part of our Cuddles for Christmas campaign, when we send gorgeous teds to children with cancer who are being treated in hospital at Christmas.

Bruce's mum, Stephanie said:

"We were so fortunate to be gifted a beautiful teddy, which Bruce named Johnny. He now comes with us everywhere, as Bruce finds it very comforting to snuggle with him during all his gruelling treatments at Leeds Hospital. The lavender scent aids with his sleep, which has been disturbed while staying in hospital.

"When Bruce has a sore tummy, we pop Johnny in the microwave so he can give Bruce a warm hug."

Easter Fill a Kit appeal - Samuel



Samuel was just four years old when he was diagnosed in October 2022 with Neuroblastoma, a rare cancer that develops in nerve cells and often starts in the stomach. Samuel is being treated at Southampton General Hospital, with shared care by Worthing Hospital, and remains cheerful and happy. But his parents know that difficult times lie ahead. His cancer is stage 4, so very serious, and Samuel requires an aggressive regime of treatment to give him the best possible chance.

Although he's taken the diagnosis in his stride, it's still early days with the treatment. There's a long way to go and many challenges ahead. The arrival of a Kid's Kit made such a difference to Samuel, restoring his smile and giving him a much-needed boost. He loved the games inside the Kit, which mean he can have fun when he's in hospital.

Samuel's mum, Heather, writes:

"Samuel loved receiving something that was for him alone. He was very excited as he unpacked the bag.

"The microwavable rabbit is his favourite soft toy for snuggling up with when going to sleep, especially as he's been feeling the cold more than usual, due to the treatment. The socks have been great, as his feet and hands have been particularly cold, and he loves how soft they are. He put the antibacterial hand wipes and tissues in the bag he carries with his line clamp kit and has almost finished them. The yoyo has been played with a lot by him and his brothers.

"He likes the fact that the kit showed an understanding for what his needs are at this time in his journey. All the contents are useful, fun and comforting."

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Cuddles for Christmas - What some of the hospitals and hospices said about our Cuddles bears

o Thank you so much for the bears, they are adorable, we are already handing these out to the oncology children when they have visited us. They are very happy with them. Merry Christmas. **Terri Shaw - Play Leader Queen Elizabeth The Queen Mother Hospital Kent**

o Thank you so much for the bears it is much appreciated and I am sure they will make a lot of the children happy. **Matthew Doyle Ward Manager Alderhey Hospital**

o To all the team at Cancer Support UK. We are writing to thank you so much for your wonderful donation of Warmie Bears for The Oak Centre for Children and Young People at The Royal Marsden Hospital. Words cannot express how grateful we are to you for your amazing kindness - it is truly very much appreciated. On behalf of the staff and children here at The Royal Marsden Hospital, thank you so much. **Tanya and all the play team, The Royal Marsden Hospital**

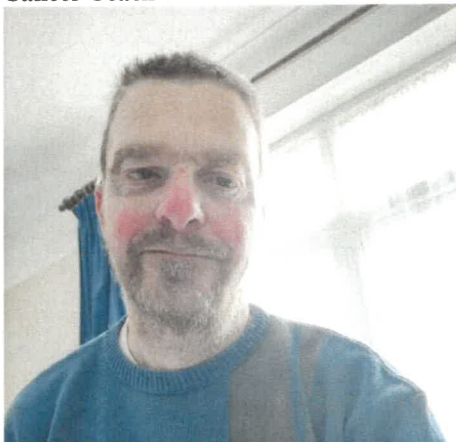
o Thank you so much for sending the warm bears for the children in this unit. They were greatly received. Unfortunately I cannot send photos of the children, but I have included a photo of the bears (below) with some of my staff. **Kirsteen Meikle, Senior Charge Nurse, Schiehallion Ward, Royal Hospital for Children Glasgow**



o Thank you for coming in to the hospital yesterday. The children really enjoyed the visit. We were really pleased to hear that you enjoyed the visit too and wanted to ask if you give us some feedback on your experience as I would like to use it for my appraisal. **Sian Manning, Grand Appeal Oncology Play Assistant, Bristol Royal Hospital for Children**

o Hi Sally just to let you know we have received our bears today. We are so grateful to receive these as the kids will be delighted with them. Thanks again for everything. **Seana Lavery, Belfast Health and Social Care Trust Children's Hospital**

Cancer Coach



In 2023 we continued to deliver Cancer Coach for post-treatment individuals, providing the community, structure and support that our participants are seeking when initially reaching out to us. Cancer Coach was delivered to 317 participants in six group cycles throughout the year.

We have continued to make our groups widely available and accessible. Offering our services remotely means that in 2023 we supported participants from over 60 counties across the UK. We have continued to see a strong uptake of our groups from those with a previous breast cancer diagnosis (one of the four most common cancers), but in addition to this, we have supported participants with over 20 different cancer types. The age range of our participants has extended from

those in the 18-25 age bracket to 70+.

The diversity in our applications is indicative of a growing awareness of our services and we have been encouraged to see this reflected in the range of applications. Cancer Coach continues to primarily be accessed by self-referral and in 2023 we saw an increase in the variety of methods by which people had heard about the service. This includes social prescribing services, GP's and nurses and other peer support groups.

A number of our Cancer Coach facilitators passed the first, second and third year mark of volunteering with us, showing their continued engagement and commitment to supporting those who access our services. The skill, experience and passion each facilitator brings to every group they deliver is reflected in the engagement of their participants. We continue to be inspired by and proud of our fantastic team of coaches.

Our Impact

From cycle 4 onwards we introduced a poll in weeks one and six of Cancer Coach. The aim of this is to better understand and demonstrate our impact across the core themes of Cancer Coach.

Feedback received from participants throughout 2023 continues to demonstrate the life changing benefits of participation in Cancer Coach, with a reduction in isolation being one of the strongest themes.

Evaluation from 2023:

I feel an increased sense of loneliness/isolation since the completion of my cancer treatment	83% agree with the statement 12% feel neutral about the statement 5% disagree with the statement
I feel a reduction in loneliness/isolation since starting Cancer Coach	90% agree with the statement 8% show neither reduction or increase 2% disagree with the statement
I feel I have skills and coping strategies to help me manage my emotions post treatment	86% show an improvement in skills/coping strategies 12% remain the same 2% disagree with this statement
Using the scale below, how would you rate your current emotional wellbeing?	88% show an improved rating in emotional wellbeing 10% remain the same 2% show a decrease
A number of our participants are in the process of returning to work while taking part in the group. Would you have been interested in a session specifically around challenges of returning to work/the work environment?	54% of Cancer Coach participants said they would be interested in a support session that specifically addresses the challenges of returning to work.
Would you recommend the group to others?	100% of participants said they would recommend Cancer Coach to others

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Feedback

We are delighted to share with you a sample of the feedback from Cancer Coach participants in 2023.

About the group

- o I found each session so helpful. I have my own coping strategies but this helped me to explore other ways. It was so lovely to be in a group where we could all be honest and were able to understand what each other has been and is going through. I feel I have made lifelong friends and have lifelong support.
- o I have come away realising others have similar feelings as myself therefore validating mine where my immediate relationships do not allow me any expression.
- o I have achieved acceptance of how and what I am feeling right now is totally normal. I have learnt some new tools that I can use to help me in day-to-day life and with my recovery post-active treatment. I have learned how important it is to take time out to be myself and to practice self-care. Attending these sessions gave me that.

About the Cancer Coach facilitator

- o Dorothy is an ideal Cancer Coach facilitator. She is kind, caring and supportive and made the course so enjoyable and helpful.
- o Jane facilitated our group fantastically. Time kept well, while at the same time everyone had an opportunity to express themselves freely with zero pressure. Not one salient point got past Jane unnoticed.
- o Our trainer was great! Understanding, thoughtful and respectful of the group and our experiences. She led the sessions well and gave us all a chance to speak if and when we wanted to. I couldn't fault the facilitation of the sessions.

About the course content

- o I have achieved new ways to cope and deal with my overthinking. I have also been helped to realise that some things I experience or feel are normal after and during a cancer journey.
- o Wherever I'm at is OK. My feelings/thoughts are completely valid. These revelations have melted a little something in me and I feel less stuck and more in motion.
- o Meeting others who were experiencing the same or similar feelings, emotions post cancer treatment. There is nothing like being amongst a group who just get it. Even more important than friends who haven't had experience of cancer in a way. I liked the mixture of ages in the group and different cancers.

One-, three- and six-month catch ups

At the end of 2023 we began trialling our catch-up sessions, which are offered to participants one, three and six months after their Cancer Coach programme/group has concluded. These sessions will continue to be trialled through Q1 and Q2 of 2024, and, if successful, will be officially added into the Cancer Coach offer. These sessions aim to:

- o Keep participants connected to the charity beyond their initial six-week engagement
- o Enhance emotional support offered by the Cancer Coach service - providing a slower exit pathway from the service benefits participants' wellbeing
- o Allows Cancer Support UK to measure impact of Cancer Coach longer term

Webinar

In 2023 we produced an information webinar for Cancer Coach. The webinar was a valuable content piece, as well as a useful learning experience for the Cancer Coach service. It will help to inform future approaches to new projects. The aim of the webinar was:

- o To improve public understanding of Cancer Coach prior to application in order to manage expectations and raise service awareness.
- o To increase self-referrals and healthcare professional referrals to the Cancer Coach six week programme

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Participant and Administration Support

Back in 2022 we took the decision to add a Participant and Administration Support role permanently to the team. This brought a number of advantages:

- o Currently we are able to deliver a more personalised service, as Megan can facilitate one-to-one discussions with participants to ascertain their suitability for Cancer Coach. This has a number of benefits:
 - o Applicants have clearer expectations coming into groups, which improves their engagement.
 - o Applicants who are unsuitable for groups receive a more personal signposting experience and we can therefore confidently say we are supporting these individuals even if they do not participate directly in Cancer Coach.
 - o Overall it has improved Cancer Coach experience from start to finish for participants and applicants.
- o The additional member of staff means that the present Head of Service, is able to focus on strategic service development for Cancer Coach and the Workplace Cancer Support Training Service.

Signposting

A revised and enhanced Cancer Coach signposting resource was developed and is now in place. It is more comprehensive than previous versions and provides the following benefits:

- o It allows Cancer Coach facilitators to provide better signposting in groups, as and when issues are raised
- o It provides participants with a resource both during and after groups
- o It provides Workplace Cancer Support Ambassadors with additional supporting material for their role

Volunteering

Cancer Coach volunteers continued to perform strongly throughout 2023, as evidenced through consistently positive feedback collected through post-group surveys.

The charity has not actively recruited in 2023, but we have a clear process to do so as and when is needed.

The volunteers who have remained active continue to be very engaged with the service, many of them reaching two- and three-year milestones as Cancer Coaches.

Volunteer support (including pre-group meetings, post group debriefs and ongoing general support) continued throughout 2023. In addition, the Cancer Coach team introduced further support elements such as:

- o Post- cycle facilitator peer support sessions

For volunteers to share their experience of the groups with each other/share facilitation techniques/raise challenges or successes of groups and general peer support

- o Quarterly volunteer meetings

To provide updates on the broader work of the charity to keep volunteers connected to and involved with Cancer Support UK's overall vision and strategy

All these sessions have been successful. Feedback shows they have provided value to those who attended. Overall, although attendance has been relatively small, it has been useful to run these sessions and learning from these sessions will inform volunteer support moving into 2024.

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Cancer Coach participants

Julia's story - Cancer Coach participants

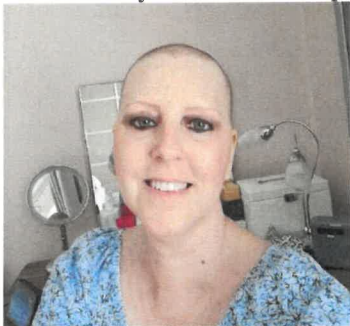


Julia's cancer journey began in May 2021, when she was recalled two weeks after her first routine mammogram. After multiple biopsies, Julia heard the words no-one wants to be told: "You have breast cancer, you need a mastectomy." This was just the start of the cancer rollercoaster.

"Cancer Coach not only helped me deal with the aftermath of the many treatments, it also showed me that I wasn't alone in all this. Friends and family are great, but they might not have had cancer. "The other people in the Cancer Coach support group all had cancer and we felt as though we were connected. We were as one in our shared thoughts and feelings, in how this horrible thing had affected us, our lives and our support networks. We laughed and cried and supported each other.

"Attending the sessions also showed me how to use proven methods to organise my thoughts, letting the dark clouds form in my head and tackling them head on in order to get my life back on track."

Karen's story - Cancer Coach participant



Karen Green is 59 years old and has had breast cancer twice - each time in the same breast. Her first diagnosis was in 2015. It was a fast growing cancer, which was treated with radiotherapy and a lumpectomy. Then in 2021, a routine mammogram confirmed her worst fear, the cancer had returned.

After chemo Karen's emotional wellbeing was at rock bottom. That's when she joined Cancer Coach.

"I had no routine at the time, so Cancer Coach was a commitment that I welcomed. It also gave me the confidence to go on Zoom. Every Monday I was waiting for the Zoom call, as I really enjoyed Cancer Coach.

"Cancer Coach has made me more compassionate and has helped bring out my true feelings that I didn't want to admit to other people. It has made me be accountable.

"The tools and strategies are very good - I had never heard of the worry tree before, but I now use it frequently. I've learnt to put aside worries until specific times and have taught my brain not to worry about certain things every day. It is also very helpful to read every day and makes you realise how far you have come.

"I would definitely recommend Cancer Coach. It gave me hope and more confidence - before joining I pretended I was confident - the strong person whose family looked up to, who didn't cry when diagnosed with cancer - but it was all a show.

Sam's story - Cancer Coach participant



"I first learnt about Cancer Support UK and Cancer Coach when I ordered a Cancer Kit. The leaflet mentioned how when you've finished treatment everyone thinks you go back to normal, and how you still feel alone once treatment finishes, even though you have people around you. That's why, at the end of 2020, I signed up for Cancer Coach.

"It was so good to be part of a small group of people, all feeling the same way, yet different. It was great to be able to talk to each other and to share tips and ideas in the group. The coach was really nice, too.

"I learnt how to keep a worry diary and to set aside an hour per week when I would allow myself to worry about things. Then spend the rest of the time trying to think positively. We were given tools to deal with our emotions and learnt that it's ok to feel different after cancer. We also learnt to accept the new normal.

"At the end of the six-week programme, we all wanted to stay in touch with each other. We kept our weekly Zoom sessions every Monday and now we're all on Whats App. Without that continuity it would have been very hard. It's amazing that I still have these other people in my life, even though it's four years ago since we met.

"It's so good to have these people in my life - your charity has been such a help. If it wasn't for Cancer Coach, I wouldn't have met these ladies and I wouldn't have understood my feelings and found ways to move forwards with my life.

"I would definitely recommend that people sign up for Cancer Coach. It changes your life.

Natalie's story - Cancer Coach participant



Natalie is 48 years old and was diagnosed with widespread papillary thyroid cancer with right vocal cord palsy during the COVID pandemic in October 2020. She is a former mosaic artist and lives in Dorset.

"I signed up for Cancer Support UK's e-news and read about the Cancer Coach course for post treatment patients. I applied to join and received the Cancer Coach workbook beforehand, which was really useful. It meant I could read the weekly topics and have a think before each of the six sessions. It also helped me to complete the post-session tasks.

"From the beginning, the sessions were like a breath of fresh air. The facilitator was welcoming and friendly with a soft Scottish accent, which had a calming effect on us. She did a good job keeping us on track, too. Cancer Coach provided a supportive place, where you could be honest, share your deepest cancer fears, cry and actually have a good laugh about cancer moments. It was good to take the time to really focus on my emotional wellbeing and cancer journey in the comfort of my own home."

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Workplace Cancer Support Training



We identified the need for cancer-specific workplace training when our Cancer Coach participants started telling us about the problems they were facing. There was a lack of understanding of their side effects, symptoms and the impact that cancer has on day-to-day living. The cumulative effect this has on their emotional well-being and recovery is incalculable.

Our vision is to ensure that every person impacted by cancer feels emotionally supported in the workplace. The income derived from our paid-for Workplace Cancer Support courses, developed in response to the needs of organisations, will help fund our Cancer Coach programme and enable us to send out more Cancer Kits. With almost 1m people of working age impacted by cancer, it's vital that organisations support people.

In 2023 we worked with large and small organisations, including Unilever, Yorkshire Cancer Research, Liverpool FC and the NHS, as well as influential individuals such as our ambassador, former Olympic athlete Sally Gunnell OBE, who has a keen interest in workplace wellbeing. Sally has undertaken our Workplace Cancer Support Ambassador training and continues to support and raise awareness of this important initiative.

Total number of people trained by our expert cancer support coaches - 23,921 Number of employees in the organisations where we have provided training - 207,327

Additional innovation and quality enhancement of the service

- o Continued management and development of trainers throughout 2023
- o Launched a new professional workbook for Workplace Cancer Support Ambassador training sessions and an information handout for the Communicating About Cancer seminars, which are given to trainees post sessions to enhance learning and provide an ongoing skills guide.
- o Enhanced and developed trainers' delivery notes for Workplace Cancer Support Ambassador session for the following uses:
 - o For potential development of Train the Trainer module in the future
 - o As a resource for additional trainers when recruited
- o Following discussions with Yorkshire Cancer Research, scenarios used in sessions were adjusted and made more bespoke to their work environment. This small change generated positive feedback and is an example of where small adaptations to training can deliver more impact.
- o Produced new content for the first refresher session, which was delivered twice in 2023 and will form part of a series of refreshers to be delivered in 2024.

Feedback from participants

- o Fantastic training. So insightful about listening, empathy, what to avoid saying and the PACE model. I wish I'd taken it sooner. **Becky McAlees, Unilever PLC Workplace Cancer Support Ambassador**
- o The training course help to improve my confidence which is very helpful when supporting our cancer patients. **Antony Gince, University College Hospital London, Workplace Cancer Support Ambassador**
- o Really powerful session with a good overview of cancer and cancer treatments along with practical tips we can all take away to help us support others. **Florence Hocking, Torbay Council Introduction to Communicating About Cancer**
- o Lisa Neden was an amazing speaker. She carried out the session so well - and we had such great feedback. Lisa has allowed me to view my conversations surrounding cancer in a new perspective, and I found this so helpful. Lisa has definitely left a positive impact at haysmacintyre, and I hope we can normalise conversations surrounding cancer in the workplace using her valuable advice. **Chanel Cisse, Haysmacintyre, Introduction to Communicating About Cancer**
- o Thank you, Dorothy - your session has been so valuable and has made me feel much more confident with having these types of conversations in my personal and work life. Thank you for making everyone feel comfortable and making it a safe space for people to share their experiences. **Pree Kanda, Yorkshire Cancer Research, Communicating about Cancer.**

o Very insightful workshop covering an emotive subject. Enough content to cover dealing with cancer in the workplace, empathy and how we react, listen and chat about it. I found it very useful - having lived this experience recently and feeling 'rabbit in the headlights' and a little overwhelmed it's nice to hear from other people going through/having been through similar sharing experience. **Kayleigh Biston-Green MOD, Communicating about Cancer**

Public benefit

The trustees have referred to and discussed the implications of the provisions of Section 17 of the Charities Act 2011, which state that all charities must demonstrate that they are established for public benefit and have had due regard to the public benefit guidance issued by the Charity Commission.

Achievement and performance

Fundraising activities

Cancer Support UK relies primarily on donations from the public for its income. The trustees are extremely grateful to all Cancer Support UK donors, no matter how much is given, without whose dedication and support the charity would not be able to undertake its vital work.

Direct mail appeals

Thanks to our donors we raised £82,056 from our direct mail programme during 2023. Many of our direct mail donors have supported our charity for many years, so we are truly grateful for their support. Please note that this figure was lower than in 2022, due to there being one less appeal.

Digital appeals

We continue to focus on recruiting and engaging donors via our digital platform and we continue to invest in digital marketing whilst ensuring we manage costs to make this as efficient and effective as possible. As we continue to manage the complexities of an ever changing and fast-moving digital environment, our digital programme raised £53,282 in 2023. This figure is lower than the 2022 appeal due to a cancelled Easter campaign.

Cuddles for Christmas and Fill a Kit appeals

Our fourth annual Cuddles for Christmas and Fill a Kit appeals continue to work well in asking existing donors to support our work, as well as recruit new supporters.

To support the Cuddles for Christmas campaign, Cuddles the bear undertook a 750-mile tour across the UK to hand-deliver Warmies bears to children receiving treatment at 11 hospitals, including Alder Hey, Royal Marsden, Manchester, Leeds, Birmingham, Cardiff and Bristol. The objectives were to build a direct relationship with the hospital staff, drive donations and reduce delivery costs. The six-day tour was documented in photographs posted on social media and in a video, which contributed to the campaign's 2.2 million audience reach.

Legacies income

We are always grateful for every gift we receive - as a small charity which doesn't receive any government funding, our donors are vital to keeping the charity running so that we can provide services to people during their cancer journey. In particular, gifts left to us in a Will or In Memory of a loved one are a poignant source of funds. In 2023 we received £216,166 (an increase of 50% year on year) - with many gifts being from long established donors or people who have accessed our services. These gifts help us to plan services for the future, and even launch new services to support people with cancer, so are incredibly important to us.

Regular Giving and Gift Aid

Our regular giving donors help provide predictable income to the charity. Our donors are proving loyal, and income grew to £6,742 (an increase of 21% year on year) over the course of 2023. We hope, with additional resources, we can grow this important donor group in future years.

Many of our supporters also confirmed we were able to claim Gift Aid on their donation. Across all of our activities this helped us to raise an additional £21,583 of funding. However you chose to support us during 2023, thank you.

Clothing collections

During 2023 Cancer Support UK worked with its Commercial Partner, Clothes Aid, to generate £48,300 income for the charity.

Trust Fundraising

Cancer Support UK is extremely grateful for the support it received from trusts and foundations throughout the year. In 2023 we received £235,339 of funding through trusts and foundations

We would like to thank the following trusts for supporting our work:

- o E F and M G Hall Charitable Trust
- o Masonic Charitable Foundation
- o The Lord Belstead Charitable Settlement
- o The Ian Askew Trust
- o The Rest Harrow Trust
- o Tesco Stronger Starts in association with Groundwork
- o Tyne and Wear Community Foundation
- o The Souter Charitable Trust
- o Devon County Council Growing Communities Fund
- o The Mrs Yvonne Flux Charitable Trust
- o Kent Community Foundation
- o The Ardwick Trust
- o The 29th May 1961 Charity
- o The Blackwood Engineering Trust
- o The WO Street Charitable Foundation
- o The Sir James Reckitt Charity
- o CAF Trust
- o Heart of Bucks Community Foundation
- o The Edward and Dorothy Cadbury Trust
- o London Catalyst
- o The Big Give Trust
- o The Irving Memorial Trust
- o The Ammco Trust
- o The Hugh Fraser Foundation
- o The Pink Ribbon Foundation
- o The J Reginald Corah Foundation Fund
- o The David Family Foundation
- o The Ann Rylands Small Donations programme
- o W G Edwards Charitable Foundation
- o The Lawson Trust CIO
- o The JFR Charitable trust
- o Ganzoni Charitable Trust
- o The Monica Rabagliati Charitable Trust
- o The James Wise Charitable Trust
- o Lillie Johnson Charitable Trust
- o The Florence Nightingale Aid in Sickness Trust
- o Grand Sovereign Care for Children Fund - Mark Masons Hall
- o The Walter Guinness Charitable Trust
- o Walk the Walk
- o The Kilpatrick Fraser Charitable Trust
- o The Wixamtree Trust
- o Doris Field Charitable Trust
- o Pilkington Charities Fund
- o The Childwick Trust
- o The Rothley Trust
- o The Geoff & Fiona Squire Foundation
- o The Sylvia and Colin Shepherd Charitable Trust
- o Sir John Priestman Charity Trust
- o The Henhurst Charitable Trust
- o The Marsh Charitable Trust (The Marsh Christian trust)
- o The William Webster Charitable Trust

Cancer Support UK (CSUK)
Report of the Trustees
for the year ended 31 December 2023

Financial review

Financial position

The Board noted the use of reserves for CSUK's services to grow and deliver continued impact in a challenging macro environment, which resulted in a net surplus of £80,136 compared to a net deficit of £212,788 in 2022.

Fundraising results

Fundraising income increased by 40% from £549,263 to £767,944.

Expenditures

CSUK's total expenditures decreased from £763,822 to £689,233. Expenditure on charitable activities decreased from £594,169 to £584,918, while costs relating to fundraising decreased from £169,653 to £104,315. These financial outcomes enabled CSUK to invest in the delivery of charitable services while reducing the deficit from the previous year.

Fundraising approach

The charity takes the following approach to fundraising. The approach is continually monitored by the Board with the CEO taking responsibility for execution. The charity uses its own full-time staff for grant applications. An experienced fundraising contractor is used for individual giving. The charity partners with Clothes Aid Ltd for clothes collection services where they report monthly on any customer complaints. At every Board meeting, any complaints relating to fundraising are disclosed to ensure good practice is maintained.

Fundraising complaints

No complaints were received in 2023.

Investment policy and objectives

CSUK has no material investments or endowments currently. Uncommitted funds are held in interest-bearing deposit accounts to maximise earnings.

Reserves policy

The Board has agreed to set aside and ring fence 'free reserves' i.e., unrestricted funds, not committed or invested in tangible fixed assets, which equates to three months of the current year budgeted operational overheads. This will be held in a separate bank/instant access savings account (potentially interest earning) and would not be accessed without the specific prior agreement of the Board of Trustees.

In addition, unrestricted cash in CSUK's transactional bank account is controlled at a level that equates to a minimum of three months and a maximum of six months cover of the current year budgeted operational overheads. This policy is reviewed on an annual basis when conducting the annual audit and agreeing the year-end financial statements.

At the end of December 2023, the charity had total reserves of £261,993, of which -£49,566 were unrestricted. This is in line with the reserves policy as it represents three months of the current year budgeted operational overheads.

Going concern

Our planning process, including financial projections, has taken into consideration the current economic climate and its potential impact on the various sources of income and planned expenditure. We have a reasonable expectation that we have adequate resources to continue in operational existence for the foreseeable future and the accounts have, therefore, been prepared on the basis that Cancer Support UK is a going concern.

Cancer Support UK (CSUK)
Report of the Trustees
for the year ended 31 December 2023

STRATEGIC REPORT

Financial review

Senior executive remuneration

In line with the recommendations of the NCVO Inquiry into Executive Remuneration published in April 2014, the Charity has decided to disclose the remuneration of the Chief Executive. CSUK's CEO is responsible for setting the remuneration for all staff depending on their experience and performance and the market benchmark for their role. The only senior manager role in the organisation is the CEO and their remuneration package is determined by the Board of Trustees. They will determine and adjust salary and any other compensation or benefits, benchmarked against similar roles in the Third sector and broader employment market, and reflecting the CEO's performance and contribution. CEO remuneration in 2023 has been set at £80,000 per annum. There are no other pecuniary benefits for senior or other staff at the Charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Cancer Support UK (CSUK) is a registered charitable company limited by guarantee (Company No 5048319, England and Wales Registered Charity No 1105703, and Scotland Registered Charity No SC039731). It is governed by a constitution in the form of a Memorandum and Articles of Association dated 18 February 2004. The liability of each member in the event of the winding up is limited to £1. The members of the Board of Trustees that served during the year, hereafter referred to as 'the Board' or 'the Trustees' are set out below:

Ms J E Dawson
Ms L M Delaney
Mr Matthew Doyle (resigned 5th December 2023)
Mr B Marcus
Ms S Yaganti

Recruitment and appointment of new trustees

Trustees are appointed by the Board. There must always be at least three trustees, and any vacancies arising are filled by the selection and appointment of suitable persons by the trustees. The Board meets at least six times throughout each year to oversee the strategic management of the charity.

Organisational structure

The determination of the strategic direction for Cancer Support UK is the responsibility of the Board. The current trustees meet throughout the year to discuss the management of the charity.

The trustees delegate the day-to-day running of the charity to its Chief Executive Officer, Mark Guymer.

Induction and training of new trustees

The current trustees are familiar with the structure, strategy and practical operations of the charity.

Trustees take an active part in the oversight of Cancer Support UK's charitable programmes, participate in its annual planning and are kept up to date with a monthly programme, fundraising and administrative reports. All major strategic issues and decisions facing Cancer Support UK are addressed by the trustees and each of them are adequately trained and informed to carry out such duties.

All trustees have undertaken training in their fundraising and governance responsibilities.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05048319 (England and Wales)

Registered Charity number

1105703

Cancer Support UK (CSUK)

**Report of the Trustees
for the year ended 31 December 2023**

Registered office

Citibase Plc
Millbank Tower
21-24 Millbank
London
SW1P 4QP

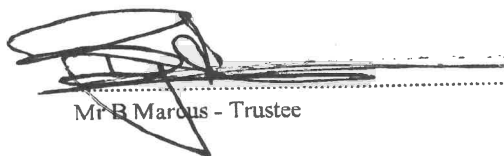
Trustees

Ms J E Dawson
Ms L M Delaney
Mr M R Doyle (resigned 5.12.2023)
Mr B Marcus Consultant
Ms S Yaganti

Independent Examiner

Grant Harrod Lerman Davis LLP
Chartered Accountants
1st Floor
Healthaid House
Marlborough Hill
Harrow
Middlesex
HA1 1UD

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 18-9-2024..... and signed on the board's behalf by:



Mr B Marcus - Trustee

**Independent Examiner's Report to the Trustees of
Cancer Support UK (CSUK)**

Independent examiner's report to the trustees of Cancer Support UK (CSUK) ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 December 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Jeremy Harrod FCCA
The Association of Chartered Certified Accountants

Grant Harrod Lerman Davis LLP
Chartered Accountants
1st Floor
Healthaid House
Marlborough Hill
Harrow
Middlesex
HA1 1UD

Date: 18/9/2024

Cancer Support UK (CSUK)

**Statement of Financial Activities
for the year ended 31 December 2023**

		Unrestricted fund £	Restricted fund £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM	Notes				
Donations and legacies	2	478,962	288,982	767,944	549,263
Investment income	3	<u>1,425</u>	<u>-</u>	<u>1,425</u>	<u>1,771</u>
Total		<u>480,387</u>	<u>288,982</u>	<u>769,369</u>	<u>551,034</u>
 EXPENDITURE ON					
Raising funds	4	100,550	3,765	104,315	169,653
Charitable activities	5				
Charitable activities		496,877	79,311	576,188	570,508
Governance costs		<u>8,730</u>	<u>-</u>	<u>8,730</u>	<u>23,661</u>
Total		<u>606,157</u>	<u>83,076</u>	<u>689,233</u>	<u>763,822</u>
 NET INCOME/(EXPENDITURE)		(125,770)	205,906	80,136	(212,788)
 RECONCILIATION OF FUNDS					
Total funds brought forward		<u>76,204</u>	<u>105,653</u>	<u>181,857</u>	<u>394,645</u>
 TOTAL FUNDS CARRIED FORWARD		<u>(49,566)</u>	<u>311,559</u>	<u>261,993</u>	<u>181,857</u>

The notes form part of these financial statements

Cancer Support UK (CSUK)

Balance Sheet 31 December 2023

	Notes	Unrestricted fund £	Restricted fund £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	11	831	-	831	1,813
CURRENT ASSETS					
Debtors	12	38,744	-	38,744	30,247
Cash at bank		<u>59,781</u>	<u>311,559</u>	<u>371,340</u>	<u>197,222</u>
		98,525	311,559	410,084	227,469
CREDITORS					
Amounts falling due within one year	13	(78,143)	-	(78,143)	(47,425)
NET CURRENT ASSETS		<u>20,382</u>	<u>311,559</u>	<u>331,941</u>	<u>180,044</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		21,213	311,559	332,772	181,857
CREDITORS					
Amounts falling due after more than one year	14	(70,779)	-	(70,779)	-
NET ASSETS		<u>(49,566)</u>	<u>311,559</u>	<u>261,993</u>	<u>181,857</u>
FUNDS	16				
Unrestricted funds				(49,566)	76,204
Restricted funds				<u>311,559</u>	<u>105,653</u>
TOTAL FUNDS				<u>261,993</u>	<u>181,857</u>

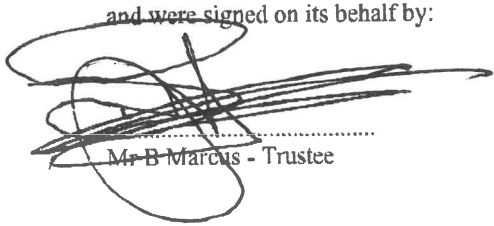
The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 December 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 December 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on 18/9/2024 and were signed on its behalf by:


Mr B Marcus - Trustee

The notes form part of these financial statements

Cancer Support UK (CSUK)

**Cash Flow Statement
for the year ended 31 December 2023**

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	<u>59,835</u>	<u>(145,123)</u>
Net cash provided by/(used in) operating activities		<u>59,835</u>	<u>(145,123)</u>
 Cash flows from financing activities			
New loans in year		<u>114,283</u>	<u>-</u>
Net cash provided by financing activities		<u>114,283</u>	<u>-</u>
		<u> </u>	<u> </u>
Change in cash and cash equivalents in the reporting period		174,118	(145,123)
Cash and cash equivalents at the beginning of the reporting period		<u>197,222</u>	<u>342,345</u>
Cash and cash equivalents at the end of the reporting period		<u>371,340</u>	<u>197,222</u>

The notes form part of these financial

Cancer Support UK (CSUK)

**Notes to the Cash Flow Statement
for the year ended 31 December 2023**

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	80,136	(212,788)
Adjustments for:		
Depreciation charges	982	982
(Increase)/decrease in debtors	(8,497)	108,320
Decrease in creditors	<u>(12,786)</u>	<u>(41,637)</u>
Net cash provided by/(used in) operations	<u><u>59,835</u></u>	<u><u>(145,123)</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.1.23 £	Cash flow £	At 31.12.23 £
Net cash			
Cash at bank	<u>197,222</u>	<u>174,118</u>	<u>371,340</u>
	<u>197,222</u>	<u>174,118</u>	<u>371,340</u>
Debt			
Debts falling due within 1 year	-	(43,504)	(43,504)
Debts falling due after 1 year	<u>-</u>	<u>(70,779)</u>	<u>(70,779)</u>
	<u>-</u>	<u>(114,283)</u>	<u>(114,283)</u>
Total	<u><u>197,222</u></u>	<u><u>59,835</u></u>	<u><u>257,057</u></u>

The notes form part of these financial

Cancer Support UK (CSUK)

Notes to the Financial Statements for the year ended 31 December 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

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 principal accounting policies adopted are set out below.

Going concern

The Trustees have considered the effect of the Covid-19 outbreak that has been spreading throughout the world since early 2020 on the charity. The pandemic has caused some disruption to the Charity's usual activities, in particular, Cancer Kit preparation and distribution was put on hold for a short time after the onset of the pandemic until it was established that it was "Covid-safe" to resume activity. Additionally, income from the collection of donated clothes decreased significantly due to government lockdowns and restrictions. However, outside of the short pause described above, the Cancer Kit and Cancer Coach services continued to run throughout the year and the charity was able to help even more people than in the previous financial year. In addition to this, the charity saw a considerable increase in income in the current year, due to the receipt of a large legacy. Based on the above considerations and financial projections prepared by the charity, the Trustees are confident that the charity has sufficient resources to continue in operation for the foreseeable future, and thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amount 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.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these financial statements.

Investment income, including bank interest, is included when receivable.

Income from clothes donated are recognised within the financial statements once the cash value of items is realised.

Resources expended

Expenditure is included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered. Expenditure is recognised once there is a legal 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. It is allocated between:

- expenditure incurred directly in the effort to raise voluntary contributions (cost of raising funds);
- expenditure incurred directly to the fulfilment of the charity's objectives (charitable activities).

Cancer Support UK (CSUK)

Notes to the Financial Statements - continued for the year ended 31 December 2023

1. ACCOUNTING POLICIES - continued

Resources expended

Where items of expenditure involve more than one cost category these costs have been apportioned on a reasonable basis as determined by the trustees. One particular area where the cost is material to the charity is in the production and distribution of the mail shots.

Furthermore the expenditure has been allocated on the basis of whether the educational content of the individual mail shot is significantly high enough so as to be material. When this holds true the remaining cost of the mail shot is allocated on a pro-rata basis comparing the educational content (costs in furtherance of the charity's objectives) to the fundraising content (costs of generating funds). The educational content is determined by the amount of text and space on each mail shot that is dedicated to material of an education nature.

Fundraising expenditure i.e. text that may induce a donation from the recipient, is allocated upon the basis of the volume of the text and space that is not related to text of an educational nature.

Support costs including other overheads which are not dealt with as part of the dual cost approach are allocated in the ratio of the total charitable expenditure to the total fundraising costs. A significant amount of the support costs are personnel costs which are initially allocated on the basis of the employee's function in the charity, with the residual administration costs being allocated in the ratio noted above.

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 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.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - Straight line over 5 years

All tangible fixed assets costing more than £250 are capitalised at their cost to the charity.

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

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 trustees are required to make estimates in respect of legacy income. The basis of recognition is provided within the income accounting policy above (see policy 1.4).

Employee Benefits

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

Cancer Support UK (CSUK)

Notes to the Financial Statements - continued for the year ended 31 December 2023

1. ACCOUNTING POLICIES - continued

Critical accounting estimates and judgements

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.

Cash and cash equivalents

Cash and cash equivalents include cash in hand and deposits held at call with banks . Bank overdrafts are shown within borrowings in current liabilities.

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.

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

2. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donation and gifts	698,078	336,522
Gift aid	21,583	28,042
Legacies	-	142,629
Income from clothes donated	<u>48,283</u>	<u>42,070</u>
	<u>767,944</u>	<u>549,263</u>

3. INVESTMENT INCOME

	2023	2022
	£	£
Interest income	<u>1,425</u>	<u>1,771</u>

4. RAISING FUNDS

Raising donations and legacies

	2023	2022
	£	£
Staff costs	43,199	62,016
Other fundraising costs	<u>61,116</u>	<u>107,637</u>
	<u>104,315</u>	<u>169,653</u>

Cancer Support UK (CSUK)

Notes to the Financial Statements - continued for the year ended 31 December 2023

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 6) £	Totals £
Charitable activities	490,344	85,844	576,188
Governance costs	<u>-</u>	<u>8,730</u>	<u>8,730</u>
	<u>490,344</u>	<u>94,574</u>	<u>584,918</u>

6. SUPPORT COSTS

	Management £	Finance £	Other £	Totals £
Charitable activities	4,043	7,429	74,372	85,844
Governance costs	<u>8,730</u>	<u>-</u>	<u>-</u>	<u>8,730</u>
	<u>12,773</u>	<u>7,429</u>	<u>74,372</u>	<u>94,574</u>

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2023 £	2022 £
Depreciation - owned assets	<u>982</u>	<u>982</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 December 2023 nor for the year ended 31 December 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 December 2023 nor for the year ended 31 December 2022.

9. STAFF COSTS

	2023 £	2022 £
Wages and salaries	<u>349,273</u>	<u>331,116</u>
	<u>349,273</u>	<u>331,116</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Number of employees	<u>6</u>	<u>6</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

2023	2022
<u>1</u>	<u>1</u>

Cancer Support UK (CSUK)

**Notes to the Financial Statements - continued
for the year ended 31 December 2023**

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	372,025	177,238	549,263
Investment income	<u>1,771</u>	<u>-</u>	<u>1,771</u>
Total	<u>373,796</u>	<u>177,238</u>	<u>551,034</u>
 EXPENDITURE ON			
Raising funds	169,408	245	169,653
Charitable activities			
Charitable activities	467,189	103,319	570,508
Governance costs	<u>23,661</u>	<u>-</u>	<u>23,661</u>
Total	<u>660,258</u>	<u>103,564</u>	<u>763,822</u>
 NET INCOME/(EXPENDITURE)	 (286,462)	 73,674	 (212,788)
 RECONCILIATION OF FUNDS			
Total funds brought forward	362,666	31,979	394,645
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS CARRIED FORWARD	<u>76,204</u>	<u>105,653</u>	<u>181,857</u>

11. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 January 2023 and 31 December 2023	<u>5,057</u>
 DEPRECIATION	
At 1 January 2023	3,244
Charge for year	<u>982</u>
At 31 December 2023	<u>4,226</u>
 NET BOOK VALUE	
At 31 December 2023	<u>831</u>
At 31 December 2022	<u>1,813</u>

Cancer Support UK (CSUK)

**Notes to the Financial Statements - continued
for the year ended 31 December 2023**

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
		2023	2022
		£	£
Trade debtors		15,816	12,865
Other debtors		12,638	9,304
Prepayments and accrued income		<u>10,290</u>	<u>8,078</u>
		<u>38,744</u>	<u>30,247</u>
13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
		2023	2022
		£	£
Bank loans and overdrafts (see note 15)		43,504	-
Trade creditors		12,328	18,572
Social security and other taxes		13,109	8,003
Other creditors		1,260	1,028
Accruals and deferred income		<u>7,942</u>	<u>19,822</u>
		<u>78,143</u>	<u>47,425</u>
14. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR			
		2023	2022
		£	£
Bank loans (see note 15)		<u>70,779</u>	<u>-</u>
15. LOANS			
An analysis of the maturity of loans is given below:			
		2023	2022
		£	£
Amounts falling due within one year on demand:			
Bank loans		<u>43,504</u>	<u>-</u>
Amounts falling between one and two years:			
Bank loans - 1-2 years		<u>46,417</u>	<u>-</u>
Amounts falling due between two and five years:			
Bank loans - 2-5 years		<u>24,362</u>	<u>-</u>
16. MOVEMENT IN FUNDS			
		Net	
	At 1.1.23	movement	At
	£	in funds	31.12.23
		£	£
Unrestricted funds			
General fund	76,204	(125,770)	(49,566)
Restricted funds			
Restricted fund	105,653	205,906	311,559
	<u>181,857</u>	<u>80,136</u>	<u>261,993</u>
TOTAL FUNDS			

Cancer Support UK (CSUK)

**Notes to the Financial Statements - continued
for the year ended 31 December 2023**

16. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	480,387	(606,157)	(125,770)
Restricted funds			
Restricted fund	288,982	(83,076)	205,906
TOTAL FUNDS	<u>769,369</u>	<u>(689,233)</u>	<u>80,136</u>

Comparatives for movement in funds

	At 1.1.22 £	Net movement in funds £	At 31.12.22 £
Unrestricted funds			
General fund	362,666	(286,462)	76,204
Restricted funds			
Restricted fund	31,979	73,674	105,653
TOTAL FUNDS	<u>394,645</u>	<u>(212,788)</u>	<u>181,857</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	373,796	(660,258)	(286,462)
Restricted funds			
Restricted fund	177,238	(103,564)	73,674
TOTAL FUNDS	<u>551,034</u>	<u>(763,822)</u>	<u>(212,788)</u>

Cancer Support UK (CSUK)

Notes to the Financial Statements - continued for the year ended 31 December 2023

16. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.1.22 £	Net movement in funds £	At 31.12.23 £
Unrestricted funds			
General fund	362,666	(412,232)	(49,566)
Restricted funds			
Restricted fund	31,979	279,580	311,559
TOTAL FUNDS	<u>394,645</u>	<u>(132,652)</u>	<u>261,993</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	854,183	(1,266,415)	(412,232)
Restricted funds			
Restricted fund	466,220	(186,640)	279,580
TOTAL FUNDS	<u>1,320,403</u>	<u>(1,453,055)</u>	<u>(132,652)</u>

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 December 2023.

CANCER SUPPORT UK (CSUK)

England & Wales - Charity number 1105703

Accounts

Charity Registration No. 1105703 (England and Wales)

Charity Registration No. SC039731 (Scotland)

Company Registration No. 05048319 (England and Wales)

CANCER SUPPORT UK (CSUK)
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2021

CANCER SUPPORT UK (CSUK)

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Ms Sarah Elizabeth McDonald Mr Matthew Doyle Ms Sarita Yaganti Ms Julia Emma Dawson Ms Lisa Delaney Mr Bryan Marcus	(Appointed 4 February 2022) (Resigned 24 February 2022 & re-appointed 1 August 2022)
Charity number (England and Wales)	1105703	
Charity number (Scotland)	SC039731	
Company number	05048319	
Registered office	Citibase Millbank Tower 21-24 Millbank London SW1P 4QP United Kingdom	
Auditor	HW Fisher LLP Acre House 11-15 William Road London NW1 3ER United Kingdom	
Bankers	Barclays Bank Plc 7th Floor 180 Oxford Street London W1D 1EA	
Solicitors	Latham and Watkins 99 Bishopsgate London EC2M 3XF	

CANCER SUPPORT UK (CSUK)

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CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 DECEMBER 2021

Statement from the Chair, Cancer Support UK

CSUK Chairs Introduction to Annual Report

During 2021 Cancer Support UK has continued to deliver on its mission to improve the wellbeing of those who are going through treatment with its Cancer Kits, Cuddles programme and Cancer Coach sessions for those who have completed their cancer treatment.

This would not be possible without the continuing support of our donors and supporters.

You will see from our financial statements that we used a proportion of our reserves this year to deliver our services. This is because the Board believes that we should use money, where appropriate, in year, to support those who rely on our services. However, we continue to retain adequate reserves, as set out in our reserves policy, to ensure the financial sustainability of the charity.

As we look into the future and the macro-economic environment, which we as a society find ourselves in, it will be important to continue to maintain the financial support of our donors, allowing Cancer Support UK to deliver services like Cancer Coach, which improve the lives and wellbeing of people across the UK every day.

It was a year of change for the organisation, with our long-term CEO Gemma Holding leaving us. We will always be grateful to Gemma for her passion and leadership of the organisation, bringing us through some difficult times and establishing an ethos and vision, which led to the creation of our Cancer Kits and the Cancer Coach programme.

Although not strictly a 2021 development, our new CEO Mark Guymer joined the organisation in early 2022, and the Board and I look forward to working with Mark as he takes the organisation through its next phase.

In closing, I'd like to acknowledge the bravery of those who deal with the life changing event of a cancer diagnosis, the subsequent treatment and the recovery. By any measure, this is an extremely challenging moment in a person's life and the feedback, like that below, makes the work of our staff and the Board at Cancer Support UK immensely fulfilling.

"I feel better able to manage my fears and my dark thoughts, and I am now equipped with a process and techniques to help work through them. I feel more supported and less alone in my situation." Cancer Coach participant.

Chair
Matthew Doyle
Chair, Cancer Support UK

CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

A message from the Chief Executive

It was my privilege to join Cancer Support UK as the new CEO early in 2022. So as a relative newcomer to this charity it feels somewhat strange to be writing this message for our 2021 annual report.

I am thrilled to be a part of Cancer Support UK's ongoing mission to give people affected by cancer the emotional and practical support they need, wherever they are on their cancer journey. It's something I'm personally passionate about and the charity's strong clear purpose resonated with me deeply.

Reviewing the remarkable amount of life changing work, which Cancer Support UK delivered during 2021, it's apparent that our incredible colleagues, volunteers and supporters met the many challenges of a difficult year with resilience, ingenuity and a continuing determination to ensure the successful delivery of essential services to those in need.

Thanks to the generosity of our donors, we supported well over 7,000 adults and children in the UK through our Cancer Coach peer support groups, our four different types of Cancer Kit and our new Cancer Support Training Service.

Despite tough operational circumstances and continuing uncertainty, Cancer Support UK maintained more than just business as usual, it delivered outstanding service. We know this from the incredible feedback we received from Cancer Coach participants and Cancer Kit recipients, for whom our services were an invaluable lifeline, delivering comfort, practical and emotional advice, and hope.

Looking forwards across our services, a core part of our plan for the future is to continue to scale our Cancer Coach service. There is clearly a sizeable requirement for this type of support and its positive impact to individuals and society is already proven.

Likewise, we have continued to grow our supply of Cancer Kits for those undergoing treatment and the feedback not only demonstrates the practical benefits of the carefully selected items, but also the emotional lift that a thoughtful and useful package can provide someone in their hour of need.

Our Comfort Kit, which we developed specifically for people aged over 65, has had strong demand and positive recipient feedback. We believe this will be another area of opportunity as the charity continues to expand.

Further innovation and development undertaken during 2021 will ensure the charity is well placed to support ever increasing numbers of individuals impacted by cancer. The opportunity to use some of the income generated from generous legacies has allowed the charity to develop tools and services to partner with businesses.

Knowledge gained from our Cancer Coach service has made it clear that one of the biggest challenges for individuals of a working age, following cancer treatment, is the process of returning to work. This is an area that we will continue to progress with the view that by training organisations, we can ensure more people are supported via their employers.

None of this would have been possible without the guidance of our Trustees, our dedicated colleagues and our invaluable volunteers. We are thankful to all those who have supported Cancer Support UK with donations or resources to deliver these services. We are well placed to manage the challenges ahead of us and I look forward to supporting the ambitious growth plans we have in place. We are fully committed to ensuring we continue to offer everyone the emotional and practical support they need through their cancer journey.

Mark Guyer
Chief Executive, Cancer Support UK

CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

Governing document

Cancer Support UK (CSUK) is a registered charitable company limited by guarantee (Company No 05048319, England and Wales Registered Charity No 1105703, and Scotland Registered Charity No SC039731). It is governed by a constitution in the form of a Memorandum and Articles of Association dated 18 February 2004. The liability of each member in the event of the winding up is limited to £1. The members of the Board of Trustees that served during the year, hereafter referred to as 'the Board' or 'the Trustees' are set out below:

Mr Matthew Doyle
Ms Julia Dawson
Ms Sarah MacDonald
Mr Bryan Marcus
Ms Sarita Yaganti

Recruitment and appointment of trustees

Trustees are appointed by the Board. There must always be at least three trustees, and any vacancies arising are filled by the selection and appointment of suitable persons by the trustees. The Board meets at least six times throughout each year to oversee the strategic management of the charity.

Trustees induction and training

The current trustees are familiar with the structure, strategy and practical operations of the charity. Trustees take an active part in the oversight of Cancer Support UK's charitable programmes, participate in its annual planning and are kept up to date with a monthly programme, fundraising and administrative reports. All major strategic issues and decisions facing Cancer Support UK are addressed by the trustees and each of them are adequately trained and informed to carry out such duties.

Both the new and existing trustees have undertaken training in their fundraising and governance responsibilities.

Organisation

The determination of the strategic direction for CSUK is the responsibility of the Board. The current trustees meet throughout the year to discuss the management of the charity.

The trustees delegate the day-to-day running of the charity to its Chief Executive Officer, Mark Guymer, who took over from Gemma Holding in May 2022.

Objectives

CSUK's principal objectives are, throughout the world:

To relieve sickness and advance education, including in particular in relation to the provision of services and resources to meet medical, emotional, psychological, spiritual and other needs of individuals as a holistic approach to prevent and treat cancer and to relieve poverty and economic hardship associated with the experience of cancer.

Aims and objectives for the public benefit

The trustees have referred to and discussed the implications of the provisions of Section 17 of the Charities Act 2011, which state that all charities must demonstrate that they are established for public benefit and have had due regard to the public benefit guidance issued by the Charity Commission.

Programmes and services

Cancer Kits

We offer free Cancer Kits to adults currently undergoing treatment, as a practical aid to recovery:

- Chemo Kits - our Chemo Kits are designed specifically to help people undergoing chemotherapy. They contain items to offset some of the unpleasant side effects of treatment, like cold hands and feet, nausea, and sensitive teeth.
- Cancer Kits - Our general Cancer Kits are designed to help adults who are not receiving chemotherapy, but who are undergoing another form of cancer treatment. They contain items like puzzle books to relieve boredom, a relaxing pillow spray to aid sleep and toiletries to use on the go.
- Kids' Kits - Our Kids' Kits are designed to brighten the days of children living with cancer and undergoing treatment. They contain small toys and colouring sets to help entertain and pass the time in hospital, and practical items like cosy socks and antibacterial wipes.

CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

- Comfort Kits – An appeal in June 2021 raised £12,507, which helped fund the development and launch in September 2021 of a new Comfort Kit designed specifically for elderly people, over 65 years of age. The Kit contains items that provide warmth and comfort, such as a microwavable hot water bottle, heat pads to ease aches that may come as a result of treatment, and a travel pillow to make spells in hospital that bit easier.

Cuddles for Christmas

For children with cancer, spending time in hospitals and hospices over Christmas continued to be difficult, with restrictions still in place from the COVID-19 pandemic. Limited visitors meant children were unable to spend Christmas with their families. Following on from the success of the first Cuddles for Christmas campaign in 2020, CSUK ran its second Cuddles for Christmas appeal, to raise funds to send 1,506 cuddly warmable bears to children being treated in hospital over Christmas.

Easter Cuddles

Similar in concept to the Cuddles campaign, in 2021 we ran our first Easter Cuddles appeal, which raised funds to deliver 600 warmable Easter chicks in time for Easter to kids in hospital beds, complete with a personal message (same as for Cuddles) from the donor who funded the delivery of the item.

Cancer Coach

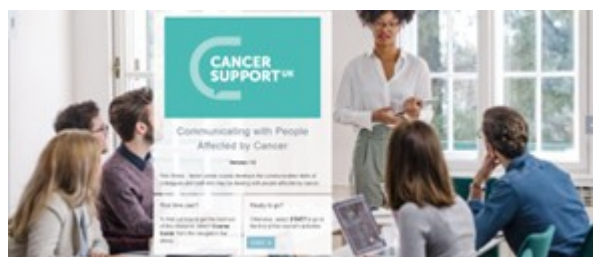
Our Cancer Coach programme is a six-week structured self-management course – delivered by phone and online video – for people, diagnosed with stage 1-3 cancer, who have completed their treatment. Developed with the Mental Health Foundation, the programme offers emotional and peer support, which is fundamental to recovery.

Cancer Coach helps people who have finished their cancer treatment to:

- Better understand and manage their own challenging emotions
- Build resilience
- Begin to reduce feelings of isolation and low mood
- Improve their confidence and self-esteem, both during the programme and beyond

It gives participants an opportunity to share their experiences, to understand some of the reasons why they are feeling low or anxious and to explore some simple tools and strategies to reduce some of the impact of negative emotional feelings.

Cancer Support Training For Organisations



We researched and found the tools to build an eLearning resource to train people in the workplace to support colleagues and customers affected by cancer. We completed the Communicating about Cancer in the Workplace e-training module in 2021. The decision to develop eLearning resources came about after the series of lockdowns, which meant the workplace was in a state of flux. In-person training was not an option and training priorities for organisations were focused on getting people set up to work from home and looking after the general mental wellbeing of teams.

Feedback from Cancer Coach participants revealed that isolation and anxiety when returning to work, following a diagnosis/ treatment is a huge challenge. Our workplace training was therefore a service that could support organisations and those affected across all types of organisations.

Two versions of an eLearning service were developed.

The first module presents a customer facing scenario, which asks the learner to select the best outcomes for various challenging conversations, while providing the necessary tools to manage those difficult discussions.

The second module is a more general workplace tool, which gives the e-learner an understanding of the emotional and physical side effects of cancer, while providing tools to help tackle conversations about isolation and anxiety with those affected by cancer in the workplace.

The Cancer Support UK team successfully delivered live virtual Communicating about Cancer workshops to:

- Restore Plc
- GWI Holding

The new flexible eLearning resources were extremely well received by StudioCanal and Esken Renewables (formerly Stobart Energy), who both enrolled their managers.

Esken Renewables found the training invaluable to their work, saying:

CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

- “The techniques discussed can be used in a whole range of issues/situations.”
- “It was helpful to understand not to fall into the trap of relating things to your own experience. I just hadn’t considered that before, to just listen.”
- “When I completed it, I found it very helpful. If I’m honest, I also found it reassuring that I’ve been handling things correctly with the three drivers currently affected by cancer.”

Programme service achievements and performance

Cancer Kits

In 2021 Cancer Support UK distributed Cancer Kits, Chemo Kits and Comfort Kits to 4,326 adults and children across the UK. Breakdown of kits as follows:

- Cancer Kits 1,227
- Chemo Kits 2,500
- Comfort Kits 403
- Kids Kits 196

Overall feedback was extremely positive with feedback scores averaging 4.5 out of 5 across all kits.

This is just a small selection of feedback we received from adults across the UK who received one of our Cancer Kits or Chemo Kits:

“It was filled with lots of useful things that really made a difference. It can be quite isolating when you’re diagnosed because suddenly it feels like it’s just you but knowing there was support out there really helped and made me feel that somebody cared.” - **Imelda, Cancer Kit recipient**

“I love your kit – it’s such a morale booster. I know for sure that I will use every item in the pack, and it will all be beneficial - if not a treat! Your attention to detail is very impressive and it’s very comforting to know that there are organisations like yourselves, who are dedicated and committed to understanding the varied experiences that we encounter.” - **Julie, Chemo Kit recipient**

“I lost my taste during chemotherapy and the sweets in the kit were one of the few things I could taste. I used the notepad and pen to write down questions to ask my oncologist and the eye mask to just relax. It really, really helped with my chemotherapy and I’m so grateful for that.” – **Lorna, Chemo Kit recipient**

“One day I felt awful during my chemotherapy treatment and very isolated. I came across Cancer Support UK on the web and saw that they sent out Chemo Kits to people who needed them. “The biggest thing for me was that I felt that someone, somewhere had cared enough to put together a kit of thoughtful items. When it arrived, I felt like I had been given a virtual hug.” – **Sarah, Cancer Kit recipient**

“I thought the socks were lovely because I tend to get cold feet. I could see the thought in the Comfort Kit especially with the notepad as I like to write during consultations. It is lovely that someone has put the thought into the items, they are really useful for older people going through cancer symptoms.” – **Susan, Comfort Kit recipient**



Happy and caring 11-year-old Jodie's life was turned upside down when she was diagnosed with acute lymphoblastic leukemia in October 2020. In the months that followed, Jodie had countless lumbar puncture, bone marrow tests, plus all kinds of chemotherapy and steroids. In April 2021, she had two rounds of immunotherapy. This removed almost all the diseased cells. It was during this tough time that mum Tanya ordered Jodie a Kids' Kit from Cancer Support UK to help her get through the difficult ordeal. “Jodie loves the activity word search and her notebook and pen. She also still uses the tote bag regularly.” – **Jodie, Kids Kit recipient**

The people who inspire us to carry out our work

Cuddles for Christmas



CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

Audrey's story – Cuddles bear recipient

Audrey was four years old when she was diagnosed with acute lymphoblastic leukemia. She'd been more tired than usual and had a couple of falls where she'd developed swelling that wouldn't go away.

The family's local GP put the various symptoms together and following blood tests Audrey was transferred to Great Ormond Street Hospital.

Audrey's mum, Delphine, said: "Our world fell apart when doctors confirmed the diagnosis, and we immediately started the long treatment journey. It's not been a walk in the park, but Audrey has impressed everyone with her resilience and positive outlook.

"We're so thankful to the team at The Whittington Hospital and Great Ormond Street Hospital who have supported Audrey and us as a family every step of the way – they've been amazing."

Audrey has battled numerous infections, including anaphylactic shock from one of the medicines, meningitis and she caught Covid at the beginning of the pandemic. Two years on she is still in treatment and taking chemotherapy daily, but she is happy to be back at school.

After all Audrey has been through, the bear from Cancer Support UK has become a firm favourite. Delphine said: "Audrey's warmie teddy bear has brought her much needed comfort when she is feeling a bit down or just tired. She particularly likes that she can warm it up in the microwave to give him a cuddle. The scent is amazing and very calming too."

Mara's story – Cuddles bear recipient

Mara is just three years old and a happy, cheeky little girl who loves being outside, singing and painting. Her mum, Katy Moyes, from Archiestown said: "Mara can be found one day flouncing around in a tutu and doing odd jobs in her boiler suit and wellies the next. And she's never happier than when she's sitting chatting with her big brother."

However, given her lust for life it was obvious that something wasn't right when she became subdued and frequently upset.

Katy said: "We called our local GP, spoke to our Nurse Practitioner, were given an appointment, transferred to Elgin and then Aberdeen all in one day. By 11pm that night we'd been told that Mara had leukemia."

It's been an incredibly hard year for the family, but they are looking forward to a Christmas together. They are hoping Mara will start maintenance treatment, which will give them a little bit more normality.

Katy said: "Mara has a lot more understanding about Christmas and it holds a lot of excitement this year. We hope it can be as magical as possible for both children."

Katy describes the moment Mara was given Charlie bear:

"Mara is completely in love with Charlie Bear and can't stop stroking him. Recently she's been struggling to sleep so his gorgeous lavender scent is a very welcome addition to her bed. Thank you to Cancer Support UK, there's very little that beats seeing that smile!"

Jake's story – Cuddles bear recipient

Jake is just five years old and a fun, caring little chap who will be turning six just two days before Christmas. His mum, Karen, said: "He's always joking about and likes to make everyone laugh. But he also loves his quiet time watching his favourite programmes and playing on his tablet."

However, last Christmas wasn't so much fun for Jake. He was in hospital undergoing vital intensive treatment for Aggressive T Cell Lymphoblastic Lymphoma, so Christmas was a very quiet affair.

This Christmas is looking equally difficult, as Jake's immune system has been hit hard by all the treatment he has received.

Jake loves Christmas, in particular singing carols and decorating the tree with his sister, Emelia, so the family will do everything they can to still make it special. He has his Christmas list all prepared and is very excited about Santa. His favourite hobby is playing Roblox and his all-time favourite food is Pepperoni Pizza.

Karen describes the moment Jake was given Charlie bear:

"Jake was so excited when he unwrapped Charlie – he wrapped him up in his blanket straightaway. He has already come in very useful when Jake had a cold. We heated Charlie up and popped him into bed beside him. Thank you so much for letting us be part of Cuddles for Christmas – Jake absolutely loves his Charlie bear."

CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

Cancer Kits

Ruth – Cancer Kit recipient



Ruth, 50, was diagnosed with breast cancer and applied for a Cancer Kit from Cancer Support UK to help with her surgery and radiotherapy treatment.

“When I was first diagnosed with cancer, I felt like my whole world had ended. I just wanted it out of me, this thing.”

The arrival of our general Cancer Kit at such a low point in Ruth’s life, provided her with a big morale boost. Knowing that people cared for her helped her self-esteem.

“The parcel I received was lovely. Inside it were all sorts of practical items to make me feel better. There were journals, herbal tea bags and even a coloring book. Everything to help me pass the time while I was waiting around for treatment. I particularly like the lavender spray for my bed. I spray it on my pillow to help me sleep at night.”

Imelda – Chemo Kit recipient

Imelda, 50, was diagnosed with stage 3 breast cancer at the age of 48. Her diagnosis came as a huge shock as she hadn’t had any symptoms and wasn’t expecting to receive the news that she had cancer.

“I didn’t even bother to take my husband to my appointment as I thought there was nothing wrong. I got a shock when I was told that I had breast cancer and was all on my own.”

Following her diagnosis, Imelda has had surgery, chemotherapy and radiotherapy alongside some additional treatments. She’s still undergoing treatment but feels positive about what’s to come.



Before Imelda started chemotherapy, she found out about Cancer Support UK’s Cancer Kits, and sent away for a Chemo Kit to help her during treatment. It arrived quickly and became an essential part of her chemotherapy support routine. Imelda said:

Imelda cancer kit recipient “It was filled with lots of useful things that really made a difference. It can be quite isolating when you’re diagnosed because suddenly it feels like it’s just you but knowing there was support out there really helped and made me feel that somebody cared.”

What the hospitals and hospices said about our Cuddles gifts

- “Thank you for the lovely soft warmies teddies for our Oncology children, we placed the teddies in their Christmas present bags which were delivered to the children. The families have expressed how they appreciate, such lovely toys. One parent whose child was still in bed and feeling a little low in mood, warmed the duck in the microwave and gave to her daughter, which she hugged straight away.” – **Whittington Hospital**
- “On behalf of the children and families here at Ipswich Hospital I would just like to say a massive thank you. We received our delivery of warmies yesterday. They are lovely! So soft and cuddly and there have been lots of arguments here about which of the animals is our favourite. They will make such a special gift for our children this Christmas. Please pass our thanks to the people who have donated. We are so grateful for their kindness and for thinking of us particularly in this year that has been so difficult for everyone.” – **Ipswich Hospital**
- “Huge thanks from everybody for the recent delivery of 48 warmable Christmas teddies. They are beautiful and will make our children very happy at this festive period.” - **Douglas Macmillan Children’s Hospice (formerly The Donna Louise Trust)**

Cancer Coach

In 2021 we delivered Cancer Coach to 518 participants. We ran six group cycles across the year.

Having previously booked groups to the capacity of six participants, in the latter group cycles of the year we trialed increasing this to 10 per group and extending the length of each session by an additional half hour. This enhanced peer support by counteracting an anticipated small variance in attendance each week, ensuring the core attendance remains high and participants benefit from comprehensive group discussion.

Our facilitators continued to deliver to a high standard throughout 2021. Drawing on their own professional backgrounds in coaching, counselling and group facilitation, alongside the training and ongoing guidance provided by CSUK, our facilitators consistently receive positive feedback. Their skill and commitment to supporting those who access our services continue to ensure the impact of Cancer Coach on those who participate.

CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

We improved the information on our Cancer Coach webpages, including the enhancement of our FAQ document and pre application screening questions to ensure that our services are reaching those who would most benefit from taking part, as well as providing relevant and accessible signposting to those who our services are not suitable for.

In 2021 we worked extensively with our new CRM provider Beacon to customize and implement a new database. This has allowed us to streamline a number of our admin processes, enabling staff to work more efficiently and improving our participant journey with the service. As well as improved data management, Beacon has helped us to modernise our interaction with our services users and volunteers, for example bringing our booking forms online. We are delighted to share with you the results of our evaluation and feedback from Cancer Coach participants in 2021.

Our participants

Hazel's Cancer Coach story

In March 2020, Hazel noticed an ache in her breasts, but couldn't feel a lump. Her mammogram appointment had been cancelled due to Covid, so it wasn't until October that she was able to have her check-up. When the hospital asked her to go in for another scan, Hazel instantly knew something was wrong



Hazel recalls: "I had a scan and a biopsy, and a small tag was inserted. I wasn't allowed anyone with me and it all seemed so surreal and clinical.

"Nearly two weeks later I was called back for a meeting (still unaccompanied) with a surgeon. She was very nice, but precise and to the point. I was told I had breast cancer and needed surgery. The operation date was in November. I felt numb. It was all so quick that I didn't even cry. I left the hospital having signed all the necessary paperwork for the operation. I felt like I was in my own world.

"My husband was in shock and my grown-up kids were quiet. What could anyone say? I felt alone and scared.

"On a practical level, Covid was rampant, and I had to make arrangements to have my elderly father looked after. I was terrified and certainly didn't feel like a cancer warrior.

"I ended up having two operations, two months apart. I received support from a volunteer lady who saw me through the diagnosis and the dark days that followed, the tiredness, the feelings of utter despair.

"I only ever spoke with the oncologist on the telephone. I never had a face-to-face appointment. I decided not to have radiotherapy as I have rib problems. Instead, I accepted the hormone tablet letrozole, which made me very ill.

"It was around this time that I began the Cancer Coach course. I found it very helpful. There were other women who were feeling like me and the lady who was the coach also knew what we felt like as she'd also had cancer.

"We were encouraged to write feelings and thoughts down, and to accept ourselves. The course lasted six weeks and it was a relief to speak regularly.

"Through Cancer Coach I met other women with similar experiences to myself. We were all able to have a good laugh together, despite having different kinds of outcomes.

"I'm still on the road to recovery. I've had to come off treatment as it's made me unwell. I have up and down days. I worry about the cancer returning, but I'm more calm in other ways. I've learnt to live one day at a time. It's amazing to have received such help and compassion from charity organisations like Cancer Support UK, who really pulled me through this awful illness."

Tara's Cancer Coach story

"I was first diagnosed with breast cancer in 2016 and had reconstructive surgery but didn't require any further treatment. I had a great support network and recovered very quickly.

CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

"However, in February 2020 I noticed a lump in my other breast and was referred for a scan, which showed a shadow/lump. As a result, I had to endure a further test, involving taking a tissue sample from my breast. Two days later I was sat in front of the consultant who advised me that the breast cancer had returned and that I would need further reconstructive surgery.

"The consultant told me that if the lymph node results came back clear, he would proceed with the reconstruction, and at the time they came back clear. Two samples of my lymph nodes were sent off for analysis, just to make sure everything was alright. But having had the reconstruction, I assumed everything was ok.

"We were now fully in lockdown, and no one was allowed to attend appointments with me, which I found really difficult to cope with.

"I arrived at my follow up appointment quietly confident as the reconstruction had gone ahead. However, the consultant revealed that the lymph nodes results had come back positive with stage 2 cancer. I would therefore need a further operation removing all the lymph nodes, followed by radiotherapy.

"I was all alone when I received this this bad news, and it was one of my lowest points. The consultant booked in my operation, telling me it would be fine. But I just remember feeling so vulnerable, thinking that I would never get through this.

"A few days later they operated to remove my lymph nodes, which was the worst experience of my life. I then had to endure radiotherapy - on my own with no support.

"I found it very difficult after the treatment and completely lost my confidence. I would wear baggy clothes to cover up my breasts, as I felt I was disfigured and damaged. My friends and family all tried to support me, but they just did not understand what I was going through. I felt so frustrated and sad, as well as lonely and anxious.

"No matter what anyone said, they just didn't seem to get it. One friend told me that I was lucky I did not need chemotherapy. I must admit I nearly punched her, as lucky was not one of the words in my vocabulary, at the time.

"I found Cancer Coach on Facebook. It was really easy to sign up and within a few days I had my sessions booked. This was probably the best thing that I could ever have done.

"It was lovely to meet people in my group who had gone through what I had experienced. They totally got me and understood my anxieties and issues.

"Cancer Coach sessions healed my soul and brought me back to the person I was before the cancer. To an even better version of me.

"The group taught me to love myself and my body, gave me confidence and reduced my anxiety."

Our Cancer Coach volunteers

Cancer Coach volunteer - Jane's story

"I became a Cancer Coach volunteer thanks to an advert I saw on Facebook during lockdown. I thought, this is perfect for me. It utilises my background in oncology together with my coaching skills. Having empathy and listening skills is also key to being a Cancer Coach.

"It also enables me to give something back and to make a difference to people who really need some support.

"I did four weeks of training to prepare for Cancer Coach, as well as shadowing an existing course. I then ran my own course.

"Cancer Coach is aimed at people who are adapting to life after cancer, having completed their treatment. These people are trying to get back to some sort of normality or a new normal after the experience they've been through.

"A really powerful benefit of Cancer Coach is that it offers peer support in a safe, confidential space, where people can talk about their experience with other people who understand what they are going through. I think that's really important.

"I really like the way the six-week course is structured. We start with a getting to know you session, which is a good bonding experience.



CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

For some, it's the first time they are able to talk about their feelings and emotions.

"Then we look at why the emotions are there and how these are absolutely normal given the experience that they've been through.

"From a coaching perspective, it's very much about being grounded in the present. But we also look at the future and how we can take back a little bit of control in our lives by setting a few achievable goals.

"I've definitely benefited from becoming a Cancer Coach volunteer with Cancer Support UK and I would really recommend taking part in a Cancer Coach group."

Cancer Coach volunteer - Laura's Cancer story

Laura is a Cancer Coach volunteer based in Scotland. She has experienced cancer within her family and wanted to give something back, as her family had benefited from support given by charities.



"I've been looking for an opportunity to volunteer and Cancer Coach was ideal for me. It's flexible while also being structured and I can use my skills as a trained facilitator and coach. We're given comprehensive training and are totally supported by Cancer Support UK."

As a Cancer Coach, Laura works through a six-week course with a group of participants either on a video call or by telephone. She's given information about participants, such as the type of cancer they've had, their treatment, what they're finding difficult and what they want to achieve from the sessions.

Each week, Laura - and Cancer Coaches just like her across the UK - takes the group through a series of exercises designed to help provide the tools, support, and coping strategies that can help with recovery.

Our impact

We are delighted to share with you the results of our evaluation and feedback from Cancer Coach participants in 2021.

Feedback

About the group

"I was so relieved to be able to talk open and honestly without being judged. To talk to other ladies that understood how I was feeling and having the time to reflect on how far we had come. The resources were good, I used them during the week after each session and they helped me to find balance. I cannot think of any improvements. I feel lucky that I was able to be part of this group, you do not know how much it has helped me personally. Tuesday mornings at 11am will never be the same, thank you."

"Brilliant to meet people in a similar situation, felt able to discuss thoughts and feelings without being embarrassed. I was given the support and tools to help with the anxiety I had regarding moving forward since treatment. Something that I feel we are underprepared for whilst going through treatment. The course is brilliant as it is! Thank you."

About the Cancer Coach facilitator

"Our Cancer Coach Sharon was extremely compassionate, inclusive, empathetic and guided the group through the step-by-step workbook. I personally appreciated Sharon's gentle nature. Nothing was rushed. Sharon is someone who has a great deal of compassion, insight and knowledge. It was a person-centered approach throughout the six weeks. Thank you, Sharon."

"Sybil was an absolutely fantastic Cancer Coach facilitator. Warm hearted, caring, a good listener, able to move topics on according to the mood of the discussion, very easy to talk to and humorous; I could go on and on, as Sybil has so many wonderful qualities. I am so glad I had the opportunity to meet her. I feel very lucky. I think Sybil is a one in a million special person. She gave me lots of useful strategies including the worry tree and journaling. Since completing the sessions, I have been using this technique and it has made me much more pro-active and given me a boost of confidence."

About the course content

"Cancer Coach has given me lots of strategies to use now and in the future. I have learned to relax more, using the technique we were taught. I learnt that every day is a new day and that the worst is behind me now and it's no good worrying about things I can't control. I know now that I am not the only person who is suffering the aftereffects of cancer treatment - there are a lot of other people out there going through the same things."

"I personally feel that journaling and meditation are helping me to stay focused and calm, this is time I intend to set aside for myself. Bereavement and how to handle it was an eye opener, Tina's guidance was brilliant, it certainly helped me to come to better terms with my situation and begin moving forward more positively."

CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

Evaluation from 2021:

98% of participants said they felt their overall mood had improved after joining a Cancer Coach group

86% of participants said they felt better equipped to manage their emotions after joining a Cancer Coach group

100% of participants said they would recommend Cancer Coach to others

Risk Management

Cancer Support UK carries out an ongoing risk assessment of its strategic and operational position. A CSUK Risk Report is maintained and updated by a trustee, with input from the CSUK CEO, and this is regularly reviewed at CSUK Board meetings. The CSUK Risk Report covers strategic, reputational, financial and operational (HR, IT, process) risks. The latest risk review reflecting the situation at the end of 2021 confirmed that the highest risks for CSUK remain the reliability of revenue streams and exposure to loss of key personnel.

More specifically:

- CSUK relies on a number of revenue streams to fund its charitable activities, some of them are subject to potentially higher risks and as a consequence can be viewed as less dependable than other revenue streams. The impact of COVID-19 reduced the ability of our commercial partner, Clothes Aid, to expedite its operations, resulting in lower revenues for Cancer Support UK during the year. Other sources of revenues such as direct mail fundraising and digital fundraising are more consistent in terms of their income delivery. As a consequence CSUK is always looking for opportunities to diversify its fundraising activities and reduce the likelihood of being exposed to external impacts that it may not be able to predict or control, as in the case of the Covid pandemic.
- CSUK operates with a small group of resources made up of a limited number of employed staff, supplemented by a number of consultants and external agencies. In the event an individual leaves the business, or a key consultant ends their working activities with CSUK, a number of mitigating actions would be deployed, including hiring temporary staff, engaging with replacement consultants, seeking temporary support from the CSUK trustees or other external experts.

Fundraising activities

CSUK relies primarily on donations from the public for its income. The trustees are extremely grateful to all CSUK donors, no matter how much is given, without whose dedication and support the charity would not be able to undertake its vital work.

Direct Mail Appeals

Our donors helped us to raise just over £138,000 from mailings during 2021 - and it's only with this support from our donors that we can fund services to people on their cancer journey. This included an appeal in June 2021 to help fund the launch of a new Comfort Kit for elderly people which raised £12,507. This was a vital boost to our funds and enabled us to launch the Comfort Kit in September 2021. Many of our direct mail donors have been donating to us for over 20 years - which is truly humbling. We would like to thank each donor who has supported us, and who continue to support us.

Digital Appeals

During 2020 we launched new digital fundraising activities using Facebook ads and emails to help us continue to grow our income and ultimately our services. In 2021, this included campaigns at Easter and Christmas to fundraise for our new teddy bear campaign, delivering these sensory cuddly toys to children in hospital. When other children are enjoying opening presents or receiving chocolate Easter eggs, children with cancer in hospital may be going through painful treatments or long hours of being isolated from friends and family. Cuddles for Christmas and Easter Cuddles' aim was to send a little joy to these children, delivering our warmable teds to hospital beds, complete with a personal message from the donor who funded the delivery of the bear. Our 'Fill a Kit' campaign also runs at Easter and Christmas, raising money to help 'fill cancer kits' for children and adults. A total of 3,648 new donors supported our digital campaigns in 2021. Along with existing donors who gave online, this helped us to raise £86,916 across the year. This was a massive boost to our funds and helped us to deliver 600 Easter Cuddles teds and 1,506 Cuddles for Christmas teds. The funding also helped us to fund and send out over 4,000 Cancer Kits in 2021.

Legacies and In Memory giving

We are always grateful for every gift we receive - as a small charity which doesn't receive any government funding, our donors are vital to keeping the charity running so that we can provide services to people during their cancer journey. In particular, gifts left to us in a Will or In Memory of a loved one are a poignant source of funds. In 2021 we received £104,040 - with many gifts being from long established donors or people who have accessed our services. These gifts help us to plan services for the future, and even launch new services to support people with cancer, so are incredibly important to us.

CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

Regular Giving and Gift Aid

We have several donors who commit to giving a regular gift to us each month. During 2021 this enabled us to raise £5,147. Many of our supporters also confirmed we were able to claim Gift Aid on their donation. Across all our activities this helped us to raise an additional £30,894 of funding. However, you chose to support us during 2021, thank you.

Clothing collections

During 2021 CSUK worked with its Commercial Partner Clothes Aid to generate £63 967 income for the charity.

Trust Fundraising

CSUK is extremely grateful to the support it received from trusts and foundations throughout the year. In 2021 we received £123,290 of funding through trusts and foundations.

We would like to thank the following trusts for supporting our work:

Awards for All England
Awards for All Scotland
Awards for All Wales
Carr-Ellison Family Charitable Trust
Cruden Foundation
Doris Field Charitable Trust
E F and M G Hall Charitable Trust
Edward Gostling Foundation
Ganzoni Charitable Trust
Garfield Weston Foundation
Helen Rice Foundation
Leicestershire and Rutland Masonic Charity
Louis Baylis (Maidenhead Advertiser) Charitable Trust
Louis Nicholas Residuary Charitable Trust
Michael Cornish Charitable trust
St Peter's Charity
Susan H Guy Charitable Trust
The 29th May 1961 Charity
The Alice E Wood Charitable Trust
The Annie Tranmer charitable trust
The Aubrey Orchard-Lisle Charitable Trust
The Chemotherapy Cancer Project Charity
The Diana Deyong Charitable Trust
The Florence Nightingale Aid in Sickness Trust
The Geoff Hill Charitable Trust
The Henhurst Charitable trust
The Hilary Awdry Charitable Trust
The J Reginald Corah Foundation Fund
The James Weir Foundation
The JFR Charitable Trust
The Kilpatrick Fraser Charitable Trust
The Maud Elkington Charitable Trust
The N S Charitable Settlement
The Norman Family Charitable Trust
The Nottingham General Dispensary
The Rest Harrow Trust
The Rothley Trust
The Sir Cliff Richard Charitable Trust
The Sir John Priestman Trust
The Souter Charitable Trust
The Sylvia and Colin Shepherd Charitable Trust
The Tory Family Foundation
The Warburtons Foundation
The William Webster Charitable Trust
The Wilmcote Charitrust
The Wixamtree Trust
Thomas Stanley Shipman Charitable Trust

CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

FINANCIAL REVIEW

The Board noted the use of reserves for CSUK's services to grow and deliver greater impact, which resulted in a net deficit of £262,497 compared to a net surplus of £467,347 in 2020.

Fundraising results

Fundraising income decreased by 49% from £1,104,949 to £567,544.

Expenditures

CSUK's total expenditures increased by 30% from £637,602 to £830,041. Expenditure on charitable activities increased by 29% from £446,826 to £574,132, while costs relating to fundraising increased by 34% from £190,776 to £255,909. These improved financial outcomes enabled CSUK to invest more in delivery of charitable services.

Fundraising approach

The charity takes the following approach to fundraising. The approach is continually monitored by the Board with the CEO taking responsibility for execution. The charity uses its own full-time staff for Grant applications. An experienced fundraising contractor is used for individual giving. The charity partners with Clothes Aid Ltd for clothes collection services where they report monthly on any customer complaints. At every Board any complaints relating to Fundraising are disclosed to ensure good practice is maintained.

Fundraising complaints

No complaints were received in 2021.

Investment Policy

CSUK has no material investments or endowments at this time. Uncommitted funds are held in interest bearing deposit accounts to maximize earnings.

Reserves Policy

The Board have agreed to set aside and ring fence 'free reserves' i.e. unrestricted funds, not committed or invested in tangible fixed assets, which equates to three months of the current year budgeted operational overheads. This will be held in a separate bank/instant access savings account (potentially interest earning) and would not be accessed without the specific prior agreement of the Board of Trustees.

In addition, unrestricted cash in CSUK's transactional bank account is controlled at a level that equates to a minimum of three months and a maximum of six months cover of the current year budgeted operational overheads.

This policy is reviewed on an annual basis when conducting the annual audit and agreeing the year-end financial statements.

At the end of December 2021, the charity had total reserves of £394,645, of which £362,666 were unrestricted. This is in line with the reserves policy as it represents six months of the current year budgeted operational overheads.

Going concern

The reserves held prior to the outbreak of Covid-19, together with the investment in a more diverse fundraising strategy, have resulted in the charity being in a relatively good position to continue in operation during the pandemic and beyond. Our planning process, including financial projections, has taken into consideration the current economic climate and its potential impact on the various sources of income and planned expenditure. We have a reasonable expectation that we have adequate resources to continue in operational existence for the foreseeable future and the accounts have, therefore, been prepared on the basis that Cancer Support UK is a going concern.

Senior executive remuneration

In line with the recommendations of the NCVO Inquiry into Executive Remuneration published in April 2014, the Charity has decided to disclose the remuneration of the Chief Executive.

CSUK's CEO is responsible for setting the remuneration for all staff depending on their experience and performance and the market benchmark for their role.

The only senior manager role in the organisation is the CEO and their remuneration package is determined by the Board of Trustees. They will determine and adjust salary and any other compensation or benefits, benchmarked against similar roles in the Third sector and broader employment market, and reflecting the CEO's performance and contribution.

CEO remuneration in 2021 totaled £71,934. There are no other pecuniary benefits for senior or other staff at the Charity.

CANCER SUPPORT UK (CSUK)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

Disclosure of information to auditors

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 auditors are aware of such information.

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

On behalf of the Board of Trustees

Matthew Doyle

Matthew Doyle
Chair of Trustees
Date

30 Sep 2022

CANCER SUPPORT UK (CSUK)

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 DECEMBER 2021

The trustees, who are also the directors of Cancer Support UK (CSUK) 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, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). 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.

CANCER SUPPORT UK (CSUK)

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)

Opinion

We have audited the financial statements of Cancer Support UK (CSUK) (the 'charity') for the year ended 31 December 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the 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 FRS 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 December 2021 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, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

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, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the 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.

CANCER SUPPORT UK (CSUK)

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- adequate and proper 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.

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.

As part of our planning process;

- We enquired of management the systems and controls the charity has in place, the areas of the financial statements that are most susceptible to the risk of irregularities and fraud, and whether there was any known, suspected or alleged fraud. The charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the company. We determined that the following were most relevant: the Charities SORP, FRS 102, The Charities Act 2011, The Companies Act 2006, The Charities and Trustees (Scotland) Act 2005, The Charities Accounts (Scotland) Regulations 2006 (as amended) and GDPR.
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.
- Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion on the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

CANCER SUPPORT UK (CSUK)

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)

The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Reviewing the financial statement disclosures and determining whether accounting policies have been appropriately applied.
- Reviewing and challenging the assumptions and judgements used by management in their significant accounting estimates.
- Assessing the extent of compliance, or lack of, with the relevant laws and regulations.
- Testing key income lines, in particular cut-off, for evidence of management bias.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted and restricted funds.
- Obtaining third-party confirmation of material bank balances.
- Documenting and verifying all significant related party balances and transactions.
- Reviewing documentation such as the charity board minutes for discussions of irregularities including fraud.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements even though we have properly planned and performed our audit in accordance with auditing standards. The primary responsibility for the prevention and detection of irregularities and fraud rests with those charged with governance of the entity.

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 and to the regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditors' 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, the charitable company's members as a body, and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Andrew Rich

Andrew Rich (Senior Statutory Auditor)
for and on behalf of HW Fisher LLP

Chartered Accountants
Statutory Auditor
Acre House
11-15 William Road
London
NW1 3ER
United Kingdom
.30.Sep.2022

CANCER SUPPORT UK (CSUK)

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 DECEMBER 2021

		Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
	Notes						
Income from:							
Donations and legacies	3	348,133	155,444	503,577	864,793	174,385	1,039,178
Other trading activities	4	63,967	-	63,967	65,771	-	65,771
Total income		412,100	155,444	567,544	930,564	174,385	1,104,949
Expenditure on:							
Raising funds	5	255,909	-	255,909	190,776	-	190,776
Charitable activities	6	418,036	156,096	574,132	286,182	160,644	446,826
Total resources expended		673,945	156,096	830,041	476,958	160,644	637,602
Net (expenditure)/income for the year/							
Net movement in funds		(261,845)	(652)	(262,497)	453,606	13,741	467,347
Fund balances at 1 January 2021		624,511	32,631	657,142	170,905	18,890	189,795
Fund balances at 31 December 2021		362,666	31,979	394,645	624,511	32,631	657,142

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CANCER SUPPORT UK (CSUK)

BALANCE SHEET

AS AT 31 DECEMBER 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	10		2,795		2,484
Current assets					
Debtors	11	138,567		122,018	
Cash at bank and in hand		342,345		606,654	
		<u>480,912</u>		<u>728,672</u>	
Creditors: amounts falling due within one year	12	<u>(89,062)</u>		<u>(74,014)</u>	
Net current assets			391,850		654,658
Total assets less current liabilities			<u>394,645</u>		<u>657,142</u>
Income funds					
Restricted funds	13		31,979		32,631
Unrestricted funds			362,666		624,511
			<u>394,645</u>		<u>657,142</u>

The financial statements were approved by the Trustees on 30 Sep 2022

Matthew Doyle

Mr Matthew Doyle
Trustee

Company Registration No. 05048319

CANCER SUPPORT UK (CSUK)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 DECEMBER 2021

		2021		2020	
	Notes	£	£	£	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	17		(263,167)		583,127
Investing activities					
Purchase of tangible fixed assets		(1,142)		(2,406)	
Net cash used in investing activities			(1,142)		(2,406)
Financing activities					
Repayment of bank loans		-		(23,424)	
Net cash used in financing activities			-		(23,424)
Net (decrease)/increase in cash and cash equivalents			(264,309)		557,297
Cash and cash equivalents at beginning of year			606,654		49,357
Cash and cash equivalents at end of year			342,345		606,654

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2021

1 Accounting policies

Charity information

Cancer Support UK (CSUK) is a private company limited by guarantee incorporated in England and Wales. The registered office is Citibase, Millbank Tower, 21-24 Millbank, London, SW1P 4QP, United Kingdom.

1.1 Accounting convention

These financial statements have been prepared in accordance with FRS 102 "The UK Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") "Accounting and Reporting by Charities" the Statement of Recommended Practice for charities applying FRS 102, the Companies Act 2006, regulation 8 of the Charities Accounts (Scotland) Regulations 2006 and UK Generally Accepted Accounting Practice as it amended from 1 January 2019. The charity meets the definition of a public benefit entity as defined by FRS 102.

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

The Trustees have considered the effect of the Covid-19 outbreak that has been spreading throughout the world since early 2020 on the charity. The pandemic has caused some disruption to the Charity's usual activities, in particular, Cancer Kit preparation and distribution was put on hold for a short time after the onset of the pandemic until it was established that it was "Covid-safe" to resume activity. Additionally, income from the collection of donated clothes decreased significantly due to government lockdowns and restrictions. However, outside of the short pause described above, the Cancer Kit and Cancer Coach services continued to run throughout the year and the charity was able to help even more people than in the previous financial year. In addition to this, the charity saw a considerable increase in income in the current year, due to the receipt of a large legacy. Based on the above considerations and financial projections prepared by the charity, the Trustees are confident that the charity has sufficient resources to continue in operation 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 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 Incoming resources

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.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these financial statements.

Investment income, including bank interest, is included when receivable.

Income from clothes donated are recognised within the financial statements once the cash value of items is realised.

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

1 Accounting policies

(Continued)

1.5 Resources expended

Expenditure is included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered. Expenditure is recognised once there is a legal 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. It is allocated between:

- expenditure incurred directly in the effort to raise voluntary contributions (cost of raising funds);
- expenditure incurred directly to the fulfilment of the charity's objectives (charitable activities).

Where items of expenditure involve more than one cost category these costs have been apportioned on a reasonable basis as determined by the trustees. One particular area where the cost is material to the charity is in the production and distribution of the mail shots.

Furthermore the expenditure has been allocated on the basis of whether the educational content of the individual mail shot is significantly high enough so as to be material. When this holds true the remaining cost of the mail shot is allocated on a pro-rata basis comparing the educational content (costs in furtherance of the charity's objectives) to the fundraising content (costs of generating funds). The educational content is determined by the amount of text and space on each mail shot that is dedicated to material of an education nature.

Fundraising expenditure i.e. text that may induce a donation from the recipient, is allocated upon the basis of the volume of the text and space that is not related to text of an educational nature.

Support costs including other overheads which are not dealt with as part of the dual cost approach are allocated in the ratio of the total charitable expenditure to the total fundraising costs. A significant amount of the support costs are personnel costs which are initially allocated on the basis of the employee's function in the charity, with the residual administration costs being allocated in the ratio noted above.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost net of depreciation and any impairment losses.

All tangible fixed assets costing more than £250 are capitalised at their cost to the charity.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Office Equipment	5 years straight line
------------------	-----------------------

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand and deposits held at call with banks. Bank overdrafts are shown within borrowings in current liabilities.

1.8 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.

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

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

1 Accounting policies (Continued)

1.9 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.

1.10 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 trustees are required to make estimates in respect of legacy income. The basis of recognition is provided within the income accounting policy above (see policy 1.4).

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Donations and gifts	208,140	155,444	363,584	171,838	174,385	346,223
Legacies receivable	104,040	-	104,040	658,866	-	658,866
COVID-19 Business Rates Grant	-	-	-	10,000	-	10,000
Gift aid claims	35,953	-	35,953	24,089	-	24,089
	<u>348,133</u>	<u>155,444</u>	<u>503,577</u>	<u>864,793</u>	<u>174,385</u>	<u>1,039,178</u>

4 Other trading activities

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Income from clothes donated	<u>63,967</u>	<u>65,771</u>

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

5 Raising funds

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
<u>Fundraising and publicity</u>		
Other fundraising costs	217,207	139,949
Staff costs	37,093	42,187
Support costs	1,609	8,640
	<u>255,909</u>	<u>190,776</u>
Fundraising and publicity	<u>255,909</u>	<u>190,776</u>

6 Charitable activities

	Cancer Care Programme	Cancer Care Programme
	2021	2020
	£	£
Staff costs	257,049	164,273
Direct expenditure	156,096	145,208
	<u>413,145</u>	<u>309,481</u>
Share of support costs (see note 7)	130,600	114,345
Share of governance costs (see note 7)	30,387	23,000
	<u>574,132</u>	<u>446,826</u>
Analysis by fund		
Unrestricted funds	418,036	286,182
Restricted funds	156,096	160,644
	<u>574,132</u>	<u>446,826</u>

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

7 Support costs

	Support costs	Governance costs	2021	Support costs	Governance costs	2020
	£	£	£	£	£	£
Staff costs	-	14,387	14,387	-	13,500	13,500
Depreciation	831	-	831	301	-	301
Legal and professional fees	24,640	-	24,640	14,084	-	14,084
Travel	3,226	-	3,226	3,212	-	3,212
Premises and insurance costs	59,081	-	59,081	49,837	-	49,837
Bank and card charges	2,032	-	2,032	1,280	-	1,280
Office print, post and stationery	6,890	-	6,890	886	-	886
Communication expenses	8,181	-	8,181	9,080	-	9,080
Other miscellaneous overheads	20,629	-	20,629	25,376	-	25,376
Bank and loan interest	-	-	-	572	-	572
Accountancy	6,699	-	6,699	8,171	-	8,171
VAT non reclaimable	-	-	-	10,186	-	10,186
Audit fees	-	16,000	16,000	-	9,500	9,500
	<u>132,209</u>	<u>30,387</u>	<u>162,596</u>	<u>122,985</u>	<u>23,000</u>	<u>145,985</u>
Analysed between						
Fundraising	1,609	-	1,609	8,640	-	8,640
Charitable activities	130,600	30,387	160,987	114,345	23,000	137,345
	<u>132,209</u>	<u>30,387</u>	<u>162,596</u>	<u>122,985</u>	<u>23,000</u>	<u>145,985</u>

Support and governance costs includes amounts payable to the auditors of £16,000 for audit fees and £6,699 relating to other services.

In the prior year, governance costs included amounts payable to the independent examiner of £9,500 for independent examination fees and £1,271 relating to other services. A further £3,095 was included within support costs in the prior year which related to general advice and assistance provided at the time of preparing the 2019 accounts.

8 Trustees

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

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Employees	8	6

Employment costs

	2021 £	2020 £
Wages and salaries	286,316	195,372
Social security costs	17,704	20,979
Other pension costs	4,509	3,609
	<u>308,529</u>	<u>219,960</u>

The number of employees whose annual remuneration was £60,000 or more were:

	2021 Number	2020 Number
£60,000 - £70,000	-	1
£70,000 - £80,000	1	-

Key management personnel include the Chief Executive and the Board of Trustees. Total remuneration paid to key management personnel in the year was £71,934 (2020: £68,456). The Trustees receive no remuneration for their work.

10 Tangible fixed assets

	Office Equipment £
Cost	
At 1 January 2021	3,915
Additions	1,142
	<u>5,057</u>
At 31 December 2021	
Depreciation and impairment	
At 1 January 2021	1,431
Depreciation charged in the year	831
	<u>2,262</u>
At 31 December 2021	
Carrying amount	
At 31 December 2021	<u>2,795</u>
At 31 December 2020	<u>2,484</u>

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

11 Debtors

	2021	2020
	£	£
Amounts falling due within one year:		
Trade debtors	38,007	18,921
Other debtors	26,338	29,349
Prepayments and accrued income	74,222	73,748
	138,567	122,018

12 Creditors: amounts falling due within one year

	2021	2020
	£	£
Other taxation and social security	10,711	11,751
Trade creditors	61,582	38,450
Accruals and deferred income	16,769	23,813
	89,062	74,014

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

13 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			
	Balance at 1 January 2020	Income	Expenditure	Balance at 1 January 2021	Income	Expenditure	Balance at 31 December 2021
	£	£	£	£	£	£	£
Cancer care programme	18,890	174,385	(160,644)	32,631	155,444	(156,096)	31,979
	<u>18,890</u>	<u>174,385</u>	<u>(160,644)</u>	<u>32,631</u>	<u>155,444</u>	<u>(156,096)</u>	<u>31,979</u>

Cancer Care Programme was a fund set up by the charity for their Cancer Kits and Cancer Coach Programmes.

The charity offers free Cancer Kits to people currently undergoing treatment as a practical aid to recovery.

Chemo Kits - Chemo Kits are designed specifically to help people undergoing chemotherapy. They contain items to offset some of the unpleasant side effects of treatment, like cold hands and feet, nausea, and sensitive teeth.

Cancer Kits - General Cancer Kits are designed to help adults who are not receiving chemotherapy but are undergoing another form of cancer treatment. They contain items like puzzle books to relieve boredom, relaxing pillow spray to aid sleep, and toiletries to use on the go.

Kids' Kits - Kids' Kits are designed to brighten the days of children living with cancer and undergoing treatment. They contain small toys and colouring sets to help entertain and pass the time in hospital, and practical items like cosy socks and antibacterial wipes.

The Cancer Coach programme is a six week structured 'self-management' course, delivered by phone for people living with cancer. Developed by a range of cancer professionals, the programme offers much needed encouragement and emotional support, which is fundamental to recovery. Groups are run by people who can empathise and understand what it's like as they have experienced cancer themselves.

14 Analysis of net assets between funds

	General 2021 £	Restricted 2021 £	Total 2021 £	General 2020 £	Restricted 2020 £	Total 2020 £
Fund balances at 31 December 2021 are represented by:						
Tangible assets	2,795	-	2,795	2,484	-	2,484
Current assets/(liabilities)	359,871	31,979	391,850	622,027	32,631	654,658
	<u>362,666</u>	<u>31,979</u>	<u>394,645</u>	<u>624,511</u>	<u>32,631</u>	<u>657,142</u>

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

15 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum rental payments under a serviced office facilities agreement with a three month notice period, which fall due as follows:

	2021 £	2020 £
Within one year	10,214	10,214

16 Related party transactions

There were no disclosable related party transactions during the year (2020: none).

17 Cash generated from operations

	2021 £	2020 £
(Deficit)/surplus for the year	(262,497)	467,347
Adjustments for:		
Depreciation and impairment of tangible fixed assets	831	301
Movements in working capital:		
(Increase)/decrease in debtors	(16,549)	91,582
Increase in creditors	15,048	23,897
Cash (absorbed by)/generated from operations	(263,167)	583,127

18 Analysis of changes in net funds

The charity had no debt during the year.



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Fri, 30th Sep 2022 7:08:09 BST	Matthew Doyle - Signer (c974f9e3bddac31d304f00cec395f8de)

Audit history log

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Thu, 29th Sep 2022 18:39:47 BST	Document emailed to doyle_matthew@hotmail.com (18.169.237.12)
Thu, 29th Sep 2022 18:39:46 BST	Sent the envelope to Matthew Doyle (doyle_matthew@hotmail.com) for signing. (89.150.28.98)
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Document generated Fri, 30th Sep 2022 12:07:28 BST

Document fingerprint 81be276676b6c8aa2e55ba7dfa6c4152

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Fri, 30th Sep 2022 12:31:25 BST	Andrew Rich - Signer (78da39aec87266e72b57adec11be8187)

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Fri, 30th Sep 2022 12:31:07 BST	Andrew Rich opened the document email. (213.205.203.184)
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CANCER SUPPORT UK (CSUK)

England & Wales - Charity number 1105703

Accounts

Charity Registration No. 1105703 (England and Wales)

Charity Registration No. SC039731 (Scotland)

Company Registration No. 05048319 (England and Wales)

CANCER SUPPORT UK (CSUK)
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2020

CANCER SUPPORT UK (CSUK)

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr Bryan Marcus Ms Sarah Elizabeth Mcdonald Mr Matthew Doyle Ms Sarita Yaganti Ms Julia Emma Dawson	(Appointed 21 September 2020)
Charity number (England and Wales)	1105703	
Charity number (Scotland)	SC039731	
Company number	05048319	
Registered office	71 Aldwych House 71-91 Aldwych Holborn WC2B 4HN United Kingdom	
Auditor	Andrew Rich HW Fisher LLP Acre House 11-15 William Road London NW1 3ER United Kingdom	
Bankers	Barclays Bank Plc 7th Floor 180 Oxford Street London W1D 1EA	
Solicitors	Latham and Watkins 99 Bishopsgate London EC2M 3XF	

CANCER SUPPORT UK (CSUK)

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CANCER SUPPORT UK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 DECEMBER 2020

Statement from the Chair, Cancer Support UK

Bringing some light to people's lives has been more important in 2020 than for a generation, as people have struggled not just with the emotional isolation of dealing with their cancer diagnosis and treatment, but also physical isolation from their family and friends as a result of being in lockdown whilst on their journey with cancer.

Cancer Support UK hopes to have brought some light with the Cancer Kits, which we provide to those going through cancer treatment and the Cancer Coach programme, which focuses on providing mental wellbeing to cancer patients who have completed their treatment.

This would not be possible without the assistance of our regular donors, who, through programmes such as *Cuddles for Christmas*, have supported our work through the year and brought a smile to the faces of over a thousand children.

Like many other organisations, we have been impacted financially by the COVID-19 crisis. However, we have been fortunate that legacies we received in 2020 have provided the organisation with the financial resilience to keep operating and have enabled us to avoid cutting our services when people needed us the most.

I'd like to close by recognising the stories of those who deal with cancer in their lives, many of these are published on our social media channels, and I encourage you to view them. I find the way these people deal with their life changing diagnosis and treatment with humour, dignity and humility is an inspiration. I hope CSUK has done just a little to make their journey a little easier.

Chair

Matthew Doyle
Chair, Cancer Support UK

CANCER SUPPORT UK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 DECEMBER 2020

Statement from the Chief Executive

Welcome to our 2020 annual report and accounts. 2020 was a particularly difficult year for many people – particularly those experiencing cancer, or facing the journey of life after cancer. I am pleased that despite a difficult year, Cancer Support UK was able to help even more people than the previous year, and was able to continue to deliver its services despite the pandemic. Thanks to our supporters, Cancer Support UK was able to help over 5,000 adults and children across the UK during the year.

Generating income to support our work is always extremely challenging, not least during the unprecedented impact of COVID-19, so I am pleased to report that 2020 marked another year of financial growth for the organisation – in part due to a number of generous legacies the charity received. Sadly, we will never be able to thank these benevolent individuals personally - or have the opportunity to show them the tremendous difference their gift has made. However, I am extremely grateful to them and for all of those who have left a gift to Cancer Support in their will – or who are considering doing so.

I am particularly proud of the strides we have made over the year with Cancer Coach, our support groups for people facing the challenges of life after cancer. I am delighted to share with you the positive impact of Cancer Coach later on in this report. I am hugely grateful for our dedicated team of Cancer Coach volunteers, without whom our work would not be possible. Our volunteers are made up of experienced and qualified professionals including coaches, counsellors, GP's, clinicians, nurses and therapists. Many of our volunteers have direct experience of cancer themselves, so they are also experts by experience. Our volunteers understand the challenges of life after cancer as they have been there themselves. I believe this makes what we do truly special. Our volunteers are exceptional – and I am hugely grateful to each and every one of them.

We increased our digital communications offer in 2020 – to ensure that the people who need to hear about our services do – this continues to have a positive impact in reaching out to adults and children across the UK, and the take up of our services has increased as a result. As a relatively small charity, raising our profile is crucial to enabling those who most need to be aware of our services.

I would like to thank the staff and trustees for their efforts during 2020 and for their continued contributions to the organisation.

Gemma Holding
Chief Executive, Cancer Support UK

CANCER SUPPORT UK

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 DECEMBER 2020

Governing document

Cancer Support UK (CSUK) is a registered charitable company limited by guarantee (Company No 05048319, England and Wales Registered Charity No 1105703, and Scotland Registered Charity No SC039731). It is governed by a constitution in the form of a Memorandum and Articles of Association dated 18 February 2004. The liability of each member in the event of the winding up is limited to £1. The members of the Board of Trustees, hereafter referred to as 'the Board' or 'the Trustees' are set out below:

Mr Matthew Doyle	
Ms Julia Dawson	(appointed September 2020)
Ms Sarah MacDonald	
Mr Bryan Marcus	
Ms Sarita Yaganti	
Mr Derek Shelton	(resigned May 2020)

Recruitment and appointment of trustees

Trustees are appointed by the Board. There must always be at least three trustees, and any vacancies arising are filled by the selection and appointment of suitable persons by the trustees. The Board meets at least six times throughout each year to oversee the strategic management of the charity.

Trustees induction and training

The current trustees are familiar with the structure, strategy and practical operations of the charity.

Trustees take an active part in the oversight of CSUK's charitable programmes, participate in its annual planning and are kept up to date with a monthly programme, fundraising and administrative reports. All major strategic issues and decisions facing CSUK are addressed by the trustees and each of them are adequately trained and informed to carry out such duties.

In 2020 CSUK recruited one new trustee, Julia Dawson, with financial skills and experience relevant to the organisation.

Both the new and existing trustees have undertaken training in their fundraising and governance responsibilities.

Organisation

The determination of the strategic direction for CSUK is the responsibility of the Board. The current trustees meet throughout the year to discuss the management of the charity.

The trustees delegate the day-to-day running of the charity to its Chief Executive Officer, Gemma Holding.

Charity's Mission and Goals

Cancer Support UK provides practical and psychological support to people with cancer, during and after the treatment period. We offer our services -- Cancer Coach and Cancer Kits -- to anyone living in the UK with any type of cancer. These services are designed and delivered by people who have experienced cancer themselves to improve the experience of others. The charity delivers its Cancer Coach services through the most appropriate communication channel that meets the expectations and needs of our service users. Our primary operational activity is to raise funds to enable the charity to provide Cancer Kits and Cancer Coach support to the maximum number of users that our financial and physical resources allow.

Aims and objectives for the public benefit

The trustees have referred to and discussed the implications of the provisions of Section 17 of the Charities Act 2011, which state that all charities must demonstrate that they are established for public benefit and have had due regard to the public benefit guidance issued by the Charity Commission.

PROGRAMMES AND SERVICES

Cancer Kits

We offer free Cancer Kits to adults currently undergoing treatment, as a practical aid to recovery.

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- **Chemo Kits** - our Chemo Kits are designed specifically to help people undergoing chemotherapy. They contain items to offset some of the unpleasant side effects of treatment, like cold hands and feet, nausea, and sensitive teeth.
- **Cancer Kits** - Our general Cancer Kits are designed to help adults who are not receiving chemotherapy, but who are undergoing another form of cancer treatment. They contain items like puzzle books to relieve boredom, a relaxing pillow spray to aid sleep and toiletries to use on the go.
- **Kids' Kits** - Our Kids' Kits are designed to brighten the days of children living with cancer and undergoing treatment. They contain small toys and colouring sets to help entertain and pass the time in hospital, and practical items like cosy socks and antibacterial wipes.

Cuddles for Christmas

For children with cancer, spending time in hospitals and hospices over Christmas, during COVID-19, was incredibly difficult. Limited visitors meant children were unable to spend Christmas with their families – as a response CSUK launched its first 'Cuddles for Christmas' programme.

Cancer Coach

Our Cancer Coach programme is a six-week structured 'self-management' course – delivered by phone – for people living with cancer. Developed with the Mental Health Foundation, the programme offers emotional and peer support, which is fundamental to recovery.

Cancer Coach helps people who have finished their cancer treatment to:

- *Better understand and manage their own challenging emotions*
- *Build resilience*
- *Begin to reduce feelings of isolation and low mood*
- *Improve their confidence and self-esteem, both during the programme and beyond*

It gives participants an opportunity to share their experiences, to understand some of the reasons why they are feeling low or anxious and to explore some simple tools and strategies to reduce some of the impact of negative emotional feelings.

Communicating about cancer

During 2020 we developed our new online and in-person training 'Communicating about Cancer'. We know from our experience that people need to be better supported in the workplace and our training for managers and customer facing roles covers cancer awareness and how to communicate with someone experiencing cancer.

Our aspiration is to engage corporate partners with our training programme, so that CSUK can help create a kinder world for people living with and beyond cancer – and to help us continue to fund our other support services.

Programme service achievements & performance

CSUK continued to distribute the Cancer Kits, Chemo Kits and distributed over 3,500 to adults and children across the UK in 2020.

This is just a small selection of feedback we received from adults across the UK who received one of our Cancer Kits or Chemo Kits:

"I ordered this for my lovely mum. I'm 300 miles away and she was told in lockdown her cancer was back...For the 4th time. She needed to have radiotherapy for the 1st time, and whilst my Dad was with her, I couldn't be because of lockdown. When she received the Cancer Kit she cried. It was a week after her radiotherapy had finished and she was exhausted. She said it was like a hug in a box and completely unexpected, so thank you for helping me to hug my mum from 300 miles away." - **Stephanie**

"A little lift when trying to beat cancer was very welcome." - **Myra**

"It provided things I didn't know I'd need... like mouth wash. I'm so grateful!" - **Trista**

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"I ordered this for my mum who has been diagnosed with cancer for the 2nd time in a year. She told me she absolutely loved the kit, she had been struggling to sleep at night so the eye mask was perfect, the Lavender pillow spray was perfect and she uses her journal every single day to write down little list and things. So thank you so much for this it was amazing!" - **Ashlie**

"I ordered this kit for my stepdad who has pancreatic cancer. He was so grateful and there was so much in the bag. It really lifted him and he was so appreciative. Thank you." - **Stephanie**

"Absolutely amazing to receive this, felt like a real boost to know people care." - **Terry**

"It really is such an amazing kit and it made my day when it arrived. I've been wearing my socks quite a bit as I have suffered cold feet. The toothpaste and hand gel are excellent, I'm saving my tea and sweets until I have my next round a week on Tuesday." - **Jemma**

"I ordered this kit for my dad who is undergoing chemo his face lit up and he will use this kit when going into hospital to have his chemo thank you so much" - **Beverley**

"It was lovely to receive a bag of useful items. I'd just arrived home from a month in hospital and it really cheered me up. I put my socks on straight away!" - **Catriona**

"I can't thank you enough, I was feeling particularly lonely and upset the day my kit arrived, it completely lifted my spirits, a complete nurturing kit, made me feel I was really being thought and cared about, with lovely gentle products, anyone receiving your kit, will I'm sure feel how I did, it went along way making me feel lifted in a dark worrying time in my life. Thank you." - **Hazel**

"It's a simple gesture that made me feel special and cared. The items are all very useful at this difficult time." - **Brunna**

"I received my cancer kit in the middle of a really really rubbish week. To say it cheered me up is a massive understatement. Everything in my parcel was brilliant and I will use every single thing. Thank you so very much. You made a very dark day totally turned around." - **Ann-Marie**

"Was really lovely to get the cancer kit. Having cancer means you lose so much and it was lovely to receive the socks, lemon sherbets, mouth wash, hand cream - all things that are needed during this time... Especially during COVID-19 when you can't shop or get about safely. It made me feel like someone cares." - **Alison**

The reason we do what we do

Sue

Sue, 35, was diagnosed with breast cancer at the age of 31. Following surgery, chemotherapy and radiotherapy, she has received the all-clear. She still experiences some of the side effects of her cancer, including hormone treatment.

"I was so young getting diagnosed with breast cancer, that there wasn't anybody that looked like me or was the same age as me during treatment, which felt quite isolating."

A friend sent Sue a Cancer Kit from Cancer Support UK. Sue said,

"I particularly liked the lavender spray that I received - I've actually repurchased it since. It definitely helped me to relax, which I desperately needed during treatment. The ginger tea really, really helped with the nausea that I had from my treatment."

Lorna

Lorna, age 40, was diagnosed with breast cancer in 2017. Following her diagnosis she had surgery to remove the lump and her lymph nodes. It was then discovered that she had Stage 2 estrogen, progesterone and HER2-positive breast cancer. She had chemotherapy, radiotherapy and Herceptin treatments.

"On hearing my diagnosis, I was obviously shocked, and I was upset. At 37 I was always told I was probably too young to have cancer. So hearing those words was a huge shock."



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During her chemotherapy treatment, Lorna was sent a Chemo Kit from Cancer Support UK. The Kit contained items that she needed to help with the changes that chemotherapy had brought into her life, such as hand sanitiser, sherbet lemon sweets, an eye mask, toasty warm socks, notepad and pen.

"Your immune system is compromised so keeping your hands clean is really important. I also lost my taste during chemotherapy, and the sweets in the kit were one of the few things I could actually taste. I used the notepad and pen to write down questions to ask my oncologist and the eye mask to just relax. It really, really helped with my chemotherapy and I'm so grateful for that."

Bonnie

Bonnie was diagnosed when she was 3 years old with leukemia and is currently nearing the end of her treatment. To help, her family ordered her a Kids Kit and Bonnie was so pleased with what she received, especially her cuddly rabbit.

Bonnie has been a warrior and always has a smile on her face despite all the ups and downs which come along with Cancer.

Kids Kits, like the one that Bonnie received during her treatment, are designed to brighten the days of children living with cancer and undergoing treatment. They contain small toys and colouring sets to help entertain and pass the time in hospital and practical items like cosy socks and antibacterial wipes to help keep them safe and well.



Cuddles for Christmas

During December 2020, in response to the COVID-19 pandemic and limited numbers of hospital visitors allowed, 1,000 warmable, cuddly teds were sent directly to children's hospital and hospice beds across the UK. Each warmable ted had a personally written message to the child from the donor. Delivering these uplifting 'cuddles' and warm cuddles for Christmas was never more important.

The Royal Aberdeen Children's Hospital told us

"On behalf of the families and staff at Royal Aberdeen Children's Hospital, I would like to thank you and every one at the charity for the generous donation of warmies. They are perfect, a great size and so cute. Please pass on our thanks to everyone involved!"

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Cancer Coach

Our participants

Lucy was diagnosed with a melanoma in her eye following a routine optician's appointment. They noticed a small bruise in the white of her eye and referred her for further testing. After her positive diagnosis the decision was made to remove her eye.

Adapting to life following cancer can be extremely difficult, especially if there are long-term physical effects to deal with. Even in the years after you have finished treatment and are cancer-free, there may be times where you feel worried, confused or overwhelmed.

This was something Lucy experienced, saying:

"After four years, people stop making a fuss of you. It becomes normal life and you're stuck with the diagnosis and not much support."



Lucy found some information about Cancer Support UK's Cancer Coach service and got in touch to find out more. Initially, she felt apprehensive about attending the video calls with four other people for six weeks, as she worried that speaking about cancer might be a bit depressing.

"It was absolutely amazing. Other people who have gone through the same things know how you feel. As soon as I joined the meetings I felt relaxed and bonded with the other people in the group straight away."

Whilst by no means required, in Lucy's case, she has kept in touch with her group for ongoing support and friendship. She said: *"I wouldn't hesitate to do it again because it's made such a difference. I'd recommend Cancer Coach to anybody who's feeling a bit isolated with their situation and wants to talk about it. You don't always want to feel like a burden to your family and friends who haven't had cancer - sometimes they don't really understand."*

Cancer Coach participant: Beth

Beth, 43, was diagnosed with an aggressive form of breast cancer. She had no family history and was otherwise fit and healthy so the diagnosis came as a huge shock to her and her family.

"I put the changes in my breasts down to my age, as did my GP and even my radiographer. I felt confident and had no previous history of breast cancer. I'd run 10k the previous day, how could I possibly be ill?"

For Beth, she felt as though cancer had blown her life apart. To be told that she had one of the most aggressive types of cancer at a time when she was just about to start her dream job and had just become an aunt, as well as mother to a young daughter, was overwhelming.

A doctor friend recommended Cancer Support UK's Cancer Coach programme, which Beth found extremely useful. The programme provides a toolkit of strategies for coping with life after cancer treatment, as well as the opportunity to connect with others in a similar position. She added:



"It's impossible to understand adapting back to life post-treatment unless you've been through it. Physically, emotionally, mentally, cancer changes you beyond measure. And when treatment ends, you have a whole new person and a world to navigate. As a group, we have continued to stay in touch. We have an incredible bond and know that we have each other for ongoing support."

Our volunteers

We rely on trained volunteers with an experience of facilitation, counselling or training to deliver our Cancer Coach groups. In 2020 the organisation had 33 volunteers and we couldn't do what we do without them.

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Cancer Coach volunteer: Martin

Martin is a former cancer patient and has previously worked as a redundancy counsellor and a volunteer at other cancer charities. He has been instrumental in helping Cancer Support UK develop their men's groups. He said:

"We cover the issues affecting emotional recovery and participants are encouraged to share and to question their post-cancer journey. In doing this, they have practical suggestions and exercises to address their concern. It doesn't ignore any fears or concerns but helps support them to deal with difficult issues."



Cancer Coach volunteer: Dorothy

Dorothy is a Cancer Coach volunteer for Cancer Support UK. Her son had cancer and after his treatment, he felt disoriented and lost, despite having a close circle of friends and family. He hadn't really known where to go for support, and the fact that it was during the UK lockdown hadn't helped with this. A friend shared the link to Cancer Support UK with Dorothy. She said:

'I am a trained coach and I work as a coach. Particularly, with organisations and businesses. I wondered whether there was some way that I could perhaps, bring those coaching skills to help people and my son's situation. Becoming a Cancer Coach looked exactly what I've been looking for. So, I reached out to the charity, and from the very beginning, I was just impressed with their speedy responses, the professional approach, and their clarity of purpose. I was immediately given the opportunity to join their training programme, and that's a four-week programme. During which time you were with other volunteers and were provided with delivery schedules for the coaching sessions, and also excellent materials to work with. The schedules for the coaching of the tools were very clear, and we were also supported and getting our heads around the sorts of challenges that the group participants may bring to the sessions and how we might handle those.'

Our Impact

We are delighted to share with you the results of our evaluation and feedback from Cancer Coach participants in 2020.

"It's been instrumental for me to help me move on. I am still going back to the exercises weeks later"

"The group was wonderful – a great bunch of ladies and I felt really supported. Thank you Cancer Support UK!"

"I felt very nervous about joining the group but I was made to feel really at ease by the facilitator and enjoyed my six weeks immensely"

"It was so good to share my experiences with others – just to hear it wasn't me, that made my year – no one had ever said that to me before"

"I feel more confident now to talk to my family about how I am feeling and what I need, rather than just put on a brave face"

Evaluation from 2020:

98% of participants said they felt their overall mood had improved after joining a Cancer Coach group



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95% of participants said they felt better equipped to manage their emotions after joining a Cancer Coach group

100% of participants said they would recommend Cancer Coach to others

Risk Management

Each year, the trustees assess the major strategic, business and operational risks faced by CSUK. This analysis involves identifying specific risks, assessing their potential impact, their likelihood of occurrence and what actions could be implemented to mitigate or avoid such risks. A Risk Register is maintained on this basis, including an assessment of the scale of probability of specific risks to better identify strategic areas for review. This is regularly reviewed by the trustees, allocating specific actions to management, which are then followed up on a regular basis.

The 2020 Risk Review carried out by the trustees confirmed that the highest risks continue to be financial risks relating to the charity's cash flow, revenues and profitability, and operational risks linked to the turnover of key staff. More specifically:

- Financial Risks: CSUK management circulates cash flow and profitability statements to the trustees on a monthly basis, comparing its monthly and year to date financial status against the CSUK budget, supported by detailed information on CSUK's revenue streams. In addition, CSUK's management prepare from time to time financial forecasts, which allows CSUK's management and the trustees to assess the charity's medium term financial situation, and the potential impact of any planned actions and management interventions.
- Effects of COVID-19 on fundraising

The impact of COVID-19 reduced the ability of our commercial partner, Clothes Aid, to expedite its operations – resulting in lower profits for Cancer Support UK during the year. By increasing the number of income sources CSUK has been able to spread the financial risk. Direct mail fundraising, digital fundraising and trust fundraising all over-performed our fundraising targets for the year.

Fundraising activities

CSUK relies primarily on donations from the public for its income. The trustees are extremely grateful to all CSUK donors, no matter how much is given, without whose dedication and support the charity would not be able to undertake its vital work.

The new fundraising strategy implemented in 2020 has generated additional sources of income, namely by launching a digital fundraising programme to complement our existing fundraising efforts. In 2020 these new fundraising opportunities delivered additional income for the charity, along with ensuring the organisation has a reliable source of predictable income.

Direct mail fundraising:

During 2020 CSUK raised £152,541 from our generous supporters to further our work

Clothing collections:

During 2020 CSUK worked with its Commercial Partner Clothes Aid to generate £65,771 for the charity

Legacy income:

During 2020 CSUK received £590,682 from generous legators

Digital income

During 2020 CSUK raised £54,279 from online donations driven mainly by our Cuddles for Christmas and Fill a Kit campaigns and investment into digital communications.

Trust Fundraising:

CSUK is extremely grateful to the support it received from trusts and foundations throughout the year.

We would like to thank the Big Lottery community fund for their grant of £74,800 to help us deliver the increased demand for Cancer Coach during lockdown. We would also like to thank the following trusts for supporting our work:

Williams Brownhill CIO
Kathleen Laurence Trust
W O Street Charitable Foundation

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GSK

Souter Charitable Trust

Hospital Saturday Fund

Fowler Smith and Jones Trust

Age Partnership

Roche Products Ltd

Irving Memorial Trust

Tony Bramall Charitable Trust

Hugh Fraser Foundation

Millichope Foundation

R Z Kara Foundation

Edward Gostling Foundation

W G Edwards Charitable Foundation

Louis Baylis Maidenhead Charitable Trust

Fifty Foundation

National Lottery Community Fund

Basil Samuel Charitable Trust

Michael & Anna Wix Charitable Trust

Helen Jean Cope Charitable Trust

Geoff Hill Charitable Trust

Sylvia & Colin Shepherd Charitable Trust

Stubbs Family Charitable Trust

Hunter Hall Foundation

Pink Ribbon Foundation

Sir James Reckitt Charitable Trust

St Peters Home & Sisterhood

FINANCIAL REVIEW

The Board noted the improvement in CSUK's financial outcomes, which resulted in a net surplus of £467,347, compared to a net surplus of £125,689 in 2019.

Fundraising results

Fundraising income increased by 90% from £581,689 to £1,104,949.

Expenditures

CSUK's total expenditure increased by 40% from £ 456,000 to £ 637,602. Expenditure on charitable activities increased by 37% from £325,296 to £446,826, while costs relating to fundraising increased by 46% from £ 130,704 to £ 190,776. These improved financial outcomes enabled CSUK to invest more in delivery of charitable services and allowed us to invest in long term fundraising plans to ensure the sustainability of the organisation.

Fundraising complaints

During the year Cancer Support UK received 24 low level fundraising complaints related to our clothing collection undertaken by our commercial partner, Clothes Aid. A log of complaints received is made and shared with CSUK every month, and reviewed by the Chief Executive of CSUK with the Managing Director of Clothes Aid. Typically, these types of complaints range from the operative, leaving the gate open, walking across lawns or requesting to receive no further bags. The level of complaints related to this type of fundraising represented less than 0.001% of all the clothing bags (3,239,728) distributed on behalf of the organisation.

Investment Policy

CSUK has no material investments or endowments at this time. Uncommitted finds are held in interest bearing deposit accounts to maximize earnings.

Reserves Policy

The Board have agreed to set aside and ring fence 'free reserves' i.e. unrestricted funds, not committed or invested in tangible fixed assets, which equates to three months of the current year budgeted operational overheads. This will be held in a separate

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bank/instant access savings account (potentially interest earning) and would not be accessed without the specific prior agreement of the Board of Trustees.

In addition, unrestricted cash in CSUK's transactional bank account is controlled at a level that equates to a minimum of three months and a maximum of six months cover of the current year budgeted operational overheads.

This policy is reviewed on an annual basis when conducting the annual audit and agreeing the year-end financial statements.

At the end of December 2020, cash at bank of £606,654, representing around seven months of reserves.

Going concern

The reserves held prior to the outbreak of Covid-19, together with the investment in a more diverse fundraising strategy, have resulted in the charity being in a relatively good position to continue in operation during the pandemic and beyond. Our planning process, including financial projections, has taken into consideration the current economic climate and its potential impact on the various sources of income and planned expenditure. We have a reasonable expectation that we have adequate resources to continue in operational existence for the foreseeable future and the accounts have, therefore, been prepared on the basis that Cancer Support UK is a going concern.

Senior executive remuneration

In line with the recommendations of the NCVO Inquiry into Executive Remuneration published in April 2014, the Charity has decided to disclose the remuneration of the Chief Executive.

CEO remuneration in 2020 totalled £60,000. The CEO is eligible for a bonus up to a maximum of 10% of gross salary. This is determined by an assessment of her performance and achievement of delivery targets carried out by the Chairman of the Trustees, which is reviewed and confirmed by the Board. There are no other pecuniary benefits for senior or other staff at the Charity.

Disclosure of information to auditors

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 auditors are aware of such information.

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

On behalf of the Board of Trustees



Matthew Doyle
Chair of Trustees

Dated: 10 Nov 2021

CANCER SUPPORT UK (CSUK)

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 DECEMBER 2020

The trustees, who are also the directors of Cancer Support UK (CSUK) 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;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in 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, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). 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.

CANCER SUPPORT UK (CSUK)

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)

Opinion

We have audited the financial statements of Cancer Support UK (CSUK) (the 'charity') for the year ended 31 December 2020 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the 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 FRS 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 December 2020 and of its incoming resources and application of resources, 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, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

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, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the 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.

CANCER SUPPORT UK (CSUK)

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- adequate and proper 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.

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.

As part of our planning process;

- We enquired of management the systems and controls the charity has in place, the areas of the financial statements that are most susceptible to the risk of irregularities and fraud, and whether there was any known, suspected or alleged fraud. The charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the company. We determined that the following were most relevant: the Charities SORP, FRS 102, The Charities Act 2011, The Companies Act 2006 and GDPR.
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.
- Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion on the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

CANCER SUPPORT UK (CSUK)

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)

The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Reviewing the financial statement disclosures and determining whether accounting policies have been appropriately applied.
- Reviewing and challenging the assumptions and judgements used by management in their significant accounting estimates.
- Assessing the extent of compliance, or lack of, with the relevant laws and regulations.
- Testing key income lines, in particular cut-off, for evidence of management bias.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted and restricted funds.
- Obtaining third-party confirmation of material bank balances.
- Documenting and verifying all significant related party balances and transactions.
- Reviewing documentation such as the charity board minutes for discussions of irregularities including fraud.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements even though we have properly planned and performed our audit in accordance with auditing standards. The primary responsibility for the prevention and detection of irregularities and fraud rests with those charged with governance of the entity.

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.

Other matter

The comparatives for the year ended 31 December 2019 were unaudited.

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 and to the regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditors' 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, the charitable company's members as a body, and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Andrew Rich
Andrew Rich (Senior Statutory Auditor)
for and on behalf of HW Fisher LLP

Chartered Accountants
Statutory Auditor
Acre House
11-15 William Road
London
NW1 3ER
United Kingdom
09 Nov 2021

CANCER SUPPORT UK (CSUK)

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 DECEMBER 2020

		Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
	Notes						
Income from:							
Donations and legacies	3	864,793	174,385	1,039,178	409,045	60,827	469,872
Other trading activities	4	65,771	-	65,771	111,669	-	111,669
Interest receivable	5	-	-	-	148	-	148
Total income		930,564	174,385	1,104,949	520,862	60,827	581,689
Expenditure on:							
Raising funds	6	190,776	-	190,776	130,704	-	130,704
Charitable activities	7	286,182	160,644	446,826	267,305	57,991	325,296
Total resources expended		476,958	160,644	637,602	398,009	57,991	456,000
Net income for the year/ Net movement in funds		453,606	13,741	467,347	122,853	2,836	125,689
Fund balances at 1 January 2020		170,905	18,890	189,795	48,052	16,054	64,106
Fund balances at 31 December 2020		624,511	32,631	657,142	170,905	18,890	189,795

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CANCER SUPPORT UK (CSUK)

BALANCE SHEET

AS AT 31 DECEMBER 2020

	Notes	2020 £	£	2019 £	£
Fixed assets					
Tangible assets	11		2,484		379
Current assets					
Debtors	12	122,018		213,600	
Cash at bank and in hand		606,654		49,357	
		<u>728,672</u>		<u>262,957</u>	
Creditors: amounts falling due within one year	14	<u>(74,014)</u>		<u>(73,541)</u>	
Net current assets			654,658		189,416
Total assets less current liabilities			<u>657,142</u>		<u>189,795</u>
Income funds					
Restricted funds	15		32,631		18,890
Unrestricted funds			624,511		170,905
			<u>657,142</u>		<u>189,795</u>

10 Nov 2021

The financial statements were approved by the Trustees on



.....

Mr Matthew Doyle

Trustee

Company Registration No. 05048319

CANCER SUPPORT UK (CSUK)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 DECEMBER 2020

		2020		2019	
	Notes	£	£	£	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	19		583,127		(2,365)
Investing activities					
Purchase of tangible fixed assets		(2,406)		-	
Investment income received		-		148	
Net cash (used in)/generated from investing activities			(2,406)		148
Financing activities					
Repayment of bank loans		(23,424)		(35,969)	
Net cash used in financing activities			(23,424)		(35,969)
Net increase/(decrease) in cash and cash equivalents			557,297		(38,186)
Cash and cash equivalents at beginning of year			49,357		87,543
Cash and cash equivalents at end of year			606,654		49,357

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2020

1 Accounting policies

Charity information

Cancer Support UK (CSUK) is a private company limited by guarantee incorporated in England and Wales. The registered office is 71 Aldwych House, 71-91 Aldwych, Holborn, WC2B 4HN, United Kingdom.

1.1 Accounting convention

These financial statements have been prepared in accordance with FRS 102 "The UK Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") "Accounting and Reporting by Charities" the Statement of Recommended Practice for charities applying FRS 102, the Companies Act 2006, regulation 8 of the Charities Accounts (Scotland) Regulations 2006 and UK Generally Accepted Accounting Practice as it amended from 1 January 2019. The charity meets the definition of a public benefit entity as defined by FRS 102.

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

The Trustees have considered the effect of the Covid-19 outbreak that has been spreading throughout the world since early 2020 on the charity. The pandemic has caused some disruption to the Charity's usual activities, in particular, Cancer Kit preparation and distribution was put on hold for a short time after the onset of the pandemic until it was established that it was "Covid-safe" to resume activity. Additionally, income from the collection of donated clothes decreased significantly due to government lockdowns and restrictions. However, outside of the short pause described above, the Cancer Kit and Cancer Coach services continued to run throughout the year and the charity was able to help even more people than in the previous financial year. In addition to this, the charity saw a considerable increase in income in the current year, due to the receipt of a large legacy. Based on the above considerations and financial projections prepared by the charity, the Trustees are confident that the charity has sufficient resources to continue in operation 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 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 Incoming resources

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.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these financial statements.

Investment income, including bank interest, is included when receivable.

Income from clothes donated are recognised within the financial statements once the cash value of items is realised.

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2020

1 Accounting policies

(Continued)

1.5 Resources expended

Expenditure is included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered. Expenditure is recognised once there is a legal 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. It is allocated between:

- expenditure incurred directly in the effort to raise voluntary contributions (cost of raising funds);
- expenditure incurred directly to the fulfilment of the charity's objectives (charitable activities).

Where items of expenditure involve more than one cost category these costs have been apportioned on a reasonable basis as determined by the trustees. One particular area where the cost is material to the charity is in the production and distribution of the mail shots.

Furthermore the expenditure has been allocated on the basis of whether the educational content of the individual mail shot is significantly high enough so as to be material. When this holds true the remaining cost of the mail shot is allocated on a pro-rata basis comparing the educational content (costs in furtherance of the charity's objectives) to the fundraising content (costs of generating funds). The educational content is determined by the amount of text and space on each mail shot that is dedicated to material of an education nature.

Fundraising expenditure i.e. text that may induce a donation from the recipient, is allocated upon the basis of the volume of the text and space that is not related to text of an educational nature.

Support costs including other overheads which are not dealt with as part of the dual cost approach are allocated in the ratio of the total charitable expenditure to the total fundraising costs. A significant amount of the support costs are personnel costs which are initially allocated on the basis of the employee's function in the charity, with the residual administration costs being allocated in the ratio noted above.

Please note that in preparing the 2020 accounts, the charity has made the decision to change the methodology used to allocate expenditure to ensure that the way costs are shown in the accounts accurately represents the underlying operational activity of the charity. The same methodology has therefore been applied to the allocation of 2019 expenditure which has resulted in the comparatives in notes 6, 7 and 8 being restated.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost net of depreciation and any impairment losses.

All tangible fixed assets costing more than £250 are capitalised at their cost to the charity.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Office Equipment	5 years straight line
------------------	-----------------------

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand and deposits held at call with banks. Bank overdrafts are shown within borrowings in current liabilities.

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2020

1 Accounting policies (Continued)

1.8 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.

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

1.9 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.

1.10 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 trustees are required to make estimates in respect of legacy income. The basis of recognition is provided within the income accounting policy above (see policy 1.4).

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2020	2020	2020	2019	2019	2019
	£	£	£	£	£	£
Donations and gifts	171,838	174,385	346,223	177,591	60,827	238,418
Legacies receivable	658,866	-	658,866	209,400	-	209,400
COVID-19 Business Rates Grant	10,000	-	10,000	-	-	-
Gift aid claims	24,089	-	24,089	22,054	-	22,054
	<u>864,793</u>	<u>174,385</u>	<u>1,039,178</u>	<u>409,045</u>	<u>60,827</u>	<u>469,872</u>

4 Other trading activities

	Unrestricted funds	Unrestricted funds
	2020	2019
	£	£
Income from clothes donated	<u>65,771</u>	<u>111,669</u>

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2020

5 Interest receivable

	Total	Unrestricted funds
	2020	2019
	£	£
Interest receivable	-	148
	<u> </u>	<u> </u>

6 Raising funds

		As restated
	Unrestricted funds	Unrestricted funds
	2020	2019
	£	£
<u>Fundraising and publicity</u>		
Fundraising costs	139,949	91,619
Staff costs	42,187	37,891
Support costs	8,640	1,194
	<u> </u>	<u> </u>
	190,776	130,704
	<u> </u>	<u> </u>

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2020

7 Charitable activities

	As restated	
	Cancer Care Programme 2020	Cancer Care Programme 2019
	£	£
Staff costs	164,273	148,770
Direct expenditure	145,208	62,123
	<u>309,481</u>	<u>210,893</u>
Share of support costs (see note 8)	114,345	97,778
Share of governance costs (see note 8)	23,000	16,625
	<u>446,826</u>	<u>325,296</u>
Analysis by fund		
Unrestricted funds	286,182	267,305
Restricted funds	160,644	57,991
	<u>446,826</u>	<u>325,296</u>

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2020

8	Support costs			As restated	As restated	As restated
	Support costs	Governance costs	2020	Support costs	Governance costs	2019
	£	£	£	£	£	£
Staff costs	-	13,500	13,500	-	12,125	12,125
Depreciation	301	-	301	302	-	302
Legal and professional fees	14,084	-	14,084	6,719	-	6,719
Travel	3,212	-	3,212	8,568	-	8,568
Premises and insurance costs	49,837	-	49,837	30,204	-	30,204
Bank and card charges	1,280	-	1,280	1,801	-	1,801
Office print, post and stationery	886	-	886	3,246	-	3,246
Communication expenses	9,080	-	9,080	1,241	-	1,241
Other miscellaneous overheads	25,376	-	25,376	15,551	-	15,551
Bank and loan interest	572	-	572	2,706	-	2,706
Accountancy	8,171	-	8,171	2,515	-	2,515
VAT non reclaimable	10,186	-	10,186	26,119	-	26,119
Audit fees	-	9,500	9,500	-	-	-
Independent examination	-	-	-	-	4,500	4,500
	<u>122,985</u>	<u>23,000</u>	<u>145,985</u>	<u>98,972</u>	<u>16,625</u>	<u>115,597</u>
Analysed between						
Fundraising	8,640	-	8,640	1,194	-	1,194
Charitable activities	114,345	23,000	137,345	97,778	16,625	114,403
	<u>122,985</u>	<u>23,000</u>	<u>145,985</u>	<u>98,972</u>	<u>16,625</u>	<u>115,597</u>

Support and governance costs includes amounts payable to the auditors of £9,500 for audit fees and £1,271 relating to other services. A further £3,095 is included within support costs in the current year which relates to general advice and assistance provided at the time of preparing the 2019 accounts.

In the prior year, governance costs included amounts payable to the independent examiner of £4,500 for independent examination fees and £1,871 relating to other services.

9 Trustees

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

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2020

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2020 Number	2019 Number
Employees	6	4

Employment costs

	2020 £	2019 £
Wages and salaries	195,372	178,619
Social security costs	20,979	16,531
Other pension costs	3,609	3,636
	<u>219,960</u>	<u>198,786</u>

The number of employees whose annual remuneration was £60,000 or more were:

	2020 Number	2019 Number
£60,000 - £70,000	1	1

Key management personnel include the Chief Executive and the Board of Trustees. Total remuneration paid to key management personnel in the year was £68,456 (2019: £68,386). The Trustees receive no remuneration for their work.

11 Tangible fixed assets

	Office Equipment £
Cost	
At 1 January 2020	1,509
Additions	2,406
At 31 December 2020	<u>3,915</u>
Depreciation and impairment	
At 1 January 2020	1,130
Depreciation charged in the year	301
At 31 December 2020	<u>1,431</u>
Carrying amount	
At 31 December 2020	<u>2,484</u>
At 31 December 2019	<u>379</u>

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2020

12 Debtors

	2020	2019
	£	£
Amounts falling due within one year:		
Trade debtors	18,921	8,757
Other debtors	29,349	8,388
Prepayments and accrued income	73,748	196,455
	<u>122,018</u>	<u>213,600</u>

13 Loans and overdrafts

	2020	2019
	£	£
Bank loans	-	23,424
	<u>-</u>	<u>23,424</u>
Payable within one year	-	23,424
	<u>-</u>	<u>23,424</u>

14 Creditors: amounts falling due within one year

	Notes	2020	2019
		£	£
Bank loans	13	-	23,424
Other taxation and social security		11,751	8,726
Trade creditors		38,450	23,035
Other creditors		-	1,520
Accruals and deferred income		23,813	16,836
		<u>74,014</u>	<u>73,541</u>

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2020

15 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			
	Balance at 1 January 2019	Income	Expenditure	Balance at 1 January 2020	Income	Expenditure	Balance at 31 December 2020
	£	£	£	£	£	£	£
Cancer Care Programme	16,054	60,827	(57,991)	18,890	174,385	(160,644)	32,631
	<u>16,054</u>	<u>60,827</u>	<u>(57,991)</u>	<u>18,890</u>	<u>174,385</u>	<u>(160,644)</u>	<u>32,631</u>

Cancer Care Programme was a fund set up by the charity for their Cancer Kits and Cancer Coach Programmes.

The charity offers free Cancer Kits to people currently undergoing treatment as a practical aid to recovery.

Chemo Kits - Chemo Kits are designed specifically to help people undergoing chemotherapy. They contain items to offset some of the unpleasant side effects of treatment, like cold hands and feet, nausea, and sensitive teeth.

Cancer Kits - General Cancer Kits are designed to help adults who are not receiving chemotherapy but are undergoing another form of cancer treatment. They contain items like puzzle books to relieve boredom, relaxing pillow spray to aid sleep, and toiletries to use on the go.

Kids' Kits - Kids' Kits are designed to brighten the days of children living with cancer and undergoing treatment. They contain small toys and colouring sets to help entertain and pass the time in hospital, and practical items like cosy socks and antibacterial wipes.

The Cancer Coach programme is a six week structured 'self-management' course, delivered by phone for people living with cancer. Developed by a range of cancer professionals, the programme offers much needed encouragement and emotional support, which is fundamental to recovery. Groups are run by people who can empathise and understand what it's like as they have experienced cancer themselves.

16 Analysis of net assets between funds

	General 2020 £	Restricted 2020 £	Total 2020 £	General 2019 £	Restricted 2019 £	Total 2019 £
Fund balances at 31 December 2020 are represented by:						
Tangible assets	2,484	-	2,484	379	-	379
Current assets/(liabilities)	622,027	32,631	654,658	170,526	18,890	189,416
	<u>624,511</u>	<u>32,631</u>	<u>657,142</u>	<u>170,905</u>	<u>18,890</u>	<u>189,795</u>

CANCER SUPPORT UK (CSUK)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2020

17 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum rental payments under a serviced office facilities agreement with a three month notice period, which fall due as follows:

	2020 £	2019 £
Within one year	10,214	8,856

18 Related party transactions

There were no disclosable related party transactions during the year (2019: none).

19 Cash generated from operations

	2020 £	2019 £
Surplus for the year	467,347	125,689
Adjustments for:		
Investment income recognised in statement of financial activities	-	(148)
Depreciation and impairment of tangible fixed assets	301	302
Movements in working capital:		
Decrease/(increase) in debtors	91,582	(134,934)
Increase in creditors	23,897	6,726
Cash generated from/(absorbed by) operations	583,127	(2,365)

20 Analysis of changes in net funds

	At 1 January 2020 £	Cash flows £	At 31 December 2020 £
Cash at bank and in hand	49,357	557,297	606,654
Loans falling due within one year	(23,424)	23,424	-
	25,933	580,721	606,654



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Document generated Wed, 10th Nov 2021 12:42:01 UTC

Document fingerprint 252f6b40fc3870a73af6617caf24607f

Parties involved with this document

Document processed	Party + Fingerprint
Wed, 10th Nov 2021 13:34:16 UTC	Matthew Doyle - Signer (7255a9455c5bf9f9090b00529afdd5b2)
Wed, 10th Nov 2021 14:15:18 UTC	Andy Rich - Signer (a7ffb7d248bbcb3c4377acae775f3393)
Wed, 10th Nov 2021 14:15:18 UTC	Gemma Holding - Copied In (b677ee7b216ff4ae5f9df6011149c456)

Audit history log

Date	Action
Wed, 10th Nov 2021 14:15:18 UTC	The envelope has been signed by all parties. (217.207.100.70)
Wed, 10th Nov 2021 14:15:18 UTC	Sent a copy of the envelope to Gemma Holding (gholding@cancersupportuk.org). (217.207.100.70)
Wed, 10th Nov 2021 14:15:18 UTC	Andy Rich signed the envelope. (217.207.100.70)
Wed, 10th Nov 2021 14:14:54 UTC	Andy Rich viewed the envelope. (217.207.100.70)
Wed, 10th Nov 2021 14:12:13 UTC	Andy Rich opened the document email. (217.207.100.70)
Wed, 10th Nov 2021 14:12:12 UTC	Andy Rich opened the document email. (217.207.100.70)
Wed, 10th Nov 2021 14:12:12 UTC	Andy Rich opened the document email. (217.207.100.70)
Wed, 10th Nov 2021 14:10:41 UTC	Andy Rich opened the document email. (217.207.100.70)
Wed, 10th Nov 2021 14:10:41 UTC	Andy Rich opened the document email. (217.207.100.70)
Wed, 10th Nov 2021 14:10:07 UTC	Andy Rich viewed the envelope. (217.207.100.70)
Wed, 10th Nov 2021 14:09:57 UTC	Andy Rich viewed the envelope. (110.239.215.144)
Wed, 10th Nov 2021 13:34:17 UTC	Document emailed to arich@hwfisher.co.uk (18.134.132.29)
Wed, 10th Nov 2021 13:34:16 UTC	Sent the envelope to Andy Rich (arich@hwfisher.co.uk) for signing. (82.132.215.61)
Wed, 10th Nov 2021 13:34:16 UTC	Matthew Doyle signed the envelope. (82.132.215.61)
Wed, 10th Nov 2021 13:32:58 UTC	Matthew Doyle viewed the envelope. (82.132.215.61)
Wed, 10th Nov 2021 13:32:22 UTC	Matthew Doyle viewed the envelope. (82.132.215.61)
Wed, 10th Nov 2021 13:32:14 UTC	Matthew Doyle opened the document email. (82.132.215.61)

Wed, 10th Nov 2021 13:31:19 UTC	Matthew Doyle viewed the envelope. (85.255.235.113)
Wed, 10th Nov 2021 13:31:14 UTC	Matthew Doyle opened the document email. (85.255.235.113)
Wed, 10th Nov 2021 12:52:32 UTC	Document emailed to doyle_matthew@hotmail.com (35.177.20.111)
Wed, 10th Nov 2021 12:52:32 UTC	Sent the envelope to Matthew Doyle (doyle_matthew@hotmail.com) for signing. (217.207.100.70)
Wed, 10th Nov 2021 12:42:44 UTC	Gemma Holding has been assigned to this envelope (217.207.100.70)
Wed, 10th Nov 2021 12:42:44 UTC	Andy Rich has been assigned to this envelope (217.207.100.70)
Wed, 10th Nov 2021 12:42:44 UTC	Matthew Doyle has been assigned to this envelope (217.207.100.70)
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Wed, 10th Nov 2021 12:42:08 UTC	Document generated with fingerprint 252f6b40fc3870a73af6617caf24607f (217.207.100.70)
Wed, 10th Nov 2021 12:42:01 UTC	Envelope generated by Louise Roer (217.207.100.70)