

CLIC SARGENT CANCER CARE FOR CHILDREN

England & Wales · Charity number 1107328

Details

Other names	CLIC SARGENT, Young Lives vs Cancer
Status	Registered
Legal form	Charitable company
Company number	05273638
Registered	2004-12-17
Register	View on the Charity Commission register

Contact

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Activities

Objects: 3.1 TO ALLEVIATE THE SUFFERING AND PROMOTE THE RELIEF, CARE, WELL-BEING AND REHABILITATION OF CHILDREN AND YOUNG PEOPLE AFFLICTED WITH ANY FORM OF CANCER AND THEIR FAMILIES;3.2 TO PROVIDE THERAPEUTIC AND RECUPERATIVE CARE AND ASSISTANCE TO ANY PERSON IN NEED THEREOF WHO RECEIVES OR HAS RECEIVED CARE OR ASSISTANCE OF ANY KIND FROM THE CHARITY WHILST A CHILD OR YOUNG PERSON OR WHO HAS BEEN DIAGNOSED WITH CANCER WHILST A CHILD OR A YOUNG PERSON AND TO PROVIDE CARE AND ASSISTANCE TO ANY SUCH PERSON'S IMMEDIATE FAMILY, BEING IN NEED;3.3 TO CARRY OUT RESEARCH AND PUBLISH ANY USEFUL RESULTS INTO THE CAUSES AND EFFECTS OF CANCER IN CHILDREN AND YOUNG PEOPLE;3.4 TO PROMOTE SUCH OTHER PURPOSES BEING EXCLUSIVELY CHARITABLE ACCORDING TO THE LAWS OF ENGLAND AND WALES AS THE TRUSTEES MAY FROM TIME TO TIME DETERMINE.

Activities: Young Lives vs Cancer (the working name of CLIC Sargent Cancer Care for Children) is there for children and young people with cancer and their families, responding to their individual needs and caring through treatment and beyond. We provide emotional, practical and financial support, and take what beneficiaries tell us about the impact of cancer on their lives to help change things for the better.

Classification

- **How:** Makes Grants To Individuals, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Other Charitable Activities
- **What:** The Advancement Of Health Or Saving Of Lives, Accommodation/housing
- **Who:** Children/young People

Geography

- **Area of benefit:** NOT DEFINED. IN PRACTICE NATIONALLY.
- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£25,918,000	£26,665,000	£24,766,000	401
2024-03-31	£23,069,000	£26,083,000	£25,513,000	353
2023-03-31	£23,827,000	£25,537,000	£28,527,000	364
2022-03-31	£26,323,000	£24,164,000	£30,237,000	340
2021-03-31	£22,203,000	£21,119,000	£28,078,000	360

Trustees

Name	Role	Appointed
Sir David Haslam	Chair	2020-01-01
Alex Ashby		2025-10-01
Anna Hancock		2017-10-26
Corinne Mills		2025-03-26
Daniel Farag		2023-03-30
David Mphanza		2025-03-26
Emma Kendrew		2025-03-26
Farrah Kitabi		2019-09-24
Helen Morris		2025-10-01
Kevin Ronald Smith		2023-03-30
Sarah Anne Blackmore		2023-03-30
Simeon Baker		2025-03-26

Accounts

**CLIC Sargent Cancer Care for Children
trading as
Young Lives vs Cancer
Annual Report and Accounts
2024/2025**



CONTENTS

Purpose and our vision.....	3
Chair's introduction.....	4
Trustees' report*	
Our achievements and performance.....	5
Our approach to safeguarding.....	8
Our approach to fundraising.....	8
Our future plans.....	9
How we do things matter.....	10
Risks and uncertainties.....	11
Financial review and results for the year.....	11
Structure, governance and management.....	17
Employees and volunteers.....	19
Statement of Trustees' responsibilities.....	20
Independent auditor's report.....	21
Financial statements	
Consolidated statement of financial activities.....	26
Balance sheets.....	28
Consolidated cash flow statement.....	29
Notes to the accounts.....	30
Reference and administrative details.....	54

*The Trustees' Report incorporates the Strategic Report (see pages 5–20).

PURPOSE

Our aims as set out in the objects contained in the company's memorandum of association are to:

- alleviate the suffering and promote the relief, care, wellbeing and rehabilitation of children and young people afflicted with any form of cancer and their families;
- provide therapeutic and recuperative care and assistance to any person in need thereof who receives or has received care or assistance of any kind from the Charity whilst a child or young person or who has been diagnosed with cancer whilst a child or young person and to provide care and assistance to any such person's immediate family, being in need;
- carry out research and publish any useful results into the causes and effects of cancer in children and young people;
- promote such other purposes being exclusively charitable according to the laws of England and Wales as the Trustees may from time to time determine.

While our governing document refers to purposes charitable under the law of England and Wales, in delivering services across Scotland and Northern Ireland we ensure that all activities also align with the relevant legal definitions of charitable purpose and public benefit applicable in those jurisdictions.

OUR VISION

We're working to build a future where children and young people with cancer and their families receive care that's tailored to them. They feel informed and in control and, along with their families, they're able to make knowledgeable decisions about their care and their future. A future where there are no gaps in support and no barriers to access. Throughout every step of their journey, they feel empowered. They have everything they need from the beginning of their cancer experience, for as long as they need it.

CHAIR'S INTRODUCTION

2024/25 was a year of bold progress for us as an organisation, built on a foundation of resilience and a commitment to listening to the voices of the children, young people, and families we represent. As the challenges facing those affected by childhood cancer continued to evolve, so did our determination to adapt, innovate, and lead.

This progress would not have been possible without the generosity, belief, and collaboration of our wider community. Our funders, volunteers, partners, and supporters played an essential role, not only in sustaining our income but in shaping our impact. Your contributions enabled us to reach further, respond faster, and stand stronger alongside families when it mattered most.

Families continued to experience the ripple effects of financial uncertainty, long waits for welfare support, and unequal access to care. In response, we strengthened our integrated model of support, across social work, accommodation, financial assistance, and digital services, ensuring families could access help how and when they needed it most. Our teams supported more than 6,900 children and young people this year, with our Homes from Home saving families over £1.65 million in living costs and providing more than 20,600 nights of free accommodation.

We expanded our welfare and housing support, launched a flexible bank of social workers and navigators, and modernised our accommodation model to better reflect how cancer treatment is changing. Throughout, we focused on being accessible to all, translating materials, refreshing resources for younger children, and building inclusive partnerships to reach those too often left behind.

Alongside this, we laid strong foundations for the future. Our digital and data transformation began in earnest, designed to improve service delivery, empower our teams, and unlock insights that drive improved outcomes. Internally, we embedded trauma-informed practice, listened carefully to our people, and introduced new values that better reflect who we are and who we strive to be. A standout achievement was doubling our Employer Net Promoter Score, an encouraging signal that our culture is growing stronger.

But perhaps the most significant shift came in our role as system changers. This year, we launched our new strategy, [The Time is Now](#), and joined with sector partners to co-create a North Star vision for cancer care. We helped shape national policy, influenced the inclusion of children and young people in the new Cancer Plan for England, and led research that's already reshaping how the sector understands and responds to children and young people's needs.

We're proud to be at the forefront of innovation, and in the year ahead, we'll begin piloting partnerships that use tech for good, bringing new tools and services to the frontlines of support.

To everyone who walks alongside us - our funders, volunteers, partners, and supporters - thank you. Your steadfast commitment is the reason we can keep pushing boundaries and demanding better. Together, we're not just responding to a broken system - we're building a better one. And together, we move closer to a future where every child and young person with cancer receives the personalised, equitable, and empowering support they deserve. Thank you.



Sir David Haslam CBE, Chair

HOW OUR ACTIVITIES DELIVERED PUBLIC BENEFIT IN 24/25

All our charitable activities focus on alleviating the suffering and promoting the relief, care, well-being and rehabilitation of children and young people afflicted with any form of cancer and their families and are undertaken to further our charitable purposes for the public benefit.

Who used and benefitted from our services

This year, we continued to grow the reach and impact of our services, making sure that children and young people with cancer, and their families, could access the support they needed, when they needed it most.

Our **hospital-based social work teams** supported 6,989 children and young people across the UK, a 2% increase on last year. Alongside them, our UK-wide Central Support and Social Care Team provided phone, email, and live chat support, responding to 2,533 enquiries, nearly 300 more than the previous year. This team also offered digital group work, trauma-informed social work, and practical advice, while playing a key role in providing resilience to our hospital-based social work teams wherever pressures arose.

To make our services more adaptable and consistent, we developed a new **social work and navigator bank** in 2024/25. This flexible staffing model allows us to respond quickly when gaps appear or when demand increases, helping us maintain continuity of care for families, even during times of change.

We're proud to remain the UK's only charity dedicated to supporting children and young people with cancer that provides a **fully integrated support model** that brings together hospital social work, financial assistance, welfare and housing advice, and free accommodation close to treatment centres. This holistic approach is a lifeline for families through treatment, end-of-life, and bereavement, and we're continually evolving it to meet their changing needs.

Our **Homes from Home** continued to offer essential support this year, welcoming 577 families and providing 20,631 nights of free accommodation. Although some homes experienced reduced capacity, due to essential maintenance or changes in local NHS treatment delivery, our overall occupancy rose to 72%, up from 70% last year. The accommodation we offered helped families save an estimated £1.65 million in living costs.

In line with the changing landscape of cancer care, we introduced a new operating model and service specification for our **Accommodation Service**. These updates were designed to reflect developments in treatment such as ambulatory care and to future-proof the service by responding to innovations like targeted therapies, robotics, and AI. We also began rolling out a new community-based approach at each of our Homes from Home to further strengthen local support.

Recognising the growing financial burden families face, we awarded 4,889 **grants** this year, totalling more than £748,000, to help cover essential costs like travel, food, and household bills. This included 1,582 hardship grants worth over £387,000, and £8,900 in grants distributed on behalf of the Smile of Arran Trust to support young people with brain cancer.

In addition to financial grants, we expanded our **Benefits and Welfare Rights Service** from three to five days per week. This included introducing dedicated housing support, in recognition of the

deepening challenges faced by families navigating insecure accommodation or housing crises. By prioritising early intervention, we aimed to address the complex and often interlinked nature of financial stress and housing instability, both of which can seriously affect a family's overall welfare.

Our **Welfare and Housing Support Service** responded to 2,212 enquiries on topics such as benefits, housing, debt, and immigration. It's estimated that this service alone helped families save over £1 million. Through expert signposting, children and young people and their families also accessed a further £333,540 in external support from other organisations.

Ensuring equal access to our services remains a key priority. In 2024/25, we continued to develop **direct referral pathways** with partners including Imperial Hospital Trust and the Childhood Eye Cancer Trust (CHECT), helping to raise awareness of our services and reduce barriers to access.

We also made key strides in improving **accessibility and reach**. This year, we translated essential information, such as our privacy notice and accommodation induction forms, into multiple international languages. We refreshed our age-appropriate storybooks for younger children with more diverse and inclusive representation and created two new interactive guides to help children aged 5–12 understand their diagnosis and make informed decisions. Our website's accessibility tool saw around 200 users each month, with the translation and screen reader functions among the most used, highlighting the ongoing demand for inclusive digital support.

Volunteers are an increasingly vital part of our team, and this year we expanded our services volunteer base to 24. They've played a crucial role in strengthening our services, enabling us to reach more families and deliver support with compassion and flexibility. We also continued to invest in our workforce, embedding trauma-informed practice, supported by a reflective practice manager, and prioritising continuous professional development for all employees.

Looking ahead, we remain committed to shaping and influencing how care is delivered across the UK. We're aligning our work with NHS models of care, using robust data, research, and, most importantly, the voices of children and young people themselves to drive change. By listening closely and responding boldly, we aim to ensure that every young person with cancer and their family can access the personalised support they deserve.

How we've driven impact through partnerships, research and innovation

Working in partnership

Collaboration remains central to everything we do. This year, we worked with **OUTpatients** to better understand and amplify the experiences of LGBTQIA+ young people with cancer. We also joined forces with **Teens Unite** to co-deliver a dedicated digital support group for siblings, a group that we know is often overlooked when it comes to formal cancer support.

Our partnerships with **Ellen MacArthur Trust** and **Teenage Cancer Trust** focused on breaking down barriers to access, particularly for children and young people from underserved communities. And through our ongoing strategic relationship with **Macmillan Cancer Support**, we've improved signposting and ensured our support is embedded into Macmillan's digital cancer needs assessments – helping us reach more children and young people, earlier in their cancer journey.

Using evidence

We also conducted new policy research to understand the welfare barriers families face after diagnosis. Between June and October 2024, we surveyed over 300 people and carried out in-depth interviews. The findings were published in our [The Cost of Waiting Report](#) in March 2025, which is now central to our campaigning for better welfare and benefits support.

Influencing change across the UK

This year, we strengthened our voice where it matters most, at the heart of government. Ahead of the July 2024 General Election, we launched our [Young Lives vs Cancer Manifesto and Supporter Toolkit](#). Over 2,300 people took action through our campaign, sending more than 2,200 emails to newly elected representatives.

We had a strong presence at party conferences, building vital connections with the new government, including Health Ministers. A major success was securing the commitment to a new national Cancer Plan for England, achieved through joint work with One Cancer Voice, and ensuring it includes a dedicated section for children and young people, in collaboration with CCLG. Our Voice team and Voice Board played a key role in shaping our asks and influencing outcomes.

Our impact was felt across all four nations. We submitted evidence, briefed elected representatives, and met with health and welfare officials in England, Scotland, Wales and Northern Ireland. These relationships helped drive momentum on long-running issues, including our campaign to tackle travel costs.

We continued to work in coalition to maximise our influence, through One Cancer Voice, Cancer52, and the Children and Young People's Cancer Coalition. In 2025/26, we'll strengthen this work even further by stepping into the role of coalition secretariat.

Research and collaboration

This year, we deepened our understanding of what children and young people with cancer and their families, really need. In partnership with CCLG, Ellen MacArthur Cancer Trust, Teenage Cancer Trust and Dartington Service Design Lab, we commissioned major new research to identify gaps in care and barriers to support. Published in June 2024, the study involved in-depth engagement with young people and families, followed by a wider sector survey focused on quality of life and the impact of diversity.

The findings have shaped our new strategy, [The Time is Now](#), and laid the foundation for the Collective Impact Initiative - a partnership with fellow charities - to drive system-wide change. We launched the Initiative's Steering Group in December 2024 and have already begun engaging communities and exploring solutions through open workshops. Our shared North Star Vision is guiding this long-term effort to improve care and outcomes for every young person with cancer.

Innovation for the Future

Innovation is essential to achieving our vision. This year, we laid the groundwork for our Impact Innovation programme, using assets to support the development of 'tech for good' ventures. These collaborations aim to create cutting-edge tools that meet gaps in the wider cancer care system.

With our deep expertise in trauma-informed support, access to young people's voices, and a trusted brand, we're a sought-after partner in the innovation space. In the coming year, we'll launch our first partnerships, ensuring our services stay at the forefront of support, while helping shape the future of cancer care.

OUR APPROACH TO SAFEGUARDING

In 2024/25, we remained focused on strengthening safeguarding across Young Lives vs Cancer. Our annual training plan ensures employees and volunteers are well-equipped, and this year's Peer Review included an audit of safeguarding records to support continuous improvement.

We monitor thematic learning from safeguarding concerns, using these insights to inform training, improve risk management and refine our protocols. This approach helps us stay proactive, responsive, and committed to high standards and strong governance.

Safeguarding remains central to our work, ensuring children, young people and families are safe, supported, and protected at every stage. Find out more at: [Safeguarding - Young Lives vs Cancer](#)

OUR APPROACH TO FUNDRAISING

Young Lives vs Cancer is registered with the UK Fundraising Regulator and fully complies with the Code of Fundraising Practice. Staff regularly refer to the Code to guide their work, and no compliance issues with schemes or fundraising standards arose during the year.

In 2024/25 we continued to implement our *"Building Back Stronger"* strategy, focusing on relationship fundraising, supporter experience, and diversifying income through initiatives such as our new lottery and expanded digital activity. While mass participation events and face-to-face fundraising remain core parts of our portfolio, we also completed the closure of our retail chain and invested in new channels to manage risk in a challenging external environment.

Our fundraising is delivered through a combination of in-house teams and external agencies. Where we work with professional fundraisers and commercial partners, robust contracts, due diligence, security reviews and regular monitoring ensure activities meet all legal requirements and the Code of Fundraising Practice. We place particular emphasis on protecting personal data and safeguarding individuals in vulnerable circumstances. All agencies must have clear policies in place to protect the public, and their performance is monitored closely, including through call listening, mystery shopping, complaint analysis and regular training.

We also work with volunteers and community supporters who fundraise in aid of Young Lives vs Cancer. Employees provide guidance and oversight to ensure activities are safe, compliant, and aligned with our brand and values.

In 2024/25 we received 42 fundraising complaints (2023/24: 53), with 14 relating to face-to-face fundraising. This represents 0.56% of sign-ups achieved through this activity, a very small proportion of the people engaged overall. All complaints were logged, monitored and resolved in line with our Complaints Policy.

We take our responsibility to protect those in vulnerable circumstances very seriously and ensure our workforce and agencies are trained to support donors and help them make informed decisions.

We are also updating our Supporter Promise to reinforce our commitment to fundraising that is transparent, respectful and of the highest standard.



OUR FUTURE PLANS

In 2022, Young Lives vs Cancer, Children's Cancer and Leukaemia Group, Ellen MacArthur Cancer Trust, and Teenage Cancer Trust joined forces to gain a deeper understanding of the experiences and needs of children and young people with cancer. In partnership with Dartington Service Design Lab, we conducted an extensive programme of qualitative and quantitative research. This research was designed to drive meaningful change, serving as a catalyst to transform the system, shape innovative solutions, and guide our decision-making to ensure more equitable support.

Now, three years on, the research is complete. From it, we have created the North Star, a bold vision for a better future for children and young people with cancer.

The North Star sets out a vision for the entire system, recognising that achieving systemic change requires collaboration across the sector. While collective effort is essential, our 2024/27 strategy defines the specific role Young Lives vs Cancer will play in contributing to this change.

Structured around four long-term ambitions, our strategy is ambitious and will require the commitment and collaboration of every member of Young Lives vs Cancer. For a comprehensive view of our approach, please refer to the full strategy here: [The Time is Now](#).

HOW WE DO THINGS MATTERS

Environmental sustainability

We believe that we have a responsibility to the future of children and young people with cancer. With that comes a duty to measure, control and reduce our environmental impact, working alongside others to build a more sustainable future. While we work towards becoming net zero in the future, we are committed to becoming environmentally responsible now.

In 2024/25 we submitted our ESOS Phase 3 action plan which sets out the measures we're committed to achieving. We're operating in an ever more challenging climate, but as we look forward to 2025/26 we'll be looking at ways we can resource and fund further opportunities to improve our environmental sustainability, some of which have already been identified in the ESOS surveying, some of which we're yet to discover.

Diversity, equity, inclusion and belonging (DEIB)

In 2021, we launched Brave Not Perfect, our Diversity, Equity, Inclusion and Belonging strategy. This strategy set out our ambition for Young Lives vs Cancer to become a diverse, inclusive and equitable organisation, where everyone feels like they truly belong. Originally created as a two-year strategy, its relevance has endured, and Brave Not Perfect continues to reflect our long-term commitment to meaningful change. We remain actively engaged with the roadmap it sets out.

Building on this foundation, we implemented our Anti-Oppressive Recruitment policy in 2024, which formalised our commitment to inclusive hiring practices. This policy is underpinned by core principles, including building a workforce that reflects the children, young people and families we support; promoting best practice in recruitment and selection; and ensuring that appointments are made based on merit and alignment with essential criteria. We also invest in training for those involved in recruitment, focusing on anti-oppressive practice and allyship, and strive to ensure a fair and positive candidate experience for all.

We take a progressive approach to accessibility, particularly for candidates with disabilities. While the legal requirement to make reasonable adjustments is based on the definition of disability under the Equality Act 2010, our approach centres on removing barriers, regardless of formal diagnosis, so that candidates can thrive throughout the recruitment process. This reflects our broader commitment to fostering a culture of trust, inclusion and equity across all aspects of our work.

Transforming how we work and deliver support

In 2024/25, we launched an ambitious digital and data transformation programme to modernise our systems, improve service delivery, and unlock the power of data for greater impact. This multi-year initiative will replace outdated platforms with integrated, scalable technologies - starting with a new finance system, followed by CRM, HR, and data infrastructure. Our goal is to ensure that our workforce, supporters, and service users all benefit from secure, user-friendly digital tools and real-time insights. By embracing automation, AI, and improved data governance, we aim to enhance efficiency, personalise engagement, and strengthen our role as a trusted source of insight across the sector.

RISKS AND UNCERTAINTIES

Our Board of Trustees and Executive Team work together to identify and manage risks that could affect our ability to deliver impact and remain financially sustainable. Key risks include financial volatility, cyber threats, digital transformation challenges, workforce capacity, and external disruption in public services.

These risks are monitored through our strategic risk register and reviewed regularly by the Board. Mitigation strategies include diversified income generation, investment in technology and workforce development, robust governance and assurance frameworks, and detailed planning for critical incidents.

This approach ensures we remain resilient, responsive to change, and focused on supporting young cancer patients and their families.

FINANCIAL REVIEW AND RESULTS FOR THE YEAR

The Consolidated Statement of Financial Activities shows the financial results for Young Lives vs Cancer and its active trading subsidiaries: CLIC Sargent Promotions Limited; CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited.

Total income for the year to 31st March 2025 was £25.9m, an increase of £2.8m over the year to 31st March 2024. Of this, £0.9m related to property sales following the decision in the previous financial year to close the Charity's shops. The decision to exit retail shops was taken given the significant level of investment which would have been required to maintain and restore the shops to an attractive and appropriate environment for customers, employees and volunteers. In addition, the decision was taken to close and sell one of the Charity's Home from Homes in Oxford as the home no longer met the requirements of our homes following an operational review.

Excluding the one-off income mentioned above, despite the economic climate and uncertainty generated by the incoming tax changes, **fundraising income** performed well increasing by £1.8m over the prior year. This strong performance is all the more notable given the impact of our retail shop closures, phased over the current and previous financial year. **Retail trading** income reduced by £0.9m year on year. Excluding this impact, fundraising income grew by £2.7m.

£1.6m of this increase came from growth in **legacies**, with £3.8m earned in the financial year. A further £0.4m came from People's Postcode Lottery who granted a one-off donation of £0.5m (£0.1m in 2023/24) over and above their regular grant of £2.5m. This offset a £0.2m reduction in grants from Trusts which resulted from changes in the team with a new structure now becoming embedded. Also, in FY24 we recognised £0.2m of multi-year lottery funding. We did not receive any further lottery gifts in FY25.

Income from **challenge events** also rose in the year, with an additional £1.0m generated across Sports, particularly the London Marathon, and Virtual Challenges. Over £3.1m was earned from these challenges, with Virtual Challenges, which originated during the pandemic, now established as a staple source of income. As competition is high in the Virtual Challenges space, we continue to innovate in order to achieve the best returns from this source of funding. Sports Challenges performed strongly this year following support from celebrities with connections to causes.

Income from our **Individual Giving** channel dropped £0.5m in the year following a decision in the previous financial year to reduce the investment in acquisition of donors and to redeploy the money into other income channels. The income drop is driven by regular giving, with a smaller volume of newly acquired donors being outweighed by attrition.

Corporate Partnerships income was £0.6m higher in the year following the additional grant of £0.4m from People's Postcode Lottery and £0.2m additional income from new and existing partners. However, income from JD Wetherspools income reduced £0.1m in the year due to fewer pubs being operated and as the economic climate impacted fundraising in the pubs.

Regional Engagement income increased £0.2m in the year following a team restructuring at the start of the year and a focus on reactive fundraising through "In Aid Of" events and increased work with regional groups and associations.

Our income from **Philanthropy Events** was £0.1m down following the decision to change the model away from high-cost events hosted by the charity, to a model where events are hosted by individuals and held in the charity's name.

Total expenditure increased £0.6m in the financial year to £26.7m. This increase is a result of investment in technology as the charity embarked on a programme to replace a number of ageing systems. Replacing the systems will not only generate efficiency but provide us with greater data which will enable the charity to provide better services to service users. Fundraising costs fell £0.8m from 2023/24 to 2024/25 reflecting the closure of the retail shops.

The group's **cash position** has reduced by £2.4m, from £8.8m to £6.4m, reflecting the planned operating deficit in the financial year as we invested in the areas referred to above.

CLIC Sargent Promotions Limited performs trading activity and receives cause-related marketing income on behalf of the charity. The company had a turnover of £0.2m (2023/24: £0.3m) and net profit of £0.1m (2023/24: £0.2m), all of which will be donated to the charity. The reduction in income is due to a reduction in sales from shops and less cause-related marketing income.

CLIC Sargent Developments Limited manages the design and build of new Homes from Home. During 2024/25, no new homes were developed and this is reflected in no income earned in the year (2023/24: £0.0m). The company made a small loss of £4k in the year (2023/24: loss of £5k) meaning no donation to the charity in the current year (2023/24: £0k).

CLIC Sargent Lottery Limited holds lotteries and raffles on behalf of the charity. The company had no turnover in the year (2023/24: £33k) and made a loss of £9k (2023/24: £26k profit), meaning no donation to the charity in the year.

Reserves

Free Reserves comprise the total reserves available to the charity less those reserves which are restricted or designated for specific purposes.

Each year the Trustees review the policy for maintaining Free Reserves, taking into consideration the major risks faced by the charity, the potential impact of these risks on income and expenditure and any risk mitigations identified, with the aim of ensuring the Free Reserves policy remains appropriate for the charity in the current environment and amending as appropriate.

Following the 2024/25 review, the Trustees decided to retain the Free Reserves range of £5.0m to £8.0m, with the target Free Reserves holding remaining at £6.5m. As previously, the range between £5.0m and £6.5m allows for the risk premium of £1.5m to cover short-to-medium-term risks to income and expenditure as a result of the prevailing economic climate. This risk premium will be reassessed annually.

Given the forecast timing of income and costs for next financial year, 2025/26, the Trustees have agreed a Free Reserves policy range of £4.5m - £7.5m. Funds held between £6.0m and £7.5m will be used to invest in our strategic initiatives.

Total funds at 31st March 2025 amounted to £24.8m (2023/24: £25.5m), of which £2.3m (2023/24: £2.0m) was restricted to specific purposes and £16.2m (2023/24: £17.4m) was designated, with £1.1m (2023/24: £1.7m) set aside for specific future projects (further detail in Note 18), and the remainder representing fixed assets.

Free Reserves at 31st March 2025 amounted to £6.3m (2023/24: £6.1m) which is £1.3m greater than the lower limit of our Free Reserves policy.

The forecast impact for 2025/26 on Free Reserves is a reduction of £0.9m, in line with the revised Free Reserves range, which, as noted above, the Trustees have approved.

The Trustees will continue to consider the balance of risk between financial resilience and investment in the development of activities. While they consider the current level of Free Reserves appropriate for the needs of the charity, this will be re-evaluated as appropriate in light of future forecasts and requirements.

Going concern

The charity's financial position and performance has been outlined in the financial review above. The Trustees have assessed projected future income, expenditure and cash flows over the period ending 12 months from the date of signing the accounts and analysed the charity's reserves position, liquid assets and its ability to withstand a material decline in income. Consideration has been given to the stability, predictability, and diversity of various income streams in making this assessment.

Our Free Reserves policy is reviewed annually and is integral to ensuring we remain a going concern by holding sufficient reserves to withstand a significant decline in income or unexpected costs. The policy is developed based on the financial risks identified within the strategic risk register. Our forecasting and longer-term financial planning seeks to be income-led, committing to new costs only when affordable and financial planning decisions are made in the context of our free reserves policy.

The long-term financial position of the charity is monitored on a monthly basis, being incorporated into a quarterly forecast process, and reviewed by the Charity's Finance Committee, in detail, and then the wider Board of Trustees on a quarterly basis. Our current year forecast, along with a further two-year outlook, considers the impact of our projections on both our Free Reserves and cash position.

The Trustees have concluded that Young Lives vs Cancer and its non-dormant subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery

Limited, have adequate resources to continue activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the accounts.

Financial instruments

The Charity's Finance Committee is responsible for overseeing the overall investment strategy and for the oversight of its implementation. The Trustees have continued to adopt a conservative investment policy that seeks first to protect the reserves of the charity and second to achieve an appropriate return.

During 2024/25, the Charity continued to place money on short term bank deposit in order to take advantage of the higher interest rates. This approach is expected to be maintained.

Streamlined Energy and Carbon Reporting (SECR)

We disclose our energy use and greenhouse gas emissions that we are responsible for in line with the requirements of the Companies Act 2006 (Strategic and Directors' Reports) Regulations 2013 and latest 2018 Regulations.

Table 1: Primary Statement

	2024/25 Consumption kWh	2024/25 Emissions (TCO2e)	2023/24 Emissions (TCO2e)	Change (%)
Electricity	245,925	54.90	83.18	-34%
Gas	641,542	117.10	171.75	-32%
Transport Fuels	179,690	43.06	52.86	-19%
Gross Annual Total	1,067,157	215.06	307.79	-30%
Intensity Metric (m2)		6,275	6,491	-3%
Total TCO2e/m2		0.0343	0.0474	-28%
Qualifying Green Tariffs	33,951	6.96	0.00	-
Net Annual Total	1,033,206	208.10	307.79	-32%

The above reported carbon emissions translate to Scope 1, 2 and 3 emissions as follows:

Table 2: Greenhouse Gas Emissions for CLIC Sargent

	2024/25 Consumption kWh	2024/25 Emissions (TCO2e)	2023/24 Emissions (TCO2e)	Change (%)
Scope 1*	641,542	117.10	175.73	-33%
Scope 2 (location based)	245,925	50.40	83.18	-39%
Scope 2 (market based)	211,974	43.44	83.18	-48%
Scope 3	179,690	47.56	48.88	-3%
Total (location based)	1,067,157	215.06	307.79	-30%
Total (market based)	1,033,206	208.10	307.79	-32%

* transport fuel consumption and mains gas included, no fugitive emissions recorded

Rolling Baseline Year

This year of annual greenhouse gas emission reporting is aligned with the financial year 1 April 2024 to 31 March 2025. We have opted to use a rolling year baseline, with each year of reporting to be compared to the previous year. This year's report findings are therefore compared with the last year's report, which runs from 1 April 2023 to 31 March 2024.

Targets

We have not set any formal carbon targets for the current reporting period, but this remains an area we are continuing to explore as part of our ongoing approach to sustainability.

Intensity Measurement

The chosen intensity metric is the total floor area of all sites for which energy data was available as of the financial year ending 31 March 2025. This was chosen as the most suitable metric as our operations are closely linked to the number of operational sites.

Carbon Offset

We did not have any qualifying carbon offsets during this financial period.

Energy Efficiency at Young Lives

Over the twelve-month reporting period, the organisation has implemented several key actions aimed at improving energy efficiency.

- At our Bristol office, control system settings were optimised to better align with occupancy patterns, helping to reduce unnecessary energy consumption. In addition, power management features were enabled on workstations and computers to encourage more energy-conscious staff behaviours.
- As this site is leased and we do not have access to detailed consumption data it is not currently possible to quantify the impact of these measures. However, they are expected to contribute to a reduction in emissions associated with our operations.

Unfortunately, as this site is leased with no access to the consumption figures it will not be possible to monitor changes to consumption at these sites. However, despite it not being possible to observe the associated energy and carbon savings, these measures are still expected to reduce emissions associated with our activities.

The surveys and associated reports completed as part of Phase 3 ESOS provide a route map for which energy conservation measures can be implemented cost effectively, and the above measures have been included in our ESOS Action Plan.

Footnotes

Young Lives vs Cancer has chosen operational control as the consolidation approach and the boundary includes all entities and facilities either owned or under our operational control that are within the UK.

The methodology used to calculate the CO₂e emissions is the Operational Control approach on reporting boundaries as well as utilising the carbon emissions methodology as defined by the World Resources Institute/World Business Council for Sustainable Development (WRI/WBCSD) Greenhouse Gas Protocol (GHG): A Corporate Accounting and Reporting Standard, Revised Edition. Emissions factor data source: BEIS 2024 conversion factors <https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2024>.

Reporting covers electricity, gas and transport fuel consumption within the UK as required by Environmental Reporting Guidelines for non-quoted companies as defined in The Companies (Directors' Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018.

Emissions in tonnes CO₂e in line with the GHG Protocol Corporate Standard (2004) including revised Scope 2 guidance (2015) which discloses a market-based figure in addition to the location-based figure. Scope 2 emissions have been calculated in accordance with GHG Protocol guidelines, in both location and market-based methodologies. We have used a zero-emission factor where we have renewable contracts in place in the UK.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Young Lives vs Cancer is the working name of CLIC Sargent Cancer Care for Children, a registered charity in England and Wales (No. 1107328) and in Scotland (SC039857) and a company (No. 05273638) limited by member guarantee and is governed by revised Articles of Association adopted in June 2023.

Our Trustees, honorary presidents, vice presidents, ambassadors and senior executives of Young Lives vs Cancer are listed within the Reference and Administrative section of the accounts.

As disclosed in Note 9 to the Financial Statements, Young Lives vs Cancer owns 100% of the issued share capital of CLIC Sargent Promotions Limited and CLIC Sargent Developments Limited. CLIC Sargent also has control over CLIC Sargent Lottery Limited. Information presented on the organisational structure below is based on the group and includes CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited.

The Board

The Board of Trustees for the charity and the Boards of Directors for Young Lives vs Cancer and the subsidiaries (**'the Board'**) are responsible for the overall governance of Young Lives vs Cancer and meet at least four times each year. The number of Trustees cannot be fewer than six or more than 14. The governance of the charity is aligned with good governance practice as set out in the Charity Governance Code.

The Board reviews itself against the Charity Governance Code and undertakes proactive development in areas such as diversity, equity, inclusion and belonging (DEIB) and safeguarding and broader governance best practices. The Board commissioned an external review of its effectiveness in 2023, which provided strong assurance of our governance against the Charity Governance Code. The recommendations for improvement are now largely complete and have been embedded to further strengthen our governance.

The Governance and People Committee is responsible for the selection and recruitment of new Trustees, using a transparent recruitment process with input from young people who have or have had cancer, and their families via our Voice Board. All appointments are approved by the Board. A skills audit is used to identify the skills, experience, characteristics and backgrounds needed to provide high-quality, effective and inclusive governance. During 2024/25, 4 Trustees stepped down from their roles and we appointed 4 new Trustees.

Trustee Induction and Training

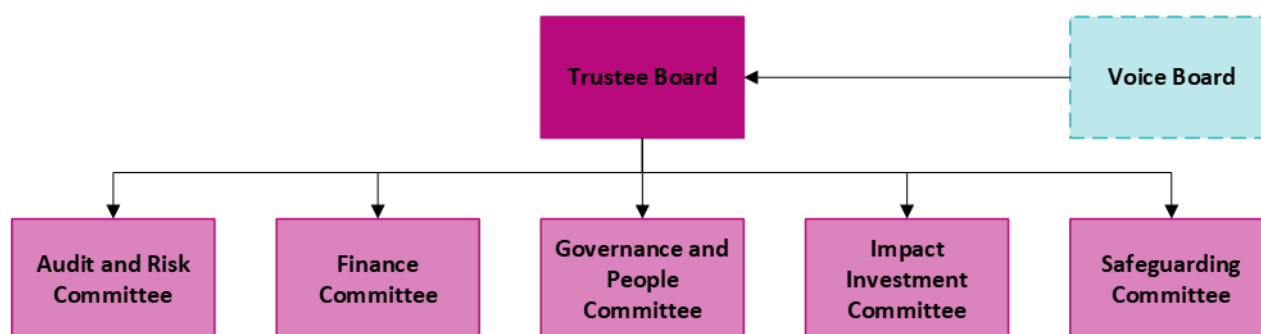
New Trustees are provided with a comprehensive induction pack with information about the charity and their role as a Trustee. New Trustees must also complete an induction programme, which includes meetings with members of the workforce within different areas of the charity, site visits (where possible), and safeguarding training. Any development needs that they may have during their time as a Trustee are discussed as part of their annual appraisal with the Chair of the Board.

Trustees are also provided with regular briefings and information about relevant events.

Strategic management

The Board is responsible for setting an appropriate strategy for the charity. It also ensures that relevant performance measures are in place. The Trustee Board has delegated consideration of specific issues to five subcommittees, which then make recommendations to the Board. The Board receives regular reports on all aspects of the charity's work.

Organisational structure



There are 5 sub-committees of the Board at Young Lives vs Cancer. In addition, our Voice Board plays an important advisory role, ensuring that the views and experiences of a diverse group of young people with lived experience, siblings, and parents/carers influence our decision making.

Chief Executive

Authority for the day-to-day activities of Young Lives vs Cancer is delegated to the Chief Executive, who is responsible for delivering the agreed strategy and policies. The Chief Executive is supported by an Executive Team, which meets weekly and reports directly to them.

Remuneration policy for key management personnel

The Executive Team are the key management personnel for the charity. Remuneration of our Executive Team is benchmarked against the external market every two years, using the leading charity and voluntary sector salary survey.

The review involves consideration of salary survey data at the median along with economic indicators, affordability, competitiveness and retention of those in key roles.

Options for Executive Team pay are then considered and agreed by our Governance and People Committee. In the case of the Chief Executive, this is agreed by the Board of Trustees.

EMPLOYEES AND VOLUNTEERS

This year marked a significant shift for Team Young Lives. Alongside our new strategy, we introduced new organisational values, co-created with our workforce, to guide how we work, make decisions, and deliver our mission.

We continued listening to our people, and our **2024 workforce** survey showed clear progress. Our Employer Net Promoter Score (which measures how likely employees are to recommend their workplace to others) more than doubled, rising from 16 to 33. Colleagues reported stronger belonging, improved communication, and higher job satisfaction. Work is underway to address areas for further improvement.

We also strengthened **internal communications**, focusing on employee engagement, two-way dialogue, timely updates, and promoting our strategy and values. This remains a key priority for 2025.

Modernisation efforts in our People and Culture Directorate began with streamlining onboarding, improving payroll accuracy, and exploring automation and AI to reduce manual work and enhance the workforce experience.

A restructure early in 2025, while difficult, was essential to refocus resources, removing vacant roles and making several redundancies, to support our digital and data transformation and ensure a more flexible, future-fit organisation.

We maintained our commitment to **equity and transparency**, continuing to publish pay gap data across gender, ethnicity, disability, and more. Our mean gender pay gap (the difference in average earnings between men and women) fell from 7.9% to 7.5%, and inclusive practices are being embedded throughout the charity.

Volunteering also grew, with 256 volunteers taking part in 65 micro-volunteering activities and 99 opportunities offered overall. Tailored communications improved engagement: 83% now feel well informed (up from 64%), 97% enjoy their roles, and 98% feel proud to volunteer with us. Retention remains strong, with 91% planning to continue.

Volunteering in service delivery is a key area for growth in 2025/26, especially within our evolving accommodation strategy.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Annual Report and financial statements in accordance with applicable law and regulations. Charity and company law require the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources for that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable 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 its operations.

The Trustees are responsible for maintaining adequate accounting records that are sufficient to show and explain the charity's transactions and disclose, with reasonable accuracy, the financial position of the charity at any time. They must ensure that the financial statements comply with the Companies Act 2006, the Charities Act 2011, and the Charities (Accounts and Reports) Regulations 2008.

The Trustees are also responsible for safeguarding the assets of the charity and for taking reasonable steps to prevent and detect fraud and other irregularities.

In carrying out their duties under Section 172 of the Companies Act 2006, the Trustees have had regard to the likely long-term consequences of decisions, the interests of employees, and the need to foster strong relationships with beneficiaries, donors, partners, and suppliers. They also consider the impact of the charity's activities on the community and the environment. The Trustees are mindful of their responsibility to maintain the highest standards of conduct, act fairly between members, and ensure that the charity continues to deliver sustainable benefits for children, young people with cancer, and their families.

Insofar as the Trustees are aware:

- There is no relevant audit information of which the charity's auditors are unaware.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This Annual Report, prepared under the Charities Act 2011 and the Companies Act 2006, was approved by the Trustees on 1 October 2025 and is signed on their behalf by:



Sir David Haslam (Chair)

Independent Auditor's Report to the Members and Trustees of Young Lives vs Cancer

Opinion

We have audited the financial statements of Young Lives vs Cancer ('the charitable company') and its subsidiaries (the 'group') for the year ended 31st March 2025 which comprise the Consolidated Statement of Financial Activities, the Consolidated and Charity Balance Sheets, the Consolidated Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the charitable company's affairs as at 31 March 2025 and of the group's 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 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (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 group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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 and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the Trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the group and charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the Trustees' report.

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

- adequate and proper accounting records have not been kept; 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.

Responsibilities of Trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 20, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website: [Auditor's Responsibilities for the Audit](#). This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company and group operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, the Charities Act 2011 and The Charities and Trustee Investment (Scotland) Act 2005 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

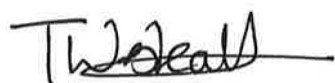
In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's and the group's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company and the group for fraud. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be with the completeness and timing of legacies, grant and Trust income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, and the Finance, and the General-Purpose Audit & Risk Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, Scottish Charity Regulator, designing audit procedures over the completeness and timing of legacies, grant and Trust income, and reading minutes of meetings of those charged with governance.

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. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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 charitable company's Trustees, as a body, in accordance with 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 those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Tara Westcott

Senior Statutory Auditor For and on behalf of Crowe U.K. LLP Statutory Auditor

4th Floor

St James House St James' Square Cheltenham

GL50 3PR

Date: 14 October 2025

Consolidated statement of financial activities

(incorporating an income and expenditure account)
For the year ending 31 March 2025

	Notes	Unrestricted funds	Restricted funds	2025	Restated 2024
		£'000	£'000	£'000	£'000
Income from:					
Donations and legacies					
Donations and other voluntary income	2	15,427	1,613	17,040	16,871
Legacies	2	3,804	-	3,804	2,197
Other trading activities					
Retail trading	2	315	-	315	1,188
Fundraising trading	2	3,312	145	3,457	2,551
Lottery income	2,3	2	9	11	34
Investments		231	-	231	136
Profit on disposal of fixed assets		912	-	912	-
Other	4	148	-	148	92
Total income		24,151	1,767	25,918	23,069
Expenditure on:					
Raising funds					
Donations and Legacies	2	10,199	-	10,199	9,508
Retail trading	2	159	-	159	1,150
Fundraising Trading	2	717	-	717	1,181
		11,075	-	11,075	11,839
Net income available for charitable activities		13,076	1,767	14,843	11,230
Charitable activities:					
Major Service Provision		12,766	1,441	14,207	13,040
Policy, Communications and Voice		1,053	58	1,111	1,204
Research, Innovation and Systems Change		258	14	272	-
Total direct charitable expenditure	6	14,077	1,513	15,590	14,244
Total expenditure	6	25,152	1,513	26,665	26,083
Net (expenditure)/income	5	(1,001)	254	(747)	(3,014)
Transfers between funds	16,18	(18)	18	-	-
Net movement between funds		(1,019)	272	(747)	(3,014)
Total funds brought forward	16,18	23,499	2,014	25,513	28,527
Total funds carried forward		22,480	2,286	24,766	25,513

Fund comparatives are provided in last year's Consolidated Statement of Financial Activities on the next page.

Prior year expenditure has been restated as described in note 6. The restatement is reclassification only and there is no impact on net movement in funds.

Notes 1 to 25 on the following pages form part of these financial statements.

Consolidated statement of financial activities

(incorporating an income and expenditure account)
For the year ending 31 March 2024

	Notes	Unrestricted funds £'000	Restricted funds £'000	Restated 2024 £'000
Income from:				
Donations and legacies				
Donations and other voluntary income	2	15,103	1,768	16,871
Legacies	2	2,127	70	2,197
Other trading activities				
Retail trading	2	1,188	-	1,188
Fundraising trading	2	2,533	18	2,551
Lottery income	2,3	34	-	34
Investments				
		136	-	136
Other	4	92	-	92
Total income		21,213	1,856	23,069
Expenditure on:				
Raising funds				
Donations and Legacies	2	9,508	-	9,508
Shops and Trading	2	1,150	-	1,150
Fundraising Trading	2	1,181	-	1,181
		11,839	-	11,839
Net income available for charitable activities		9,374	1,856	11,230
Charitable activities:				
Major Service Provision		11,473	1,567	13,040
Policy, Communications and Voice		1,142	62	1,204
Total direct charitable expenditure	6	12,615	1,629	14,244
Total expenditure	6	24,454	1,629	26,083
Net income/(expenditure)	5	(3,241)	227	(3,014)
Transfers between funds	17,19	2	(2)	-
Net movement between funds		(3,239)	225	(3,014)
Total funds brought forward	17,19	26,738	1,789	28,527
Total funds carried forward		23,499	2,014	25,513

All amounts shown above relate to continuing operations.

Notes 1 to 25 on the following pages form part of these financial statements.

Balance sheets

As at 31 March 2025

Company number: 05273638

		Group		Charity	
	Notes	2025	2024	2025	2024
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible fixed assets	10	15,095	15,658	15,095	15,639
Investments	11a	-	125	100	244
		15,095	15,783	15,195	15,883
Current assets					
Investments	11b	14	14	14	14
Debtors	12	5,622	3,997	5,906	4,352
Cash at bank and in hand	22	6,101	8,248	5,735	7,745
Cash held on long term deposit	22	268	502	268	502
		12,005	12,761	11,923	12,613
Creditors					
Amounts falling due within one year	13	(2,334)	(2,970)	(2,322)	(2,905)
Net current assets		9,671	9,791	9,601	9,708
Creditors					
Amounts falling due after one year	14	-	(61)	-	(61)
Net assets	15	24,766	25,513	24,796	25,530
The funds of the Group/Charity					
Restricted income funds	15,16	2,286	2,014	2,286	2,014
Unrestricted funds					
Free reserves	18	6,304	6,121	6,334	6,138
Designated funds	18	16,176	17,378	16,176	17,378
Total Group/Charity funds		24,766	25,513	24,796	25,530

The parent Charity made a deficit in the year of £734k (2024: £3,006k).

These financial statements were approved by the Board of Trustees and authorised for issue on 1 October 2025.



David Haslam
Chair



Anna Hancock
Treasurer

Notes 1 to 25 on the following pages form part of these financial statements.

Consolidated cash flow statement

For the year ending 31 March 2025

	Notes	2025		2024	
		£'000	£'000	£'000	£'000
Net cash used in operating activities	21		(3,597)		(2,062)
Cash flows from investing activities					
Interest received		231		136	
Net sales proceeds from the sale of fixed assets		1,296		60	
Net sales proceeds from the sale of investment property		115		-	
Purchase of property, plant and equipment	10	(426)		(156)	
Net cash provided by investing activities			1,216		40
Change in cash and cash equivalents for the year	22		(2,381)		(2,022)
Cash and cash equivalents at the beginning of the year	22		8,750		10,772
Cash and cash equivalents at the end of the year	22		6,369		8,750

Notes 1 to 25 on the following pages form part of these financial statements.

Notes to the accounts

For the year ending 31 March 2025

1. Accounting policies

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

(a) Basis of accounting and going concern

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP effective 1 January 2019) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

CLIC Sargent Cancer Care for Children ("the charity" or "the parent"), referred to in this document as "Young Lives vs Cancer", meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The charity's financial position and performance has been outlined in the Financial Review. The Trustees have assessed projected future income, expenditure and cash flows over the period ending 12 months from the date of signing the accounts and analysed the charity's reserves position, liquid assets and its ability to withstand a material decline in income. Consideration has been given to the stability, predictability and diversity of various income streams in making this assessment.

Our Free Reserves policy is reviewed annually and is integral to ensuring we remain a going concern by holding sufficient reserves to withstand a significant decline in income or unexpected costs. The policy is developed based on the financial risks identified within the strategic risk register. Our forecasting and longer-term financial planning seeks to be income led, committing to new costs only when affordable and financial planning decisions are made in the context of our Free Reserves policy.

The long-term financial position of the charity is monitored on a monthly basis, being incorporated into a rolling forecast process, and reviewed by the Finance Committee, in detail, and then the wider Board of Trustees on a quarterly basis. Our current year forecast, along with a further two-year outlook, considers the impact of our projections on both our Free Reserves and cash position.

The Trustees have concluded that Young Lives vs Cancer and its non-dormant subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited, have adequate resources to continue activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the accounts.

(b) Group financial statements

The group financial statements consolidate the results of the parent and its non-dormant subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited (see Note 9), on a line by line basis. All intra-group transactions are fully eliminated on consolidation in the group results.

The charity has availed itself of Paragraph 3 (3) of Schedule 4 of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities. No separate SOFA has been presented for the charity alone as permitted by Section 408 of the Companies Act 2006. The net result of the parent (the charity) is shown on the Balance Sheet.

The charity is a qualifying entity as defined in FRS 102 and therefore has taken advantage of the exemptions in FRS 102 from the requirement to present a charity only cashflow statement.

Notes to the accounts

For the year ending 31 March 2025 (continued)

(c) Legal status

Young Lives vs Cancer was incorporated in the United Kingdom as a Company limited by guarantee (Company no. 05273638). The entity is also a registered Charity in England and Wales (Charity no. 1107328) and Scotland (Charity no. SC039857). The principal and registered office is shown at the back of these accounts.

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

(d) Estimates and judgements

Preparation of the financial statements requires management to make estimates and judgements. The items in the financial statements where the most significant estimates and judgements have been made are:

- Valuation of legacy income where cash is not yet received: see accounting policy (g) below for details of the judgement applied.
- Allocation of support costs to Cost of Raising Funds and Charitable Activities: see accounting policy (k) below for details of the estimated consumption of support costs applied.
- Valuation of tangible fixed assets: see accounting policy (l) below for details of the estimate of useful economic lives applied.
- Valuation of debtors and creditors: see accounting policy (o) below for details of the judgement applied.

(e) Taxation

The Company, which is a registered Charity, is entitled to taxation exemptions on all income and gains properly applied for its Charitable purposes. There are no taxation losses for the subsidiary companies as all of the taxable profits are gifted to the parent.

(f) Funds

Restricted funds are funds on which donors have imposed specific restrictions or which have been raised for particular purposes. The aim and use of each restricted fund is set out in Note 16.

Designated funds represent unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in Note 18.

Free reserves are available for use at the discretion of the Trustees in pursuit of the general objectives of the charity.

Notes to the accounts

For the year ending 31 March 2025 (continued)

(g) Income and deferred income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Legacies are accounted for on a receivable basis. Pecuniary legacies are recognised following formal notification from the estate. Residuary legacies are recognised only when there is legal entitlement, receipt is probable and Young Lives vs Cancer's interest can be measured, which is normally on grant of probate. Bequeathed properties awaiting sale are included in legacy income at their probate value when Young Lives vs Cancer takes ownership of the property. Where there are uncertainties surrounding the measurement of the charity's entitlement to an estate, or there is a prior or life interest before the legacy comes to the charity, no income is recognised until these are resolved and any conditions are met. Where legacies have been notified to the charity but the recognition criteria are not fully met, the legacy is treated as a contingent asset and disclosed if material.

Income from grants, whether capital or revenue in nature, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably. Grant income will be deferred if received in advance of meeting performance conditions or if the donor specifically states that the income must be spent in a future accounting period.

Contractual income is recognised when the goods or services as specified by the contract are delivered by the charity. This income is treated as unrestricted in the accounts.

Income relating to events is recognised in the period in which the event occurs.

Donations are recognised on receipt and comprise gifts that will not provide any return to the donor other than the knowledge that someone will benefit from the donation. Income from donations includes gifts that must be spent on some particular area of work (i.e. restricted income funds). Donations include gifts in kind and donated services (see accounting policy (h) below).

Income from other trading activities includes income earned from both trading activities to raise funds for the charity and income from fundraising events. To fall within this analysis heading, the income must be received in exchange for supplying goods and services in order to raise funds for the charity.

Lottery income includes amounts raised from raffles and lotteries run within the charity and by CLIC Sargent Lottery Limited. In 2025, lottery income included proceeds from a weekly lottery run by an External Lottery Manager, Woods Valldata.

Other income includes profit from the sale of fixed assets and contractual income earned from our services.

Deferred income consists of cash received by the charity, where the income recognition criteria has not been met because entitlement to the income does not exist at the balance sheet date. Deferred income is not recognised in the SOFA until the charity is entitled to the income. Instead, deferred income is disclosed as a liability in the balance sheet.

Notes to the accounts

For the year ending 31 March 2025 (continued)

(h) Donated services and facilities

The charity benefits from gifts in kind in the form of volunteer time and unclaimed out of pocket expenses. These are not recognised in the accounts as they cannot be reliably valued, but further information is provided in the Trustees' annual report.

In addition many individuals, companies and organisations provide facilities, equipment and services such as advertising free of charge. The charity recognises, where possible, the value of the gift, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market. A corresponding amount is then recognised in expenditure in the period of receipt.

Items donated for resale are included in shop income when sold and no value is placed on stock at the year end. These items are not recognised in the accounts on receipt as it is impractical to do so given the high volume of low-value items received by the charity and the absence of a sophisticated stock control system to assist with documenting and valuing donated stock held. The Trustees consider that the cost of implementing such a system would outweigh the benefits. High value items of donated stock (with an individual value of £1,000 or more) are recognised on receipt if the income recognition criteria is met.

(i) Expenditure recognition and irrecoverable VAT

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

Expenditure on Raising Funds includes all expenditure (salaries, direct costs and overheads) incurred by the charity and its subsidiaries to raise funds for its charitable purposes. It includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

Costs allocated to Fundraising Trading are those relating to our Major Events, Challenge Events and other non-charitable trading activities such as cause-related marketing undertaken with our corporate partners.

Expenditure allocated to Retail Trading relates to the costs of running the charity's shops; recycling and product marketing activities.

All other expenditure on raising funds relates to the cost of bringing in Donations and Legacies.

Expenditure on Charitable Activities includes all costs incurred by the charity in undertaking activities that further its charitable aims.

Governance costs include expenditure incurred for and by the Board necessary for the strategic oversight of the charity.

Irrecoverable VAT and termination payments are accounted for in the period an obligation is made or liability incurred and are charged against the relevant activity.

Notes to the accounts

For the year ending 31 March 2025 (continued)

(j) Grants payable

The charity's grants are available to children, young people and their families who meet the eligibility criteria for registration with the charity. The need for financial support must be related to the child's illness and to support additional expenses incurred. CLIC Sargent does not pay costs of treatment, medical equipment, therapies or school fees.

Grants to children, young people and their families are charged in the year when the offer is conveyed to the recipient. These grants are not subject to conditions being fulfilled once the eligibility criteria has been satisfied.

Occasionally, grants are awarded to other third parties in the furtherance of the charitable objectives of the charity. In the case of an unconditional grant offer this is accrued once the recipient has been notified of the grant award. Grant awards that are subject to the recipient fulfilling performance conditions are only accrued when the recipient has been notified of the grant and any remaining unfulfilled condition attaching to that grant is outside of the control of the charity.

(k) Expenditure Allocation including support costs

All expenditure is accounted for on an accruals basis and has been classified to expenditure categories on a direct basis where appropriate or allocated in line with managerial and budgetary responsibilities using several criteria, which include headcount and activity.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include IT support, finance, personnel, payroll and governance costs which support the charity's services and fundraising activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. Costs have been allocated across each cost category on the basis of full time equivalents and activity.

(l) Tangible and intangible assets

Individual items costing £2,000 or more are capitalised at cost. Where an item is below £2,000, but is combined with other items as part of a project or to create an asset, these items will be capitalised if the collective value is greater than £2,000. Property which is gifted to the charity is held at valuation and reviewed for impairment.

We reviewed fixed asset categories and depreciation rates this year and made changes as set out in Note 10. New and previous rates are noted below. There has been no prior year restatement.

Depreciation is provided on all tangible fixed assets using a straight line basis over their expected useful economic lives as follows:

Land	nil
Freehold property	50 years
Property improvements	10 years or the length of the lease (new category)
Fixtures and fittings	5 years (previously 3-5 years)
IT hardware	3-5 years (new category)

Assets under construction represent those assets that are undergoing improvements prior to being made operational. During this phase no depreciation is charged. Fixed assets are subject to periodic review for impairment where there is an indication of a reduction in their carrying value. Any significant impairment is recognised in the SOFA in the year in which it occurs.

Intangible assets are stated at cost less accumulated amortisation. Amortisation is provided on all intangible assets using a straight-line basis over their expected useful economic life of 5 years.

Notes to the accounts

For the year ending 31 March 2025 (continued)

(m) Investments

All the charity's investments are made in accordance with the powers contained within the Memorandum and Articles of Association.

Commercial investments are initially stated at purchase value and then are restated at market value at the end of each financial year. Where it is the intention to realise an investment asset without reinvestment of the sale proceeds, the investment asset is classified as a current asset investment. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the SOFA. The historical cost of commercial investments is shown in the notes to the accounts.

Cash held on long term deposit is cash on deposit and cash equivalents with a maturity of three months or more held for short term investment purposes rather than to meet short-term cash commitments as they fall due.

Investment Properties relate to shops owned by the charity that are used in part by CLIC Sargent Promotions Limited to undertake trading activities via the sale of new merchandise. A percentage of trading income relative to total income is calculated for each shop and applied to the book value to calculate the value of investment properties for the charity balance sheet. Following FRS102 Triennial Review 2017 becoming effective, the charity has taken advantage of the accounting policy choice to account for investment properties which are let to group companies at cost less accumulated depreciation, rather than fair value.

The Group had £125k of investment properties in the year ended 31 March 2024 which related to properties left as part of a legacy. These properties were held for sale at 31 March 2024 and were sold during the 2024/25 financial year. With the closure of the Charity's shops in 2024/25, there are no investment properties held as at 31 March 2025.

(n) Cash at bank and in hand

Cash at bank and cash in hand includes petty cash, and cash in bank accounts and short term deposit accounts with a maturity of three months or less from the date of opening the account.

(o) Debtors, creditors and provisions

Debtors with the exception of prepayments are those amounts that satisfy the income recognition policy at (g) above, recognised at the settlement amount due, where funds have not been received at the year end.

Prepayments are expenditure paid in the current financial year relating to costs to be incurred in a future accounting period. These are valued at the amount prepaid net of any trade discounts due.

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Debtors and creditors are reviewed at the year-end for evidence of required impairment to their settlement value.

Notes to the accounts

For the year ending 31 March 2025 (continued)

(p) Dilapidations policy

A dilapidations liability assessment has been conducted on the full property portfolio as at 31 March 2025. A provision is included in the financial statements for those costs that the charity estimates will be incurred upon vacating properties in the near future, based on the condition of the properties at the year end. Whilst some uncertainty exists regarding both the timing and amounts of the provisions, the amount represents the best estimate of the Trustees.

(q) Financial instruments

The Charity 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. The Charity also has a small holding of commercial investments measured at market value. Further information is provided in Note 24.

(r) Pension costs

The Charity contributes to defined contribution personal pension schemes on behalf of its employees. The amount charged in the SOFA represents the contributions payable to the schemes in respect of the current accounting period. Costs are allocated to activities in line with wages costs.

(s) Operating leases

Rentals applicable to operating leases are charged to the accounts on a straight-line basis over the lease term. Where an operating lease becomes an onerous contract, for example when the charity leases a property which it subsequently leaves unused and the property cannot be sub-let to recover its costs, the charity will recognise all irrecoverable costs immediately.

Notes to the accounts

For the year ending 31 March 2025 (continued)

2. Net fundraising income

During the year, donations and legacies increased by £1.8 million (2024: decreased by £0.4 million).

Net fundraising income, including trading income, for the group is as follows:

	Unrestricted	Restricted	2025	Restated 2024
	£'000	£'000	£'000	£'000
Donations and legacies				
Donations	12,113	619	12,732	12,782
Grants	3,314	994	4,308	4,058
Gifts in Kind	-	-	-	31
Legacies	3,804	-	3,804	2,197
Total donations and legacies	19,231	1,613	20,844	19,068
Retail trading income	315	-	315	1,188
Lottery income	2	9	11	34
Fundraising trading income				
Major fundraising events	244	-	244	240
Challenge events	2,979	145	3,124	2,106
Other fundraising trading income	89	-	89	205
Total fundraising trading income	3,312	145	3,457	2,551
Total fundraising income	22,860	1,767	24,627	22,841
Less: donations and legacies' costs	(10,199)	-	(10,199)	(9,508)
Less: retail trading costs	(159)	-	(159)	(1,150)
Less: fundraising trading costs				
Major fundraising events	(64)	-	(64)	(169)
Challenge events	(650)	-	(650)	(995)
Other fundraising trading expenditure	(2)	-	(2)	(17)
Total fundraising trading costs	(716)	-	(716)	(1,181)
Total fundraising expenditure	(11,074)	-	(11,074)	(11,839)
Net fundraising income	11,786	1,767	13,553	11,002

We have reviewed the way we allocate expenditure between costs of generating funds and charitable expenditure to ensure that it best represents how our costs are spent. We have restated the comparatives for 2024, under the new basis.

Notes to the accounts

For the year ending 31 March 2025 (continued)

3. Lottery

A minimum of 20% of lottery income is restricted to be spent on charitable activities. Income received in the year relates to proceeds from a weekly lottery and event raffles (2024: relates to proceeds from the sale of scratchcards in Morrisons stores). See note 1 (g) for further information on lottery income. Amounts recognised in the year are as follows:

	2025	2024
	£'000	£'000
Gross proceeds	11	168
Expenses	-	(80)
Prize fund	-	(54)
Net proceeds received by the Charity	11	34

4. Other income

	Unrestricted	Restricted	2025	2024
	£'000	£'000	£'000	£'000
Services income	130	-	130	92
Other	18	-	18	-
Total other income	148	-	148	92

5. Net (expenditure)/income

	2025	2024
	£'000	£'000
This is stated after (charging)/crediting:		
Depreciation and amortisation	(605)	(517)
Profit on the disposal of fixed assets	912	2
Payments under operating leases:		
Land and buildings	(353)	(528)
Auditor's remuneration	(42)	(40)

Notes to the accounts

For the year ending 31 March 2025 (continued)

6. Analysis of total expenditure

	Direct & Indirect Staff Costs (Note 8)	Direct Non- Staff Costs	Support costs (Note 7)	2025	Restated 2024
	£'000	£'000	£'000	£'000	£'000
Cost of generating funds:					
Donations and Legacies	5,485	4,137	577	10,199	9,508
Retail Trading	304	(157)	12	159	1,150
Fundraising Trading	150	537	30	717	1,181
	5,939	4,517	619	11,075	11,839
Charitable expenditure:					
Major Service Provision	9,894	2,982	1,331	14,207	13,040
Policy, Communications and Voice	945	64	102	1,111	1,204
Research, Innovation and Systems Change	179	58	35	272	-
	11,018	3,104	1,468	15,590	14,244
Total expenditure	16,957	7,621	2,087	26,665	26,083

The direct and indirect staff costs above include the allocation of salaries for support staff.

For detail on grants paid during the year see note 20.

We have reviewed the way we present charitable expenditure to better reflect how our expenditure relates to our key areas of charitable activity. We have restated the comparatives for 2024, under the new basis. This revision has resulted in an immaterial (£8k) movement between costs of generating funds and charitable expenditure.

7. Analysis of support costs

Support costs	Office Services	Corporate	Finance & Technology	HR	Governance	2025	Restated 2024
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Cost of generating funds:							
Donations and Legacies	177	70	155	152	23	577	534
Shops and Trading	5	1	3	3	-	12	98
Fundraising Trading	9	4	8	8	1	30	31
	191	75	166	163	24	619	663
Charitable expenditure:							
Major Service Provision	410	161	357	350	54	1,332	1,107
Policy, Communications and Voice	31	12	27	27	4	101	102
Research, Innovation and Systems Change	11	4	9	9	2	35	-
	452	177	393	386	60	1,468	1,209
Total support costs	643	252	559	549	84	2,087	1,872

Notes to the accounts

For the year ending 31 March 2025 (continued)

8. Employees

Group and Charity	Employed	Funded*	2025	2024
Staff costs consist of:	£'000	£'000	£'000	£'000
Wages and salaries	14,271	67	14,338	13,553
Social security costs	1,422	7	1,429	1,291
Pension costs	1,184	5	1,189	1,101
	16,877	79	16,956	15,945

Group and Charity	2025	2024
The average number of employees on full-time equivalent basis during the year was as follows:	No.	No.
Fundraising	79	81
Direct service provision – employed	195	172
Direct service provision – funded *	1	1
Corporate support services	84	85
Retail trading	2	14
	361	353

The average number of staff employed during the year was 409 (2024: 409).

*Funded employees represent staff in Young Lives vs Cancer care teams who are funded by Young Lives vs Cancer but are employed by local authorities or health trusts.

Redundancy / termination costs during the period totalled £179k (2024: £282k), which is comprised of redundancies £106k, compensation / settlement agreements £69k and retention payments £4k. At the year end, unpaid costs for redundancy totalled £100k (2024: £128k) funded by unrestricted free reserves.

Higher paid employees:

Group and Charity	2025	2024
Employees receiving annual gross salaries in the following range:	No.	No.
£60,000 to £70,000	10	3
£70,001 to £80,000	2	1
£80,001 to £90,000	1	2
£90,001 to £100,000	5	4
£100,001 to £110,000	1	2
£110,001 to £120,000	1	-
£140,001 to £150,000	1	1

Key Management Personnel:

We consider our Executive team to be the key management personnel for the Charity.

Group and Charity	2025	2024
Key management personnel costs for the charity and group consist of:	£'000	£'000
Wages and salaries	874	819
Social security costs	102	89
Pension costs	67	61
	1,043	969

Trustees' remuneration and expenses:

None of the members of the Board of Trustees received any remuneration. During the year, seven Trustees received reimbursements of travel and subsistence expenditure totalling £2,928 (2024: two Trustees, £1,852 for travel and subsistence).

Notes to the accounts

For the year ending 31 March 2025 (continued)

9. Subsidiary companies

The Charity owns 100% of the issued share capital of CLIC Sargent Promotions Limited and CLIC Sargent Developments Limited. Additionally, the Charity controls the board of CLIC Sargent Lottery Limited and, therefore, the results are consolidated within these accounts. All of these Companies are incorporated in the United Kingdom.

CLIC Sargent Promotions Limited (Company number 00957520) buys new merchandise for resale and receives cause-related marketing income from corporate partners for the benefit of the charity.

CLIC Sargent Developments Limited (Company number 09106476) manages the design and build of new Homes from Home on behalf of the Charity.

CLIC Sargent Lottery Limited (Company number 10791106) holds lotteries and raffles on behalf of the Charity.

A summary of CLIC Sargent Promotions Limited's trading results for the year ended 31 March 2025 is as follows:

CLIC Sargent Promotions Limited	2025	2024
	£'000	£'000
Turnover	156	316
Cost of sales	(2)	(33)
Gross profit	154	283
Administration expenses	(43)	(105)
Profit for the year	111	178
Balance brought forward at beginning of year	-	-
Gift Aid donation to the Charity	(111)	(178)
Balance carried forward at end of year	-	-
Total assets	428	415
Total liabilities	(328)	(315)
Net assets at 31 March 2025	100	100

A summary of CLIC Sargent Developments Limited's trading results for the year ended 31 March 2025 is as follows:

CLIC Sargent Developments Limited	2025	2024
	£'000	£'000
Turnover	-	(41)
Cost of sales	-	40
Gross loss	-	(1)
Administration expenses	(4)	(4)
Loss for the year	(4)	(5)
Balance brought forward at beginning of year	(16)	(11)
Gift Aid donation to the Charity	-	-
Balance carried forward at end of year	(20)	(16)
Total assets	25	53
Total liabilities	(45)	(69)
Net assets/(liabilities) at 31 March 2025	(20)	(16)

Notes to the accounts

For the year ending 31 March 2025 (continued)

9. Subsidiary companies (continued)

A summary of CLIC Sargent Lottery Limited's trading results for the year ended 31 March 2025 is as follows:

CLIC Sargent Lottery Limited	2025	2024
	£'000	£'000
Turnover	-	33
Cost of sales	(4)	-
Gross profit	(4)	33
Administration expenses	(5)	(7)
Profit/ (loss) for the year	(9)	26
Balance brought forward at beginning of year	-	-
Gift Aid donation to the Charity	-	(26)
Balance carried forward at end of year	(9)	-
Total assets	19	52
Total liabilities	(28)	(52)
Net assets/(liabilities) at 31 March 2025	(9)	-

Sargent Cancer Care for Children (Charity number: 1085616, Company number: 04173873), CLIC – Cancer and Leukaemia in Childhood (Charity number: 802396, Company number: 02397331) and Child Cancer UK (Company number: 05877085) are companies limited by guarantee. They are dormant 100% subsidiaries of CLIC Sargent.

The Charity is also trustee of the following three unincorporated dormant charities:

Cancer and Leukaemia in Childhood Trust

CLIC UK

CLIC International

All of the subsidiary companies have the same registered office address as the parent Charity, shown on the final page.

Notes to the accounts

For the year ending 31 March 2025 (continued)

10. Tangible and Intangible Fixed assets

Group	Intangibles	Land	Freehold property	Property improvements	Fixtures and fittings	IT hardware	Total
		£'000	£'000	£'000	£'000	£'000	£'000
Cost or valuation							
At 31 March 2024	822	3,112	14,422	-	987	-	19,343
Additions	32	-	120	-	274	-	426
Disposals	(586)	(149)	(230)	-	(191)	-	(1,156)
Transfers	(11)	429	(718)	331	(869)	838	-
At 31 March 2025	257	3,392	13,594	331	201	838	18,613
Depreciation and amortisation							
At 31 March 2024	659	-	2,436	-	590	-	3,685
Charge for year	65	-	287	-	173	-	525
Disposals	(492)	-	(110)	-	(170)	-	(772)
Change on transfer	(8)	-	(75)	207	(517)	473	80
At 31 March 2025	224	-	2,538	207	76	473	3,518
Net book value							
At 31 March 2025	33	3,392	11,056	124	125	365	15,095
At 31 March 2024	163	3,112	11,986	-	397	-	15,658

We have reviewed and created new fixed asset categories with depreciation rates that better reflect the life and nature of the assets. The impact on the reclassification is not material to prior periods therefore the change has been reflected via asset category transfers and depreciation change on transfer charged to the current year. The change to categories and depreciation is given in accounting policy Note 1(l).

Intangible assets included above comprise software development, database development and the website.

A legal charge is in place which is secured over Paul's House; no borrowing was secured against this property in the year.

Charity

The charity owns all of the assets of the Group. In the prior year some of the shops owned by the Charity were partially occupied by CLIC Sargent Promotions Limited for the sale of new merchandise. £19,116 of the net book value at 31 March 2024 was reclassified as investment property. The net book value of fixed assets of the Charity at 31 March 2024 was therefore £19k less than the group total above, giving a total of £15,639k.

Notes to the accounts

For the year ending 31 March 2025 (continued)

11. Investments

(a) Fixed Asset Investments

	Group		Charity	
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Charity investment in subsidiaries	-	-	100	100
Investment properties	-	125	-	144
	-	125	100	244

The Charity has a £100,001 investment in the subsidiaries CLIC Promotions (£100,000) and CLIC Developments (£1). This is unchanged from 2024. Investment properties held at a value of £125k at 31 March 2024 were sold during the financial year.

(b) Current Asset Investments

Group and Charity	Listed investments	Total
	£'000	£'000
Market value at 1 April 2024 and at 31 March 2025	14	14
Historical cost	24	24

It is the intention to sell shares in commercial investments in the future, once conditions are favourable. Sales proceeds will not be reinvested in new investments.

(c) Investments in subsidiaries (see Note 9)

Subsidiary name	% Share	Trading activity
a) CLIC Sargent Promotions Limited	100%	Buys new merchandise for resale and receives corporate advertising income.
b) CLIC Sargent Developments Limited	100%	Manages the design and build of new Homes from Home on behalf of the Charity.
c) CLIC Sargent Lottery Limited	N/A	Set up to run lotteries and raffles on behalf of the parent Charity. This is a Company limited by guarantee with no share capital but is controlled by the parent charity.
c) Sargent Cancer Care for Children	100%	Dormant
d) CLIC-Cancer and Leukaemia in Childhood	100%	Dormant
e) Child Cancer UK	N/A	Dormant

Notes to the accounts

For the year ending 31 March 2025 (continued)

12. Debtors

	Group		Charity	
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Other debtors	273	565	197	563
Amounts owed by group undertakings	-	-	390	371
Prepayments and accrued income	5,349	3,432	5,319	3,418
	5,622	3,997	5,906	4,352

Included within prepayments and accrued income is £309k (2024: £368k) of accrued income for the Improving Lives Project and the Mel White Foundation which are to be released over more than one year.

13. Creditors: amounts falling due within one year

	Group		Charity	
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Trade creditors	374	481	374	481
Taxation and social security	370	431	370	378
Other creditors	287	142	287	142
Accruals	600	1,197	588	1,185
Deferred income*	703	719	703	719
	2,334	2,970	2,322	2,905

* Deferred income relates to income received for events being held in future financial years. All of the £703k (2024: £719k) will be recognised in the next financial year.

Deferred income

	Group	Charity
	£'000	£'000
Balance at 1 April 2024	719	719
Amount released in the year	(719)	(719)
Amount deferred in the year	703	703
Balance at 31 March 2025	703	703

14. Creditors: amounts falling due after one year

	Group		Charity	
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Dilapidation provision	-	61	-	61

Notes to the accounts

For the year ending 31 March 2025 (continued)

15. Analysis of net assets between funds

Fund balances at 31 March 2025 are represented by:

Group	Unrestricted Funds	Restricted Funds	Total
	£'000	£'000	£'000
Tangible fixed assets	15,095	-	15,095
Net current assets	7,385	2,286	9,671
Net assets	22,480	2,286	24,766

Fund balances at 31 March 2024 are represented by:

Group	Unrestricted Funds	Restricted Funds	Total
	£'000	£'000	£'000
Tangible fixed assets	15,658	-	15,658
Fixed asset investments	125	-	125
Net current assets	7,777	2,014	9,791
Long-term liabilities	(61)	-	(61)
Net assets	23,499	2,014	25,513

16. Restricted funds

Restricted funds at 31 March 2025 are represented by:

Group	Balance 1 April 2024	Income	Expenditure	Transfers between funds	Balance 31 March 2025
	£'000	£'000	£'000	£'000	£'000
Newcastle Home From Home	860	-	-	-	860
Nottingham Home from Home	86	-	(1)	(85)	-
Accommodation	370	571	(435)	-	506
Social Workers	-	214	(214)	-	-
Grants	28	379	(46)	-	361
Projects	646	193	(280)	-	559
Regional	24	410	(537)	103	-
	2,014	1,767	(1,513)	18	2,286

Restricted funds at 31 March 2024 are represented by:

Group	Balance 1 April 2023	Income	Expenditure	Transfers between funds	Balance 31 March 2024
	£'000	£'000	£'000	£'000	£'000
London Home from Home	32	-	(32)	-	-
Newcastle Home From Home	862	-	-	(2)	860
Nottingham Home from Home	86	-	-	-	86
Accommodation	479	235	(344)	-	370
Social Workers	32	435	(467)	-	-
Grants	21	65	(58)	-	28
Projects	277	746	(377)	-	646
Regional	-	375	(351)	-	24
	1,789	1,856	(1,629)	(2)	2,014

Notes to the accounts

For the year ending 31 March 2025 (continued)

16. Restricted funds (continued)

London Home from Home Fund represents restricted funds for major development work on our Home from Home in London, Paul's House. This fund was spent down fully in 2023/24.

Newcastle Home from Home Fund represents restricted funds for the purchase of and development of a new accommodation in Newcastle upon Tyne. This is now being actively pursued and the purchase and appropriate upgrades to the chosen property or properties will be completed in 2025/26. A balance of the fund will be retained for a short period for future running costs associated with the property or properties.

Nottingham Home from Home represents funds to support capital development at our Nottingham Home from Home. This work was completed in 2024/25.

Accommodation includes funds to be spent on running costs at specific Homes from Home.

Social Workers represent funds restricted to support the costs of our Social Worker teams.

Grants represent funds to be provided to families and young people. This includes funding for specific grant types or funding for grants in specific geographical areas.

Projects represents funding secured for other specific projects.

Regional represents funding received that must be spent within a specific geographical area of operation. This funding has no further restrictions.

Transfers between Funds: The Newcastle Home from Home transfer of £85k is to fixed asset reserves which represents capital expenditure. Once the capital expenditure has been incurred the restrictions are considered to be fulfilled.

Notes to the accounts

For the year ending 31 March 2025 (continued)

17. Restricted fund contributions

We are grateful to all our donors for their support. We acknowledge the following contributions:

	2025
	£'000
City Bridge Foundation	
The funding arm of the City of London Corporation's Charity, Bridge House Estates (Charity no. 1035628)	13 Helping young cancer patients from London, and their families, to cope with the costs of cancer.
Lloyds Bank Foundation for the Channel Islands	19 Towards the salary of a social worker
Scottish Government's Children, Young People, Families and Adult Learning Third Sector Fund	124 Towards organisational core costs in Scotland
Department of Health Northern Ireland - Core Grant Scheme	96 To support the implementation of the DoH's Cancer Strategy in Northern Ireland to ensure children and young people with cancer receive the equitable, high-quality cancer care they deserve.

The National Lottery Community Fund



	Balance 1 April 2024	Income	Expenditure	Balance 31 March 2025
	£'000	£'000	£'000	£'000
Northern Ireland (Improving Lives Project)	486	-	(132)	354
Scotland (Empowering Young People 3 Project)	75	-	(75)	-
Total	561	-	(207)	354

Notes to the accounts

For the year ending 31 March 2025 (continued)

18. Unrestricted funds

Free and Designated funds at 31 March 2025 are represented by:

Group	Balance 1 April 2024	Income	Expenditure	Transfers between funds	Balance 31 March 2025
	£'000	£'000	£'000	£'000	£'000
Free Reserves	6,121	24,151	(23,897)	(71)	6,304
Designated funds:					
Fixed Asset Reserve	15,658	-	(525)	(38)	15,095
New Finance System	743	-	(470)	-	273
New Customer Relationship Management System	427	-	-	(427)	-
Future Services Investment Fund	203	-	(179)	-	24
Technology Infrastructure Investment Fund	264	-	-	(264)	-
Technology Roadmap Fund	-	-	(81)	691	610
Designated Grants	-	-	-	93	93
Other	83	-	-	(2)	81
	17,378	-	(1,255)	53	16,176
Total	23,499	24,151	(25,152)	(18)	22,480

Free and Designated funds at 31 March 2024 were represented by:

Group	Balance 1 April 2023	Income	Expenditure	Transfers between funds	Balance 31 March 2024
	£'000	£'000	£'000	£'000	£'000
Free Reserves	8,335	21,213	(23,279)	(148)	6,121
Designated funds:					
Fixed Asset Reserve	16,078	-	(515)	95	15,658
New Finance System	800	-	(57)	-	743
New Customer Relationship Management System	431	-	-	(4)	427
Future Services Investment Fund	542	-	(339)	-	203
Technology Infrastructure Investment Fund	264	-	-	-	264
Other	288	-	(264)	59	83
	18,403	-	(1,175)	150	17,378
Total	26,738	21,213	(24,454)	2	23,499

Notes to the accounts

For the year ending 31 March 2025 (continued)

18. Unrestricted funds (continued)

Fixed Asset Reserve – The Trustees have set aside funds to cover the net book value of tangible fixed assets, excluding those assets included within restricted funds.

New Finance system – A new system is required in order to drive efficiency and improve processes within the organisation. This project commenced in 2024/25 and will be completed in 2025/26.

New Customer Relationship Management System – This fund was designated to deliver a new CRM with enhanced capability. The balance of this fund has been transferred to the Technology Roadmap Fund. The new CRM project commenced in 2025/26 with a view to being completed in 2026/27.

Future Services Investment Fund – This fund originally comprised of a number of elements of future planned spend to develop impact for our beneficiaries. This included foundational research on future needs and upweighting the capability in our Policy, Communications & Voice team to maximise the impact of this research and our wider campaigning. It has almost been fully utilised by the end of 2024/25. The balance will be spent in 2025/26.

Technology Infrastructure Investment Fund – This fund was originally set up to secure specialist resource to start to develop and implement our technology capability & infrastructure to our organisational strategy. The balance of this fund has been transferred to the consolidated Technology Roadmap Fund.

Technology Roadmap Fund – In 2024/25, the charity launched a three-year Digital Transformation Programme to update a number of the organisation's legacy systems and significantly improve our data management and impact. The balances of the Technology Infrastructure Investment Fund and the New Customer Relationship Management System funds have been transferred to this new fund.

Designated Grants – This fund was setup to capture internal allocation of funds to utilise on our beneficiary Grants Programme.

Other – The £2k transfer is made up of £135k added from Free Reserves in 2024/25 to fund hardware replacement; £137k was spent on this fund in the year.

Transfers between funds: The £38k transfer to the fixed asset reserve represents £425k of fixed asset additions (including £2k of additions from Other funds for hardware replacement), (£234k) of fixed asset disposals and £42k of gains from the reclassification of fixed assets undertaken in the year.

Notes to the accounts

For the year ending 31 March 2025 (continued)

19. Commitments

As at 31 March 2025 there were future minimum lease payments under non-cancellable operating leases for each of the following periods:

Group	2025	2024
	Land and buildings £'000	Land and buildings £'000
Total commitments due:		
Within one year	284	360
Within two to five years	653	1,052
	937	1,412

The value of capital commitments at 31 March 2025 was £nil (2024: £nil).

None of the Group's operating leases was determined to be onerous at year end 2025 (2024: two totalling £188k).

20. Grants

Grants to individuals, including comparative information are included in the table below.

No grants were made to organisations in the year (2024: no grants were made).

Grants awarded to families and young people in the period were as follows:

Group	2025		2024	
	£'000	No. of grants	£'000	No. of grants
Registration	305	3,056	285	2,860
Compassionate	36	119	33	110
Financial Hardship	387	1,582	377	1,443
Crisis Grant	-	-	113	370
Other	20	132	33	274
	748	4,889	841	5,057

Of the grants awarded, £14k was unpaid at 31 March 2025 (2024: £13k).

Notes to the accounts

For the year ending 31 March 2025 (continued)

21. Reconciliation of net expenditure to net cash flow from operating activities

Group	2025	2024
	£'000	£'000
Net expenditure for the year	(747)	(3,014)
Adjustments for:		
Depreciation charges	605	517
Interest received	(231)	(136)
(Profit) on the disposal of fixed assets	(912)	(2)
Loss on the disposal of investment property	10	-
Donation of investment property	-	(125)
Decrease in stock	-	26
Decrease in debtors	(1,625)	788
(Decrease) in creditors	(697)	(116)
Net cash used in operating activities	(3,597)	(2,062)

22. Analysis of cash and cash equivalents

Group	At 1 April 2024	Cash flows	At 31 March 2025
	£'000	£'000	£'000
Cash at bank and in hand	8,248	(2,147)	6,101
Cash held on long term deposit	502	(234)	268
	8,750	(2,381)	6,369

Notes to the accounts

For the year ending 31 March 2025 (continued)

23. Related party transactions

Key Management Personnel

The Charity pays Coleid Limited for consultancy services. Trustee Kevin Smith is a Director of Coleid Limited. During the year the Charity paid Coleid Limited £29,842 (2024: £14,400).

The Group pays Sayer Vincent for the compilation of the annual corporation tax returns. Trustee Farrah Kitabi is a Partner at Sayer Vincent. During the year the Group paid Sayer Vincent £3,612 (2024: £3,655). These amounts were accrued at year end in both years.

Subsidiaries

Transactions between the parent charity Young Lives vs Cancer, and the subsidiaries, CLIC Sargent Developments Limited, CLIC Sargent Promotions Limited and CLIC Sargent Lottery Limited, are as follows:

Management fee payable to the Charity for staff and support services provided to the subsidiaries: £37,823 (2024: £98,533) from CLIC Sargent Promotions Limited; £653 (2024: £1,047) from CLIC Sargent Developments Limited; and £1,212 (2024: £3,770) from CLIC Sargent Lottery Limited.

VAT paid by the Charity on behalf of CLIC Sargent Promotions Limited: £13,840 (2024: £58,241).

Profits in the subsidiaries to be donated to the Charity: £110,908 (2024: £177,684) from CLIC Sargent Promotions Limited; £nil (2024: £26,092) from CLIC Sargent Lottery Limited; and £nil (2024: £nil) from CLIC Sargent Developments Limited.

Balances repayable at the year end: £323,902 (2024: £258,351) to the Charity from CLIC Sargent Promotions Limited; £40,783 (2024: £64,315) to the Charity from CLIC Sargent Developments Limited; and £24,897 (2024: £47,972) to the Charity from CLIC Sargent Lottery Limited.

24. Financial assets and liabilities

Group	Note	2025	2024
		£'000	£'000
Financial assets measured at fair value through profit or loss:			
Investments in liquid equity instruments	11b	14	14
Financial assets measured at amortised cost:			
Accrued income and other debtors		4,570	2,477
Cash at bank and in hand	22	6,101	8,248
Cash held on long term deposit	22	268	502
Financial liabilities measured at amortised cost:			
Trade creditors and accruals due in less than one year	13	974	1,678

25. Post balance sheet events

There are no post balance sheet events to report.

Notes to the accounts

For the year ending 31 March 2025 (continued)

Reference and administrative details

Registered name of the Charity	CLIC Sargent Cancer Care for Children
Trading as	Young Lives vs Cancer
Charity number	1107328
OSCR number	SC039857
Company number	05273638

The Trustees of CLIC Sargent are the Charity's Trustees under Charity law and the Directors of the Charitable Company.

Members of the Board

Sir David Haslam - Chair

Simeon Baker (Appointed March 2025)
Sathya Bala (Resigned December 2024)
Sarah Blackmore
Karen Eccles (Resigned December 2024)
Daniel Farag
Stephen George (Resigned March 2025)
Anna Hancock - Treasurer
Rachel Hollis
Emma Kendrew (Appointed March 2025)
Farrah Kitabi
Niamh Lawlor (Resigned December 2024)
Corinne Mills (Appointed March 2025)
David Mphanza (Appointed March 2025)
Kevin Smith

Finance Committee

Anna Hancock - Chair

Dominique Davis (Resigned December 2024)
Tony Dowrick
Stephen George (Resigned March 2025)
Sir David Haslam
Rachel Kirby-Rider
Niamh Lawlor (Resigned December 2024)
Kevin Smith
Richard Whiteside
Emma Kendrew (Appointed March 2025)

Audit and Risk Committee

Farrah Kitabi - Chair

Simeon Baker (Appointed March 2025)
Sarah Blackmore
Daniel Farag
Luke Vile

Governance and People Committee

Rachel Hollis - Chair

David Evans
Rachel Kirby-Rider
Emily Godson (Appointed September 2024)
Katherine Gansallo (Appointed February 2025)
Anna Hancock
Sir David Haslam
Corinne Mills (Appointed March 2025)
Jenny Turner (Resigned October 2024)

Notes to the accounts

For the year ending 31 March 2025 (continued)

Reference and administrative details (continued)

Safeguarding Committee

Sarah Blackmore - Chair

Lynn Charlton

Dominique Davis (Resigned December 2024)

Karen Eccles (Resigned December 2024)

Greg Edwards

Shazia Ellahi (Resigned August 2024)

David Evans

Sir David Haslam

Rachel Hollis

Becky Lowes (Appointed November 2024)

David Mphanza (Appointed March 2025)

Jenny Turner (Resigned October 2024)

Executive officers

Chief Executive

Rachel Kirby-Rider

Director of Research, Innovation & Systems Change (previously Chief Innovation)

Helen McShane

Director of Corporate Services

Tony Dowrick

Director of Income Generation (previously Director of Income and Engagement)

Sue Collins (Appointed February 2025)

Dominique Davis (Resigned December 2024)

Director of Services

Lynn Charlton

Director of People and Learning

David Evans

Director of Strategy and Governance, Company Secretary

Jenny Turner (Resigned October 2024 and Director role disestablished)

Director of Policy, Communications and Voice (previously Director of Policy, Influencing and Voice)

Helen Gravestock

Director of Data, Digital and Technology

David Minahan (Appointed December 2024)

Company Secretary

Emily Godson, Associate Director of Corporate Governance and Assurance (Appointed 25 September 2024)

Founders

Sylvia Darley OBE - Sargent Cancer Care for Children

Bob Woodward - CLIC – Cancer and Leukaemia in Childhood

Honorary Presidents

Gordon Morrison

Vice Presidents

Francesca and Andrea Brignone

Sara and Massimo Carello

Rachel Woodward Carrick

Laura and Johnny Greenall

Jake and Harriet Humphrey

Nicola and Jonathan Plumtree

Notes to the accounts

For the year ending 31 March 2025 (continued)

Reference and administrative details (continued)

Ambassadors

Phil Dunster
Portia Jett
Christine Lampard
Ore Oduba
Ryan Peniston
Gaby Roslin

Principal professional advisers

Solicitors

IBB Solicitors
Capital Court
30 Windsor Street
Uxbridge
Middlesex UB8 1AB

Bates Wells & Braithwaite London LLP
10 Queen Street Place
London
EC4R 1BE

Bankers

Barclays Bank
1 Churchill Place
London E14 5HP

Royal Bank of Scotland
1st Floor, 440 Strand
London WC2R 0QS

Lloyds TSB Bank Plc
25 Gresham Street
London EC2V 7HN

External auditors

Crowe U.K. LLP
Statutory Auditor
4th Floor, St James House
St James' Square
Cheltenham
GL50 3PR

Internal auditors

Determined according to scope of internal audit requirements

Principal and Registered office

4th Floor, Whitefriars
Lewins Mead
Bristol, BS1 2NT

Accounts

CLIC Sargent Cancer Care for Children
trading as

Young Lives vs Cancer
Annual Report and Accounts
2023/2024



CONTENTS

Why we exist and our vision	3
Chair's introduction	4
Trustees' report*	
Our approach to safeguarding	6
Our approach to fundraising	7
Our achievements and performance	10
Our future plans	18
Risks and uncertainties	23
Financial review and results for the year	24
Structure, governance and management	28
Employees and volunteers	31
Statement of Trustees' responsibilities	34
Independent auditor's report	36
Financial statements	
Consolidated statement of financial activities	
Balance sheets	
Consolidated cash flow statement	
Notes to the accounts	
Reference and administrative details	

*The Trustees' Report incorporates the Strategic Report (see pages 6–35).

WHY WE EXIST

When a child or young person is diagnosed with cancer, their whole world can feel like it's falling apart. Independence is taken and confidence is stolen. Stability no longer exists. The future suddenly feels uncertain.

The impact of cancer on young lives is more than medical. And that impact can be felt by entire family. That's why we exist.

Our specialist social workers and accommodation service help children and young people with cancer and their families navigate the emotional and practical impact of cancer. We remove barriers, solve problems and prioritise wellbeing. And we stop at nothing to make their voices heard and their unique needs understood, so they can get the right care and support at the right time.

OUR VISION

We're working to build a future where children and young people with cancer and their families have everything they need from the beginning of their cancer journey, for as long as they need it. A future where there are no gaps in support and no barriers to access. Throughout every step of their journey, they feel like their wellbeing is recognised as a priority and they can trust that everyone around them is dedicated to making sure it's the best it can be.

CHAIR'S INTRODUCTION

It has been yet another tough year for children and young people with cancer and their families. As we move further away from the pandemic, the impact of COVID-19 is still being felt by the young people we support and we're seeing their unique needs continue to evolve as a result. So, we've focused on being agile; evolving our services and changing our own ways of working to meet their needs and to ensure we are fully equipped to provide the tailored support they need. But we can't do it alone and again in 2023/24 the unique needs of children and young people with cancer were not recognised by the systems and policies that surround them. And the effects have been desperately felt. We've faced another year of navigating barriers, facing unnecessary challenges and trying to overcome inequity, for children and young people with cancer.

Over the last year, our social care teams reported increased levels of case complexity; with more time being dedicated to each case. They saw a rise in cases of poor or inadequate housing, additional financial hardship and less resilience impacting on the mental health of parents and young people.

For young people and families facing cancer, the cost-of-living crisis, coupled with the uncontrollable costs that come with a diagnosis, continued to make life hard to navigate. Many families depended on our grant schemes throughout 2023/24. We took the decision to extend our crisis grant further, so that we could support more young people and families who desperately needed financial help. Our grant support is vital and we're proud to see the difference it makes to the lives of children and young people with cancer and their families during the toughest of times.

The evolving needs of children and young people with cancer and their families also had an impact on our accommodation services in 2023/24. We were seeing a significant increase in the number of young people and families staying, or requesting to stay, at our Homes from Home. We launched a programme of work to review our service and better understand how our current provision is, and isn't, meeting needs. We've since implemented changes and improvements based on our research and we're proud to be the first charity in the UK to lead this work in accessible and safe accommodation practice post-COVID-19. It will mean more children and young people with cancer, and their families, can access high-quality, accessible accommodation, close to treatment centres - accommodation which has been tailored to fully meet their needs.

When it comes to fundraising and income generation, our focus throughout 2023/24 has been on Building Back Stronger. Our aim is to not only repair the damage caused by the pandemic, but to go beyond where we were before – learning from the challenges we've overcome and evolving into a more powerful force.

During 2023/24, we achieved a total income of £23.1m compared to £23.8m in 2022/23. As we continued to navigate the cost-of-living crisis, our income fluctuated, and so our focus was on our balanced and diverse fundraising portfolio. We tactically combined long-standing activities, such as face-to-face fundraising and sporting events, with new and ambitious initiatives which had a strong digital focus, suitable for our evolving environment, as well as some more traditional techniques to reach new potential supporters.

Throughout the year we were committed to our mission to work in partnership with others, including those with lived experience of cancer, to shape the system and decrease the barriers to care that children and young people with cancer and their families face. Our Voice Board

CLIC Sargent Cancer Care for Children - Annual Report and Accounts younglivescancer.org.uk

was integral to us achieving this and we worked hard to embed 12 new Voice Board members into the organisation and to ensure that their views and opinions are not only heard but used to shape our work. This is only the beginning. I look forward to seeing how the Voice Board continues to develop and expand and the new voice opportunities that arise in the year ahead for children, young people and their families.

In 2023/24 we also amplified the voices of children and young people with cancer externally, to influence policy change and engage decision makers. We worked alongside our sector partners to raise the profile of the barriers that young cancer patients face, such as travel costs and benefits. As well as addressing accessibility, we raised awareness of equity too. We worked with charity coalitions to influence on the key issues affecting the experiences of children and young people with cancer that impact their access to equitable services.

We know that the systems and policies that surround children and young people with cancer just aren't good enough. And as we step into 2024/25 we are ready to make change happen. Over the past two years, we have been working with Dartington Service Design Lab and Edge Hill University, in collaboration with our charity partners, to carry out extensive research into the needs of children and young people with cancer and their families, and to better understand the barriers they face. I'm thrilled that we are now ready to build on this foundation of evidence and insight and collectively construct a better future for children and young people with cancer.

From our solid foundation we now have the North Star vision – a future where children and young people with cancer have their unique needs understood, they feel empowered by the systems and organisations around them, and they know that their wellbeing is a priority. Forged alongside young cancer patients, their families, and the organisations around them championing their needs, it is bold and ambitious. And it seeks to remove barriers, bridge gaps in support and transform the future for children and young people with cancer. To make it a reality, all of the organisations surrounding children and young people with cancer need to play their part. We have our own unique role to play in reaching the North Star, so the Young Lives vs Cancer Strategy for 2024 - 2027 sets us on the path to achieving it. Pivotal transformation and ground-breaking change lie ahead.

2023/24 was a year of innovative thinking and vital impact in the face of instability and change. We couldn't have achieved any of it without the unwavering commitment of the thousands of incredibly talented and dedicated people who make up Team Young Lives. By working together, I have no doubt we will make great steps towards our North Star over the course of the next year.

We cannot thank you enough.

A handwritten signature in black ink, appearing to read 'D. Haslam', with a stylized flourish at the end.

Sir David Haslam CBE, Chair

OUR APPROACH TO SAFEGUARDING

2023-24 has been another challenging year for the children, young people and families we support and we have seen a further rise in people experiencing safeguarding issues. We have consistently been innovating, challenging practices and working in collaboration with other specialists, to ensure our approach to safeguarding continues to be of the highest standard and to meet the evolving demands created by the current environment.

The cost-of-living crisis has continued, with patients and their families struggling to make ends meet. There has been a shortage of local resources, particularly in relation to mental health services. This has led to an increase in the number of safeguarding concerns being reported and recorded by our social care teams, particularly relating to domestic abuse, neglect and suicidal concerns.

Our aim as an organisation is to ensure safeguarding is embedded in the work we do and is at the forefront of everyone's mind, regardless of their role. Social care staff and non-social care staff, including volunteers and trustees, have been attending safeguarding workshops to ensure they are equipped and have the knowledge and understanding to fulfil their roles and responsibilities. We've also continued with our commissioned external training around domestic abuse, suicide concerns and bereavement work.

The importance of Diversity, Equity, Inclusion and Belonging (DEIB) within the context of safeguarding remains to be a focus for us and we continue to ensure our DEIB principles are embedded within all referrals we work with. We know there's always more to learn, so we're working on developing and understanding more about safeguarding within online and digital spaces, and what that means for us as an organisation.

Overall, we continue to improve and raise awareness around safeguarding, wherever we encounter it in our work, and learn from the work of others across the third sector.

OUR APPROACH TO FUNDRAISING

Young Lives vs Cancer is registered with the UK Fundraising Regulator. The charity complies with the Code of Fundraising Practice and staff regularly refer to the Code to guide their work. We had no compliance issues with a scheme or fundraising standard.



In 2023/24, we continued to implement our strategic plan for income and communications - Building Back Stronger. The plan is focused on more than recovering from the impact of COVID-19 on our income generation, it's also about growing stronger than we were before. Our key to our ambitious strategic plan is relationship fundraising, so throughout the year we focused on providing excellent supporter experience and engagement across all our fundraising opportunities and used a strong and compelling voice to increase ongoing support. We also made pivotal organisational changes in line with our strategic plan, moving from an Income and Engagement directorate to an Income Generation directorate. This allows us to focus solely on income generation. We also welcomed a new Director of Income Generation at the start of 2024.

The Young Lives vs Cancer name continued to embed this year and once again appeared in the top 10 most improved brands, at number six. We've continued to refresh our brand positioning and communications throughout the year, and we're planning new integrated campaigns for 2024/25, while also continuing to optimise and enhance our existing activity.

We continued to navigate the cost-of-living crisis in 2023/24 and saw it impact our income generation portfolio in various ways. The ongoing uncertain and volatile external environment meant our income fluctuated, so our balanced and diverse approach to our fundraising portfolio helped to mitigate risk. Long-standing mass-market activities, such as face-to-face fundraising acquisition and sporting events, continue to be core components to our portfolio and we regularly review and develop these to ensure we're responding to the changing environment. We also continued to innovate and test in various ways, testing our approach to growing our digital activity through Facebook challenges, email appeals and direct response television. In line with our testing approach, we engaged with a new group of supporters by investing in our first cold winter appeal for many years. These activities were delivered by a mixture of in-house and external agency teams and the performance of these activities is reviewed both during and after each activity, with learnings being taken onto the next project.

As part of regularly reviewing our performance, we were also able to identify when income generation activity was becoming less profitable and should be stopped. We made the decision to close our small chain of retail shops in 2023 and the process will be complete in 2024.

Individual giving – gaining new supporters

To recruit new supporters, we work closely with street, door-to-door, venue and telephone fundraising agencies, ensuring there's a focus on high standards of professionalism, supporter experience and compliance at all times. Agencies use their own staff, as well as marketing agencies, to on-board professional fundraisers. All agencies we work with are required to ensure all fundraising activity is in accordance with all applicable legal and Code of Fundraising Practice requirements, Young Lives vs Cancer's ethical fundraising policy and the relevant binding codes of practice issued by the Fundraising Regulator.

Professional fundraising agencies must have clear, transparent and up to-date policies in place to protect vulnerable people and other members of the public from unreasonable behaviour. All fundraising activities delivered by our contracted fundraising agencies are monitored closely through regular meetings, mystery shopping by agency staff and external bodies, and regulatory mystery shopping carried out by the Chartered Institute of Fundraising (CIOF) and close complaint analysis. Regular training is also provided to the fundraisers working on our campaigns by the agency and ourselves. We listen to a selection of call recordings made in each of our outbound and inbound campaigns – we monitor calls using a telephone marketing compliance checklist to ensure quality meets what is required as detailed in the Code of Fundraising Practice. We provide feedback on call monitoring to our agencies. Due to reduced capacity in the team this has not been as frequent as we would normally like, however with additional volunteer resource we are building this back up again. All complaints are dealt with promptly and logged with the agency and ourselves.

Individual giving – the supporter experience

We work with a number of agencies and suppliers to deliver campaigns through a range of channels, while always ensuring there is a focus on supporter experience, high standards of professionalism and compliance. Agencies are contractually required to ensure all fundraising activity is in accordance with all applicable legal and Code of Fundraising Practice requirements, as well as Young Lives vs Cancer's ethical fundraising policy and the relevant binding codes of practice issued by the Fundraising Regulator.

We undertake telemarketing upgrade, reactivation and conversion with two external agencies. We use legitimate interest for telemarketing and where outbound calling is undertaken and we do not hold a specific opt-in to marketing calls, we suppress supporter data against the telephone preference system before any campaign starts. Where a supporter requests to opt out of telephone marketing, we honour this request and update the record on our supporter database. We regularly listen to a selection of call recordings from our outbound campaigns and monitor them using a telephone marketing compliance checklist to ensure the quality meets what is required as detailed in the Code of Fundraising Practice. We provide regular feedback on call monitoring to our agencies. For outbound SMS, we only contact those who have explicitly opted in to receive communication through this channel in line with PECR.

We undertake digital advertising on Meta and Google to engage new financial and non-financial supporters. We design some of our digital advertising campaigns internally; primarily our Facebook fundraising challenges and when advertising third-party events. We also use an external digital agency to plan and manage some of our campaigns.

We use audience interest and demographic data to target specific audiences on Meta with our adverts. We upload supporter email addresses to Meta to create custom 'look alike' audiences, which we target with our adverts; although we do not directly serve adverts to the supporters we upload. We use Facebook forms to collect and download supporter data, from there we send supporters, who have opted into receiving emails from us, on email journeys. We use legitimate interest to call supporters, firstly suppressing them against the telephone preference system. We use Google advertising to target informational and educational searches from cold audiences through the Grants account (Google's in-kind advertising budget) which in turn helps build brand credibility and awareness and establishes the organisation as an expert in specialist cancer support for children and young people. Using the Grants account in this way then allows our paid account to play the role of driving donations through high-intent campaigns. We use the paid account to strategically utilise conversion data to help further target users who are likely to donate.

Working with commercial partners

Young Lives vs Cancer works with a number of commercial partners through cause-related marketing agreements. Thorough due-diligence checks are completed before any new agreement is made and contracts are put in place to ensure all fundraising activity conducted by a commercial participator is done in accordance with all legal requirements and Young Lives vs Cancer's Working with Companies and Ethical Fundraising and Engagement policies. We monitor progress against set targets (including financial targets) is on a regular basis through review meetings with our partners. We also take the time to review areas such as adherence to solicitation statements and their responsibilities in line with the Code of Fundraising practice and the law together.

Volunteer-led fundraising

Any of our registered volunteers can fundraise on behalf of the charity. For example, we have 69 volunteers across our fundraising groups. We have a risk-assessment and sign off process, which is followed by the relevant fundraising engagement manager prior to these events taking place, to ensure that the fundraising event activity can be covered by our insurance. Our fundraising staff discuss all fundraising events with the volunteers, to ensure that they are events and activities that follow our guidelines and are a good fit for our brand, as well as being safe. There is also an on-call system in place for these events, so that the volunteers have an avenue to escalate issues out of hours.

We also have a number of supporters who choose to put on events in aid of our organisation, for example bake sales or quizzes. These supporters often have a connection to our cause and know a family we support. These supporters are not covered by our insurance, so our Regional Fundraising team offer advice to them to make sure the event they put on in our name is meeting fundraising regulation standards. For example, they offer advice on licences needed for their events, insurance and how to perform risk assessments.

Fundraising feedback

In 2023/24, Young Lives vs Cancer received 53 complaints about its fundraising (2022/23: 106) all of which are now closed. Of that number, we received 38 complaints about face-to face fundraising, accounting for 0.47% of sign-ups achieved through the activity, and a much smaller proportion of the number of people actually engaged by our face-to-face agencies. In line with regulation requirements, the number of complaints and type of fundraising generating the complaints are submitted to the Fundraising Regulator each year.

Young Lives vs Cancer takes its responsibilities regarding individuals who may be in vulnerable circumstances when fundraising and recruiting potential donors seriously. We are committed to ensuring that everyone who works for us understands their responsibilities to all donors and supporters, including how to respond to the needs of people in vulnerable circumstances and helping donors make informed decisions.

Young Lives vs Cancer are dedicated to fundraising in an honest and transparent manner, ensuring that our supporters are valued and respected. We are in the process of updating our Supporter Promise, to ensure our intent to actively uphold the highest standards to all those that support us is available to all.

OUR ACHIEVEMENTS AND PERFORMANCE

When a child or young person is diagnosed with cancer, their whole world can feel like it's falling apart. Their anxieties are deep. Their education, mental health and social lives suffer. Their futures feel very uncertain. At Young Lives vs Cancer, we stop at nothing to make sure children, young people and their families get the right care and support at the right time.

Throughout 2023/24 we shaped all the work we do around three clear strategic goals, to help keep our work impactful and focused and make sure children and young people with cancer and their families get the care and support they need. We will use these goals to report our achievements against.

These are:

- **Reaching** more of the people who need us
- Striving for **equity**, both in terms of the service we offer children and young people with cancer, and in terms of raising their voices, so they can have the same opportunities as everyone else
- **Sustainable growth**, so we can continue to be there for young cancer patients and their families, now and in the future.

Looking ahead – our commitment to building a better future

As we move into 2024/25, we have our sights set on a new and ambitious vision, built in collaboration with our charity partners. Together, we're working to build a future where children and young people with cancer have everything they need from the beginning of their cancer journey, for as long as they need it. With that comes a new Young Lives vs Cancer strategy and new strategic goals, which will set us on a path to achieving our overall long-term vision.

Our new strategy, which was published on 17 September 2024, outlines what you can expect to see in the year ahead and includes our new strategic objectives. You can read more about our North Star vision on page 18.

Public benefit

In reviewing our aims and objectives and planning our future activities, we have referred to and complied with the duty in section 17 of the Charities Act 2011. This relates to having due regard to the Charity Commission's published general guidance on public benefit. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Trustees do this through consideration and approval of a corporate strategy including strategic objectives, and a corporate plan and key performance measures defining how those objectives will be met and measured.

REACHING MORE OF THE PEOPLE WHO NEED US

Our aim for 2023/24

To reach more of the people that need us; making sure they can easily access consistent, good quality, tailored support from our services.

We said we'd do this by:

- Better understanding the future accommodation needs of children and young people with cancer and their families in ambulatory care, and how best to support them through influencing and challenging current systems and services.
- Commissioning national research into ambulatory care, alongside Children's Cancer & Leukaemia Group.
- Ensuring children, young people and their families receive adequate grants.
- Diversifying partnerships and improving accessibility to our services and our partners services; working together to improve pathways to our services and ensure holistic support.
- Continuing to deliver digital services across the UK and explore new digital platforms.
- Providing the information that children, young people and their families are searching for and making it easy to find, by improving accessibility on our website.
- Implementing a content plan which includes the topic areas we know are being searched frequently by children, young people and families with cancer.
- Measuring data to better understand cancer incidence, projected trends and gaps in our provision.
- Improving the understanding of the work we do and building confidence to communicate our full-service offer effectively.

What we achieved in 2023/24

2023/24 continued to be a challenging climate for children, young people with cancer and their families. Access to services was a crucial focus, as was increasing our awareness and understanding of the complexities our service users are experiencing.

Our social work teams provided support to 6,849 children and young people with cancer and their families. While this figure is slightly less than the previous year's figure (7,068), our social work teams are reporting increased levels of case complexity. This is largely caused by the financial crisis, poor or inadequate housing, and less resilience impacting on mental health of parents and young people; all of which families have to face on top of their cancer diagnosis.

The landscape in which we work has changed dramatically since the pandemic. We've seen a decrease in the number of public and charitable services available that can meet the needs of children and young people with cancer and their families. This makes it more challenging to best support young people and families with cancer. Navigating problems and providing solutions has become more difficult, with less referral options available.

The Central Support and Social Care team continues to provide vital digital access to our services. In 2023/24 we supported over 2000 people through our inbound email, telephone and live chat. This is an increase of over 300 on the previous year's figure (1,732).

Our partnership with Macmillan resulted in over 200 signposting referrals, increasing our ability to support more children, young people and their families.

Our focus was on strengthening our internal systems and processes, alongside collaborating with stakeholders and aligned organisations. We strengthened pathways and built new ways of working together, which increased our impact and effectiveness both locally and nationwide.

Service delivery remained our primary focus, including how we talk about our organisation and the work we do for children and young people with cancer and their families, and how we influence others in the work we do.

Accommodation service

Eighteen months ago, we commenced a programme of work to review our accommodation service. We wanted to better understand the evolving needs of children and young people with cancer and their families; and how our current accommodation provision is meeting those needs. Our skilled accommodation service teams identified the changes needed to our support services in response to the evolving needs and were crucial in implementing these.

We were seeing a significant increase in the number of young cancer patients staying at our homes, as well as a greater complexity of family's needs because of the financial crisis. They often live long distances from treating hospitals and have less resilience due to being so far from their own communities. All of this impacts the mental health of parents and young people. In particular, the need for accommodation increased from patients having ambulatory care, outpatient treatments and, at our Southampton Home from Home, patients travelling a long distance to access a clinical trial.

We responded to this need by expanding our service to accommodate more children and young people who were receiving treatment. Through a pilot, we tested new processes and procedures designed to keep children and young people, their families, and our staff colleagues safe and well within a communal accommodation facility.

Our pilot concluded in September 2023. Through it, we developed expertise in how to accommodate children and young people receiving cancer treatment, and their families, safely. We're proud to be the first charity to do so in the UK. This means more children and young people with cancer, and their families can access high-quality, welcoming and supportive accommodation close to the cancer hospital where they're having treatment. The impact of this on young people and families is significant. It reduces the impact that daily long-distance travel has on finances and wellbeing, and enables them to enjoy a safe, family space away from the hospital environment. It provides independence and autonomy; all while supporting the NHS to deliver cancer treatment.

We are proud to have supported children's access to a phase one clinical trial for the diagnosis of neuroblastoma, which was led by the NHS in Southampton. Throughout the trial we accommodated young patients and their families from across the UK.

Through the introduction of new policies and procedures, there has also been an increase in the availability of accommodation for young cancer patients across the UK. We also contributed to research being undertaken by the NHS, commissioned by CCLG, for ambulatory care.

In Oxford, we took the difficult decision to close our Home from Home, CLIC Court. Since the pandemic there is now an understandable preference for en-suites or single-use bathrooms. Because of this, we could only usually accommodate up to three families at any one time. As there was alternative nearby accommodation available, offered by an alternative service provider, we closed CLIC Court in February 2024. Our staff have been welcomed into new roles and we have reinvested the running costs of CLIC Court into our accommodation service.

We shared the expertise and procedures of how to accommodate young patients safely with the NHS and the alternative accommodation provider, to ensure continued safe access to accommodation was available for the children and young people with cancer and their families. We also provided grants to families to support accommodation during the transition period.

We welcomed a new accommodation service manager, who will continue to provide structure and oversight to our homes and consider our future need and resource provision. Having a deeper understanding of the changed and differing accommodation needs of children and young people with cancer, and their families, and the provision of accommodation in the UK, has enabled us to incorporate this into our future service plan.

We welcomed 633 families to our homes throughout the year, some of which stayed at more than one home. Therefore, 594 individual families utilised our accommodation service; for a total of 23,892 nights. This equates to 1,432 stays in our 11 homes and is an increase compared with 487 families who had 1,166 stays in 2022/23. For the service as a whole, it equates to a 70% occupancy (this data was impacted by the closure of CLIC Court in February 2024 and the six-month closure of CLIC House in Bristol for significant building improvements). All together, we helped families save around £1.9m in accommodation costs throughout the year.

Our grants

Our grants service continues to be much needed by young people with cancer and their families. In 2023/24 we provided 5,057 grants to children and young people with cancer and their families; spending £840,879, compared to the previous year's figure of £1,188,000.

In 2023/24, we extended our crisis grant so that the remaining £100,000 could be given to children and young people with cancer and their families. This enabled us to provide an additional 370 grants from April to June 2023, to ensure families could meet the rising costs that come with caring for a child or young person with cancer.

Our financial hardship grant remains a consistent offer to cancer patients and their families with the greatest financial need. A total of 1,443 grants were given to families, totalling £376,781.

In 2023/24, the Smile of Arran Trust provided us with a vital provision of over £7,000 to support children and young people with brain cancer, in their name.

We pride ourselves on our knowledge of other sources of funding and our ability to effectively signpost those we support has resulted in young cancer patients and families receiving an additional £511,000 from other organisations.

Our Benefits and Welfare Rights Service gave advice to 2,212 enquiries, across a range of social issues, such as benefits, debt, housing and immigration. We continue to offer online tools, including a benefits calculator and online grant search, to enable young cancer patients and their families to understand and access financial support. It's estimated that this service has enabled young people with cancer and families to save over £1m.

Search engine optimisation

We continued to improve our website content to help more people find us through search engines. We worked with a specialist to help improve our website content; to make it more accessible and relevant to our audiences. We added new information resources to help answer common questions which we knew high numbers of people were searching for. We

added these in a format that search engines can understand, to help make sure our content appeared at the top of search results. This work has now concluded, and any further search optimisation work will sit with experts within our in-house digital experience team.

UK-wide service: digital group work

The digital group work service supports children and young people with cancer and their families manage the impact of cancer diagnosis and treatment on their lives through a varied programme of online workshops and events. In 2023/24 the service has grown its offer, including launching new programmes for bereaved parents and carers, and recently diagnosed young people. We also explored delivery through new platforms, including Instagram and webinars.

The programmes and workshops included:

- An 'after' programme: preparing young people for life after treatment.
- Programmes for recently diagnosed young cancer patients, and their parents and carers.
- New programme for bereaved parents and carers.
- Workshops on several key topics including sexual health and fertility, mental health, personal appearance and education.

In 2023/24, we held 33 digital workshop sessions, with an average of seven participants in each one. Four children and young people with cancer, and their families accessed our digital groups, including some who had not previously been supported by the charity.

We have continued to engage with charity partners to support in the development and delivery of groupwork, including collaborations with Look Good Feel Better, and OUTPatients.

Our Facebook groups continue to be an accessible platform for peer support, connection and information sharing. Our parents and carers group has increased to 2482 members (as of March 2024) and our Mind the Chaps group has increased to 514 members (as of March 2024). We are currently reviewing the groups to understand where improvements could be made in our digital peer support offer.

In 2024/25 we will continue to deliver and refine our digital services across the UK and broaden our influence, to expand our reach and improve equity.

Partnering with other services

In 2023/24 we not only continued to work closely with our partners, we also committed to diversifying our portfolio; building relationships with relevant organisations to expand the breadth of our offer and increase accessibility to vital services. This includes developing strong collaborative working relationships with OUTPatients, Muslim Bereavement Support Service and Black Women Rising.

Our work with partners has produced some key tangible results over the course of the year. This includes the delivery of '*Your Cancer Diagnosis*' - a guidebook for newly diagnosed young people, delivered in collaboration with Teenage Cancer Trust. Young Lives vs Cancer information is now also included in Macmillan Cancer Support's Electronic Health Needs Assessment, further expanding our reach to young adults.

Our strategic partnership with Macmillan Cancer Support is focused on, but not limited to, developing signposting pathways. This has enabled us to increase the accessibility of support available to children and young people with cancer and their families.

CLIC Sargent Cancer Care for Children - Annual Report and Accounts younglivesvscancer.org.uk

Reach and data

To drive service improvement, we committed to measuring our reach and benchmarking it against data from external sources to try and identify and close gaps in our provision. Our focus continued to be on a systemic approach to engaging partners, to strengthen our ability to reach children and young people with cancer and their families. We recognise and acknowledge that service user needs are often high and complex and that in turn, we will need to be innovative and collaborative in the future to bridge the gaps that have been identified and meet these needs fully. We value and understand the importance of our relationships with the NHS, and we're aware that maintaining our shared knowledge will contribute to influence positive system change.

To further increase accessibility to our services, we introduced functionality across our website to improve accessibility for neurodivergent individuals, or those who have a visual impairment. This additional function also enables the web content to be translated into over 100 languages. In addition to this, a range of key materials we use with young cancer patients and their families was translated into six key languages, with plans to expand this further in 2024/25.

PROVIDING AN EQUITABLE SERVICE

Our aim for 2023/24

To work in partnership with others, including those with lived experience of cancer, to shape the system and decrease the barriers to care that children and young people with cancer and their families face.

We said we'd do this by:

Voice

- Ensuring the voices of those with lived experience of cancer remain central to decision making at all levels, from shaping our services to policymaking
- Promoting the voice of social work both within Young Lives vs Cancer and externally, by illustrating the complex and professional standards of our services.
- Ensuring we use the voices of service users to drive continuous improvement across our social-work service, including Home from Home and delivery of our grant programmes.
- Making sure the Voice Board views have an impact on decisions made by Trustees.
- Working with our partners to amplify the voices of children and young people with cancer.

Services

- Extending the scope of services, informed by evidenced-based research and delivery of our strategic plans.
- Developing and producing a DEIB action plan for services.
- Ensuring that volunteers are an integral part of service resourcing and increasing the number of volunteers within the services directorate.
- Continuing to work with existing partnerships and explore new opportunities, monitoring service and accessibility.
- Developing professional social-work practice, which is trauma informed, with the introduction of a reflective practice manager, alongside continuous professional development for staff.

Policy and influencing

- Working with sector colleagues to influence positive policy change.

What we achieved in 2023/24

Amplifying voices

The voices of children, young people and families are crucial to shaping what we do. In 2023/24 we designed our approach to voice – to ensure that we have a clear pathway for children, young people and parents to have the opportunity to influence the work of Young Lives vs Cancer and the system around them.

Developing a Voice Board

The Voice Board was embedded as part of our approach to governance in early 2023. The board is made up of 12 members – six young people (aged 16 to 24) and six parents and carers from across the UK. They meet every quarter and attend the Board of Trustees meetings to feed into key strategic decisions, such as our organisational strategy, and the wider sector vision for young cancer patients and their families.

“A significant strength of the Voice Board is the diversity of experiences and members. I have been able to learn from others, but also share my experiences to highlight where there are gaps in support. My favourite part of my role on the Voice Board has been the opportunity to actively contribute in discussions to help shape the strategic direction of Young Lives vs Cancer. I feel like my voice is truly valued and it is great to work with a charity who are so invested in identifying innovative ways to support young people and their families.”

Emma, Voice Board member

Influencing positive policy change

In 2023/24 we worked alongside our sector partners to influence policy change and engage decision makers. We raised the profile of the key barriers standing between young cancer patients and cancer services, in particular travel costs. As well as addressing accessibility, we also raised awareness of equity too. We worked with a number of charity coalitions to influence on the key issues affecting the experiences of children and young people with cancer that impact their access to equitable services.

We engaged with policy and programme teams in each UK nation and across government departments on specific policy issues, such as travel, welfare, benefits and patient experience.

Working in collaboration to close gaps in support was a driving force for change in 2023/24. We supported a number of policy change campaigns spearheaded by other charities to improve quality of life for children and young people with cancer and their families. This included campaigns for better housing conditions and sick pay. Meanwhile, we have been talking to decision makers and sector colleagues about our Children and Young People's Cancer plan, developed in collaboration with CCLG. The plan sets out the blueprint for better cancer care in England and together, we're committed to gaining more movement on this in 2024/25.

SECURING SUSTAINABLE GROWTH FOR THE FUTURE

Our incredible supporters make a life-changing difference to children and young people with cancer. They make everything we do possible. By engaging our supporters, and creating great experiences for them, they will stay longer and do even more to help make sure we can continue to be there for every child, young person and family that needs our support.

Our aim for 2023/24

To continue to work towards growth through:

- Developing our audience experience.
- Increasing brand awareness, engagement and loyalty.
- Ensuring our ways of working are aligned for growth.

What we achieved in 2023/24

With a new organisational and income generation strategy on the horizon, we recognised that our approach and structure as a directorate could be improved to help us reach our aims for 2023/24 and beyond.

While maintaining our focus on relationship fundraising and providing excellent supporter experience and engagement across all our fundraising opportunities, we made organisational changes; moving from an Income and Engagement directorate to an Income Generation directorate. We also welcomed a new director of income generation.

We spent time resetting our intentions around improving audience experience and engagement, while maximising the financial impact of our income generation activity. We repurposed resources into areas that deliver a strong return on investment, alongside activities that underpin our income generation success. This saw investment in philanthropy and partnerships and legacies, alongside brand, communications and engagement work. In doing this we are now able to plan and align activities across teams and maximise use of data.

Investment into the Philanthropy and Partnerships team will enable income growth, as well as increase our capacity so that we can develop and embark upon new funding streams and engage new partners in our work. This investment will create new and additional frontline fundraising roles. These are key roles which will drive further prospecting and new business across national and regional fundraising and enable us to further enhance our business development and outstanding stewardship across the team.

We also increased investment during the year in areas that were performing well, such as our virtual challenges, which delivered over £0.8m in 2023/24, and sport and challenges, which generated over £1.2m in 2023/24. These strategic investments will support further growth in 2024/25.

OUR FUTURE PLANS

Our future plans are ambitious, because children and young people with cancer and their families need them to be.

In 2023/24 we launched a piece of foundational research, alongside Children's Cancer and Leukaemia Group, the Ellen MacArthur Cancer Trust and the Teenage Cancer Trust, with the support of social research charity Dartington Research Design Lab. The aim of the research was to build an evidence base on the psychosocial needs of children and young people with cancer and their families and to help us identify how to improve their wellbeing. Together with a group of young people and parents, we developed a survey that captures the experiences of people, aged 14 and over, who have been affected by cancer at any age between 0 and 24. It also included their parents, carers and siblings, and invited responses from people up to ten years after the end of their cancer treatment.

The survey reached an incredible 1500 people and gave us a detailed understanding of the long-term impact of cancer on wellbeing and quality of life, of children and young people and their families. It also gave insight into needs across different populations, at differing stages of their cancer experience.

Working with our three charity partners, we have together identified the significant needs of children and young people with cancer and their families and have collectively committed to building a better future for young people with cancer. This is our North Star vision.

Our North Star is a future where every child and young person facing cancer receives care that's tailored to them. They feel informed and in control and along with their families, they're able to make knowledgeable decisions about their care and their future. They feel empowered every step of the way. There are no gaps in support and no barriers to access. They have everything they need from the beginning of their cancer experience, for as long as they need it.

Achieving this vision requires us to continue to deliver our vital services, alongside finding new ways to address the gaps in support and ensure needs are fully met. This will drive our work and starting in 2024 Young Lives vs Cancer will:

Deliver services

Our services are unique, and we'll continue to invest in providing vital psychosocial support throughout cancer treatment, end-of-life, and bereavement. We remain dedicated as a service provider to supporting the needs of children, young people, and their families throughout their treatment, because we know this is when they need support the most.

Our services will continue to integrate with and influence NHS models of care on the ground. We'll consistently scrutinise them so that they remain relevant and an efficient use of resources. We're ambitious, and we will make innovative changes. But we know where to focus our time and investment. We won't expand our existing service delivery model to fill gaps that we're not best placed to, but we'll take a lead role in influencing the provision of care in these spaces, and we'll encourage a collaborative approach across the system to address the need and gaps.

Shape the system

We'll bring people together to enhance the web of services and networks that surround children and young people with cancer, so that we can transform their journey. We'll lead and ignite shifts within the system and put pressure on governments, to directly improve the core issues impacting young cancer patients and dismantle the barriers they face. We'll develop how we influence locally too, within the localised NHS delivery models and other charity care models where we play a key role. We can only shape the system if we harness the power of innovation; our Young Lives Lab will be integral to our work and helping us achieve change. The role of the lab is to combine innovation with the voices of children and young people with cancer, to effectively guide our work and decision making.

Harness the power of information

We'll use data and evidence to expand our knowledge of the current landscape and highlight where the gaps are. We'll delve even further to fully understand what young cancer patients and their families go through and we'll use this knowledge to strengthen our evidence base and transform services, policies and systems, funding access and relationships. We won't just cultivate partnerships, we'll forge innovative collaborations. And together, we'll embrace the power of emerging technology.

Increase resources

We'll raise the voices of children and young people with cancer and highlight their experiences to hold decision makers accountable, increase funding and create more capacity in the system. To make this happen, we'll need to think creatively and innovate to create and seize opportunities. We'll be focused on coming up with new and innovative ways of increasing our income too. We'll set our sights on not just meeting but exceeding the fundraising income targets we set for ourselves.

This is a journey, and in the first three years, 2024-27, we will start to build the foundations. We will bring people together, share our evidence base, innovate and test what works, so that we can transform the future for those impacted by cancer in children and young people. To do this, we will be looking at how we work and we'll be committed to building an environment where:

- We believe in the power to make change, and are proactive in our roles.
- We champion diversity, equity, inclusion and belonging – continuing our journey of being brave, and not perfect.
- We ask good questions, and we feel confident in doing so, no matter our role.
- We prioritise community and collaboration over egos, expanding our concept of One Team.
- We make confident decisions, which prioritise value and impact.
- We're driven by the transformative power of evidence, and robust research and data. This is the source of our integrity.

[See our strategy for more information.](#)

HOW WE DO THINGS MATTERS

Environmental sustainability

Last year we published a Statement of Intent, describing our belief that we have a responsibility to the future of children and young people with cancer. With that comes a duty to measure, control and reduce our environmental impact, working alongside others to build a more sustainable future. While we work towards becoming net zero in the future, we are committed to becoming environmentally responsible now. We'll look at our practices in relation to offices, technology, procurement and more. This continues to drive us in 2024/25.

[See our Statement of Intent for more information.](#)

Navigating progress: diversity, equity, inclusion and belonging (DEIB)

Our DEIB strategy 'Brave Not Perfect' is the manifestation of our commitment to change, and over the last two years, we have focused on laying the groundwork and establishing a strong foundation for that change.

Over the past year, we've taken significant steps in advancing DEIB within our organisation; 2023 was marked by meaningful initiatives, transformative conversations and has been a demonstration of our steadfast commitment to creating an environment where everyone feels valued and included.

Some key highlights, milestones and reflections on the year gone by are below:

Anti-oppressive recruitment project

In line with our Brave Not Perfect strategy, a primary focus is establishing a workforce that authentically mirrors the diversity of the people and communities we serve. Collaborating with the Social Justice Collective, we conducted a comprehensive review of our recruitment process and we disseminated the report's findings to stakeholders - hosting a Knowledge Hour session to ensure widespread awareness within our workforce. Currently, we are actively implementing recommendations from the report, including the development of a new recruitment policy. Our narrative on recruitment has evolved, shifting from inclusive recruitment to anti-oppressive recruitment. This change better aligns with our ambition to go beyond simply incorporating diversity, aiming instead to actively dismantle and prevent systems of oppression. In practice it involves acknowledging and challenging power dynamics and biases that create the inequality.

Pride

Last year marked a milestone as we organised our most extensive array of activities for Pride to date. From hosting a powerful Pride internal event where our service users shared their stories, to launching Pride badges and participating in Pride parades in Bristol and Leeds, the success of these initiatives was anchored in our Pride working group. Comprising of staff with lived experience and those in key roles, this cross-departmental stakeholder group was pivotal to our achievements.

The insights gained from this experience significantly influenced our approach to Black History Month, where we've embraced the same working group model with aspirations for similar success. As we look ahead, we've also taken a critical look at the predominantly celebratory nature of our Pride activities. While acknowledging their importance, we are mindful of how important it is to confront more challenging aspects, addressing hard truths and realities.

Colleague networks

Last year, two crucial staff diversity networks have emerged: the LGBTQIA+ network and the Race Equity Network. Both networks grew organically from listening sessions that the DEIB team held with individuals from minoritised groups in 2022. These sessions made it clear that there was a real enthusiasm to have spaces for people to drive inclusive action within our organisation, express solidarity with one another, and inspire a feeling of belonging.

Diversity monitoring in research and surveys

To enhance our understanding of children and young people's experiences with cancer, diversity monitoring was made a key component in the research commissioned with Dartington Service Design Lab. This approach allowed systematic gathering and analysis of demographic data, including age, gender, ethnicity, socioeconomic background, and more among young cancer patients. This comprehensive method provided a holistic understanding of their unique experiences and will enable us to develop a strategy that better meets the needs of all children and young people with cancer.

'Recite Me' accessibility and translation tools

In May 2023, the digital change team announced the launch of the Recite Me tool. The tool works with our websites to implement an accessibility toolbar with a range of features and functionality to adapt content and support those with accessibility needs. These features are designed to make it easier for those with who are visually impaired, neurodivergent or prefer to view content in a language other than English. We know this tool is not perfect, but it's a step forward in making our content available to a wider audience and addressing any issues people might have had accessing information about either our services or how to support us.

DEIB in partnerships

Our commitment to diversifying partnerships and cultivating relationships with organisations dedicated to supporting individuals from minoritised communities remains steadfast. Our service partnerships team has successfully forged connections with community organisations that support minoritised communities, such as OUTpatients (formerly Live through This). These partnerships extend beyond mere association, as we actively engaged with OUTpatients and Black Women Rising, within the framework of our internal DEIB Confidential Programme also. These collaborative efforts signify our dedication to fostering meaningful connections that amplify impact and strengthen our collective commitment to a stronger and more inclusive sector.

Listening sessions

In the past year, we've consistently conducted targeted listening sessions for staff from minoritized communities, focusing on Black staff, disabled staff, and staff from East and South East Asian communities. These sessions, complemented by insights from diversity monitoring in our workforce survey, have deepened our understanding of their experiences, facilitating more targeted actions. Notably, these listening sessions played a pivotal role in establishing the LGBTQIA+ Staff Network and Race Equity Network, exemplifying our commitment to creating spaces that reflect and address the diverse needs within our workforce.

We continue on our DEIB journey as Team Young Lives; with progress and bravery as our goal and our method. From here on, in this ever-changing world marked by growing diversity and inequality, we must be bolder and more innovative to really ensure that all children and young people with cancer have access to support and care that's tailored to them.

RISKS AND UNCERTAINTIES

Our Board of Trustees and Executive Team together identify and review how we are managing risk as we pursue our strategic objectives. They look at risks to our impact, financial sustainability, good governance and compliance, reputation and safeguarding, and they determine our appetite for risk.

The Board regularly reviews a register of strategic risk; the management of our risks is underpinned by our Controls and Assurance Framework.

The significant strategic risks in our work gravitate around a number of interconnected areas. These key risks, and our approach to minimising impact, are detailed below:

Risk: People's need for support continues to increase in the current environment. Our research published in June 2024 demonstrated the extent of need and the impact it has on people's wellbeing and quality of life. The research showed that wellbeing is at its lowest during cancer treatment, where we focus most of our support.

How we minimise impact: Our new strategy, focused around the North Star, addresses this risk directly, and aims to identify the transformative change that is needed across the whole system of care and support, so that people's needs are met into the future.

As part of this strategy, we continue to have a major focus on service delivery. Our tiered service model is designed to ensure the most intensive services are focused on the greatest needs and we continue to work very closely with the NHS and other charities to give people the best support we can in this very difficult environment. To ensure the sustainability of these vital services, we have a robust financial plan which continues to be regularly tested against planning scenarios we have developed that take account of the current pressures on the cost of living and the ways in which this may impact fundraising and costs.

Risk: More families are facing struggles before cancer is diagnosed and these are then being exacerbated by a cancer diagnosis. As a result, families have fewer sources of support during cancer and beyond. This means more people need support, their needs are more complex, and continue after the end of treatment.

How we minimise impact: Our new strategy responds to this risk, emphasising our intention to work with a wider range of networks and funders to ensure that more resources and new approaches are dedicated to supporting the growing and vital needs of children and young people with cancer.

FINANCIAL REVIEW AND RESULTS FOR THE YEAR

The Consolidated Statement of Financial Activities shows the financial results for Young Lives vs Cancer and its active trading subsidiaries: CLIC Sargent Promotions Limited; CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited.

Despite the current economic climate and cost of living crisis presenting challenges in fundraising to the Charity, fundraising held up well with the income earned representing a solid year for the Charity. Whilst fundraising income declined £0.9m in the year ended 31 March 2024 compared to the year ended 31 March 2023, on an 'underlying' basis, and excluding an exceptional £1.0m one-off legacy donation received in the prior year, income was +£0.1m up.

The 'underlying' basis reflects the decision to exit, on a phased basis over two calendar years, from our retail shops, which was announced in May 2023, and the ending of the tail of income relating to the Morrisons partnership which ended in February 2022. The decision to exit retail shops was taken given the level of investment which would have been required to maintain and restore the shops to an attractive and appropriate environment for customers, employees and volunteers. The decision resulted in a year-on-year reduction in income of £0.3m. The impact of ending of Morrisons income was £0.2m.

As noted above, the underlying growth of +£0.1m represents a solid year. Income grew in our Regional Engagement +£0.1m, Virtual Challenges +£0.2m, JD Wetherspools +£0.1m and Trusts +£0.4m channels. We were also successful in securing an additional +£0.1m from People's Postcode Lottery. Excluding the £1.0m one-off in the prior year, Legacy income increased +£0.1m. JD Wetherspools confirmed in the year an extension to the partnership until 2029.

The increased income from the channels listed above was offset by a (£0.3m) reduction in income from Philanthropy Events, a (£0.2m) reduction in Corporate Partnerships income and a (£0.1m) reduction in income from Sports Challenges. The Philanthropy Events reduction reflects the decision to end two long running events given the decreasing return from those events and to focus on leveraging our relationships with our major donors with more, smaller events being held in the names of the donors. This has taken longer to establish than expected. Despite the reductions, we expect income from these channels to increase in the year ahead.

The decision was also taken during the year to repurpose some of our annual investment into the Individual Giving channel into other channels, such as Regional Engagement and philanthropy, where it is anticipated greater, and quicker, returns will be made. This resulted in income from Individual Giving remaining flat year on year.

Total expenditure increased +£0.6m in the financial year to £26.1m. Excluding £0.1m of one-off costs, including redundancies, costs increased £0.5m reflecting continued investment in our infrastructure, our strategy and research into innovative ways to increase income in the future. Fundraising costs remain unchanged at £11.8m in both 2022/23 and 2023/24.

The group's cash position has reduced by £2m to £8.8m, reflecting the operating deficit in the financial year as we invested in the areas referred to above.

CLIC Sargent Promotions Limited performs trading activity and receives cause-related marketing income on behalf of the charity. The company had a turnover of £0.3m (2022/23: £0.2m) and net profit of £0.2m (2022/23: £0.1m), all of which will be donated to the charity.

The increase in income is due to a cause-related marketing agreement with Tesco and R&R Ice Cream. This has been offset by a reduction in sales from shops.

CLIC Sargent Developments Limited manages the design and build of new Homes from Home. During 2023/24, no new homes were developed and this is reflected in no income earned in the year (2022/23: £0.0m). The company made a small loss of £16k in the year, meaning the company did not donate anything to the charity in the current or prior year (2022/23: loss of £11k).

CLIC Sargent Lottery Limited holds lotteries and raffles on behalf of the charity. The company had turnover of £33k (2022/23: £70k) and net profit of £26k (2022/23: £49k), all of which was donated to the charity.

Reserves

Free Reserves comprise the total reserves available to the charity less those reserves which are restricted or designated for specific purposes.

Each year the Trustees review the policy for maintaining Free Reserves, taking into consideration the major risks faced by the charity, the potential impact of these risks on income and expenditure and any risk mitigations identified, with the aim to ensure the Free Reserves policy remains appropriate for the charity in the current environment and amending as appropriate.

As a result of the review in 2023/24, the Trustees decided to retain the aim to hold Free Reserves within the range £5.0m and £8.0m. The policy retains the risk premium of £1.5m to cover short-to-medium-term risks to income and expenditure as a result of the prevailing economic climate.

As a result, we will be seeking to hold a minimum of £6.5m Free Reserves. This risk premium will be reassessed annually and removed as risks crystallise or are mitigated. Funds held between £6.5m and £8.0m will be used to invest in services, income generation and infrastructure.

Total funds at 31 March 2024 amounted to £25.5m (2022/23: £28.5m), of which £2.0m (2022/23: £1.8m) was restricted to specific purposes and £17.4m (2022/23: £18.4m) was designated, with £1.7m (2022/23: £2.3m) set aside for specific future projects (further detail in Note 19), and the remainder representing fixed assets.

Free Reserves at 31 March 2024 amounted to £6.1m (2022/23: £8.3m) which is £1.1m greater than the lower limit of our Free Reserves policy.

This is due to delays in expenditure on projects in the year. We are forecasting a deficit in the next financial year as we aim to deploy designated funds and as we use restricted funds. The forecast impact on Free Reserves is a reduction of £0.1m, leaving us within our Free Reserves range at the end of the next financial year.

The Trustees will continue to consider the balance of risk between financial resilience and investment in the development of activities. While they consider the current level of Free Reserves appropriate for the needs of the charity, this will be re-evaluated as appropriate in light of future forecasts and requirements.

Going concern

The charity's financial position and performance has been outlined in the financial review above. The Trustees have assessed projected future income, expenditure and cash flows over the period ending 12 months from the date of signing the accounts and analysed the charity's reserves position, liquid assets and its ability to withstand a material decline in income. Consideration has been given to the stability, predictability and diversity of various income streams in making this assessment.

Our Free Reserves policy is reviewed annually and is integral to ensuring we remain a going concern by holding sufficient reserves to withstand a significant decline in income or unexpected costs. The policy is developed based on the financial risks identified within the strategic risk register. Our forecasting and longer-term financial planning seeks to be income led, committing to new costs only when affordable and financial planning decisions are made in the context of our free reserves policy.

The long-term financial position of the charity is monitored on a monthly basis, being incorporated into a rolling forecast process, and reviewed by the Finance Committee, in detail, and then the wider Board of Trustees on a quarterly basis. Our current year forecast, along with a further two-year outlook, considers the impact of our projections on both our Free Reserves and cash position.

The Trustees have concluded that Young Lives vs Cancer and its non-dormant subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited, have adequate resources to continue activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the accounts.

Financial instruments

The Finance Committee is responsible for overseeing the overall investment strategy and for the oversight of its implementation. The Trustees have continued to adopt a conservative investment policy that seeks first to protect the reserves of the charity and second to achieve an appropriate return.

During 2023/24, the charity started to place money on short term bank deposit in order to take advantage of the higher interest rates. This approach is expected to be maintained.

Streamlined Energy and Carbon Reporting (SECR)

Young Lives vs Cancer has made a commitment to develop our environmental management approach, our *What Now?* strategy states:

We will challenge our ways of working and be conscious to minimise our environmental impact while pursuing our goals. We will see the alternatives that still enable us to be better, faster and stronger for children, young people and families. We will engage our whole organisation in the debate to set a target for this and report on it.

We have not included usage for offices where we have service agreements and/or we are not charged for energy usage as a tenant as we do not have access to this usage data. In line with SECR guidelines we have not included emissions related to the use of public transport. GHG emissions have been calculated using 2023 UK Defra carbon conversion factors, emissions are presented in CO₂e. For our buildings we have used an energy intensity metric of kWh/kg per m², using data from our energy bills.

We do not keep records of the size of or fuel type of our employees' personal vehicles. Therefore, where they have used their vehicles for work and claimed mileage, we based on the measurements for an average personal vehicle and unknown fuel type from the Defra dataset. We do not have mileage data for our fuel cards and have arrived at usage figures using RAC data for average fuel costs in 2023/24 and the metric Defra for CO₂e per litre of diesel.

Due to issues including a faulty meter, the data in our 2022/23 reporting was incorrect for this year. The faulty data related to two of our Homes from Home, Sam's House and Jack's House. To allow for like-for-like comparisons, we have removed these two properties in the reporting below and separately presented the impact of these two properties in 2023/24 (due to a change in suppliers in November 2023, it is not possible to obtain accurate historic data for these properties for 2022/23).

Our energy usage in 2022/23*	Our energy usage in 2023/24
Gas usage: 134,571.20 kg CO ₂ e	Gas usage: 132,631.12 kg CO ₂ e
Gas use intensity: 201.71 kwh/m ² /y	Gas use intensity: 199.83 kwh/m ² /y
37.02 kg CO ₂ e /m ² /y	36.48 CO ₂ e /m ² /y
Electricity use: 118,914.07 kg CO ₂ e	Electricity use: 67,726.34 kg CO ₂ e
Electricity use intensity: 80.42 kwh/m ² /y	Electricity use intensity: 62.93 kwh/m ² /y
20.55 CO ₂ e /m ² /y	13.03 CO ₂ e /m ² /y
Travel data: 52,680.30 kg CO ₂ e	Travel data: 52,860.11 kg CO ₂ e

Our energy usage in 2023/24 (Sam's House and Jack's House)
Gas Usage: 39,124.98 kg CO ₂ e
Gas use intensity: 165.61 kwh/m ² /y
30.23 kg CO ₂ e /m ² /y
Electricity use: 15,450.25 kg CO ₂ e
Electricity use intensity: 57.65 kwh/m ² /y
11.94 CO ₂ e /m ² /y
Travel data: n/a

STRUCTURE, GOVERNANCE AND MANAGEMENT

Young Lives vs Cancer is a working name of CLIC Sargent Cancer Care for Children, a registered charity in England and Wales (No. 1107328) and in Scotland (SC039857) and a company (No. 05273638) limited by member guarantee and is governed by revised Articles of Association adopted in June 2023.

Our Trustees, honorary presidents, vice presidents, ambassadors and senior executives of Young Lives vs Cancer are listed within the Reference and Administrative section of the accounts.

As disclosed in note nine to the Financial Statements, Young Lives vs Cancer owns 100% of the issued share capital of CLIC Sargent Promotions Limited and CLIC Sargent Developments Limited. CLIC Sargent also has control over CLIC Sargent Lottery Limited. Information presented on the organisational structure below is based on the group and includes CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited.

The Board

The Board of Trustees for the charity and the Boards of Directors for Young Lives vs Cancer and the subsidiaries ('the Board') are responsible for the overall governance of Young Lives vs Cancer and meet at least four times each year. The number of Trustees cannot be fewer than six or more than 14. The governance of the charity is aligned with good governance practice as set out in the Charity Governance Code.

The Board reviews itself against the Charity Governance Code and undertakes proactive development in diversity, equity, inclusion and belonging (DEIB) and safeguarding. In 2023, the Board has commissioned an external review of its effectiveness as a Board. This provided very strong assurance of our governance against the Charity Governance Code, and recommendations for improvement are being taken forward.

The Governance Committee is responsible for the selection and recruitment of new Trustees, using a transparent recruitment process with input from young people who have or have had cancer, and their families. All appointments are approved by the full Board. A skills audit is used to identify the skills, experience, characteristics and backgrounds that are needed to provide high-quality, effective and inclusive governance. During 2023/24, two Trustees stepped down from their roles.

New Trustees are provided with a comprehensive induction pack with information about the charity and their role as a Trustee. New Trustees must also complete an induction programme, which includes meetings with staff within different areas of the charity, site visits (where possible) and safeguarding training. Any development needs that they may have during their time as a Trustee are discussed as part of their appraisal with the Chair.

Trustees also attend conferences such as the Trustee Exchange and a Trustee workshop is held each year, part of which is focused on Trustee development and Board effectiveness. Trustees are also provided with regular briefings and information about relevant events.

Trustees are initially appointed to a term of office of three years' duration and may be reappointed by the Board for a further term of office. A Trustee who has served for two consecutive terms shall remain out of office for at least one year unless the Board resolves by a two-thirds majority vote. A Chair of the Board shall be eligible to be reappointed for a third term as a Trustee. The Trustees may also determine that the term of office of the presiding Chair of the Board be extended for up to two years, save that if the term is so extended and they then cease to be the Chair, they would automatically cease to be a Trustee. In exceptional circumstances, to be determined by the Board, a retiring Trustee's term of office may be extended for a period of one year for the purpose of business continuity and in the best interests of the charity.

Strategic management

The Board is responsible for setting an appropriate strategy for the charity. It also ensures that relevant performance measures are in place. The Trustee Board has delegated consideration of specific issues to four subcommittees, which then make recommendations to the Board.

The Board receives regular reports on all aspects of the charity's work. The terms of reference for the four committees are summarised below.

Safeguarding Committee

The Safeguarding Committee is a subcommittee of the Board with responsibility for:

- Recommending safeguarding policy and procedures for approval by the Trustee Board to safeguard children, young people and vulnerable adults and to ensure that Young Lives vs Cancer is compliant with the law, guidance and good practice.
- Regularly reviewing and critically scrutinising management information, data and analysis about safeguarding and safeguarding concerns.
- Ensuring that policies and procedures are fit for purpose and are implemented effectively to safeguard children, young people and vulnerable adults.
- Conducting operational or themed reviews about any aspect of safeguarding policy or practice.
- Reviewing operational safeguarding risks and making recommendations to the Trustee Board for action and for consideration in its own review of strategic risks.
- Ensuring that appropriate quality assurance processes for safeguarding are in place
- Ensuring that a Safeguarding Annual Report is produced that provides the Trustee Board with relevant data and commentary about safeguarding across the charity.

Finance Committee

The Finance Committee is a subcommittee of the Board, with responsibility for assisting the Board in discharging its duties in the following areas:

- Financial and operational performance and procedures
- Annual plans and budgets
- Longer-term financial modelling
- Investments
- Reserves.

Power to act for the charity on financial matters has been delegated to this committee by the Board.

Audit Committee

The Audit Committee is a subcommittee of the Board with responsibility for monitoring and reviewing:

- The policies and processes for the identification, assessment and management of risks including financial control.
- The charity's accounts to assess the integrity of financial reporting.
- The scope, results and effectiveness of external and internal audits.
- The independence of the external auditors, their range of non-audit services and fees.
- That appropriate insurance policies are in place for the charity.

Governance and People Committee

The Governance and People Committee is a subcommittee of the Board with responsibility for:

- Ensuring that the Board governance structure of Young Lives vs Cancer is fit for purpose.
- Monitoring and reviewing the composition of the Board of Trustees to ensure that the Board has the appropriate blend of skills and experience.
- Leading the process of identifying and recruiting new Trustees.
- Taking responsibility for Trustee induction, support and development, including ensuring that an effective performance appraisal programme is in place.
- Overseeing people and workforce issues, including reviewing director remuneration and staff reward strategies, making appropriate recommendations to the Board.

Chief Executive

Authority to conduct Young Lives vs Cancer's day-to-day activities is delegated to the Chief Executive, who is responsible for ensuring that the agreed strategy and policies are carried out. An Executive Team reports to the Chief Executive and meets weekly.

Remuneration policy for key management personnel

The Executive Team are considered to be the key management personnel for the charity. Remuneration of our Executive Team is benchmarked against the external market every two years, using the leading charity and voluntary sector salary survey.

The review involves consideration of salary survey data at the median along with economic indicators, affordability, competitiveness and retention of those in key roles.

Options for Executive Team pay are then considered and agreed by our Governance and People Committee. In the case of the Chief Executive, this is agreed by the Board of Trustees.

EMPLOYEES AND VOLUNTEERS

Our workforce at Team Young Lives, which includes both our paid and volunteer colleagues, has delivered outstanding work in the last 12 months. Not only delivering against our previous strategy objectives, but also contributing to the development and creation of our 2024/2027 strategy, through the largest workforce engagement and strategy development process we have ever had.

Workforce engagement was top of the agenda in 2023/24.

Colleagues across Young Lives vs Cancer had a variety of opportunities to share and shape the workforce experience this year, including participating in face-to-face strategy engagement workshops throughout spring and summer 2023. These workshops were about capturing the unique knowledge, insight and expertise from our workforce around the challenges experienced by children, young people and families facing cancer. There was also a focus on understanding where we are with our culture, how we work and how we feel when we're at work. This insight, plus our annual workforce engagement survey, has formed a clear picture of what our organisational culture is like in 2023/24, and this is being used to inform our strategy.

Our 2023 workforce survey results demonstrate sustained high levels of engagement from our people, and that investments in management training and wellbeing interventions continue to make a difference to how Team Young Lives experience working life. 74% of staff completed the survey, which is designed and analysed in-house, and more than 90% of colleagues are proud to work for Young Lives vs Cancer.

Our employees

In line with developing best practice and our DEIB strategy, we are monitoring and reporting pay gaps for all diversity metrics: gender, ethnicity, sexual orientation, disability, faith and belief, and age.

Our mean gender pay gap reduced from 7.9% to 7.5%, and the median - from 2.2% to 1.3%.

We report the ethnicity pay gap for separate ethnicity groups – Asian, Black and Mixed compared to White. Our mean pay gaps are 0.6%, -7.9%, and -9.3% respectively. Our median pay gaps are: -3.7%, 2.3% and -10.5% respectively.

Pay gaps for other diversity metrics as well as our results from previous years can be found [here](#).

Following an in-depth review of our pay and benefits last year, and the set of recommendations that resulted from it, work to align salaries to the market median was carried out, giving us confidence that our salaries are competitive across the organisation. In addition, we carried out a review of our pension scheme and made the decision to move to a new provider. We operate a qualifying auto-enrolment, defined contribution pension scheme for our paid employees.

We have a further programme of work planned for 2024/25 which includes developing a compensation philosophy to support our organisational goals and cultural ambitions, providing more clarity and transparency to ensure that the workforce understand how pay decisions are made and reviewing our benefits package to understand how well its performing.

Work to implement the recommendations that resulted from the anti-oppressive recruitment review that was undertaken in the previous year are well underway, with improvements made to our application process, a new recruitment policy and updated guidance and templates developed, as well as a comprehensive review of our current approach to recruitment advertising. We are now focusing on exploring new advertising options to ensure that we are expanding our reach as widely as possible and are soon due to launch our interview/assessment preparation guide for candidates.

Following a review of our retail shops it was decided to propose their closure and our exit from retail. This was an incredibly challenging period for both paid colleagues and volunteers, who have given so much passion and commitment to the shops. Following a period of consultation, the decision was made to close the shops and unfortunately this has meant some redundancies for paid colleagues and the end of some volunteering opportunities for our volunteers. These started this year and will continue into next year. We have been supporting the 305 volunteers in our shops who are affected, focusing on recognising and celebrating their huge contribution and, where viable, offering alternative volunteering opportunities.

We have also begun carrying out a comprehensive review of all our employment policies developing new policies as required as well as updating and developing existing ones. This work will continue into next year ensuring we remain in line with best practice.

We have also begun to look at the whole, end-to-end, workforce experience; assessing ourselves against each element including (but not limited to) how we recruit, retain, induct, develop, manage, reward, recognise, support DEIB and colleague wellbeing. This work will also continue into next year.

Our volunteers

Following the volunteering summit of 2022 and subsequent roadmap, we have continued to develop a strong culture of volunteering.

The workforce survey was also completed by our volunteer workforce and while the return rate was lower than hoped (though normal for the sector), the insight drawn from the data supported anecdotal evidence and feedback. We know that volunteers enjoy their volunteering role but there is a need to make some improvements in strengthening the connection between volunteers and the wider charity.

In November 2023, we launched our new volunteer communication and engagement offer, which includes regular newsletters and more frequent bespoke messaging, with the aim that volunteers will feel connected to our cause through consistent and engaging communications, which are inclusive, representational, and accessible to all.

We successfully launched our micro volunteering offer via the Funraisin platform during CCAM in September. These opportunities are short term, low commitment, easy to access and complete. Since the launch, we have recruited 337 volunteers, across 117 different types of micro volunteering opportunities. Early evidence suggests that micro volunteering attracts a younger demographic (25 to 34-year-olds) than roles that are more traditional. We continue to grow in this area, focusing on creating a broad range of opportunities and a positive experience that promotes a more sustained relationship with volunteers by way of repeat micro activities or progression into a more regular role.

Volunteering in our services directorate is a key area of strategic growth for 2024/25. Some key volunteering roles within our service delivery teams are well established and we are piloting in other areas including developing volunteering opportunities in the new vision for accommodation.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Strategic Report, the Trustees' Report and the accounts in accordance with applicable law and regulations. Company and charity law requires the Trustees to prepare accounts for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (Financial Reporting Standard 102) and applicable law.

Company law requires the Trustees to prepare financial statements for each financial year. Under company and charity law the Trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the charity and the group, and of the group's net incoming/outgoing resources for that period. In preparing these accounts, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles of the Charities SORP 2015
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts
- Prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity and the group will continue to operate.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the transactions of the charity and the group, and disclose with reasonable accuracy at any time the financial position of the charity and the group. The Trustees must ensure that the accounts comply with the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and the provisions of the charity's constitution. They are also responsible for safeguarding the assets of the charity and the group, and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees have overall responsibility for ensuring that the charity has appropriate systems and controls, financial and otherwise, to provide reasonable assurance that:

- The charity is operating efficiently and effectively
- Proper records are maintained and the financial information used within the charity, or for publication, is reliable
- The charity complies with relevant laws and regulations.

Internal controls over all forms of commitment and expenditure continue to be refined to improve efficiency. Processes are in place to ensure that performance is monitored and that appropriate management information is prepared and reviewed regularly by both the Executive Team and the Board of Trustees. The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.

These include:

- A strategic plan and annual budget approved by the Trustees
- Regular consideration by the Trustees of financial results, variances from budgets, non-financial performance indicators and benchmarking reviews
- Delegation of day-to-day management authority and segregation of duties
- Identification and management of risks.

With regard to the preparation of this Annual Report and Accounts:

- As far as each Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware
- Each Trustee has taken all of the steps that a Trustee might reasonably be expected to have taken to be aware of relevant audit information and to establish that the charity's auditors are aware of that information.

This Annual Report of the Trustees, under the Charities Act 2011 and the Companies Act 2006, has been approved by the Trustees, including approving in their capacity as company directors the Strategic Report contained therein, and is signed as authorised on their behalf by:



Sir David Haslam (Chair)

25 September 2024

Independent Auditor's Report to the Members and Trustees of Young Lives vs Cancer

Opinion

We have audited the financial statements of Young Lives vs Cancer ('the charitable company') and its subsidiaries ('the group') for the year ended 31 March 2024 which comprise the Consolidated Statement of Financial Activities, the Consolidated and Charity Balance Sheets, the Consolidated Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the charitable company's affairs as at 31 March 2024 and of the group's 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 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (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 group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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 and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the group and charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 requires 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.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 34 to 35, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company and group operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, the Charities Act 2011 and The Charities and Trustee Investment (Scotland) Act 2005

together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's and the group's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company and the group for fraud.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be with the completeness and timing of legacies, grant and Trust income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, and the Finance, and the General-Purpose Audit & Risk Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, Scottish Charity Regulator, designing audit procedures over the completeness and timing of legacies, grant and Trust income, and reading minutes of meetings of those charged with governance.

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. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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 charitable company's trustees, as a body, in accordance with 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 those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Tara Westcott
Senior Statutory Auditor
For and on behalf of
Crowe U.K. LLP
Statutory Auditor

4th Floor
St James House
St James' Square
Cheltenham
GL50 3PR

Date: 09 October 2024

Consolidated statement of financial activities

(incorporating an income and expenditure account)

For the year ending 31 March 2024

	Notes	Unrestricted funds	Restricted funds	2024	Restated 2023
		£'000	£'000	£'000	£'000
Income from:					
Donations and legacies					
Donations and other voluntary income	2	15,103	1,768	16,871	16,576
Legacies	2	2,127	70	2,197	2,922
Other trading activities					
Retail trading	2	1,188	-	1,188	1,518
Fundraising trading	2	2,533	18	2,551	2,610
Lottery income	2,3	34	-	34	70
Investments		136	-	136	37
Other	4	92	-	92	94
Total income		21,213	1,856	23,069	23,827
Expenditure on:					
Raising funds					
Donations and legacies	2	9,489	-	9,489	9,175
Retail trading	2	1,177	-	1,177	1,376
Fundraising trading	2	1,181	-	1,181	1,288
		11,847	-	11,847	11,839
Net income available for charitable activities		9,366	1,856	11,222	11,988
Charitable activities:					
Mental health impact of cancer		1,830	220	2,050	1,844
Being away from home		4,255	651	4,906	4,685
Future fears		1,821	321	2,142	1,927
Financial fears		3,455	337	3,792	4,080
When a child dies		1,246	100	1,346	1,162
Total direct charitable expenditure	6	12,607	1,629	14,236	13,698
Total expenditure	6	24,454	1,629	26,083	25,537
Net (expenditure)/income	5	(3,241)	227	(3,014)	(1,710)
Transfers between funds	17,19	2	(2)	-	-
Net movement between funds		(3,239)	225	(3,014)	(1,710)
Total funds brought forward	17,19	26,738	1,789	28,527	30,237
Total funds carried forward		23,499	2,014	25,513	28,527

Fund comparatives are provided in last year's Consolidated Statement of Financial Activities on the next page.
Notes 1 to 26 on the following pages form part of these financial statements.

Consolidated statement of financial activities

(incorporating an income and expenditure account)

For the year ending 31 March 2023

	Notes	Unrestricted funds	Restricted funds	2023	Restated 2022
		£'000	£'000	£'000	£'000
Income from:					
Donations and legacies					
Donations and other voluntary income	2	14,953	1,623	16,576	17,647
Legacies	2	2,877	45	2,922	3,339
Other trading activities					
Retail trading	2	1,518	-	1,518	1,360
Fundraising trading	2	2,609	1	2,610	3,778
Lottery income	2,3	70	-	70	148
Investments		37	-	37	2
Other	4	94	-	94	49
Total income		22,158	1,669	23,827	26,323
Expenditure on:					
Raising funds					
Donations and legacies	2	9,313	-	9,313	9,015
Retail trading	2	1,377	-	1,377	2,457
Fundraising trading	2	1,301	-	1,301	1,229
		11,991	-	11,991	12,701
Net income available for charitable activities		10,167	1,669	11,836	13,622
Charitable activities:					
Mental health impact of cancer		1,662	164	1,826	1,548
Being away from home		3,544	1,086	4,630	3,990
Future fears		1,615	296	1,911	1,613
Financial fears		3,398	639	4,037	3,372
When a child dies		1,051	91	1,142	940
Total direct charitable expenditure	6	11,270	2,276	13,546	11,463
Total expenditure	6	23,261	2,276	25,537	24,164
Net income/(expenditure)	5	(1,103)	(607)	(1,710)	2,159
Transfers between funds	17,19	67	(67)	-	-
Net movement between funds		(1,036)	(674)	(1,710)	2,159
Total funds brought forward	17,19	27,774	2,463	30,237	28,078
Total funds carried forward		26,738	1,789	28,527	30,237

All amounts shown above relate to continuing operations.

Notes 1 to 26 on the following pages form part of these financial statements.

Balance sheets

As at 31 March 2024

Company number: 05273638

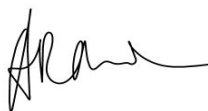
	Notes	Group		Charity	
		2024	2023	2024	2023
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible fixed assets	10	15,658	16,077	15,639	16,056
Investments	11a	125	-	244	121
		15,783	16,077	15,883	16,177
Current assets					
Investments	11b	14	14	14	14
Stock	12	-	26	-	-
Debtors	13	3,997	4,785	4,352	4,859
Cash at bank and in hand	23	8,248	10,772	7,745	10,470
Cash held on long term deposit	23	502	-	502	0
		12,761	15,597	12,613	15,343
Creditors					
Amounts falling due within one year	14	(2,970)	(2,653)	(2,905)	(2,490)
Net current assets		9,791	12,944	9,708	12,853
Creditors					
Amounts falling due after one year	15	(61)	(494)	(61)	(494)
Net assets	16	25,513	28,527	25,530	28,536
The funds of the Group/Charity					
Restricted income funds	16,17	2,014	1,789	2,014	1,789
Unrestricted funds					
Free reserves	19	6,121	8,335	6,138	8,344
Designated funds	19	17,378	18,403	17,378	18,403
Total Group/Charity funds		25,513	28,527	25,530	28,536

The parent Charity made a deficit in the year of £3,006k (2023: £1,689k).

These financial statements were approved by the Board of Trustees and authorised for issue on 25 September 2024.



David Haslam
Chair



Anna Hancock
Treasurer

Notes 1 to 26 on the following pages form part of these financial statements.

Consolidated cash flow statement

For the year ending 31 March 2024

	Notes	2024		2023	
		£'000	£'000	£'000	£'000
Net cash (used in) operating activities	22		(2,062)		(1,089)
Cash flows from investing activities					
Interest received		136		37	
Net sales proceeds from the sale of fixed assets		60		31	
Purchase of property, plant and equipment	10	(156)		(640)	
Net cash provided by/(used in) investing activities			40		(572)
Change in cash and cash equivalents for the year	23		(2,022)		(1,661)
Cash and cash equivalents at the beginning of the year	23		10,772		12,433
Cash and cash equivalents at the end of the year	23		8,750		10,772

Notes 1 to 26 on the following pages form part of these financial statements.

Notes to the accounts

For the year ending 31 March 2024

1. Accounting policies

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

(a) Basis of accounting and going concern

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (Charities SORP effective 1 January 2019) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

CLIC Sargent Cancer Care for Children ("the charity" or "the parent") meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The charity's financial position and performance has been outlined in the Financial Review. The Trustees have assessed projected future income, expenditure and cash flows over the period ending 12 months from the date of signing the accounts and analysed the charity's reserves position, liquid assets and its ability to withstand a material decline in income. Consideration has been given to the stability, predictability and diversity of various income streams in making this assessment.

Our Free Reserves policy is reviewed annually and is integral to ensuring we remain a going concern by holding sufficient reserves to withstand a significant decline in income or unexpected costs. The policy is developed based on the financial risks identified within the strategic risk register. Our forecasting and longer-term financial planning seeks to be income led, committing to new costs only when affordable and financial planning decisions are made in the context of our Free Reserves policy.

The long-term financial position of the charity is monitored on a monthly basis, being incorporated into a rolling forecast process, and reviewed by the Finance Committee, in detail, and then the wider Board of Trustees on a quarterly basis. Our current year forecast, along with a further two-year outlook, considers the impact of our projections on both our Free Reserves and cash position.

The Trustees have concluded that Young Lives vs Cancer and its non-dormant subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited, have adequate resources to continue activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the accounts.

(b) Group financial statements

The group financial statements consolidate the results of the parent and its non-dormant subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited (see Note 9), on a line by line basis. All intra-group transactions are fully eliminated on consolidation in the group results.

The charity has availed itself of Paragraph 3 (3) of Schedule 4 of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities. No separate SOFA has been presented for the charity alone as permitted by Section 408 of the Companies Act 2006. The net result of the parent (the charity) is shown on the Balance Sheet.

The charity is a qualifying entity as defined in FRS 102 and therefore has taken advantage of the exemptions in FRS 102 from the requirement to present a charity only cashflow statement.

Notes to the accounts

For the year ending 31 March 2024 (continued)

(c) Legal status

CLIC Sargent Cancer Care for Children was incorporated in the United Kingdom as a Company limited by guarantee (Company no. 05273638). The entity is also a registered Charity in England and Wales (Charity no. 1107328) and Scotland (Charity no. SC039857). The principal and registered office is shown at the back of these accounts.

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

(d) Estimates and judgements

Preparation of the financial statements requires management to make estimates and judgements. The items in the financial statements where the most significant estimates and judgements have been made are:

- Valuation of legacy income where cash is not yet received: see accounting policy (g) below for details of the judgement applied
- Allocation of support costs to Cost of Raising Funds and Charitable Activities: see accounting policy (k) below for details of the estimated consumption of support costs applied
- Valuation of tangible fixed assets: see accounting policy (l) below for details of the estimate of useful economic lives applied
- Valuation of debtors and creditors: see accounting policy (p) below for details of the judgement applied.
- Valuation of provision for unfunded pension costs: see accounting policy (s) below for the judgement and estimates of future costs applied

(e) Taxation

The Company, which is a registered Charity, is entitled to taxation exemptions on all income and gains properly applied for its Charitable purposes. There are no taxation losses for the subsidiary companies as all of the taxable profits are gifted to the parent.

(f) Funds

Restricted funds are funds on which donors have imposed specific restrictions or which have been raised for particular purposes. The aim and use of each restricted fund is set out in Note 17.

Designated funds represent unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in Note 19.

Free reserves are available for use at the discretion of the Trustees in pursuit of the general objectives of the charity.

Notes to the accounts

For the year ending 31 March 2024 (continued)

(g) Income and deferred income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Legacy income is recognised when there is a grant of probate; the executors have established there are sufficient funds to distribute income from the estate; the legacy can be valued with reasonable accuracy and any conditions attached to the legacy have been met or are within the control of the charity.

Income from grants, whether capital or revenue in nature, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably. Grant income will be deferred if received in advance of meeting performance conditions or if the donor specifically states that the income must be spent in a future accounting period.

Contractual income is recognised when the goods or services as specified by the contract are delivered by the charity. This income is treated as unrestricted in the accounts.

Income relating to events is recognised in the period in which the event occurs.

Donations are recognised on receipt and comprise gifts that will not provide any return to the donor other than the knowledge that someone will benefit from the donation. Income from donations includes gifts that must be spent on some particular area of work (i.e. restricted income funds). Donations include gifts in kind and donated services (see accounting policy (h) below).

Income from other trading activities includes income earned from both trading activities to raise funds for the charity and income from fundraising events. To fall within this analysis heading, the income must be received in exchange for supplying goods and services in order to raise funds for the charity.

Lottery income includes amounts raised from raffles and lotteries, including proceeds from the sale of scratchcards in Morrisons stores. Fees and expenses for scratchcards are determined by our External Lottery Manager, Rieves, and the Group receives proceeds net of costs, hence income is recognised on a net basis.

Other income includes profit from the sale of fixed assets and contractual income earned from our services that is immaterial and therefore classified as Other income.

Deferred income consists of cash received by the charity, where the income recognition criteria has not been met because entitlement to the income does not exist at the balance sheet date. Deferred income is not recognised in the SOFA until the charity is entitled to the income. Instead, deferred income is disclosed as a liability in the balance sheet.

Notes to the accounts

For the year ending 31 March 2024 (continued)

(h) Donated services and facilities

The charity benefits from gifts in kind in the form of volunteer time and unclaimed out of pocket expenses. These are not recognised in the accounts as they cannot be reliably valued, but further information is provided in the Trustees' annual report.

In addition many individuals, companies and organisations provide facilities, equipment and services such as advertising free of charge. The charity recognises, where possible, the value of the gift, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market. A corresponding amount is then recognised in expenditure in the period of receipt.

Items donated for resale are included in shop income when sold and no value is placed on stock at the year end. These items are not recognised in the accounts on receipt as it is impractical to do so given the high volume of low-value items received by the charity and the absence of a sophisticated stock control system to assist with documenting and valuing donated stock held. The Trustees consider that the cost of implementing such a system would outweigh the benefits. High value items of donated stock (with an individual value of £1,000 or more) are recognised on receipt if the income recognition criteria is met.

(i) Expenditure recognition and irrecoverable VAT

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

Expenditure on Raising Funds includes all expenditure (salaries, direct costs and overheads) incurred by the charity and its subsidiaries to raise funds for its charitable purposes. It includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

Costs allocated to Fundraising Trading are those relating to our Major Events, Challenge Events and other non-charitable trading activities such as cause-related marketing undertaken with our corporate partners.

Expenditure allocated to Retail Trading relates to the costs of running the charity's shops; recycling and product marketing activities.

All other expenditure on raising funds relates to the cost of bringing in Donations and Legacies.

Expenditure on Charitable Activities includes all costs incurred by the charity in undertaking activities that further its charitable aims.

Governance costs include expenditure incurred for and by the Board necessary for the strategic oversight of the charity.

Irrecoverable VAT and termination payments are accounted for in the period an obligation is made or liability incurred and are charged against the relevant activity.

Notes to the accounts

For the year ending 31 March 2024 (continued)

(j) Grants payable

CLIC Sargent care grants are available to children, young people and their families who meet the eligibility criteria for registration with the charity. The need for financial support must be related to the child's illness and to support additional expenses incurred. CLIC Sargent does not pay costs of treatment, medical equipment, therapies or school fees.

Grants to children, young people and their families are charged in the year when the offer is conveyed to the recipient. These grants are not subject to conditions being fulfilled once the eligibility criteria has been satisfied.

Occasionally, grants are awarded to other third parties in the furtherance of the charitable objectives of the charity. In the case of an unconditional grant offer this is accrued once the recipient has been notified of the grant award. Grant awards that are subject to the recipient fulfilling performance conditions are only accrued when the recipient has been notified of the grant and any remaining unfulfilled condition attaching to that grant is outside of the control of the charity.

(k) Expenditure Allocation including support costs

All expenditure is accounted for on an accruals basis and has been classified to expenditure categories on a direct basis where appropriate or allocated in line with managerial and budgetary responsibilities using several criteria, which include headcount and activity.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include IT support, finance, personnel, payroll and governance costs which support the Charity's services and fundraising activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. Costs have been allocated across each cost category on the basis of full time equivalents and activity.

(l) Tangible and intangible assets

Individual items costing £2,000 or more are capitalised at cost. Where an item is below £2,000, but is combined with other items as part of a project or to create an asset, these items will be capitalised if the collective value is greater than £2,000. Property which is gifted to the charity is held at valuation and reviewed for impairment.

Depreciation is provided on all tangible fixed assets using a straight line basis over their expected useful economic lives as follows:

Land	nil
Freehold property	50 years
Fixtures and fittings	3-5 years
Motor vehicles	4 years

Assets under construction represent those assets that are undergoing improvements prior to being made operational. During this phase no depreciation is charged.

Fixed assets are subject to periodic review for impairment where there is an indication of a reduction in their carrying value. Any significant impairment is recognised in the consolidated SOFA in the year in which it occurs.

Intangible assets are stated at cost less accumulated amortisation. Amortisation is provided on all intangible assets using a straight-line basis over their expected useful economic life of 3-5 years.

Notes to the accounts

For the year ending 31 March 2024 (continued)

(m) Investments

All the charity's investments are made in accordance with the powers contained within the Memorandum and Articles of Association.

Commercial investments are initially stated at purchase value and then are restated at market value at the end of each financial year. Where it is the intention to realise an investment asset without reinvestment of the sale proceeds, the investment asset is classified as a current asset investment. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the SOFA. The historical cost of commercial investments is shown in the notes to the accounts.

Cash held on long term deposit is cash on deposit and cash equivalents with a maturity of three months or more held for investment purposes rather than to meet short-term cash commitments as they fall due.

Investment Properties relate to shops owned by the Charity that are used in part by CLIC Sargent Promotions Limited to undertake trading activities via the sale of new merchandise. A percentage of trading income relative to total income is calculated for each shop and applied to the book value to calculate the value of investment properties for the charity balance sheet. Following FRS102 Triennial Review 2017 becoming effective, the Charity has taken advantage of the accounting policy choice to account for investment properties which are let to group companies at cost less accumulated depreciation, rather than fair value. As such, no restatement of comparative figures has been required. The Group has £125k of investment properties in the year ended 31 March 2024 which relate to properties left as part of a legacy which are being held for sale.

(n) Stock

Stock consists of purchased goods for resale and is valued at the lower of cost and net realisable value. Items donated for resale or distribution are not included in the accounts until they are distributed or sold (see accounting policy (h) for further information).

(o) Cash at bank and in hand

Cash at bank and cash in hand includes petty cash, and cash in bank accounts and short term deposit accounts with a maturity of three months or less from the date of opening the account.

Notes to the accounts

For the year ending 31 March 2024 (continued)

(p) Debtors, creditors and provisions

Debtors with the exception of prepayments are those amounts that satisfy the income recognition policy at (g) above, recognised at the settlement amount due, where funds have not been received at the year end.

Prepayments are expenditure paid in the current financial year relating to costs to be incurred in a future accounting period. These are valued at the amount prepaid net of any trade discounts due.

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Debtors and creditors are reviewed at the year-end for evidence of required impairment to their settlement value.

(q) Dilapidations policy

A dilapidations liability assessment has been conducted on the full property portfolio as at 31 March 2024. A provision is included in the financial statements for those costs that the Charity estimates will be incurred upon vacating properties in the near future, based on the condition of the properties at the year end. Whilst some uncertainty exists regarding both the timing and amounts of the provisions, the amount represents the best estimate of the Trustees.

(r) Financial instruments

The Charity 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. The Charity also has a small holding of commercial investments measured at market value. Further information is provided in Note 25.

(s) Pension costs

The Charity contributes to defined contribution personal pension schemes on behalf of its employees. The amount charged in the SOFA represents the contributions payable to the schemes in respect of the current accounting period. Costs are allocated to activities in line with wages costs.

The Charity also had an obligation to provide one unfunded pension. In the previous financial year this was included under creditors falling due in less than one year; the liability came to an end in the current financial year.

Notes to the accounts

For the year ending 31 March 2024 (continued)

(t) Finance and operating leases

A lease is classified as a finance lease if it transfers substantially all the risks and rewards incidental to ownership. A lease is classified as an operating lease if it does not transfer substantially all the risks and rewards incidental to ownership. The Charity does not currently have any finance leases.

Rentals applicable to operating leases are charged to the accounts on a straight line basis over the lease term. Where an operating lease becomes an onerous contract, for example when the Charity leases a property which it subsequently leaves unused and the property cannot be sub-let to recover its costs, the Charity will recognise all irrecoverable costs immediately.

Notes to the accounts

For the year ending 31 March 2024 (continued)

2. Net fundraising income

During the year, donations and legacies decreased by £0.4 million (2023: decrease of £1.5 million).

Net fundraising income, including trading income, for the group is as follows:

	Unrestricted	Restricted	2024	Restated 2023
	£'000	£'000	£'000	£'000
Donations and legacies				
Donations	12,339	443	12,782	12,873
Grants	2,733	1,325	4,058	3,540
Gifts in Kind	31	-	31	163
Legacies	2,127	70	2,197	2,922
Total donations and legacies	17,230	1,838	19,068	19,498
Retail trading income	1,188	-	1,188	1,518
Lottery income	34	-	34	70
Fundraising trading income				
Major fundraising events	222	18	240	553
Challenge events	2,106	-	2,106	1,960
Other fundraising trading income	205	-	205	97
Total fundraising trading income	2,533	18	2,551	2,610
Total fundraising income	20,985	1,856	22,841	23,696
Less: donations and legacies' costs	(9,489)	-	(9,489)	(9,175)
Less: retail trading costs	(1,177)	-	(1,177)	(1,376)
Less: fundraising trading costs				
Major fundraising events	(169)	-	(169)	(313)
Challenge events	(995)	-	(995)	(964)
Other fundraising trading expenditure	(17)	-	(17)	(11)
Total fundraising trading costs	(1,181)	-	(1,181)	(1,288)
Total fundraising expenditure	(11,847)	-	(11,847)	(11,839)
Net fundraising income	9,138	1,856	10,994	11,857

Notes to the accounts

For the year ending 31 March 2024 (continued)

3. Lottery

Lottery income is unrestricted. Income received during the year relates to proceeds from the sale of scratchcards in Morrisons stores. Expenses are incurred by an external lottery provider on behalf of the Charity. See Note 1 (g) for further information on lottery income. Amounts recognised during the year are as follows:

	2024	2023
	£'000	£'000
Gross proceeds	168	350
Expenses	(80)	(134)
Prize fund	(54)	(146)
Net proceeds received by the Charity	34	70

4. Other income

	Unrestricted	Restricted	2024	2023
	£'000	£'000	£'000	£'000
Services income	92	-	92	94

5. Net (expenditure)/income

	2024	2023
	£'000	£'000
This is stated after (charging)/crediting:		
Depreciation and amortisation	(517)	(494)
Profit on the disposal of fixed assets	2	-
Payments under operating leases:		
Land and buildings	(528)	(785)
Auditor's remuneration	(40)	(37)

Notes to the accounts

For the year ending 31 March 2024 (continued)

6. Analysis of total expenditure

	Direct & Indirect Staff Costs (Note 8)	Direct Non- Staff Costs	Support costs (Note 7)	2024	Restated 2023
	£'000	£'000	£'000	£'000	£'000
Cost of generating funds:					
Donations and legacies	4,797	4,158	534	9,489	9,175
Retail trading	659	420	98	1,177	1,376
Fundraising trading	212	938	31	1,181	1,288
	5,668	5,516	663	11,847	11,839
Charitable expenditure:					
Mental health impact of cancer	1,698	178	174	2,050	1,844
Being away from home	3,346	1,143	417	4,906	4,685
Future fears	1,772	188	182	2,142	1,927
Financial fears	2,364	1,106	322	3,792	4,080
When a child dies	1,097	135	114	1,346	1,162
	10,277	2,750	1,209	14,236	13,698
Total expenditure	15,945	8,266	1,872	26,083	25,537

The direct and indirect staff costs above include the allocation of salaries for support staff.

We have reviewed the way we allocate expenditure between Costs of generating funds and Charitable expenditure to ensure that it best represents how our costs are spent. We have restated the comparatives for 2023, under the new basis.

7. Analysis of support costs

Support costs	Office services	Corporate	Finance	IT	HR	Governance	2024	Restated 2023
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Cost of generating funds:								
Donations and legacies	181	92	13	164	69	15	534	588
Retail trading	33	17	2	30	13	3	98	190
Fundraising trading	10	5	1	10	4	1	31	17
	224	114	16	204	86	19	663	795
Charitable expenditure:								
Mental health impact of cancer	59	30	4	53	23	5	174	202
Being away from home	141	72	10	128	54	12	417	510
Future fears	62	31	5	56	23	5	182	202
Financial fears	109	55	8	99	42	9	322	445
When a child dies	39	19	3	35	15	3	114	128
	410	207	30	371	157	34	1,209	1,487
Total support costs	634	321	46	575	243	53	1,872	2,282

Notes to the accounts

For the year ending 31 March 2024 (continued)

8. Employees

Group and Charity	Employed	Funded*	2024	2023
Staff costs consist of:	£'000	£'000	£'000	£'000
Wages and salaries	13,461	92	13,553	12,484
Social security costs	1,291	-	1,291	1,215
Pension costs	1,101	-	1,101	990
	15,853	92	15,945	14,689

Group and Charity	2024	2023
The average number of employees on full-time equivalent basis during the year was as follows:	No.	No.
Fundraising	81	70
Direct service provision – employed	172	161
Direct service provision – funded *	1	11
Corporate support services	85	100
Retail trading	14	22
	353	364

The average number of staff employed during the year was 409 (2023: 421).

*Funded employees represent staff in CLIC Sargent care teams who are funded by CLIC Sargent but are employed by local authorities or health trusts.

Redundancy costs during the period totalled £282k (2023: £55k). At the year end, unpaid costs for redundancy totalled £128k (2023: £nil).

Higher paid employees:

Group and Charity	2024	2023
Employees receiving annual gross salaries in the following range:	No.	No.
£60,000 to £70,000	3	6
£70,001 to £80,000	1	2
£80,001 to £90,000	2	2
£90,001 to £100,000	4	3
£100,001 to £110,000	2	-
£110,001 to £120,000	-	-
£120,001 to £130,000	-	-
£130,001 to £140,000	-	1
£140,001 to £150,000	1	-

The Chief Executive received a salary of £142,000 (2023: £136,000) excluding employer pension and national insurance contributions.

Key Management Personnel:

We consider our Executive team to be the key management personnel for the Charity.

Group and Charity	2024	2023
Key management personnel costs for the charity and group consist of:	£'000	£'000
Wages and salaries	819	665
Social security costs	89	83
Pension costs	61	54
	969	802

Trustees' remuneration and expenses

None of the members of the Board of Trustees received any remuneration. During the year, two Trustees received reimbursements of travel and subsistence expenditure totalling £1,852 (2023: three Trustees received £940 reimbursements of travel and subsistence expenditure).

Notes to the accounts

For the year ending 31 March 2024 (continued)

9. Subsidiary companies

The Charity owns 100% of the issued share capital of CLIC Sargent Promotions Limited and CLIC Sargent Developments Limited. Additionally the Charity controls the board of CLIC Sargent Lottery Limited and, therefore, the results are consolidated within these accounts. All of these Companies are incorporated in the United Kingdom.

CLIC Sargent Promotions Limited (Company number 00957520) buys new merchandise for resale and receives cause-related marketing income from corporate partners for the benefit of the charity.

CLIC Sargent Developments Limited (Company number 09106476) manages the design and build of new Homes from Home on behalf of the Charity.

CLIC Sargent Lottery Limited (Company number 10791106) holds lotteries and raffles on behalf of the Charity.

A summary of CLIC Sargent Promotions Limited's trading results for the year ended 31 March 2024 is as follows:

	2024	2023
	£'000	£'000
Turnover	316	237
Cost of sales	(33)	(20)
Gross profit	283	217
Administration expenses	(105)	(76)
Profit for the year	178	141
Balance brought forward at beginning of year	-	-
Gift Aid donation to the Charity	(178)	(141)
Balance carried forward at end of year	-	-
Total assets	415	267
Total liabilities	(315)	(167)
Net assets at 31 March 2024	100	100

A summary of CLIC Sargent Developments Limited's trading results for the year ended 31 March 2024 is as follows:

	2024	2023
	£'000	£'000
Turnover	(41)	(50)
Cost of sales	40	49
Gross loss	(1)	(1)
Administration expenses	(4)	(10)
Loss for the year	(5)	(11)
Balance brought forward at beginning of year	(11)	-
Gift Aid donation to the Charity	-	-
Balance carried forward at end of year	(16)	(11)
Total assets	53	91
Total liabilities	(69)	(102)
Net liabilities at 31 March 2024	(16)	(11)

Notes to the accounts

For the year ending 31 March 2024 (continued)

9. Subsidiary companies (continued)

A summary of CLIC Sargent Lottery Limited's trading results for the year ended 31 March 2024 is as follows:

	2024	2023
	£'000	£'000
Turnover	33	70
Cost of sales	-	-
Gross profit	33	70
Administration expenses	(7)	(21)
Profit for the year	26	49
Balance brought forward at beginning of year	-	-
Gift Aid donation to the Charity	(26)	(49)
Balance carried forward at end of year	-	-
Total assets	52	71
Total liabilities	(52)	(71)
Net assets at 31 March 2024	-	-

Sargent Cancer Care for Children (Charity number: 1085616, Company number: 04173873), CLIC – Cancer and Leukaemia in Childhood (Charity number: 802396, Company number: 02397331) and Child Cancer UK (Company number: 05877085) are Companies limited by guarantee. They are dormant 100% subsidiaries of CLIC Sargent.

The Charity is also trustee of the following three unincorporated dormant Charities:

Cancer and Leukaemia in Childhood Trust

CLIC UK

CLIC International

All of the subsidiary Companies have the same registered office address as the parent Charity, shown on the final page.

Notes to the accounts

For the year ending 31 March 2024 (continued)

10. Tangible and Intangible Fixed assets

Group	Intangibles	Land	Freehold property	Fixtures and fittings	Motor vehicles	Total
		£'000	£'000	£'000	£'000	£'000
Cost or valuation						
At 31 March 2023	837	3,113	14,474	1,091	13	19,528
Additions	35	-	8	112	-	155
Disposals	(50)	(1)	(60)	(216)	(13)	(340)
At 31 March 2024	822	3,112	14,422	987	-	19,343
Depreciation and amortisation						
At 31 March 2023	649	-	2,151	637	13	3,450
Charge for year	60	-	288	169	-	517
Disposals	(50)	-	(3)	(216)	(13)	(282)
At 31 March 2024	659	-	2,436	590	-	3,685
Net book value						
At 31 March 2024	163	3,112	11,986	397	-	15,658
At 31 March 2023	188	3,113	12,323	454	-	16,078

Charity

The Charity owns all of the assets of the Group. However some of the shops owned by the Charity are partially occupied by CLIC Sargent Promotions Limited for the sale of new merchandise. £19,116 (2023: £20,942) of the net book value of the shops has been reclassified as investment property within the parent Charity on the basis of trading income as a percentage of total shops income (see Note 11a).

The net book value of the fixed assets of the Charity is £19k (2023: £21k) less than the Group total above, giving a total of £15,639k (2023: £16,056k).

Intangible assets included above comprise software development, database development and the website.

A legal charge is in place which is secured over Paul's House; no borrowing was secured against this property in the year.

Notes to the accounts

For the year ending 31 March 2024 (continued)

11. Investments

(a) Fixed Asset Investments

		Group		Charity	
		2024	2023	2024	2023
		£'000	£'000	£'000	£'000
Charity investment in subsidiaries		-	-	100	100
Investment properties	Note 10	125	-	144	21
		125	-	244	121

The Charity has a £100,001 investment in the subsidiaries CLIC Promotions (£100,000) and CLIC Developments (£1). This is unchanged from 2023.

The Group has £125k of investment properties in the year ended 31 March 2024 which relate to properties left as part of a legacy which are being held for sale.

(b) Current Asset Investments

Group and Charity	Listed investments	Total
	£'000	£'000
Market value at 1 April 2023 and at 31 March 2024	14	14
Historical cost	24	24

It is the intention to sell shares in commercial investments in the future, once conditions are favourable. Sales proceeds will not be reinvested in new investments.

(c) Investments in subsidiaries (see Note 9)

Subsidiary name	% Share	Trading activity
a) CLIC Sargent Promotions Limited	100%	Buys new merchandise for resale and receives corporate advertising income.
b) CLIC Sargent Developments Limited	100%	Manages the design and build of new Homes from Home on behalf of the Charity.
c) CLIC Sargent Lottery Limited	N/A	Set up to run lotteries and raffles on behalf of the parent Charity. This is a Company limited by guarantee with no share capital but is controlled by the parent charity.
c) Sargent Cancer Care for Children	100%	Dormant
d) CLIC-Cancer and Leukaemia in Childhood	100%	Dormant
e) Child Cancer UK	N/A	Dormant

Notes to the accounts

For the year ending 31 March 2024 (continued)

12. Stock

	Group		Charity	
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Shop inventories	-	26	-	-

13. Debtors

	Group		Charity	
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Other debtors	565	599	563	569
Amounts owed by group undertakings	-	-	371	131
Prepayments and accrued income	3,432	4,186	3,418	4,159
	3,997	4,785	4,352	4,859

Included within Prepayments and accrued income is £368k (2023: £nil) of Trusts accrued income for the Improving Lives Project which is to be released in more than one year.

14. Creditors: amounts falling due within one year

	Group		Charity	
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Trade creditors	481	387	481	372
Taxation and social security	431	328	378	277
Other creditors	142	182	142	182
Accruals	1,197	1,207	1,185	1,110
Deferred income*	719	540	719	540
Unfunded pension obligation	-	9	-	9
	2,970	2,653	2,905	2,490

* Deferred income relates to income received in advance of events occurring in future periods. £719k (2023: £540k) will be treated as income in next year's accounts.

Deferred income

	Group	Charity
Balance at 1 April 2023	540	540
Amount released in the year	(540)	(540)
Amount deferred in the year	719	719
Balance at 31 March 2024	719	719

15. Creditors: amounts falling due after one year

	Group		Charity	
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Dilapidation provision	61	494	61	494

Notes to the accounts

For the year ending 31 March 2024 (continued)

16. Analysis of net assets between funds

Fund balances at 31 March 2024 are represented by:

Group	Unrestricted Funds	Restricted Funds	Total
	£'000	£'000	£'000
Tangible fixed assets	15,658	-	15,658
Fixed asset investments	125	-	125
Net current assets	7,777	2,014	9,791
Long-term liabilities	(61)	-	(61)
Net assets	23,499	2,014	25,513

Fund balances at 31 March 2023 were represented by:

Group	Unrestricted Funds	Restricted Funds	Total
	£'000	£'000	£'000
Tangible fixed assets	16,078	(1)	16,077
Net current assets	11,154	1,790	12,944
Long-term liabilities	(494)	-	(494)
Net assets	26,738	1,789	28,527

17. Restricted funds

Restricted funds at 31 March 2024 are represented by:

Group and Charity	Balance 1 April 2023	Income	Expenditure	Transfers between funds	Balance 31 March 2024
	£'000	£'000	£'000	£'000	£'000
London Home from Home	32	-	(32)	-	-
Newcastle Home From Home	862	-	-	(2)	860
Manchester Home from Home	464	-	(95)	-	369
Other Homes from Home	101	35	(49)	-	87
Care teams	137	35	(147)	(25)	-
Grants	21	36	(29)	-	28
Projects	172	746	(297)	25	646
Programmes	-	629	(629)	-	-
Regional	-	375	(351)	-	24
	1,789	1,856	(1,629)	(2)	2,014

Restricted funds at 31 March 2023 were represented by:

Group and Charity	Balance 1 April 2022	Income	Expenditure	Transfers between funds	Balance 31 March 2023
	£'000	£'000	£'000	£'000	£'000
London Home from Home	48	-	(16)	-	32
Newcastle Home From Home	889	-	(27)	-	862
Manchester Home from Home	758	-	(288)	(6)	464
Other Homes from Home	318	187	(343)	(61)	101
Care teams	265	214	(342)	-	137
Grants	29	214	(222)	-	21
Thrive Not Just Survive - Society Generale	-	1	(1)	-	-
Projects	155	208	(191)	-	172
Programmes	1	593	(594)	-	-
Regional	-	252	(252)	-	-
	2,463	1,669	(2,276)	(67)	1,789

Notes to the accounts

For the year ending 31 March 2024 (continued)

17. Restricted funds (continued)

London Home from Home Fund represents restricted funds for major development work on our Home from Home in London, Paul's House.

Newcastle Home from Home Fund represents restricted funds for the purchase of and development of a new Home from Home in Newcastle.

Manchester Home from Home Fund represents Morrisons funding over our original partnership total of £7.3m that will be put towards the running costs of the Home from Home in Manchester.

Other Homes from Home includes funds to be spent at specific Homes from Home.

Care teams represent expenditure within the terms of geographically limited grants.

Grants represent funds provided to families and young people in specific geographical areas.

Projects represents funding secured for other specific projects.

Programmes is funding given to support one of the Five Ways We Help programmes, which form the basis of our charitable activity (see note 6).

Regional represents funding received that must be spent within a specific geographical area of operation. This funding has no further restrictions.

Transfer between Funds: The Newcastle Home from Home transfer relates to a removal of the restriction of funding received. These costs have been transferred to free reserves. The Care teams and Projects transfer relates to a change in the way we are analysing funding received.

Notes to the accounts

For the year ending 31 March 2024 (continued)

18. Restricted fund contributions

We are grateful to all our donors for their support. We acknowledge the following contributions:

City Bridge Foundation

2024

£'000

The funding arm of the City of London Corporation's Charity, Bridge House Estates (Charity no. 1035628)

Helping young cancer patients from London, and their families, to cope with the costs of cancer.

The National Lottery Community Fund



	Balance 1 April 2023	Income	Expenditure	Balance 31 March 2024
	£'000	£'000	£'000	£'000
Northern Ireland (Together We Thrive Project)	80	-	(80)	-
Northern Ireland (Improving Lives Project)	-	486	-	486
Scotland (Empowering Young People 3 Project)	-	75	-	75
Total	80	561	(80)	561

19. Unrestricted funds

Free and Designated funds at 31 March 2024 are represented by:

Group	Balance 1 April 2023	Income	Expenditure	Transfers between funds	Balance 31 March 2024
	£'000	£'000	£'000	£'000	£'000
Free Reserves	8,335	21,213	(23,279)	(148)	6,121
Designated funds:					
Fixed Asset Reserve	16,078	-	(515)	95	15,658
New Finance & HR System	800	-	(57)	-	743
New Customer Relationship Management System	431	-	-	(4)	427
Future Services Investment Fund	542	-	(339)	-	203
Technology Infrastructure Investment Fund	264	-	-	-	264
Other	288	-	(264)	59	83
	18,403	-	(1,175)	150	17,378
Total	26,738	21,213	(24,454)	2	23,499

Notes to the accounts

For the year ending 31 March 2024 (continued)

19. Unrestricted funds (continued)

Free and Designated funds at 31 March 2023 were represented by:

Group	Balance 1 April 2022	Income	Expenditure	Transfers between funds	Balance 31 March 2023
	£'000	£'000	£'000	£'000	£'000
Free Reserves	8,644	21,922	(21,759)	(472)	8,335
Designated funds:					
Fixed Asset Reserve	15,963	-	(494)	609	16,078
Morrison's	-	236	(236)	-	-
New Finance & HR System	800	-	-	-	800
New Customer Relationship Management System	459	-	-	(28)	431
Future Services Investment Fund	789	-	(247)	-	542
Carryover Fundraising Investment Fund	525	-	(525)	-	-
Technology Infrastructure Investment Fund	264	-	-	-	264
Other	330	-	-	(42)	288
	19,130	236	(1,502)	539	18,403
Total	27,774	22,158	(23,261)	67	26,738

Fixed Asset Reserve – The Trustees have set aside funds to cover the net book value of tangible fixed assets, excluding those assets included within restricted funds.

Morrison's - CLIC Sargent became Morrison's charity partner during 2017/2018. From 2020/21 Morrison's have agreed to fund the shortfall on the Manchester Home from Home project, with all other income being classed as unrestricted.

New Finance & HR system - A new system is required in order to drive efficiency and improve processes within the organisation. This project is planned to commence in 2024/25.

New Customer Relationship Management System - A fund has been designated to deliver enhanced CRM capability.

Future Services Investment Fund - This fund comprises of a number of elements of future planned spend to develop impact for our beneficiaries. It is being utilised for foundational research on future needs and upweighting the capability in our Policy Communication & Voice team to maximise the impact of this research and our wider campaigning capacity over the next two years.

Carryover Fundraising Investment Fund - This moved expenditure into 2022/23, originally planned and budgeted for in 2021/22 for the acquisition of regular giving supporters. This represents the balance that was delayed due to restrictions during the financial year. This fund was spent in 2022/23.

Technology Infrastructure Investment Fund - To secure two fixed term specialist Technology roles to underpin our technology capability & infrastructure required to deliver our Fundraising & Services strategy.

Other - The £264k spend relates to service delivery in 2023/24 and the fund is now fully spent. The £59k transfers is made up of £135k added from Free Reserves in 2023/24 to fund hardware replacement, of which £94k was spent in 2023/24 and the remainder will be spent in 2024/25. £18k was also added from Free Reserves for internal audit purposes.

Transfers between funds: The £95k transfer to the fixed asset reserve represents fixed asset additions (£156k) including capital costs for the CLIC House Home from Home (£8k), CRM project (£4k) and hardware replacement project (£94k) and fixed asset disposals for retentions released (£58k).

Notes to the accounts

For the year ending 31 March 2024 (continued)

20. Commitments

As at 31 March 2024 there were future minimum lease payments under non-cancellable operating leases for each of the following periods:

Group and Charity	2024	2023
	Land and buildings	Land and buildings
	£'000	£'000
Total commitments due:		
Within one year	360	422
Within two to five years	1,052	198
	1,412	620

The value of capital commitments at 31 March 2024 was £nil (2023: £90k).

Two of the Charity's operating leases totalling £188k were determined to be onerous at year end 2024 (2023: £59k), and we have included a provision to recognise all irrecoverable costs immediately in respect of these.

21. Grants

Grants to individuals, including comparative information are included in the table below.

No grants were made to organisations in the year (2023: no grants were made).

Grants awarded to families and young people in the period were as follows:

Group and Charity	2024		2023	
	£'000	No. of grants	£'000	No. of grants
Registration	285	2,860	283	2,842
Compassionate	33	110	28	93
Financial Hardship	377	1,443	372	1,333
Winter Emergency Grant	-	-	83	266
Crisis Grant	113	370	389	1,287
Other	33	274	33	267
	841	5,057	1,188	6,088

Of the grants awarded £13k was unpaid at 31 March 2024 (2023: £35k).

Notes to the accounts

For the year ending 31 March 2024 (continued)

22. Reconciliation of net expenditure to net cash flow from operating activities

Group	2024	2023
	£'000	£'000
Net expenditure for the year	(3,014)	(1,710)
Adjustments for:		
Depreciation charges	517	494
Interest received	(136)	(37)
(Profit) on the disposal of fixed assets	(2)	-
Donation of investment property	(125)	-
Decrease in stock	26	1
Decrease in debtors	788	888
(Decrease) in creditors	(116)	(725)
Net cash used in operating activities	(2,062)	(1,089)

23. Analysis of cash and cash equivalents

Group	At 1 April 2023	Cash flows	At 31 March 2024
	£'000	£'000	£'000
Cash at bank and in hand	10,772	(2,524)	8,248
Cash held on long term deposit	-	502	502
	10,772	(2,022)	8,750

Notes to the accounts

For the year ending 31 March 2024 (continued)

24. Related party transactions

Key Management Personnel

The Charity pays Coleid Limited for consultancy services. Trustee Kevin Smith is a Director of Coleid Limited. During the year CLIC Sargent paid Colid Limited £14,400 (2023: £nil)

The Group pays Sayer Vincent for the compilation of the annual corporation tax returns. Trustee Farrah Kitabi is a Director at Sayer Vincent. During the year CLIC Sargent paid Sayer Vincent £3,708 (2023: £3,366).

Subsidiaries

Transactions between the parent Company CLIC Sargent Cancer Care for Children and the subsidiaries, CLIC Sargent Developments Limited, CLIC Sargent Promotions Limited and CLIC Sargent Lottery Limited, are as follows:

Management fee payable to the Charity for staff and support services provided to the subsidiaries: £98,533 (2023: £70,612) from CLIC Sargent Promotions Limited, £1,047 (2023: £4,904) from CLIC Sargent Developments Limited and £3,770 (2023: £17,089) from CLIC Sargent Lottery Limited.

VAT paid by the Charity on behalf of CLIC Sargent Promotions Limited: £58,241 (2023: £30,252). Credit note of Design and Build costs previously incurred by CLIC Sargent Developments Limited and recharged to the Charity: £40,564 (2023: £49,558).

Profits in the subsidiaries to be donated to the Charity: £177,684 (2023: £141,371) from CLIC Sargent Promotions Limited: £26,092 (2023: £48,652) from CLIC Sargent Lottery Limited and £nil (2023: £nil) from CLIC Sargent Developments Limited.

Balances repayable at the year end: £258,351 (2023: £109,660) to the charity from CLIC Sargent Promotions Limited: £64,315 (2023: £45,549 from the Charity to CLIC Sargent Developments Limited) from CLIC Sargent Developments Limited to the Charity and £47,972 (2023: £66,761) from CLIC Sargent Lottery Limited to the Charity.

25. Financial assets and liabilities

Group		2024	2023
		£'000	£'000
Financial assets measured at fair value through profit or loss:			
Investments in liquid equity instruments	Note 11b	14	14
Financial assets measured at amortised cost:			
Accrued income and other debtors		2,477	3,381
Cash at bank and in hand	Note 23	8,248	10,772
Cash held on long term deposit	Note 23	502	-
Financial liabilities measured at amortised cost:			
Trade creditors and accruals due in less than one year	Note 14	1,678	1,594

26. Post balance sheet events

Our Fishponds shop was sold on 26 July 2024 for £162k and CLIC Court, our Home From Home in Oxford, was sold on 20 September 2024 for £1,150k. The net book values of these properties as at 31 March 2024 were £110k and £146k respectively.

Notes to the accounts

For the year ending 31 March 2024 (continued)

Reference and administrative details

Registered name of the Charity	CLIC Sargent Cancer Care for Children
Trading as	Young Lives vs Cancer
Charity number	1107328
OSCR number	SC039857
Company number	05273638

The Trustees of CLIC Sargent are the Charity's Trustees under Charity law and the Directors of the Charitable Company.

Members of the Board

Sir David Haslam - Chair

Sheila Apps (Resigned 22 June 2023)
Sathya Bala
Sarah Blackmore
Karen Eccles
Daniel Farag
Stephen George
Anna Hancock - Treasurer
Rachel Hollis
Peter Houghton (Resigned 9 May 2023)
Farrah Kitabi
Niamh Lawlor
Kevin Smith

Finance Committee

Anna Hancock - Chair

Dominique Davis (Appointed January 2024)
Tony Dowrick
Stephen George
Sir David Haslam
Rachel Kirby-Rider
Niamh Lawlor
Kevin Smith (Appointed June 2023)
Richard Whiteside

Audit and Risk Committee

Farrah Kitabi - Chair

Sarah Blackmore (Appointed December 2023)
Daniel Farag (Appointed June 2023)
Rachel Hollis (Resigned March 2024)
Peter Houghton (Resigned May 2023)
Luke Vile

Governance and People Committee

Rachel Hollis - Chair

David Evans
Rachel Kirby-Rider
Anna Hancock
Sir David Haslam
Jenny Turner

Notes to the accounts

For the year ending 31 March 2024 (continued)

Reference and administrative details (continued)

Safeguarding Committee

Peter Houghton - Chair (Resigned May 2023)

Sarah Blackmore - Chair (Appointed May 2023)

Lynn Charlton

Dominique Davis (Appointed January 2024)

Karen Eccles

Greg Edwards

Shazia Ellahi (Appointed May 2023)

David Evans

Paul Gathercole (Resigned June 2023)

Sir David Haslam - Appointed Ex-officio March 2024

Rachel Hollis (Appointed March 2024)

Luke Mallett (Resigned July 2023)

Jenny Turner

Executive officers

Chief Executive

Rachel Kirby-Rider

Chief Innovation

Helen McShane

Director of Corporate Services

Tony Dowrick

Director of Income Generation (previously Director of Income and Engagement)

Luke Mallett (Resigned July 2023)

Dominique Davis (Appointed January 2024)

Director of Services

Lynn Charlton

Director of People and Learning

David Evans

Director of Strategy and Governance, Company Secretary

Jenny Turner

Director of Policy, Communications and Voice (previously Director of Policy, Influencing and Voice)

Helen Gravestock

Founders

Sylvia Darley OBE - Sargent Cancer Care for Children

Bob Woodward - CLIC – Cancer and Leukaemia in Childhood

Honorary Presidents

Gordon Morrison

Vice Presidents

Francesca and Andrea Brignone

Sara and Massimo Carello

Rachel Woodward Carrick

Laura and Johnny Greenall

Jake and Harriet Humphrey

Nicola and Jonathan Plumtree

Ambassadors

Phil Dunster

Portia Jett

Christine Lampard

Ore Oduba

Ryan Peniston

Gaby Roslin

Notes to the accounts

For the year ending 31 March 2024 (continued)

Reference and administrative details (continued)

Principal professional advisers

Solicitors

IBB Solicitors
Capital Court
30 Windsor Street
Uxbridge
Middlesex UB8 1AB

Bates Wells & Braithwaite London LLP
10 Queen Street Place
London
EC4R 1BE

Bankers

Barclays Bank
1 Churchill Place
London E14 5HP

Royal Bank of Scotland
29 Old Brompton Road
London SW7 3JE

Lloyds TSB Bank Plc
25 Gresham Street
London EC2V 7HN

External auditors

Crowe U.K. LLP
Statutory Auditor
4th Floor, St James House
St James' Square
Cheltenham
GL50 3PR

Internal auditors

MHA MacIntyre Hudson
30-34 New Bridge Street
London EC4V 6BJ

Principal and Registered office

4th Floor, Whitefriars
Lewins Mead
Bristol, BS1 2NT

Accounts

CLIC Sargent Cancer Care for Children
trading as

Young Lives vs Cancer
Annual Report and Accounts
2022/2023



CONTENTS

Why we exist and our vision	3
Chair's introduction	4
Trustees' report*	
Our approach to safeguarding	6
Our approach to fundraising	7
Our achievements and performance	10
Our future plans	19
Risks and uncertainties	21
Financial review and results for the year	22
Structure, governance and management	25
Employees and volunteers	28
Statement of Trustees' responsibilities	30
Independent auditor's report	32
Financial statements	
Consolidated statement of financial activities	37
Balance sheets	39
Consolidated cash flow statement	40
Notes to the accounts	41
Reference and administrative details	65

*The Trustees' Report incorporates the Strategic Report (see pages 6–31).

WHY WE EXIST

When a child is diagnosed with cancer it threatens everything, for them and their family.

At a time when they should be busy being children, enjoying their rollercoaster teenage years or finding their feet at university, life becomes full of fear. Fear of treatment, but also of families being torn apart, of overwhelming money worries, mental health stretched to breaking point, of having nowhere to turn, no one to talk to.

At Young Lives vs Cancer, we get that. We are the charity that helps children and young people (0 to 25) and their families find the strength to face whatever cancer throws at them. We currently support over 6,000 children and young people a year. But every day 12 more children and young people hear the devastating news they have cancer. We'll face it all together – but we can't do it without you.

OUR VISION

Our vision is a world where everyone under 25 with cancer, and their families, will get the support and help they need during their cancer treatment and beyond, including bereaved families living with emotional pain.

CHAIR'S INTRODUCTION

Covid-19 was tough for children and young people with cancer, and their families. But during 2022/23, for most young cancer patients, the trauma and impact of cancer reached new levels of devastation.

Their financial burden deepened with spiralling cancer costs exacerbated by the cost-of-living crisis and soaring inflation. Getting access to the support they so desperately needed, right now, took longer and any hopes for relief in the spring 2023 budget were shattered.

Without our services, many young cancer patients and their families would struggle to cope. They simply shouldn't have to choose between finding the money for food or for travelling to life-saving cancer treatment. So, we've been working hard to support them with what they need, when they need it, in whatever way we can. This includes making sure they get the support they're entitled to.

During 2022/23, we achieved a total income of £23.8m, compared to £26.3m in 2021/22. Our focus has been on planning for future growth in our net income, while also managing the transition from the generous help we were receiving from Morrisons (worth £3.5 million annually), which came to an end in February 2022 after two extensions. Recognising the acute effects of the current economic climate on young cancer patients and their families, we successfully launched and raised £0.2m for a crisis grant fund. These grants covered vital basics such as heating, warm clothes and transportation costs to get to treatment.

When the war in Ukraine broke out and children with cancer had to be transported to the UK to continue treatment, our social workers were there to welcome and support them. Alongside their colleagues in NHS England and Children's Cancer and Leukaemia Group they supported 21 children with cancer from Ukraine.

Throughout the year, our focus remained on ensuring that we provide an equitable service to young cancer patients and their families. We extended our reach through our Central Support and Social Care team, offering greater flexibility for them to access our support, regardless of their location.

We finished embedding the structural changes to our social-care service so we can deliver our strategy for children and young people with cancer, ensuring consistent, equitable access. We also created a new digital team to increase our reach by allowing people to refer themselves through our website. This consistent approach means children and young people with cancer, and their families, receive tailored support more quickly by those best placed to meet their needs.

Another area of focus was improving our brand to increase our reach and make more people aware of Young Lives vs Cancer. This is essential for us to be able to do more for children and young people with cancer, and their families. It will also help us generate more income over the next decade and to support everyone who needs us.

We have also been bringing more lived experiences and voices into our work to help shape our organisational strategy and activities. One example of this is the development of our Voice Board, where young cancer patients and parents/carers will advise our Trustees and provide a lived-experience perspective to inform and shape strategic decisions.

In 2022/23, we started laying the groundwork for our new strategy, which we'll be developing over the next year. The first stage involves thinking about the kind of future children and young people with cancer, and their families, really need, and how we will help to create that. To support this we've commissioned a collaborative piece of research with partners Teenage Cancer Trust, Ellen McArthur Cancer Trust and Children's Cancer and Leukaemia Group. This research will be co-designed by individuals with lived experiences of cancer, their families and those supporting young cancer patients. The insights gained from these projects will serve as the foundation for our strategy, set to be unveiled in 2024.

In our ongoing efforts to become a truly diverse and inclusive organisation, we have made significant progress in promoting diversity, inclusion, equity and a sense of belonging among our employees, and the children, young people and families we serve. Examples include our social-care team's anti-oppressive practice training, which was embraced by all, and the review of our recruitment processes, which is helping us to be more aligned with anti-oppressive principles.

These are just a selection of highlights from the year, which we could not have achieved without the unwavering commitment of the thousands of incredible people who form part of Team Young Lives.

We cannot thank you enough.

A handwritten signature in dark ink, appearing to read 'D. Haslam', is positioned above the name of the signatory.

Sir David Haslam CBE, Chair

OUR APPROACH TO SAFEGUARDING

On the back of the pandemic, 2022/23 was a very tough year for many children and young people with cancer, and their families. Year on year, the number of safeguarding concerns we have supported have increased, with concerns about mental health, neglect and domestic abuse remaining high. It's a picture repeated across the voluntary sector as families and communities have struggled with the cost of living and continuing pressures on public services and the NHS.

Our approach to safeguarding is straightforward – safeguarding is everyone's responsibility and everyone should know what is expected of them, whatever they do at Young Lives vs Cancer. Our training is tailored so that Trustees, staff and volunteers in all roles have the right level of safeguarding knowledge, confidence and support. For the first time we commissioned specialist training about suicide and domestic abuse and provided internal training about safeguarding and diversity, equity, inclusion and belonging. Volunteers and non-frontline staff may rarely (if ever) come across a safeguarding concern, but the charity will only be a safe organisation if everyone is alert to the possibility of a safeguarding concern and the opportunity to help someone who may need protection and support.

In 2022/23, we worked through an action plan of changes and improvements recommended by our 2021 safeguarding peer reviewers. We're not complacent and we're not done yet – keeping people safe will always be about transparency, learning from experience, learning from others and continuous improvement.

OUR APPROACH TO FUNDRAISING

Young Lives vs Cancer is a member of the Chartered Institute of Fundraising and registered with the UK Fundraising Regulator. The charity complies with the Code of Fundraising Practice.



In 2022/23, we continued to implement our two-year strategic plan for income and communications, *Building Back Stronger*, aimed at recovering and growing back stronger from the effects of COVID-19 on our income generation. This plan focuses on relationship fundraising, providing excellent supporter experience and engagement across all fundraising opportunities with a strong and compelling voice to foster ongoing support.

As we exited from the direct impacts of COVID-19 we needed to navigate the cost-of-living crisis and also our exit from our partnership with Morrisons (after extensions from three years of support to what was ultimately five years, concluding in Feb 2022).

Our name change in May 2021 from CLIC Sargent to Young Lives vs Cancer was embedded further in 2022/23. We're now seeing the impact of the name change pulling through in our brand metrics, with our charity being in the top five most improved brands in the YouGov Brand index for brand improvement in 2022, compared to 2021. This finding is supported by anecdotal evidence such as our increased success in staff votes during corporate partnership selection processes. We've continued to work on our brand with a project to refresh our brand positioning this year, in preparation for our communications in 2023.

We continue to take a balanced approach to our fundraising portfolio to mitigate risk in the fluctuation of income and an ongoing uncertain and volatile external environment. Long standing activities such as face-to-face fundraising acquisition and sporting events, continue to be core components to our portfolio and we regularly review and develop these to ensure we are responding to the changing environment. We've also continued to innovate, testing our approach to grow our digital activity such as Facebook challenges, email appeals and direct response television.

We work closely with street, door-to-door, venue and telephone fundraising agencies, ensuring a focus on high standards of professionalism, supporter experience and compliance. Agencies are contractually required to ensure all fundraising activity is in accordance with all applicable legal and Code of Fundraising Practice requirements, Young Lives vs Cancer's ethical fundraising policy and the relevant binding codes of practice issued by the Fundraising Regulator. The signed agreements are reviewed on an annual basis to ensure they meet the relevant standards. Professional fundraising agencies must have clear, transparent and up-to-date policies in place to protect vulnerable people and other members of the public from unreasonable behaviour. All fundraising activities delivered by our contracted fundraising agencies are monitored closely through regular meetings, mystery shopping by agency staff and external bodies, the regulatory mystery shopping carried out by the Institute of Fundraising and close complaint analysis. Regular training is also provided to the fundraisers working on our campaigns by the agency and ourselves. We regularly listen to a selection of call recordings made in each of our outbound and inbound campaigns – we monitor calls using a

telephone marketing compliance checklist to ensure quality meets what is required as detailed in the Code of Fundraising Practice. We provide regular feedback on call monitoring to our agencies.

We undertake telemarketing upgrade, reactivation and conversion with two external agencies. Young Lives vs Cancer uses legitimate interest for telemarketing where deemed appropriate in our direct marketing. Where outbound calling is undertaken and we do not hold a specific opt-in to marketing calls, we suppress supporter data against the telephone preference system before any campaign starts. Where a supporter requests to opt out of telephone marketing we honour this request and update the record on our supporter database.

We undertake digital advertising on Meta and Google to solicit new financial and non-financial supporters. Some of our digital advertising campaigns we design internally (for our Facebook Fundraising Challenges and to advertise third-party events) but we also use an external digital agency to plan and manage our campaigns. We use audience interest and demographic data to target specific audiences on Meta with our adverts. We upload supporter email addresses to Meta to create custom 'look alike' audiences, which we target with our adverts, although we do not directly serve adverts to the supporters we upload. We use Facebook forms to collect and download supporter data, from there we send supporters who have opted in to email on email journeys, and we use legitimate interest to call supporters firstly suppressing them against the telephone preference system. We use Google advertising to target informational and educational searches from cold audiences through the Grants account, by utilising Google's in-kind advertising budget, which in turn helps build brand credibility and awareness, and establishes the organisation as an expert in age-specialist cancer support. The two-account approach then allows the Paid account to play the role of driving donations through high-intent campaigns, which strategically use conversion data to help further target users who are likely to donate.

Young Lives vs Cancer works with a number of commercial partners through cause-related marketing agreements. Thorough due-diligence checks are completed before any new agreement is made and contracts are put in place to ensure all fundraising activity conducted by a commercial participator is done in accordance with all legal requirements and Young Lives vs Cancer's Working with Companies and Ethical Fundraising and Engagement policies. Progress against agreed targets (including performance against agreed financial targets) is monitored on a regular basis through review meetings with our partners. We also review with our partners areas such as adherence to solicitation statements and their responsibilities in line with the Code of Fundraising practice and the law.

Young Lives vs Cancer has a number of registered volunteers who fundraise on behalf of the charity, for example our fundraising groups and within our charity shops. This activity is covered by our insurance and we have a risk-assessment process that is followed by the relevant fundraising engagement manager prior to these events taking place. Our fundraising staff discuss all fundraising events with the volunteers prior to them taking place to ensure that they are events and activities that follow our guidelines and are a fit for our brand, as well as being safe. There is also an on-call system in place for these events, so that the volunteers have an avenue to escalate issues out of hours. We also have a number of supporters who choose to put on events in aid of our organisation, for example bake sales or quizzes. These supporters usually have a connection to our cause and know a family we support. These supporters are not covered by our insurance, so our Regional Fundraising team offer advice to them to make sure the event they put on in our name is meeting fundraising regulation

standards. For example, they offer advice on licences needed for their events, insurance needed and how to perform risk assessments.

In 2022/23, Young Lives vs Cancer received 106 complaints about its fundraising (2021/22: 105) all of which are now closed. Of that number, we received 77 complaints about face-to-face fundraising, accounting for 0.54% of sign-ups achieved through the activity, and a much smaller proportion of the number of people actually engaged by our face-to-face agencies. In line with regulation requirements, the number of complaints and type of fundraising generating the complaints are submitted to the Fundraising Regulator each year.

Young Lives vs Cancer takes its responsibilities regarding potentially vulnerable individuals when fundraising and recruiting potential donors seriously. We are committed to ensuring that everyone who works for us understands their responsibilities to all donors and supporters, including how to respond to the needs of people in vulnerable circumstances and helping donors make informed decisions.

OUR ACHIEVEMENTS AND PERFORMANCE

When a child is diagnosed with cancer life becomes full of fear, for them and their family. Fear of treatment, but also of families being torn apart, overwhelming money worries, of having nowhere to turn, and no one to talk to.

At Young Lives vs Cancer, we believe children and young people with cancer, and their families, should have the same opportunities as anyone else. And we know that specialist, high-quality and empowering support during cancer treatment has a lasting impact, creating a better future for children and young people.

We want to help families find the strength to face whatever cancer throws at them. In order to achieve this aim, we focus on three strategic goals

- Reaching more of the people who need us
- Ensuring there is equity, both in terms of the service we offer children and young people with cancer, and in terms of raising our voice on their behalf so they can have the same opportunities as everyone else
- Sustainable growth, so we can continue to be there for young cancer patients and their families, now and in the future.

We shape all the work we do around these goals, which we'll use to report our 2022/23 achievements against.

Public benefit

In reviewing our aims and objectives and planning our future activities, we have referred to and complied with the duty in section 17 of the Charities Act 2011. This relates to having due regard to the Charity Commission's published general guidance on public benefit. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

REACHING MORE OF THE PEOPLE WHO NEED US

Our aim for 2022/23:

To continue to work towards reaching every child and young person with cancer who needs us, and their families.

We said we'd do this by:

- Testing and learning in the delivery of our Homes from Home for ambulatory care and future service
- Investing from April 2022 in Home from Home roles, including a new service manager, a fixed-term ambulatory care programme manager, promotion opportunities for a housekeeper to deputy house manager and, at another Home, deputy house manager to house manager. We have also increased the number of housekeepers at our Bristol Homes from Home.
- Testing and implementing the learnings from the grants review
- Implementing the use of our service charity partnerships, growing and diversifying such partnerships
- Continuing our search engine optimisation programme of work.

What we achieved in 2022/23

2022/23 continued to be a difficult year for children and young people with cancer, and their families. With the financial climate and cost-of-living crisis continuing to have a significant impact on our service users, we considered how we could continue to do our very best for those who need us.

Our social-work teams provided individual, tailored support to 7,068 children and young people who have cancer, and their families. This was an increase on the previous year's figure (6,100), with many of our teams across the UK experiencing higher activity levels.

The Central Support and Social Care team is part of our social-work service. It is an additional 'digital front door' into our services. In 2022/23, we supported 1,732 enquiries by email, telephone and live chat.

Homes from Home

Our Homes from Home are a free place for families to stay when their child is going through cancer treatment. They are close to principal treatment centres and help families avoid the extra financial burdens of travel, accommodation and food costs. This also enables young cancer patients to be close to their loved ones, keeping the family together at a difficult time.

In 2022, we began to receive an increase in requests for patients to stay with their families at our Homes from Home. To manage this safely we have introduced a new programme of work. The growth in patient stays is a result of some hospitals implementing ambulatory care for some cancer treatments: patients who would have required an inpatient stay instead are able to return home if they live within 30 to 60 minutes from the hospital or if they are staying at accommodation close to the hospital. We implemented procedures to ensure this was safely managed, working closely with the NHS; this work will continue into 2023/24.

In 2022/23, we appointed a service manager for the Homes from Home – this brings consistency in our overall services management structure and a greater resilience to the day operations.

We welcomed 487 families, who had 1,166 stays in our 11 Homes from Home. This is an increase compared with 364 families and 839 stays in 2021/22 and equates to a 69% occupancy rate across our Homes.

Our grants

In 2022/3, we gave out 6,088 grants to children and young people with cancer, and their families, spending £1,188,000, compared with the previous year's figure of £966,000.

In response to the cost-of-living crisis, we once again launched a crisis grant appeal and quickly implemented a new additional crisis grant in October 2022. The grant provided an additional £500,000 for young cancer patients and their families, in addition to our existing grants, to help with whatever hardship they were facing: heating a home, giving a child with cancer a warm coat or putting petrol in the car to get to lifesaving treatment. We spent around £400,00 of this in 2022/23 and will use the remaining £100,000 in 2023/24.

We implemented the learning from our Grants Review, including improving access to the registration grant from our website; and greater flexibility in the financial hardship grant linked to need.

We continued to support young cancer patients and their families with the greatest financial needs through our financial hardship grants. A total of 1,333 financial hardship grants were given to families, totalling £372,000.

Our social-care professionals have amazing knowledge about the other sources of funding young cancer patients can access and, as a result, they managed to secure an additional £390,000 in grants from other organisations.

In 2022/23, the Smile of Arran Trust continued to provide over £15,000 towards vital grants for children and young people diagnosed with brain cancer.

Our Benefits and Welfare Rights service gave advice to 1,986 enquiries across a range of issues such as housing, immigration, debt and benefit advice. The benefits calculator and online grants tools remain available to young cancer patients and their families. It is estimated that this service secured over £1.2m in potential benefits for them. This is a decrease compared with 2021/22, due in part to the £20 per week reduction in Universal Credit which became effective in October 2021.

Search engine optimisation

We looked at our website and found ways to improve it. We made changes to the pages that would help more people find us through search engines. We hired a specialist to help with writing content that people already search for the most on our website, and we made changes to the structure of our website. We also trained our web content developers to create content that search engines can understand and helping us show up more in search results.

A UK-wide service: digital group work

The digital group work service was embedded in 2023 as part of our UK-wide social work service. We delivered workshops and structured programmes directly to children and young people with cancer, and their families, as well as to local groups. Attendees evaluate them highly. The programmes and workshops included:

- Six-week programme to support parents and carers of children and young people newly diagnosed with cancer
- Mental health safety plan workshop
- Planning and applying for UCAS
- Programme of support for 11- to 15-year-olds who have cancer

In 2022/23, we held 19 digital workshop sessions, with an average of nine participants in each one. 3,509 children and young people with cancer, and their families, accessed our digital groups and a UCAS video was downloaded by 55 service users.

We also have a range of Facebook groups for children and young people with cancer, and their families. Our parents' and carers' group has 2,297 members (as of March 2023) and our Mind the Chaps group has 489 members (as of March 2023).

In 2022, we took a look at our online communities to learn how we can make it easier for people to connect and access information. We did this by asking for feedback from members

of two Facebook groups specifically created for parents and caregivers. These groups have been active since 2017.

In 2023/24, we'll continue to deliver digital services across the UK, based on the needs of children and young people with cancer, and their families. We will also explore new digital platforms.

Partnering with other services

In 2022/23, we continued to work closely with our charity partners to ensure that children and young people with cancer, and their families, could access the support and services they need. By collaborating with our partners, we made sure that our services were diverse, equitable, inclusive and accessible, enabling everyone to feel like they belonged. To enhance the effectiveness and excellence of our work, we created a framework that served as a guiding principle for our partnership initiatives, including predefined standards and quality assurance.

We continued our strategic partnerships with Ellen MacArthur Cancer Trust, Teenage Cancer Trust, Macmillan Cancer Support, Children's Cancer and Leukaemia Group and Teenagers and Young Adults with Cancer. We also collaborated with lots of charity partners to give young cancer patients, and their families, access to services such as fitness and health via Trekstock, peer support via Alike and speciality advice relating to specific cancers. Additionally, we signposted to fellow charities so that young cancer patients and their families could gain access to a multitude of services and special occasions.

Our aims for 2023/24

Homes from Home

To better understand the future needs of children and young people with cancer, and their families, in ambulatory treatment and to support them through our services and influencing work.

We'll do this by:

- Commissioning national research into ambulatory care with Children's Cancer and Leukaemia Group and teenagers and young adults with cancer.

Grants

To continue to ease the impact of the cost of cancer through our grants.

We'll do this by:

- Ensuring adequate provision is available for our service users.

Services partnerships

To continue to diversify our partnerships.

We'll do this by:

- Improving access to our services and those delivered by other charities
- Improving referral pathways to our services, giving holistic support to all children and young people with cancer, and their families.

Search engine optimisation

To provide the information we know children and young people with cancer, and their families, are searching for.

We'll do this by:

- Continuing to improve our website content in line with our commitment to diversity, equity, inclusion and belonging
- Implementing a content plan to create new support topics with high search volumes, that is co-produced with service users and staff.

Reach and data

To drive service performance and improvement.

We'll do this by:

- Continuing to measure our data in relation to external sources and understand gaps in our provision.

Raise profile

To gain an improved understanding of the work we do and an improved confidence to communicate our full-service offer.

PROVIDING AN EQUITABLE SERVICE

Our aims for 2022/23:

- *To build a culture of amplifying voice and engagement at Young Lives vs Cancer*
- *To continue to work in partnership with others to shape the system with and for young cancer patients and their families.*

We said we'd do this by:

- Refreshing our policy evidence base and working collaboratively to influence positive policy change
- Developing a Voice Board to ensure lived experience is at the heart of our governance
- Focusing on high-quality service delivery underpinned by continuous service improvement
- Continuing to embed the new service delivery model to ensure consistency across UK
- Extending our service in Leeds to cover 0 to 24-year-olds in line with the rest of our teams in the UK.

What we achieved in 2022/23

We are passionate about making sure the voices of children and young people with cancer, and their families, are at the heart of everything we do. In fact, this is vital to making sure we're meeting the needs of those we support and helping to create positive change for young cancer patients in the future.

Refreshing our policy evidence base and influencing system change

With investment in the Policy and Influencing team we've been able to continue to grow our policy evidence base, especially our data on the financial costs of cancer. This enables us to confidently advocate on behalf of children and young people with cancer, and their families, across the whole of the UK to make governments know how much cancer costs young cancer patients.

We've also developed an evidence-based Children and Young People's Plan together with our partner Children's Cancer and Leukaemia Group to support the UK government and sector colleagues to work together to shape a better future for young cancer patients. We'll continue to drive this forward in our policy and influencing work.

Amplifying voices

The voices of children, young people and families are crucial to shaping what we do. We're using an evidence-based approach to explore the different ways to involve children and young people in our work, seeking out best practice across the sector and choosing an approach that works best for those Young Lives vs Cancer supports.

Developing a Voice Board

Our Voice Board was established in late 2022 to ensure that the lived experience of young cancer patients and their families is listened to, considered and acted upon as part of our approach to good governance. There are 12 members on our Voice Board, six young people who have or have had cancer and six parent and carers of children with cancer.

The Voice Board will be there to help Young Lives vs Cancer's Trustees and Directors to make decisions about the charity. Our Trustees guide our work and are responsible for the direction of the organisation. They're all volunteers and give their time for free to help families face everything cancer throws at them. We want our Trustees to be informed by the most important people to the people to the organisation – the children, young people and families we exist to support.

Standards for our social-work service

We've developed service specifications which clearly outline standards for our social-work service and what that service involves. An important aspect of this is treating young cancer patients and their families fairly and consistently, no matter where in the UK they are based. We also gather data on our service to learn more about how effectively we are meeting their needs.

Making sure we continue to improve and deliver the best service we can

Delivering a safe service for children and young people with cancer continues to be a priority, so we make sure our frontline staff are trained to the highest standards and can develop with an annual training plan.

In 2022/23, we did quarterly service reviews to identify areas where we could improve. The reviews included the revision of our service standards which promote professional responsibility and accountability. This year we've also focused on improving our systems, so they are fit for purpose, ensuring young cancer patients get the best support.

Continuing to provide a consistent service across UK

Our new operational model was fully embedded across all social-work teams in 2022/23. This means we are consistent in our approach across the UK and can effectively assess children, young people and their family's needs, so that they can be appropriately supported. We also successfully integrated the paediatric service at Leeds General Hospital into the Young Lives vs Cancer service, so that we offer stable and consistent support to children, young people and their families in this area, in line with the rest of the UK.

Our aims for 2023/24:

- To ensure the voices of those with lived experience remain central to decision making
- To promote the voice of social work within Young Lives vs Cancer by illustrating the complex and professional standards of services.
- To ensure that we drive continuous improvement across our social-work service, including Home from Home and delivery of our grant programmes.
- To extend the scope of services, informed by evidenced-based research and delivery of our strategic plans.
- To develop and produce a DEIB action plan for services
- To ensure that volunteers are an integral part of service resourcing.
- To continue to work in partnership with others to shape the system with and for young cancer patients and their families.

We'll do this by:

- Making sure the Voice Board views have an impact on decisions made by Trustees
- Working with sector colleagues to influence positive policy change
- Ensuring we drive the voice of social work, through internal and external communication strategy
- Implementing methods and resources to ensure continuous service improvement, alongside an integrated approach to service delivery
- Continuing to work with existing partnerships and explore new opportunities, monitoring service and accessibility, in line with a wider DEIB plan for services
- Increase the number of volunteers with the services directorate
- Developing professional social-work practice, which is trauma informed, with the introduction of a reflective practice manager, alongside continuous professional development for staff.

SECURING SUSTAINABLE GROWTH FOR THE FUTURE

Children and young people with cancer are helped by the incredible supporters of Young Lives vs Cancer, who make everything we do possible. By engaging these supporters, and creating great experiences for them, they will stay longer and do more to help us be there for every family that needs our support.

Our aim for 2022/23

To secure sustainable growth for the future.

We said we'd do this by:

- Making sure our supporters know how valued they are
- Taking new opportunities, innovating with new products and income streams
- Repositioning our brand to attract more support and reach more families in the future

What we achieved in 2022/23: Fundraising has changed in the past few years, with more people working from home and the rise of digital influencing all aspects of life. We've adapted to this by continuing to develop and test a range of new fundraising opportunities, alongside improving the way we communicate the impact of our work to our supporters.

We have a robust financial plan which is regularly tested against external scenarios. These scenarios are reviewed regularly and are built on all the available insight, research and internal and external challenge available, so that we can anticipate how children, young people and families will be impacted by what is happening, and how income sources will change.

We have taken an approach of continuous improvement to ensure we are maximising returns and income as much as possible. We continued to build on the success of the virtual Facebook Challenges we'd trialled in lockdown, raising an incredible £587,000. The market has become saturated with increased costs and, to address this, we moved to an approach of small tests of different challenge types, resulting in an uplift in the final quarter of the year.

In 2022, our winter appeal raised a total income of £122,758 including gift aid (£13,351 more than the total income raised in the previous year), with the increase coming from more income being received digitally.

We started the year with 42,000 supporters who gave a direct debit donation (recruited in previous years). By the end of March 2023, 35,680 supporters were still giving. This is in line with our targets but does also demonstrate the impact the economic situation is having on charitable giving.

We developed some great fundraising relationships with companies at a regional level, raising £839,000 overall through this area. Key successes included winning staff votes for PWC Scotland and Red Funnel Ferries, as well as public votes such as the Tesco blue token scheme. Our name change has had a really positive impact on these types of votes. We also succeeded in getting new national corporate partners like Briggs and Softcat on board, and our longstanding partnership with JD Wetherspoon reached a milestone of £20m raised over 20 years.

We continued our work with creative agency Arthur London to develop Young Lives vs Cancer into a fundraising brand.

Without our supporters, children and young people with cancer, and their families, wouldn't be able to access the specialist help they so desperately need during treatment and beyond. We've been working hard to understand our supporters better, so we can talk to them in the way they want and offer them the right products to create the best experience for them.

To achieve all this, we needed to make sure we have strong systems in place in order to get better data and insight about what works – whether for service users or in the ways we raise money – so we can make sure we are investing in the things that have the biggest impact for children and young people.

Our aims for 2023/24

Next year we'll focus on a journey towards growth through:

- To develop our audience experience
- To increase brand awareness, engagement and loyalty
- To ensure our ways of working are aligned for growth.

OUR FUTURE PLANS

In 2023/24 we'll continue to deliver our three strategic goals published in 2020. We will:

Focus on needs – equity, consistency, impact

All children and young people have the right to access a consistent offer of support from Young Lives vs Cancer that reflects their assessed needs – which in the current environment are growing – and we will shout loudly so they get better support from 'the system'.

Seek to reach more of the people who need us

Currently, around 900 children and young people under 25 struggle with a cancer diagnosis without the age-specialist support they need.

We will continue to ensure our support is engaging, impactful and accessible for people no matter where they live or receive treatment. We will work with other organisations and build awareness to make sure the people who need us hear about us at the right time.

Secure sustainable growth for the future

To put us in the best position for changing the future for children and young people with cancer, we want to grow sustainable income. We will give our amazing supporters an amazing experience, we will be building awareness, and we will continuously improve our systems and ways of working.

At the same time, we've started building the foundations of a new future for children and young people with cancer – one in which everyone who needs support gets the right support for them at the right time. To define and build that future we are:

1. Investing in innovation now

We are ambitious for children and young people with cancer, and we want our next strategy to reflect that ambition. To create the world that young cancer patients want, need and deserve, we know that we need to think and act differently. As well as continuing to deliver our vital services, we need to create new ways to improve outcomes for children and young people. That's where innovation comes in. We want to experiment with new ways of meeting the needs of young cancer patients, so that we are ready to deliver on our new strategy when it launches, and ultimately create that future world that children and young people want.

2. Looking to the future

Our next strategy will be shaped by collaborative research with young people, families, partner charities and everyone who supports young cancer patients to build a new evidence base looking at the psychosocial needs of young cancer patients and how the current system supports them.

Working with Children's Cancer and Leukaemia Group (CCLG), the Ellen MacArthur Cancer Trust and Teenage Cancer Trust, the research will also identify gaps and what needs to happen in order to build a better future for children and young people diagnosed with cancer.

Dartington Service Design Lab, a charity aiming to improve children's outcomes through research, systems thinking and co-design approaches, has been commissioned as the research partner. They are undertaking experience-led research, which will be co-designed

CLIC Sargent Cancer Care for Children - Annual Report and Accounts younglivesvscancer.org.uk

which will be co-designed by young people, parents of children with cancer and key stakeholders, with Edge Hill University.

Living our values

We are guided by our enduring values: Bravery, Integrity, Confidence and One Team.

Real integrity is when values are demonstrated in choices and actions. Our strategy set out how we will behave to demonstrate these values in everything we do.

In three areas we made promises that we need to demonstrate in the way we behave and these continue to drive us in 2022/23:

1. Diversity, equity, inclusion and belonging (DEIB)

We will continue on our #BraveNotPerfect journey, delivering on our two-year strategy focused on diversity, inclusion, equity and belonging.

Over the past 12 months, we have made some considerable progress against our objectives to address diversity, inclusion, equity and belonging for our workforce and the children, young people and families. Most notably, we delivered anti-oppressive practice training for social-care staff and commissioned an anti-oppressive recruitment review into our processes.

We will build on the steps forward taken over the past year, and take action to move further down the road to becoming a truly diverse and inclusive organisation, with anti-oppression at its core.

[See our strategy for more information.](#)

2. Environmental sustainability

This year we published a Statement of Intent describing our belief that we have a responsibility to the future of children and young people with cancer, and so we believe we have a responsibility to measure, control and reduce our environmental impact, working alongside others towards a more sustainable future.

While we work towards becoming net zero in the future, we have established a project to become environmentally responsible now, looking at our practices in relation to offices, technology, procurement and more. This continues to drive us in 2023/24

[See our Statement of Intent for more information.](#)

3. Voice and engagement

We created a Voice Board in late 2022 with six young cancer patients and six parents and caregivers of children with cancer. The aim of the group is to ensure that their experiences are considered and used to guide decisions as a charity. The group will work with Trustees and Directors.

RISKS AND UNCERTAINTIES

Our Board of Trustees and Executive Team together identify and review how we are managing risk as we pursue our strategic objectives, looking at risks to our impact, financial sustainability, good governance and compliance, reputation and safeguarding, and they determine our appetite for risk.

The Board regularly reviews a register of strategic risk and the management of our risks is underpinned by our Controls and Assurance Framework.

The significant strategic risks that we have been managing over the last year coalesce around three key interconnected areas of risk – managing the need for support, navigating the economic context and supporting our workforce. These continue into 2023/24.

Need for support

In a volatile external environment, people's needs for support are continuing to increase, both during cancer treatment and beyond. More people need support, and their needs are more complex. Our tiered service model is designed to ensure the most intensive services are focused on the greatest needs. We continue to work very closely with the NHS and are building new partnerships with other charities so we can reach more people, close the gaps between services and give people the best support we can.

Together with partners in the sector, we have launched research to improve our understanding of people's needs for support and the impact of the system of psychosocial support on their quality of life. We are building our data and insight, so we can be sure that in this environment, we are focusing on the things that have the biggest impact.

Economic context

We have a robust financial plan which is regularly tested against planning scenarios we have developed that take account of the current pressures on the cost of living and the ways in which this may impact fundraising. These scenarios enable us to anticipate how children, young people and families will be impacted by what is happening and how our income sources will change.

Supporting our workforce

Everyone who works or volunteers for Team Young Lives is passionate about the work we do, and a key area of focus – in this current environment and always – must be enabling them to support the people who need us, and ensuring we can recruit and retain people. We do regular workforce surveys to understand how our people are doing and have a strong programme in place to support our people's well-being.

FINANCIAL REVIEW AND RESULTS FOR THE YEAR

The Consolidated Statement of Financial Activities shows the financial results for Young Lives vs Cancer and its active trading subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited.

Although fundraising income declined this financial year in comparison to the last, excluding the impact of the end of our partnership with Morrisons in February 2022, like-for-like income grew £0.5m to £23.5m thereby continuing the recovery post the pandemic. Those channels where income grew in the last year are those where the pandemic restricted activity for part of the previous financial year, primarily our Individual Giving +£0.4m, Regional Engagement +£0.4m, Sports Challenges +£0.4m and from our partnership with JD Wetherspools +£0.4m, where we were able to benefit from a full year of activities this year. The charity also benefitted from new corporate partnerships with income earned of £0.9m, an increase of +£0.6m in the year.

Whilst those channels listed above recovered well, income from Digital Challenges via Facebook reduced £0.2m as a result of the increased competition in this space. In addition, income from People's Postcode Lottery reduced £0.6m as a result of one less grant payment in the year. This was expected and followed the change to a grants base in the previous financial year.

Total expenditure increased by £1.4m from £24.1m to £25.5m. This is a result of both the impact of a full year of fundraising (2021/22 was impacted by the pandemic) and an investment in our services. Excluding dilapidations provided for in 2022/23, fundraising costs increased from £10.5m in 2021/22 to £12m in 2022/23.

The group's cash position has reduced by (£1.7m) to £10.8m reflecting the operating deficit in the financial year as we invested in services and other aspects of the charity.

CLIC Sargent Promotions Limited performs trading activity and receives cause-related marketing income on behalf of the charity. The company had a turnover of £0.2m (21/22: £1.4m) and net profit of £0.1m (21/22: £1.0m), all of which will be donated to the charity. The reduction in income is a result in a reduction in income from cause related marketing income following the ending of the partnerships with Morrisons at the end of the previous financial year.

CLIC Sargent Developments Limited manages the design and build of new Homes from Home. During 2022/23, no new homes were developed and this is reflected in the drop in income from £1.5m to £0.0m. The company made a small loss of £11k in the year, meaning the company did not donate anything to the charity in the year (2021/22: £16k).

CLIC Sargent Lottery Limited holds lotteries and raffles on behalf of the charity. The company had turnover of £70k (2021/22: £148k) and net profit of £49k (2021/22: £126k), all of which was donated to the charity.

Reserves

Free Reserves comprise the total reserves available to the charity less those reserves which are restricted or designated for specific purposes.

Each year the Trustees review the policy for maintain Free Reserves, taking into consideration the major risks faced by the charity, the potential impact of these risks on income and

expenditure and any risk mitigations identified, with the aim to ensure the reserves policy remains appropriate for the charity in the current environment and amending as appropriate.

As a result of the review in 2022/23, the Trustees decided to update the policy to reflect the aim of holding Free Reserves between £5.0m and £8.0m. The policy retains the risk premium of £1.5m to cover short to medium term risks to income and expenditure as a result of the prevailing economic climate.

As a result, we will be seeking to hold a minimum of £6.5m Free Reserves. This risk premium will be reassessed annually and removed as risks crystallise or are mitigated. Funds held between £6.5m and £8.0m will be used to invest in services, income generation and infrastructure.

Total funds at 31 March 2023 amounted to £28.5m (2021/22: £30.2m), of which £1.8m (2021/22: £2.5m) was restricted to specific purposes and £18.4m (2021/22: £19.1m) was designated, with £2.3m (2021/22: £3.2m) set aside for specific future projects (further detail in Note 19), and the remainder representing fixed assets.

Free Reserves at 31 March 2023 amounted to £8.3m (2021/22: £8.6m) which is £0.3m greater than the upper limit of our Free Reserves policy. This is due to delays in expenditure on projects in the year. We are forecasting a deficit in the next financial year as we aim to deploy designated funds and our excess Free Reserves to further invest in long-term service delivery and sustainable income as we seek to reach more children and young people with cancer that need our support. We expect Free Reserves to fall within our policy in the first quarter of 2023/24.

The Trustees will continue to consider the balance of risk between financial resilience and investment in the development of activities. While they consider the current level of Free Reserves appropriate for the needs of the charity, this will be re-evaluated as appropriate in light of future forecasts and requirements.

Going concern

The charity's financial position and performance has been outlined in the financial review above. The Trustees have assessed projected future income, expenditure and cash flows over the period to March 2024 and analysed the charity's reserves position, liquid assets and its ability to withstand a material decline in income. Consideration has been given to the stability, predictability and diversity of various income streams in making this assessment.

Our Reserves policy is reviewed annually and is integral to ensuring we remain a going concern by holding sufficient reserves to withstand a significant decline in income or unexpected costs. The policy is developed based on the financial risks identified within the strategic risk register. Our forecasting and longer-term financial planning seeks to be income led, committing to new costs only when affordable and financial planning decisions are made in the context of our reserves policy.

The long-term financial position of the charity is monitored on a monthly basis, being incorporated into a rolling forecast process, and reviewed by the Finance Committee, in detail, and then the wider Board of Trustees on a quarterly basis. Our current year forecast, along with a further two year outlook, considers the impact of our projections on both our Free Reserves and cash position.

The Trustees have concluded that Young Lives vs Cancer and its non-dormant subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent

Lottery Limited, have adequate resources to continue activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the accounts.

Financial Instruments

The Finance Committee is responsible for overseeing the overall investment strategy and for the oversight of its implementation. The Trustees have continued to adopt a conservative investment policy that seeks first to protect the reserves of the charity and second to achieve an appropriate return.

During 2022/23, the charity continued to hold liquid assets due to the prevailing market conditions. This approach is expected to be maintained during 2023/24 due to the prevailing economic climate and associated pressures and risks.

Streamlined Energy and Carbon Reporting (SECR)

Young Lives vs Cancer has made a commitment to develop our environmental management approach, our *What Now?* Strategy states:

We will challenge our ways of working and be conscious to minimise our environmental impact whilst pursuing our goals. We will see the alternatives that still enable us to be better, faster and stronger for children, young people and families. We will engage our whole organisation in the debate to set a target for this and report on it.

We have not included usage for offices where we have service agreements and/or we are not charged for energy usage as a tenant as we do not have access to this usage data. In line with SECR guidelines we have not included emissions related to the use of public transport. GHG emissions have been calculated using 2019 UK Defra carbon conversion factors, emissions are presented in CO₂ e. For our buildings we have used an energy intensity metric of kWh per m², using data from our energy bills.

We do not keep records of the size of or fuel type of our employees' personal vehicles. Therefore, where they have used their vehicles for work and claimed mileage, we based on the measurements for an average personal vehicle and unknown fuel type from the Defra dataset. We do not have mileage data for our fuel cards and have arrived at usage figures using RAC data for average fuel costs in 2022/23 and the metric Defra for CO₂e per litre of diesel.

Our energy usage in 2021/22	Our energy usage in 2022/23
Gas usage: 169,292.93 kg CO ₂ e	Gas usage: 847,582.04 kg CO ₂ e
Gas use intensity: 333.30 kWh/m ² /y 61.16 kg CO ₂ e/ m ² /y	Gas use intensity: 936.92 kWh/m ² /y 171.94 kg CO ₂ e/ m ² /y
Electricity use: 124,518.17 kg CO ₂ e	Electricity use: 183,892.70 kg CO ₂ e
Energy use intensity: 65.79 kwh/m ² /y 16.82 kg CO ₂ e/m ² /y	Energy use intensity: 101.63 kwh/m ² /y 25.98 kg CO ₂ e/m ² /y
Travel data: 44,029.96 kg CO ₂ e	Travel data: 53,093.53 kg CO ₂ e

STRUCTURE, GOVERNANCE AND MANAGEMENT

Young Lives vs Cancer is a working name of CLIC Sargent Cancer Care for Children, a registered charity in England and Wales (No. 1107328) and in Scotland (SC039857) and a company (No. 05273638) limited by member guarantee and is governed by revised Articles of Association adopted in June 2020.

Our Trustees, honorary presidents, vice presidents, ambassadors and senior executives of Young Lives vs Cancer are listed within the Reference and Administrative section of the accounts.

As disclosed in note 9 to the Financial Statements, Young Lives vs Cancer owns 100% of the issued share capital of CLIC Sargent Promotions Limited and CLIC Sargent Developments Limited. CLIC Sargent also has control over CLIC Sargent Lottery Limited. Information presented on the organisational structure below is based on the group and includes CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited.

The Board

The Board of Trustees for the charity and the Boards of Directors for Young Lives vs Cancer and the subsidiaries ('the Board') are responsible for the overall governance of Young Lives vs Cancer and meet at least four times each year. The number of Trustees cannot be fewer than six or more than 14. The governance of the charity is aligned with good governance practice as set out in the Charity Governance Code.

The Board reviews itself against the Charity Governance Code and undertakes proactive development in diversity, equity, inclusion and belonging (DEIB) and safeguarding. In 2022/23, the Board has commenced the commissioning of an external review of its effectiveness as a Board.

The Governance Committee is responsible for the selection and recruitment of new Trustees, using a transparent recruitment process with input from young people who have or have had cancer, and their families. All appointments are approved by the full Board. A skills audit is used to identify the skills, experience, characteristics and backgrounds that are needed to provide high-quality, effective and inclusive governance.

During 2022/23, three Trustees stepped down from their roles at the end of their terms of office, and the Board appointed four new Trustees with professional expertise in innovation, social work and medical oncology, and an independent member to join a Board subcommittee.

New Trustees are provided with a comprehensive induction pack with information about the charity and their role as a Trustee. New Trustees must also complete an induction programme, which includes meetings with staff within different areas of the charity, site visits (where possible) and safeguarding training. Any development needs that they may have during their time as a Trustee are discussed as part of their appraisal with the Chair. Trustees also attend conferences such as the Trustee Exchange and a Trustee workshop is held each year, part of which is focused on Trustee development and Board effectiveness. Trustees are also provided with regular briefings and information about relevant events.

Trustees are initially appointed to a term of office of three years' duration and may be reappointed by the Board for a further term of office. A Trustee who has served for two consecutive terms shall remain out of office for at least one year unless the Board resolves by

a two-thirds majority vote. A Chair of the Board shall be eligible to be reappointed for a third term as a Trustee. The Trustees may also determine that the term of office of the presiding Chair of the Board be extended for up to two years, save that if the term is so extended and they then cease to be the Chair, they would automatically cease to be a Trustee. In exceptional circumstances, to be determined by the Board, a retiring Trustee's term of office may be extended for a period of one year for the purpose of business continuity and in the best interests of the charity.

Strategic management

The Board is responsible for setting an appropriate strategy for the charity. It also ensures that relevant performance measures are in place. The Trustee Board has delegated consideration of specific issues to four subcommittees, which then make recommendations to the Board. The Board receives regular reports on all aspects of the charity's work. The terms of reference for the four committees are summarised below.

Board Advisory Group

Between Board meetings, informal meetings between the Board and Executive Team are held as necessary, to which all Trustees are invited to engage in the work of the charity and debate strategic issues.

Safeguarding Committee

The Safeguarding Committee is a subcommittee of the Board with responsibility for:

- Recommending safeguarding policy and procedures for approval by the Trustee Board to safeguard children, young people and vulnerable adults and to ensure that Young Lives vs Cancer is compliant with the law, guidance and good practice
- Regularly reviewing and critically scrutinising management information, data and analysis about safeguarding and safeguarding concerns
- Ensuring that policies and procedures are fit for purpose and are implemented effectively to safeguard children, young people and vulnerable adults
- Conducting operational or themed reviews about any aspect of safeguarding policy or practice
- Reviewing operational safeguarding risks and making recommendations to the Trustee Board for action and for consideration in its own review of strategic risks
- Ensuring that appropriate quality assurance processes for safeguarding are in place
- Ensuring that a Safeguarding Annual Report is produced that provides the Trustee Board with relevant data and commentary about safeguarding across the charity.

Finance Committee

The Finance Committee is a subcommittee of the Board, with responsibility for assisting the Board in discharging its duties in the following areas:

- Financial and operational performance and procedures
- Annual plans and budgets
- Longer-term financial modelling
- Investments
- Reserves.

Power to act for the charity on financial matters has been delegated to this committee by the Board.

Audit Committee

The Audit Committee is a subcommittee of the Board with responsibility for monitoring and reviewing:

- The policies and processes for the identification, assessment and management of risks including financial control
- The charity's accounts to assess the integrity of financial reporting
- The scope, results and effectiveness of external and internal audits
- The independence of the external auditors, their range of non-audit services and fees
- That appropriate insurance policies are in place for the charity.

Governance Committee

The Governance Committee is a subcommittee of the Board with responsibility for:

- Ensuring that the Board governance structure of Young Lives vs Cancer is fit for purpose
- Monitoring and reviewing the composition of the Board of Trustees to ensure that the Board has the appropriate blend of skills and experience
- Leading the process of identifying and recruiting new Trustees
- Taking responsibility for Trustee induction, support and development, including ensuring that an effective performance appraisal programme is in place
- Reviewing staff and volunteer governance issues and, where necessary, making appropriate recommendations to the Board.

Chief Executive

Authority to conduct Young Lives vs Cancer's day-to-day activities is delegated to the Chief Executive, who is responsible for ensuring that the agreed strategy and policies are carried out. An Executive Team reports to the Chief Executive and meets weekly.

Remuneration policy for key management personnel

The Executive Team are considered to be the key management personnel for the charity. Remuneration of our Executive Team is benchmarked against the external market every two years, using the leading charity and voluntary sector salary survey.

The review involves consideration of salary survey data at the median along with economic indicators, affordability, competitiveness and retention of those in key roles.

Options for Executive Team pay are then considered by our Governance Committee and agreed by the Board of Trustees.

EMPLOYEES AND VOLUNTEERS

In 2022/23, our workforce has again shown resilience, flexibility and commitment to our cause.

We have maximised the advantages of adopting a flexible way of working and have given considerable choice to teams on how hybrid working can operate most effectively for them. While we are continuing to learn, the transition to this new way of working has been successful. Our ongoing priority is to ensure we realise the benefits of hybrid working in terms of well-being, recruitment and retention.

This year we have carried out a wide-ranging review into our approach to pay and benefits. This was to make sure that our approach works the best it can for us going forward as we develop our next strategy and to ensure we have clear principles that underpin future decisions about pay and reward at Young Lives vs Cancer. We knew from existing feedback that there are improvements we can make, such as better communication and transparency around pay and benefits in the organisation.

The review involved benchmarking our salaries and our benefits package, an equal pay audit, interviews with staff, and a review of our policies and documents relating to pay and benefits. The review involved benchmarking our salaries and our benefits package, an equal-pay audit, interviews with staff and a review of our policies and documents relating to pay and benefits.

The review told us that:

- Our pay rates are broadly in line with the market
- We have a good benefits package that compares well with our sector
- We do not have any equal-pay issues
- We could have clearer policies about how we manage pay and reward
- We could benefit from a more flexible approach.

These findings were used to create a set of recommendations at the end of 2022/23.

We continued to develop our workforce planning and retained focus on building a culture of volunteering, integrating volunteers into our service model design.

During the summer we delivered a volunteering summit to think differently around why and how we're developing a culture of volunteering. Using the outcomes from the summit, we built a roadmap to guide our priorities over the next 18 months.

We have launched our new online learning platform, The Academy, and completed management development training for every people manager at all levels (whether a manager of staff or volunteers). As we move into the next year, we will be looking at how we further enhance our leadership and management development offer.

We have made considerable progress against the objectives of our diversity, equity, inclusion and belonging (DEIB) strategy, [Brave not Perfect](#). This year we have:

- Continued our established DEIB Confident programme – which includes our *Brave Space* series of conversations designed to stimulate culture change through conversation
- *Knowledge Hour* sessions, which provide opportunities to develop knowledge and are designed to raise awareness and share information on different topics such as Muslim

bereavement, anti-racism action planning and equity-impact assessment masterclasses

- We have launched our equity and inclusion action group, creating the opportunity to feed into strategy conversations and closing feedback loops across teams to ensure DEIB practice looks consistent across the charity and continues to progress.

We have also launched two new staff equality networks – the racial equity staff network and the LGBTQIA+ staff network. We also carried out an extensive anti-oppressive recruitment review. [You can read more about this review here.](#)

The results of the review have given us some clear insights and recommendations into how we can improve the way we recruit and the steps we can take to create an actively anti-oppressive approach – this means we acknowledge that there are wider systemic issues which these processes exist within, and that we all have a part to play in helping to change this and remove the barriers those in minoritised communities face.

One of the first actions we'll be taking is to develop a recruitment policy which clearly sets out our commitments to inclusive practice and our expectations of how we recruit. Recommendations from the review will also inform projects to update and improve recruitment for both staff and volunteers, which will run throughout 2023/24 and will include improved guidance, templates and training, including anti-oppression and allyship training for our leadership teams.

Our mean gender pay gap reduced from 8% to 7.9%, but with the median increasing from 1.8% to 2.2%.

We have changed the way we report our ethnicity pay to report by three categories – Black, Asian and Mixed compared to White. Our results for this year are that we have a negative mean pay gap of -11.7%, -3.7% and -9.8% respectively. For the median pay gap, the results are 5.1%, -8.2% and -12.1% respectively. You can find [our results from previous years here](#). In addition we have started reporting our pay gaps for sexual orientation, disability, age and religion the first results of which can be found here [INSERT LINK]

Pensions

Young Lives vs Cancer operates a qualifying auto-enrolment, defined contribution pension scheme for our paid employees

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Strategic Report, the Trustees' Report and the accounts in accordance with applicable law and regulations. Company and charity law requires the Trustees to prepare accounts for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (Financial Reporting Standard 102) and applicable law.

Company law requires the Trustees to prepare financial statements for each financial year. Under company and charity law the Trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the charity and the group, and of the group's net incoming/outgoing resources for that period. In preparing these accounts, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles of the Charities SORP 2015
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts
- Prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity and the group will continue to operate.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the transactions of the charity and the group, and disclose with reasonable accuracy at any time the financial position of the charity and the group. The Trustees must ensure that the accounts comply with the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and the provisions of the charity's constitution. They are also responsible for safeguarding the assets of the charity and the group, and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees have overall responsibility for ensuring that the charity has appropriate systems and controls, financial and otherwise, to provide reasonable assurance that:

- The charity is operating efficiently and effectively
- Proper records are maintained and the financial information used within the charity, or for publication, is reliable
- The charity complies with relevant laws and regulations.

Internal controls over all forms of commitment and expenditure continue to be refined to improve efficiency. Processes are in place to ensure that performance is monitored and that appropriate management information is prepared and reviewed regularly by both the Executive Team and the Board of Trustees. The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.

These include:

- A strategic plan and annual budget approved by the Trustees
- Regular consideration by the Trustees of financial results, variances from budgets, non-financial performance indicators and benchmarking reviews
- Delegation of day-to-day management authority and segregation of duties
- Identification and management of risks.

With regard to the preparation of this Annual Report and Accounts:

- As far as each Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware
- Each Trustee has taken all of the steps that a Trustee might reasonably be expected to have taken to be aware of relevant audit information and to establish that the charity's auditors are aware of that information.

This Annual Report of the Trustees, under the Charities Act 2011 and the Companies Act 2006, has been approved by the Trustees, including approving in their capacity as company directors the Strategic Report contained therein, and is signed as authorised on their behalf by:



Sir David Haslam (Chair)

14 December 2023

Independent Auditor's Report to the Members and Trustees of Young Lives vs Cancer

Opinion

We have audited the financial statements of Young Lives vs Cancer ('the charitable company') and its subsidiaries ('the group') for the year ended 31 March 2023 which comprise the Consolidated Statement of Financial Activities, the Consolidated and Charity Balance Sheets, the Consolidated Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the charitable company's affairs as at 31 March 2023 and of the group's 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 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (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 group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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 and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the group and charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 requires 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.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 30 to 31, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company and group operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, the Charities Act 2011 and The Charities and Trustee Investment (Scotland) Act 2005

together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's and the group's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company and the group for fraud.

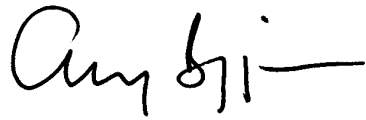
Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be with the completeness and timing of legacies, grant and Trust income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, the Finance Committee and Audit Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, Scottish Charity Regulator, designing audit procedures over the completeness and timing of legacies, grant and Trust income, and reading minutes of meetings of those charged with governance.

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. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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 charitable company's trustees, as a body, in accordance with 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 those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Guy Biggin
Senior Statutory Auditor For
and on behalf of Crowe U.K.
LLP Statutory Auditor

4th Floor
St James House
St James' Square
Cheltenham
GL50 3PR

Date: 20 December 2023

Consolidated statement of financial activities

(incorporating an income and expenditure account)

For the year ending 31 March 2023

	Notes	Unrestricted funds	Restricted funds	2023	Restated 2022
		£'000	£'000	£'000	£'000
Income from:					
Donations and legacies					
Donations and other voluntary income	2	14,953	1,623	16,576	17,647
Legacies	2	2,877	45	2,922	3,339
Other trading activities					
Retail trading	2	1,518	-	1,518	1,360
Fundraising trading	2	2,609	1	2,610	3,778
Lottery income	3	70	-	70	148
Investments					
		37	-	37	2
Other	4	94	-	94	49
Total income		22,158	1,669	23,827	26,323
Expenditure on:					
Raising funds					
Donations and legacies	2	9,313	-	9,313	9,015
Retail trading	2	1,377	-	1,377	2,457
Fundraising trading	2	1,301	-	1,301	1,229
		11,991	-	11,991	12,701
Net income available for charitable activities		10,167	1,669	11,836	13,622
Charitable activities:					
Mental health impact of cancer		1,662	164	1,826	1,548
Being away from home		3,544	1,086	4,630	3,990
Future fears		1,615	296	1,911	1,613
Financial fears		3,398	639	4,037	3,372
When a child dies		1,051	91	1,142	940
Total direct charitable expenditure	6	11,270	2,276	13,546	11,463
Total expenditure	6	23,261	2,276	25,537	24,164
Net income/(expenditure)	5	(1,103)	- 607	(1,710)	2,159
Transfers between funds	17,19	67	(67)	- 0	-
Net movement between funds		(1,036)	(674)	(1,710)	2,159
Total funds brought forward	17,19	27,774	2,463	30,237	28,078
Total funds carried forward		26,738	1,789	28,527	30,237

All amounts shown above relate to continuing operations.

Fund comparatives are provided in last year's Consolidated Statement of Financial Activities on the next page.

Notes 1 to 25 on the following pages form part of these financial statements.

Consolidated statement of financial activities

(incorporating an income and expenditure account)

For the year ending 31 March 2022

	Notes	Unrestricted funds	Restricted funds	2022	2021
		£'000	£'000	£'000	£'000
Income from:					
Donations and legacies					
Donations and other voluntary income	2	16,123	1,524	17,647	15,709
Legacies	2	3,213	126	3,339	2,381
Other trading activities					
Retail trading	2	1,360	-	1,360	738
Fundraising trading	2	3,733	45	3,778	1,879
Lottery income	3	148	-	148	1,443
Investments					
		2	-	2	6
Other	4	49	-	49	47
Total income		24,628	1,695	26,323	22,203
Expenditure on:					
Raising funds					
Donations and legacies	2	7,583	-	7,583	6,411
Retail trading	2	2,784	-	2,784	2,191
Fundraising trading	2	1,290	-	1,290	223
		11,657	-	11,657	8,825
Net income available for charitable activities		12,971	1,695	14,666	13,378
Charitable activities:					
When the doctor says cancer		1,349	156	1,505	2,096
There's no place like home		3,951	531	4,482	3,993
Helping young lives thrive, not just survive		1,315	143	1,458	1,512
Cancer costs		3,454	358	3,812	3,655
When a child dies		584	53	637	643
Making change happen		586	27	613	395
Total direct charitable expenditure	6	11,239	1,268	12,507	12,294
Total expenditure	6	22,896	1,268	24,164	21,119
Net income/(expenditure)	5	1,732	427	2,159	1,084
Transfers between funds	17,19	1,735	(1,735)	-	-
Net movement between funds		3,467	(1,308)	2,159	1,084
Total funds brought forward	17,19	24,307	3,771	28,078	26,994
Total funds carried forward		27,774	2,463	30,237	28,078

All amounts shown above relate to continuing operations.

Fund comparatives are provided in last year's Consolidated Statement of Financial Activities on the next page.

Notes 1 to 25 on the following pages form part of these financial statements.

Balance sheets

As at 31 March 2023

Company number: 05273638

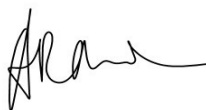
		Group		Charity	
	Notes	2023	2022	2023	2022
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible fixed assets	10	16,077	15,962	16,056	15,936
Investments	11a	-	-	121	126
		16,077	15,962	16,177	16,062
Current assets					
Investment assets	11b	14	14	14	14
Stock	12	26	27	-	-
Debtors	13	4,785	5,673	4,859	7,026
Cash at bank and in hand	23	10,772	12,433	10,470	10,575
		15,597	18,147	15,343	17,615
Creditors					
Amounts falling due within one year	14	(2,653)	(2,798)	(2,490)	(2,366)
Net current assets		12,944	15,349	12,853	15,249
Creditors					
Amounts falling due after one year	15	(494)	(1,074)	(494)	(1,074)
Net assets	16	28,527	30,237	28,536	30,237
The funds of the charity					
Restricted income funds	17	1,789	2,463	1,789	2,463
Unrestricted funds					
Free reserves	19	8,335	8,644	8,344	8,644
Designated funds	19	18,403	19,130	18,403	19,130
Total charity funds		28,527	30,237	28,536	30,237

The parent charity made a deficit in the year of £1,701k (2022: surplus of £2,159k).

These financial statements were approved by the Board of Trustees and authorised for issue on 14 December 2023.



David Haslam
Chair



Anna Hancock
Treasurer

Notes 1 to 25 on the following pages form part of these financial statements.

Consolidated cash flow statement

For the year ending 31 March 2023

	Notes	2023		2022	
		£'000	£'000	£'000	£'000
Net cash (used in)/provided by operating activities	22		(1,089)		2,861
Cash flows from investing activities					
Interest received		37		2	
Net sales proceeds from the sale of fixed assets		31		-	
Purchase of property, plant and equipment	10	(640)		(1,814)	
Net cash (used in)/provided by investing activities			(572)		(1,812)
Change in cash and cash equivalents for the year	23		(1,661)		1,049
Cash and cash equivalents at the beginning of the year	23		12,433		11,384
Cash and cash equivalents at the end of the year	23		10,772		12,433

Notes 1 to 25 on the following pages form part of these financial statements.

Notes to the accounts

For the year ending 31 March 2023

1. Accounting policies

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

(a) Basis of accounting and going concern

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

CLIC Sargent Cancer Care for Children ("the charity" or "the parent") meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

After making enquiries, the Trustees are satisfied that there are no material uncertainties about the Charity's ability to continue as a going concern for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the accounts as outlined in the Trustees' Report.

(b) Group financial statements

The group financial statements consolidate the results of the parent and its non-dormant subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited (see Note 9), on a line by line basis. All intra-group transactions are fully eliminated on consolidation in the group results.

The charity has availed itself of Paragraph 3 (3) of Schedule 4 of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities. No separate SOFA has been presented for the charity alone as permitted by Section 480 of the Companies Act 2006. The net result of the parent (the charity) is shown on the Balance Sheet.

The charity is a qualifying entity as defined in FRS 102 and therefore has taken advantage of the exemptions in FRS 102 from the requirement to present a charity-only cashflow statement.

(c) Legal status

CLIC Sargent Cancer Care for Children was incorporated in the United Kingdom as a company limited by guarantee (company no. 05273638). The entity is also a registered charity in England and Wales (charity no. 1107328) and Scotland (charity no. SC039857). The principle and registered office is shown at the back of these Accounts.

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

Notes to the accounts

For the year ending 31 March 2023 (continued)

(d) Estimates and judgements

Preparation of the financial statements requires management to make estimates and judgements. The items in the financial statements where the most significant estimates and judgements have been made are:

- Valuation of legacy income where cash is not yet received: see accounting policy (g) below for details of the judgement applied
- Valuation of provision for unfunded pension costs: see accounting policy (s) below for the judgement and estimates of future costs applied
- Allocation of support costs to Cost of Raising Funds and Charitable Activities: see accounting policy (k) below for details of the estimated consumption of support costs applied
- Valuation of tangible fixed assets: see accounting policy (l) below for details of the estimate of useful economic lives applied
- Valuation of debtors and creditors: see accounting policy (p) below for details of the judgement applied.

(e) Taxation

The company, which is a registered charity, is entitled to taxation exemptions on all income and gains properly applied for its charitable purposes. There are no taxation losses for the subsidiary companies as all of the taxable profits are gifted to the parent charity.

(f) Funds

Restricted funds are funds on which donors have imposed specific restrictions or which have been raised for particular purposes. The aim and use of each restricted fund is set out in Note 17.

Designated funds represent unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in Note 19.

Free reserves are available for use at the discretion of the Trustees in pursuit of the general objectives of the charity.

Notes to the accounts

For the year ending 31 March 2023 (continued)

(g) Income and deferred income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Legacy income is recognised when there is a grant of probate; the executors have established there are sufficient funds to distribute income from the estate; the legacy can be valued with reasonable accuracy and any conditions attached to the legacy have been met or are within the control of the charity.

Income from grants, whether capital or revenue in nature, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably. Grant income will be deferred if received in advance of meeting performance conditions or if the donor specifically states that the income must be spent in a future accounting period.

Contractual income is recognised when the goods or services as specified by the contract are delivered by the charity. This income is treated as unrestricted in the accounts.

Income relating to events is recognised in the period in which the event occurs.

Donations comprise gifts that will not provide any return to the donor other than the knowledge that someone will benefit from the donation. Income from donations includes gifts that must be spent on some particular area of work (i.e. restricted income funds). Donations include gifts in kind and donated services (see accounting policy (h) below).

Income from other trading activities includes income earned from both trading activities to raise funds for the charity and income from fundraising events. To fall within this analysis heading, the income must be received in exchange for supplying goods and services in order to raise funds for the charity.

Lottery income includes amounts raised from raffles and lotteries, including proceeds from the sale of scratchcards in Morrisons stores. Fees and expenses for scratchcards are determined by our External Lottery Manager Rieves and CLIC Sargent receive proceeds net of costs, hence income is recognised on a net basis.

Other income includes profit from the sale of fixed assets and contractual income earned from our services that is immaterial and therefore classified as Other income.

Deferred income consists of cash received by the charity, where the income recognition criteria has not been met because entitlement to the income does not exist at the balance sheet date. Deferred income is not recognised in the SOFA until the charity is entitled to the income. Instead, deferred income is disclosed as a liability in the balance sheet.

Notes to the accounts

For the year ending 31 March 2023 (continued)

(h) Donated services and facilities

The charity benefits from gifts in kind in the form of volunteer time and unclaimed out of pocket expenses. These are not recognised in the accounts as they cannot be reliably valued, but further information is provided in the Trustees' annual report.

In addition many individuals, companies and organisations provide facilities, equipment and services such as advertising free of charge. The charity recognises, where possible, the value of the gift, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market. A corresponding amount is then recognised in expenditure in the period of receipt.

Items donated for resale are included in shop income when sold and no value is placed on stock at the year end. These items are not recognised in the accounts on receipt as it is impractical to do so given the high volume of low-value items received by the charity and the absence of a sophisticated stock control system to assist with documenting and valuing donated stock held. The Trustees consider that the cost of implementing such a system would outweigh the benefits. High value items of donated stock (with an individual value of £1,000 or more) are recognised on receipt if the income recognition criteria is met.

(i) Expenditure recognition and irrecoverable VAT

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

Expenditure on Raising Funds includes all expenditure (salaries, direct costs and overheads) incurred by the charity and its subsidiaries to raise funds for its charitable purposes. It includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

Costs allocated to Fundraising Trading are those relating to our Major Events, Challenge Events and other non-charitable trading activities such as cause-related marketing undertaken with our corporate partners.

Expenditure allocated to Retail Trading relates to the costs of running the charity's shops; recycling and product marketing activities.

All other expenditure on raising funds relates to the cost of bringing in Donations and Legacies.

Expenditure on Charitable Activities includes all costs incurred by the charity in undertaking activities that further its charitable aims.

Governance costs include expenditure incurred for and by the Board necessary for the strategic oversight of the charity.

Irrecoverable VAT and termination payments are accounted for in the period an obligation is made or liability incurred and are charged against the relevant activity.

Notes to the accounts

For the year ending 31 March 2023 (continued)

(j) Grants payable

CLIC Sargent care grants are available to children, young people and their families who meet the eligibility criteria for registration with the charity. The need for financial support must be related to the child's illness and to support additional expenses incurred. CLIC Sargent does not pay costs of treatment, medical equipment, therapies or school fees.

Grants to children, young people and their families are charged in the year when the offer is conveyed to the recipient. These grants are not subject to conditions being fulfilled once the eligibility criteria has been satisfied.

Occasionally, grants are awarded to other third parties in the furtherance of the charitable objects of the charity. In the case of an unconditional grant offer this is accrued once the recipient has been notified of the grant award. Grants awards that are subject to the recipient fulfilling performance conditions are only accrued when the recipient has been notified of the grant and any remaining unfulfilled condition attaching to that grant is outside of the control of the charity.

(k) Expenditure Allocation including support costs

All expenditure is accounted for on an accruals basis and has been classified to expenditure categories on a direct basis where appropriate or allocated in line with managerial and budgetary responsibilities using several criteria, which include headcount and activity.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include IT support, finance, personnel, payroll and governance costs which support the Charity's services and fundraising activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. Costs have been allocated across each cost category on the basis of head count and activity.

(l) Tangible and intangible assets

Individual items costing £2,000 or more are capitalised at cost. Where an item is below £2,000, but is combined with other items as part of a project or to create an asset, these items will be capitalised if the collective value is greater than £2,000. Property which is gifted to the charity is held at valuation and reviewed for impairment.

Depreciation is provided on all tangible fixed assets using a straight line basis over their expected useful economic lives as follows:

Land	nil
Freehold property	50 years
Furniture and fittings	3-5 years
Motor vehicles	4 years

Assets under construction represent those assets that are undergoing improvements prior to being made operational. During this phase no depreciation is charged.

Fixed assets are subject to periodic review for impairment where there is an indication of a reduction in their carrying value. Any significant impairment is recognised in the consolidated SOFA in the year in which it occurs.

Intangible assets are stated at cost less accumulated amortisation. Amortisation is provided on all intangible assets using a straight-line basis over their expected useful economic life of 3-5 years.

Notes to the accounts

For the year ending 31 March 2023 (continued)

(m) Investments

All the charity's investments are made in accordance with the powers contained within the Memorandum and Articles of Association.

Commercial investments are initially stated at purchase value and then are restated at market value at the end of each financial year. Where it is the intention to realise an investment asset without reinvestment of the sale proceeds, the investment asset is classified as a current asset investment. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the SOFA. The historical cost of commercial investments is shown in the notes to the accounts.

Cash held on long term deposit is cash on deposit and cash equivalents with a maturity of three months or more held for investment purposes rather than to meet short-term cash commitments as they fall due.

Investment Properties relate to shops owned by the charity that are used in part by CLIC Sargent Promotions Limited to undertake trading activities via the sale of new merchandise. A percentage of trading income relative to total income is calculated for each shop and applied to the book value to calculate the value of investment properties for the charity balance sheet. Following FRS102 Triennial Review 2017 becoming effective, the Charity has taken advantage of the accounting policy choice to account for investment properties which are let to group companies at cost less accumulated depreciation, rather than fair value. As such, no restatement of comparative figures has been required.

(n) Stock

Stock consists of purchased goods for resale and is valued at the lower of cost and net realisable value. Items donated for resale or distribution are not included in the accounts until they are distributed or sold (see accounting policy (h) for further information).

(o) Cash at bank and in hand

Cash at bank and cash in hand includes petty cash, and cash in bank accounts and short term deposit accounts with a maturity of three months or less from the date of opening the account.

Notes to the accounts

For the year ending 31 March 2023 (continued)

(p) Debtors, creditors and provisions

Debtors with the exception of prepayments are those amounts that satisfy the income recognition policy at (g) above, recognised at the settlement amount due, where funds have not been received at the year end.

Prepayments are expenditure paid in the current financial year relating to costs to be incurred in a future accounting period. These are valued at the amount prepaid net of any trade discounts due.

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Debtors and creditors are reviewed at the year-end for evidence of required impairment to their settlement value.

(q) Dilapidations policy

A dilapidations liability assessment has been conducted on the full property portfolio at at 31 March 2023. A provision is included in the financial statements for those costs that the charity estimates will be incurred upon vacating properties in the near future, based on the condition of the properties at the year end. Whilst some uncertainty exists regarding both the timing and amounts of the provisions, the amount represents the best estimate of the Trustees.

(r) Financial instruments

The charity 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. The charity also has a small holding of commercial investments measured at market value. Further information is provided in Note 25.

(s) Pension costs

The charity contributes to defined contribution personal pension schemes on behalf of its employees. The amount charged in the SOFA represents the contributions payable to the schemes in respect of the current accounting period. Costs are allocated to activities in line with wages costs.

The charity also has an obligation to provide one unfunded pension. This has been included under creditors falling due in less than one year. Full disclosure has not been reflected in the accounts as the Trustees consider this to be immaterial against the costs of undertaking a full actuarial valuation and the amount is immaterial to the accounts.

Notes to the accounts

For the year ending 31 March 2023 (continued)

(t) Finance and operating leases

A lease is classified as a finance lease if it transfers substantially all the risks and rewards incidental to ownership. A lease is classified as an operating lease if it does not transfer substantially all the risks and rewards incidental to ownership. The Charity does not currently have any finance leases.

Rentals applicable to operating leases are charged to the accounts on a straight line basis over the lease term. Where an operating lease becomes an onerous contract, for example when the charity leases a property which it subsequently leaves unused and the property cannot be sub-let to recover its costs, the charity will recognise all irrecoverable costs immediately.

Assets purchased under finance leases are capitalised as fixed assets. Obligations relating to these agreements are included under creditors in the balance sheet. The difference between the capitalised costs and the total obligation under the leases represents the finance charges. Finance charges are recognised in the accounts at a constant rate over the lease term. The Charity does not currently have any finance leases.

Notes to the accounts

For the year ending 31 March 2023 (continued)

2. Net fundraising income

During the year, donations and legacies decreased by £1.5 million (2022: increase of £2.9 million).

Net fundraising income, including trading income, for the group is as follows:

	Unrestricted	Restricted	2023	Restated 2022
	£'000	£'000	£'000	£'000
Donations and legacies				
Donations	12,111	762	12,873	12,814
Grants	2,679	861	3,540	4,550
Government Grants and Support	-	-	-	78
Gifts in Kind	163	-	163	205
Legacies	2,877	45	2,922	3,339
Total donations and legacies	17,830	1,668	19,498	20,986
Retail trading income	1,518	-	1,518	1,360
Lottery income	70	-	70	148
Fundraising trading income				
Major fundraising events	553	-	553	598
Challenge events	1,959	1	1,960	1,958
Other fundraising trading income	97	-	97	1,222
Total fundraising trading income	2,609	1	2,610	3,778
Total fundraising income	22,027	1,669	23,696	26,272
Less: donations and legacies' costs	(9,313)	-	(9,313)	(9,015)
Less: retail trading costs	(1,377)	-	(1,377)	(2,457)
Less: fundraising trading costs				
Major fundraising events	(324)	-	(324)	(181)
Challenge events	(967)	-	(967)	(1,014)
Other fundraising trading expenditure	(10)	-	(10)	(34)
	(1,301)	-	(1,301)	(1,229)
Total fundraising expenditure	(11,991)	-	(11,991)	(12,701)
Net fundraising income	10,036	1,669	11,705	13,571

Notes to the accounts

For the year ending 31 March 2023 (continued)

3. Lottery

Lottery income is unrestricted. Income received during the year relates to proceeds from the sale of scratch cards in Morrisons stores. Expenses are incurred by an external lottery provider on behalf of the charity. See Note 1 (g) for further information on lottery income. Amounts received

	2023	2022
	£'000	£'000
Gross proceeds	350	740
Expenses	(134)	(392)
Prize fund	(146)	(200)
Net proceeds received by the charity	70	148

4. Other income

	Unrestricted	Restricted	2023	2022
	£'000	£'000	£'000	£'000
Other income	94	-	94	49
	94	-	94	49

5. Net income/(expenditure)

	2023	2022
	£'000	£'000
This is stated after charging / (crediting):		
Depreciation	494	450
Profit on the disposal of fixed assets	-	-
Payments under operating leases:		
land and buildings	785	840
Auditor's remuneration	37	28

Notes to the accounts

For the year ending 31 March 2023 (continued)

6. Analysis of total expenditure

	Direct & Indirect Staff Costs (Note 8)	Direct Non- Staff Costs	Indirect Non- Staff Costs (Note 7)	2023	Restated 2022
	£'000	£'000	£'000	£'000	£'000
Cost of generating funds:					
Donations and legacies	4,660	4,146	507	9,313	9,015
Retail trading	608	605	164	1,377	2,457
Fundraising trading	209	1,077	15	1,301	1,229
	5,477	5,828	686	11,991	12,701
Charitable expenditure:					
Mental health impact of cancer	1,481	172	173	1,826	1,548
Being away from home	3,068	1,123	439	4,630	3,990
Future fears	1,554	176	181	1,911	1,613
Financial fears	2,208	1,446	383	4,037	3,372
When a child dies	901	133	108	1,142	940
	9,212	3,050	1,284	13,546	11,463
Total expenditure	14,689	8,878	1,970	25,537	24,164

The direct and indirect staff costs above include the allocation of salaries for support staff.

We have reviewed the way we allocate expenditure between Costs of generating funds and Charitable expenditure to ensure that it best represents how our costs are spent. We have also restated the comparatives for 2022.

7. Analysis of support costs

Support costs	Office services	Corporate	Finance	IT	HR	Governance	2023	Restated 2022
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Cost of generating funds:								
Donations and legacies	248	41	46	100	56	16	507	422
Retail trading	80	14	15	32	18	5	164	176
Fundraising trading	7	1	1	3	2	1	15	46
	335	56	62	135	76	22	686	644
Charitable expenditure:								
Mental health impact of cancer	84	20	16	34	13	6	173	150
Being away from home	215	50	40	86	34	14	439	387
Future fears	88	21	16	36	14	6	181	157
Financial fears	187	44	35	75	30	12	383	327
When a child dies	53	13	10	21	8	3	108	91
	627	148	117	252	99	41	1,284	1,112
Total support costs	962	204	179	387	175	63	1,970	1,756

Notes to the accounts

For the year ending 31 March 2023 (continued)

8. Employees

Group and charity	Employed**	Funded*	2023	2022
Staff costs consist of:	£'000	£'000	£'000	£'000
Wages and salaries	12,192	292	12,484	11,252
Social security costs	1,215	-	1,215	1,065
Pension costs	990	-	990	931
	14,397	292	14,689	13,248

Group and charity	2023	2022
The average number of employees on full-time equivalent basis during the year was as follows:	No.	No.
Fundraising	70	64
Direct service provision – employed	161	142
Direct service provision – funded *	11	10
Corporate support services	100	100
Retail trading	22	24
	364	340

The average number of staff employed during the year was 421 (2022: 394).

*Funded employees represent staff in Young Lives vs Cancer care teams who are funded by Young Lives vs Cancer but are employed by local authorities or health trusts.

**Employed costs include capitalised salaries.

During the year the charity made payments to employees of £55k (2022: £40k) in relation to redundancy and termination payments, of which £nil (2022: £nil) was unpaid at year-end.

Higher paid employees:

Group and charity	2023	2022
Employees receiving annual gross salaries in the following range:	No.	No.
£60,000 to £70,000	6	5
£70,001 to £80,000	2	1
£80,001 to £90,000	2	2
£90,001 to £100,000	3	2
£100,001 to £110,000	-	-
£110,001 to £120,000	-	-
£120,001 to £130,000	-	-
£130,001 to £140,000	1	1

The Chief Executive received a salary of £136,000 (2022: £132,000) excluding employer pension and national insurance contributions.

Key Management Personnel:

We consider the directors (our Executive) to be the key management personnel for the charity.

Group and charity	2023	2022
Key management personnel costs for the charity and group consist of:	£'000	£'000
Wages and salaries	665	543
Social security costs	83	63
Pension costs	54	42
	802	648

Trustees' remuneration and expenses

None of the members of the Board of Trustees received any remuneration. During the year, four Trustees received reimbursements of travel and subsistence expenditure totalling £940 (2022: one Trustee received £109).

Notes to the accounts

For the year ending 31 March 2023 (continued)

9. Subsidiary companies

The charity owns 100% of the issued share capital of CLIC Sargent Promotions Limited and CLIC Sargent Developments Limited. Additionally the charity controls the board of CLIC Sargent Lottery Limited, incorporated on 26 May 2019, and therefore the results are consolidated within these accounts. All of these companies are incorporated in the United Kingdom.

CLIC Sargent Promotions Limited (company number 00957520) buys new merchandise for resale and receives cause-related marketing income from corporate partners for the benefit of the charity.

CLIC Sargent Developments Limited (company number 09106476) manages the design and build of new Homes from Home on behalf of the charity.

CLIC Sargent Lottery Limited (company number 10791106) holds lotteries and raffles on behalf of the charity.

A summary of CLIC Sargent Promotions Limited's trading results for the year ended 31 March 2023 is as follows:

	2023	2022
	£'000	£'000
Turnover	237	1,442
Cost of sales	(20)	(46)
Gross profit	217	1,396
Administration expenses	(76)	(367)
Operating profit for the financial year	141	1,029
Other income	-	-
Profit for the year	141	1,029
Balance brought forward at beginning of year	-	-
Gift Aid donation to the charity	(141)	(1,029)
Balance carried forward at end of year	-	-
Total assets	267	1,613
Total liabilities	(167)	(1,513)
Net assets at 31 March 2023	100	100

A summary of CLIC Sargent Developments Limited's trading results for the year ended 31 March 2023 is as follows:

	2023	2022
	£'000	£'000
Turnover	(50)	1,461
Cost of sales	49	(1,433)
Gross profit	(1)	28
Administration expenses	(10)	(8)
Operating (loss)/profit for the financial year	(11)	20
Other income	-	-
(Loss)/profit for the year	(11)	20
Balance brought forward at beginning of year	-	(4)
Gift Aid donation to the charity	-	(16)
Balance carried forward at end of year	(11)	-
Total assets	91	377
Total liabilities	(102)	(377)
Net (liabilities)/assets at 31 March 2023	(11)	-

Notes to the accounts

For the year ending 31 March 2023 (continued)

9. Subsidiary companies (continued)

A summary of CLIC Sargent Lottery Limited's trading results for the year ended 31 March 2023 is as follows:

	2023	2022
	£'000	£'000
Turnover	70	148
Cost of sales	-	-
Gross profit	70	148
Administration expenses	(21)	(22)
Operating profit for the financial year	49	126
Other income	-	-
Profit for the year	49	126
Balance brought forward at beginning of year	-	-
Gift Aid donation to the charity	(49)	(126)
Balance carried forward at end of year	-	-
Total assets	71	191
Total liabilities	(71)	(191)
Net assets at 31 March 2023	-	-

The two former charities, Sargent Cancer Care for Children (charity number: 1085616, company number: 04173873) and CLIC – Cancer and Leukaemia in Childhood (charity number: 802396, company number: 02397331), are both companies limited by guarantee. They are dormant 100% subsidiaries of CLIC Sargent.

The charity is also trustee of the following three unincorporated dormant charities:

Cancer and Leukaemia in Childhood Trust

CLIC UK

CLIC International

All of the subsidiary companies have the same registered office address as the parent charity, shown on the final page.

Notes to the accounts

For the year ending 31 March 2023 (continued)

10. Tangible and Intangible Fixed assets

Group	Intangibles	Land	Freehold property	Assets under construction	Fixtures and fittings	Motor vehicles	Total
		£'000	£'000	£'000	£'000	£'000	£'000
Cost or valuation							
At 31 March 2022	796	3,113	10,923	3,221	919	13	18,985
Additions	40	-	419	-	181	-	640
Disposals	-	-	(31)	-	(67)	-	(98)
Transfer between classes	-	-	3,163	(3,221)	58	-	-
At 31 March 2023	836	3,113	14,474	-	1,091	13	19,527
Depreciation							
At 31 March 2022	595	-	1,867	-	548	13	3,023
Charge for year	54	-	284	-	156	-	494
Disposals	-	-	-	-	(67)	-	(67)
At 31 March 2023	649	-	2,151	-	637	13	3,450
Net book value							
At 31 March 2023	187	3,113	12,323	-	454	-	16,077
At 31 March 2022	201	3,113	9,056	3,221	371	-	15,962

Charity

The charity owns all of the assets of the group. However some of the shops owned by the charity are partially occupied by CLIC Sargent Promotions Limited for the sale of new merchandise. £20,942 (2022: £26,144) of the net book value of the shops has been reclassified as investment property on the basis of trading income as a percentage of total shops income (see Note 11a).

The net book value of the fixed assets of the charity is £21k (2022: £26k) less than the group total above, giving a total of £16,056k (2022: £15,936k).

Intangible assets included above comprise software development, database development and the website.

Notes to the accounts

For the year ending 31 March 2023 (continued)

11. Investments

(a) Fixed Asset Investments

		Group		Charity	
		2023	2022	2023	2022
		£'000	£'000	£'000	£'000
Charity investment in subsidiaries		-	-	100	100
Investment properties	Note 10	-	-	21	26
		-	-	121	126

The charity has a £100,001 investment in the subsidiaries CLIC Promotions (£100,000) and CLIC Developments (£1). This is unchanged from 2022.

(b) Current Asset Investments

Group and charity	Listed investments	Total
	£'000	£'000
Market value at 1 April 2022 and at 31 March 2023	14	14
Historical cost	24	24

It is the intention to sell shares in commercial investments in the future, once conditions are favourable. Sales proceeds will not be reinvested in new investments.

(c) Investments in subsidiaries (see Note 9)

Subsidiary name	% Share	Trading activity
a) CLIC Sargent Promotions Limited	100%	Buys new merchandise for resale and receives corporate advertising income.
b) CLIC Sargent Developments Limited	100%	Manages the design and build of new charitable services properties.
c) CLIC Sargent Lottery Limited	N/A	Set up to run lotteries and raffles on behalf of the parent charity. This is a company limited by guarantee with no share capital but is controlled by the parent charity.
c) Sargent Cancer Care for Children	100%	Dormant
d) CLIC-Cancer and Leukaemia in Childhood	100%	Dormant

Notes to the accounts

For the year ending 31 March 2022 (continued)

12. Stock

	Group		Charity	
	2023	2022	2023	2022
	£'000	£'000	£'000	£'000
Shop inventories	26	27	-	-

13. Debtors

	Group		Charity	
	2023	2022	2023	2022
	£'000	£'000	£'000	£'000
Other debtors	599	432	569	299
Amounts owed by group undertakings	-	-	131	1,496
Prepayments and accrued income	4,186	5,241	4,159	5,231
	4,785	5,673	4,859	7,026

14. Creditors: amounts falling due within one year

	Group		Charity	
	2023	2022	2023	2022
	£'000	£'000	£'000	£'000
Trade creditors	387	405	372	367
Taxation and social security	328	258	277	258
Other creditors	182	118	182	118
Accruals	1,207	1,477	1,110	1,150
Deferred income*	540	540	540	473
Unfunded pension obligation	9	-	9	-
	2,653	2,798	2,490	2,366

* Deferred income relates to income received in advance of events occurring in future periods. £540k (2022: £540k) will be treated as income in next year's accounts.

15. Creditors: amounts falling due after one year

	Group		Charity	
	2023	2022	2023	2022
	£'000	£'000	£'000	£'000
Dilapidation provision	494	1,051	494	1,051
Unfunded pension obligation	-	23	-	23
	494	1,074	494	1,074

Notes to the accounts

For the year ending 31 March 2023 (continued)

16. Analysis of net assets between funds

Fund balances at 31 March 2023 are represented by:

Group	Unrestricted Funds	Restricted Funds	Total
	£'000	£'000	£'000
Tangible fixed assets	16,078	(1)	16,077
Net current assets	11,154	1,790	12,944
Long-term liabilities	(494)	-	(494)
Net assets	26,738	1,789	28,527

Fund balances at 31 March 2022 were represented by:

Group	Unrestricted Funds	Restricted Funds	Total
	£'000	£'000	£'000
Tangible fixed assets	15,963	(1)	15,962
Net current assets	12,885	2,464	15,349
Long-term liabilities	(1,074)	-	(1,074)
Net assets	27,774	2,463	30,237

17. Restricted funds

Restricted funds at 31 March 2023 are represented by:

Group and charity	Balance 01 April 2022	Income	Expenditure	Transfers between funds	Balance 31 March 2023
	£'000	£'000	£'000	£'000	£'000
London Home from Home	48	-	(16)	-	32
Newcastle Home From Home	889	-	(27)	-	862
Manchester Home from Home	758	-	(288)	(6)	464
Other Homes from Home	318	187	(343)	(61)	101
Care teams	265	214	(342)	-	137
Grants	29	214	(222)	-	21
Thrive Not Just Survive - Society Generale	-	1	(1)	-	-
Projects	155	208	(191)	-	172
Programmes	1	593	(594)	-	-
Regional	-	252	(252)	-	-
	2,463	1,669	(2,276)	(67)	1,789

Restricted funds at 31 March 2022 were represented by:

Group and charity	Balance 01 April 2021	Income	Expenditure	Transfers between funds	Balance 31 March 2022
	£'000	£'000	£'000	£'000	£'000
London Home from Home	52	-	(4)	-	48
Newcastle Home From Home	881	8	-	-	889
Manchester Home from Home	2,519	-	(26)	(1,735)	758
Other Homes from Home	-	453	(135)	-	318
Care teams	247	444	(426)	-	265
Grants	40	37	(48)	-	29
Thrive Not Just Survive	-	39	(39)	-	-
Projects	3	190	(38)	-	155
Programmes	16	449	(464)	-	1
Regional	13	75	(88)	-	-
	3,771	1,695	(1,268)	(1,735)	2,463

Notes to the accounts

For the year ending 31 March 2023 (continued)

17. Restricted funds (continued)

London Home from Home Fund represents restricted funds for major development work on our Home from Home in London, Paul's House.

Newcastle Home from Home Fund represents restricted funds for the purchase of and development of a new Home from Home in Newcastle.

Manchester Home from Home Fund represents Morrisons funding over our original partnership total of £7.3m that will be put towards the purchase of and development of a new Home from Home in Manchester.

Residential resource includes funds to be spent at specific Homes from Home.

Care teams represent expenditure within the terms of geographically limited grants.

Grants represent funds provided to families and young people in specific geographical areas.

Projects represents funding secured for other specific projects.

Programmes is funding given to support one of the Six Ways We Help programmes, which form the basis of our charitable activity (see note 6).

Regional represents funding received that must be spent within a specific geographical area of operation. This funding has no further restrictions.

Transfer between Funds: The Other Homes from Home transfer relates to Olwen McPherson funding for CLIC House fixtures & fittings. These costs have been transferred to the fixed asset reserve.

Notes to the accounts

For the year ending 31 March 2023 (continued)

18. Restricted fund contributions

We are grateful to all our donors for their support. We acknowledge the following contributions:

City Bridge Trust

2023

£'000

The funding arm of the City of London Corporation's charity, Bridge House Estates (Charity no. 1035628)

- 57 Helping young cancer patients from London, and their families, to cope with the costs of cancer.

BBC Children in Need



- 47 Supporting children with cancer and their families in South West England over 3 years 2019 - 22.

Big Lottery Fund



Big Lottery Fund - Northern Ireland (Together We Thrive Project)

	Balance 1 April 2022	Income	Expenditure	Balance 31 March 2023
	£'000	£'000	£'000	£'000
	123	135	(178)	80
Total	123	135	(178)	80

19. Unrestricted funds

Free and Designated funds at 31 March 2023 are represented by:

Charity	Balance 1 April 2022	Income	Expenditure	Transfers between funds	Balance 31 March 2023
	£'000	£'000	£'000	£'000	£'000
Free reserves	8,644	21,922	(21,759)	(472)	8,335
Designated funds:					
Fixed asset reserve	15,963	-	(494)	609	16,078
Morrisons	-	236	(236)	-	-
New Finance & HR System	800	-	-	-	800
New Customer Relationship Management System	459	-	-	(28)	431
Future services Investment Fund	789	-	(247)	-	542
Carryover Fundraising Investment Fund	525	-	(525)	-	-
Technology Infrastructure Investment Fund	264	-	-	-	264
Other	330	-	-	(42)	288
	19,130	236	(1,502)	539	18,403
Total	27,774	22,158	(23,261)	67	26,738

Notes to the accounts

For the year ending 31 March 2023 (continued)

19. Unrestricted funds (continued)

Free and Designated funds at 31 March 2022 were represented by:

Charity	Balance 1 April 2021	Income	Expenditure	Transfers between funds	Balance 31 March 2022
	£'000	£'000	£'000	£'000	£'000
Free reserves	7,895	21,453	(19,077)	(1,627)	8,644
Designated funds:					
Fixed asset reserve	14,598	-	(450)	1,815	15,963
Morrison's	-	3,175	(3,175)	-	-
New Finance & HR System	800	-	-	-	800
New Customer Relationship Management System	500	-	(40)	(1)	459
New Services Operating Model	170	-	(89)	(81)	-
Future services Investment Fund	-	-	(1)	790	789
Carryover Fundraising Investment Fund	-	-	-	525	525
Technology Infrastructure Investment Fund	-	-	-	264	264
Other	344	-	(64)	50	330
	16,412	3,175	(3,819)	3,362	19,130
Total	24,307	24,628	(22,896)	1,735	27,774

Fixed asset reserve – The Trustees have set aside funds to cover the net book value of tangible fixed assets, excluding those assets included within restricted funds.

Morrison's – CLIC Sargent became Morrison's charity partner during 2017/2018. Funds raised from the partnership were previously set aside for specific projects, including wider family use of existing CLIC Sargent Homes from Home, a digital service provision and increased grant-making activity for beneficiaries. From 2020/21 Morrison's have agreed to fund the shortfall on the Manchester Home from Home project, with all other income being classed as unrestricted.

New Finance & HR system – A new system is required in order to drive efficiency and improve processes within the organisation. This project is planned to commence in 2024/25.

New Customer Relationship Management System – A fund has been designated to deliver enhanced CRM capability during 2023/24.

New Services Operating Model – The designated funds have been set aside to cover deferred redundancy & infrastructure change costs. This fund was fully spent by the end of 2021/22.

Future services Investment Fund – This fund comprises of a number of elements of future planned spend to develop impact for our beneficiaries. It is being utilised for foundational research on future needs and upweighting the capability in our Policy & Influencing team to maximise the impact of this research and our wider campaigning capacity over the next three years.

Carryover Fundraising Investment Fund – This re-times expenditure into 2023/24, originally planned and budgeted for in 2021/22 for the acquisition of regular giving supporters. This represents the balance that had been delayed due to restrictions during the financial year. This fund was spent in 2022/23.

Technology Infrastructure Investment Fund – To secure two fixed term specialist Technology roles to underpin our technology capability & infrastructure required to deliver our Fundraising & Services strategy.

Other – A legacy was received in 2019/20 and 2020/21 totalling £264k which has currently been classed as designated funding – this remains unspent at year end but will be fully spent on service delivery in 2023/24. A further £66k was added from Free Reserves in 2021/22 to fund hardware replacement, of which £42k was spent in 2022/23 and the remainder will be spent in 2023/24.

Transfers between funds: The £609k transfer to the fixed asset reserve represents fixed asset additions including capital costs for the CLIC House Home from Home (£357k), CRM project (£28k) and hardware replacement project (£168k) and fixed asset disposals as part of the hardware replacement project (£67k).

Notes to the accounts

For the year ending 31 March 2023 (continued)

20. Commitments

As at 31 March 2023 there were future minimum lease payments under non-cancellable operating leases for each of the following periods:

Group and charity	2023		2022	
	Land and buildings	Other	Land and buildings	Other
	£'000	£'000	£'000	£'000
Total commitments due:				
Within one year	422	-	785	-
Within two to five years	198	-	595	-
After five years	-	-	25	-
	620	-	1,405	-

The value of capital commitments at 31 March 2023 was £90k (2022: £139k). This relates to contractual amounts due to the systems supplier Pythagoras for implementing the new CRM system.

Five of the charity's operating leases totalling £59k were determined to be onerous at year end 2023 (2022: £145k), and we have included a provision to recognise all irrecoverable costs immediately in respect of these.

21. Grants

Grants to individuals, including comparative information are included in the table below.

No grants were made to organisations in the year (2022: £112k).

Grants awarded to families and young people in the period were as follows:

Group and charity	2023		2022	
	£'000	No. of grants	£'000	No. of grants
Registration	283	2,842	269	2,690
Compassionate	28	93	33	110
Financial Hardship	372	1,333	355	1,270
Winter Emergency Grant	83	266	290	881
Crisis Grant	389	1,287	-	-
Other	33	267	20	125
	1,188	6,088	967	5,076

Of the grants awarded £35k was unpaid at 31 March 2023 (2022: £9k).

The Crisis Grant was introduced in 2022/23 to support children, young people and their families with the rising cost of living.

22. Reconciliation of net income/(expenditure) to net cash flow from operating activities

Group	2023	2022
	£'000	£'000
Net income for the year	(1,710)	2,159
Adjustments for:		
Depreciation charges	494	450
Interest received	(37)	(2)
Profit on the disposal of fixed assets	-	-
Increase in stock	1	13
Increase in debtors	888	(503)
Increase in creditors	(725)	744
Net cash provided by operating activities	(1,089)	2,861

23. Analysis of cash and cash equivalents

Group	At 1 April 2022	Cash flows	At 31 March 2023
	£'000	£'000	£'000
Cash at bank and in hand	12,433	(1,661)	10,772
	12,433	(1,661)	10,772

24. Related party transactions

Key Management Personnel

The charity pays the University Hospital Southampton NHS Foundation Trust ("The Trust") for the rental of phone lines used by CLIC Sargent Staff. The former Chair of Trustees is also the Chair of the Trust. During 2022/23 CLIC Sargent paid the Trust £3,477 (2022: £845).

The charity paid Kaleidoscope Health and Care £Nil (2022: £1,291) for our share of the Improving Outcomes work commissioned by a group of specialist cancer charities. The Chair of the Board of Trustees is a Senior Advisor to Kaleidoscope Health and Care.

The group pays Sayer Vincent for the compilation of the annual corporation tax returns. Trustee Farrah Kitabi is a Senior Manager at Sayer Vincent. During 2022/23 CLIC Sargent paid Sayer Vincent £3,366 (2022: £3,006).

Subsidiaries

Transactions between the parent company CLIC Sargent Cancer Care for Children and the subsidiaries, CLIC Sargent Developments Limited, CLIC Sargent Promotions Limited and CLIC Sargent Lottery Limited, are as follows:

Management fee payable to the charity for staff and support services provided to the subsidiaries: £75,420 (2022: £372,685) from CLIC Sargent Promotions Limited, £4,904 (2022: £5,195) from CLIC Sargent Developments Limited and £17,089 (2022: £18,854) from CLIC Sargent Lottery Limited.

VAT paid by the charity on behalf of CLIC Sargent Promotions Limited: £30,252 (2022: £257,575). Design and Build costs incurred by CLIC Sargent Developments Limited and recharged to the charity: (£49,558) (2022: £1,460,640).

Profits in the subsidiaries to be donated to the charity: £150,593 (2022: £1,029,016) from CLIC Sargent Promotions Limited, £48,652 (2022: £126,134) from CLIC Sargent Lottery Limited and £nil (2022: £16,171) from CLIC Sargent Developments Limited.

Balances repayable at the year end: £82,690 (2022: £1,460,296) to the charity from CLIC Sargent Promotions Limited; £45,549 (2022: £152,293) from the charity to CLIC Sargent Developments Limited and £66,761 (2022: £188,574) from CLIC Sargent Lottery Limited to the charity.

25. Financial assets and liabilities

Group		2023	2022
		£'000	£'000
Financial assets measured at fair value through profit or loss:			
Investments in liquid equity instruments	Note 11b	14	14
Financial assets measured at amortised cost:			
Accrued income and other debtors	Note 13	3,226	4,189
Cash at bank and in hand	Note 23	10,772	12,433
Financial liabilities measured at amortised cost:			
Trade creditors and accruals due in less than one year	Note 14	1,594	1,882
Financial liabilities measured at net present value:			
Unfunded pension obligation due in more than one year	Note 15	-	23

Reference and administrative details

Registered name of the charity	CLIC Sargent Cancer Care for Children
Trading as	Young Lives vs Cancer
Charity number	1107328
OSCR number	SC039857
Company number	05273638

The Trustees of CLIC Sargent are the charity's Trustees under charity law and the directors of the charitable company.

Members of the Board

Sir David Haslam - Chair

Sheila Apps (Appointed 30 March 2023, Resigned 22 June 2023)

Sathya Bala

Sarah Blackmore (Appointed 30 March 2023)

Julia Chisholm (Resigned 30 November 2022)

Karen Eccles

Daniel Farag (Appointed 30 March 2023)

Stephen George

Anna Hancock - Treasurer

Rachel Hollis

Peter Houghton (Resigned 9 May 2023)

Harry Howard (Resigned 14 December 2022)

Farrah Kitabi

Niamh Lawlor

Jason Loo (Resigned 30 June 2022)

Kevin Smith (Appointed 30 March 2023)

Finance Committee

Anna Hancock - Chair

Tony Dowrick

Stephen George

Sir David Haslam

Rachel Kirby-Rider

Niamh Lawlor

Luke Mallett (Resigned July 2023)

Kevin Smith (Appointed June 2023)

Richard Whiteside (Appointed December 2022)

Audit Committee

Farrah Kitabi - Chair

Daniel Farag (Appointed June 2023)

Rachel Hollis

Peter Houghton (Resigned May 2023)

Luke Vile (Appointed March 2023)

Governance Committee

Rachel Hollis - Chair

David Evans

Rachel Kirby-Rider

Anna Hancock

Sir David Haslam

Jenny Turner

Reference and administrative details (continued)

Safeguarding Committee

Peter Houghton - Chair (Resigned May 2023)

Sarah Blackmore - Chair (Appointed May 2023)

Lynn Charlton (Appointed January 2023)

Karen Eccles

Greg Edwards

Shazia Ellahi (Appointed May 2023)

David Evans

Paul Gathercole (Resigned June 2023)

Sir David Haslam

Luke Mallett (Resigned July 2023)

Helen McShane (Resigned January 2023)

Jenny Turner

Executive officers

Chief Executive

Rachel Kirby-Rider

Chief Innovation

Helen McShane (Appointed January 2023)

Director of Corporate Services

Tony Dowrick

Director of Income and Engagement

Luke Mallett (Resigned July 2023)

Director of Services

Helen McShane (Resigned January 2023)

Lynn Charlton (Appointed January 2023)

Director of People and Learning

David Evans

Director of Strategy and Governance, Company Secretary

Jenny Turner

Director of Policy, Influencing and Voice

Helen Gravestock

Founders

Sylvia Darley OBE - Sargent Cancer Care for Children

Bob Woodward - CLIC – Cancer and Leukaemia in Childhood

Honorary Presidents

Gordon Morrison

Vice Presidents

Francesca and Andrea Brignone

Lucy Butcher

Sara and Massimo Carello

Rachel Woodward Carrick

Laura and Jonny Greenall

Jake and Harriet Humphrey

Nicola and Jonathan Plumtree

Reference and administrative details (continued)

Ambassadors

Alice Beer
Angellica Bell
Nicola Benedetti
Ben Cajee
Mark Chapman
Jules Von Hep
Chris Hollins
Portia Jett
Christine Lampard
Julian Lloyd Webber
Ore Oduba
Patsy Palmer
Ryan Peniston
Gaby Roslin
Michelle Ryan
Tom York

Reference and administrative details (continued)

Principal professional advisers

Solicitors

IBB Solicitors
Capital Court
30 Windsor Street
Uxbridge
Middlesex UB8 1AB

Bates Wells & Braithwaite London LLP
10 Queen Street Place
London
EC4R 1BE

Bankers

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1 Churchill Place
London E14 5HP

Royal Bank of Scotland
29 Old Brompton Road
London SW7 3JE

Lloyds TSB Bank Plc
25 Gresham Street
London EC2V 7HN

External auditors

Crowe U.K. LLP
Statutory Auditor
4th Floor, St James House
St James' Square
Cheltenham
GL50 3PR

Internal auditors

MHA MacIntyre Hudson
30-34 New Bridge Street
London EC4V 6BJ

Principal and Registered office

4th Floor, Whitefriars
Lewins Mead
Bristol, BS1 2NT

Accounts

CLIC Sargent Cancer Care for Children
trading as

Young Lives vs Cancer
Annual Report and Accounts
2021/2022



CONTENTS

Why we exist and our vision	3
Chair's introduction	4
Trustees' report*	
Our approach to safeguarding	6
Our approach to fundraising	7
Our achievements and performance	9
Our future plans	20
Risks and uncertainties	22
Financial review and results for the year	23
Structure, governance and management	27
Employees and volunteers	31
Statement of Trustees' responsibilities	34
Independent auditor's report	36
Financial statements	
Consolidated statement of financial activities	41
Balance sheets	43
Consolidated cash flow statement	44
Notes to the accounts	45
Reference and administrative details	69

*The Trustees' Report incorporates the Strategic Report (see pages 6–35).

WHY WE EXIST

When a child is diagnosed with cancer it threatens everything, for them and their family.

At a time when they should be busy being children, enjoying their rollercoaster teenage years or finding their feet at university, life becomes full of fear. Fear of treatment, but also of families being torn apart, of overwhelming money worries, mental health stretched to breaking point, of having nowhere to turn, no one to talk to.

At Young Lives vs Cancer, we get that. We are the charity that helps children and young people (0-25) and their families find the strength to face whatever cancer throws at them. We currently support over 6,000 children and young people a year. But every day 12 more children and young people hear the devastating news they have cancer. We'll face it all together – but we can't do it without you.

OUR VISION

Our vision is a world where everyone under 25 with cancer, and their families, will get the support and help they need during their cancer treatment and beyond, including bereaved families living with emotional pain.

CHAIR'S INTRODUCTION

During 2021/22, with the help of our incredible supporters, Young Lives vs Cancer supported over 6,100 children, young people and their families, who faced the devastation of a cancer diagnosis and all that comes with it.

As the UK started to slowly make its way out of the pandemic, life for these families remained tough and cancer was compounded by constantly changing Covid restrictions, a cut in Universal Credit and the rise in the cost of living.

We increased our fundraising efforts over the year and were able to achieve a total income of £26.3m, compared to £22.2m in 2020/21. To relieve some of the financial hardships families have been facing, we launched a new 'winter emergency' fund and gave out 881 grants between November 2021 and March 2022 worth approximately £290,000. These grants have helped families to heat their homes, buy warm clothing for their children with cancer, and pay for petrol to get them to life-saving treatment.

We developed our services and improved access for children and young people with cancer, and their families. This involved consolidating and expanding our digital offer, including the launch of our new Central Support and Social Care team.

The Central Support and Social Care team works 100% digitally so that families have more choice in how to access our support, no matter where they live. As an extra 'front door' into our social care service, the team complements our local hospital-based social care teams.

Our Homes from Home were open and gave families a warm and welcoming place to stay close to hospital where their child was having treatment. We also opened a new Home from Home in Manchester, Jack's House, funded by our charity partner Morrisons as an incredible legacy to our five-year partnership.

To ensure families facing cancer have access to the vital support they need, we formed even closer links with fellow charities to agree more joined up working. Our partnerships with Teenage Cancer Trust and Ellen MacArthur Cancer Trust have become stronger and are allowing us to build on existing services.

Joint working between Young Lives vs Cancer and Teenage Cancer Trust has also given us a unified voice on childhood cancer issues. An example of this is the #Hand2Hold campaign which calls for all young cancer patients to be accompanied in hospital by a loved one for appointments and treatment.

We also continued to make sure the voices of children and young people with cancer were heard in our Policy and Influencing work. By advocating on behalf of families across the UK, we have been making governments more aware of how much childhood and young people's cancer costs families. During the year, we achieved two significant campaign wins that will make a real difference:

- In July 2021, the Scottish government launched a new £5 million fund to help families with the costs of visiting and providing essential care for their children in hospital
- Funding for a Northern Ireland Family Fund was finally realised in early 2022, having been committed to politically for some time.

These are just a selection of highlights from an amazing year, which we could not have achieved without the solidarity and unwavering support of the thousands of people who form part of our Team Young Lives.

We cannot thank you enough.

A handwritten signature in black ink, appearing to read 'David Haslam', written in a cursive style.

Sir David Haslam, Chair

OUR APPROACH TO SAFEGUARDING

Our approach to safeguarding is straightforward – safeguarding is everyone's responsibility. That means that everyone, our trustees, our employees and our volunteers help to make Young Lives vs Cancer a safe place. This has been especially important in the last year when times have been really tough for families, young people and supporters through the uncertainties and hardships of the pandemic; there have been huge demands on the NHS and public services, financial hardships and restrictions on being with friends, families and communities. Anxiety and stress have impacted hard on many families already coping with cancer; we've worked with more safeguarding concerns than ever before, with marked increases in reports about suicide and domestic abuse.

As we've evolved rapidly towards more online services, we've had to focus on how Young Lives vs Cancer can be a safe place at all our digital points of contact. We're doing live chat, messaging apps, social media and video calling every day so it's important to us that digital contacts are as safe for everyone as face to face.

Finally, safeguarding is about learning so we've invested time in training for everyone, training that's different depending on what you do and what you need to know. We also opened our doors to a partner charity for a Safeguarding Peer Review – that's about us learning from a critical friend. It's the second time we've been through a peer review because know that an open and positive safeguarding culture will help us to stay focused and to protect people from harm.

OUR APPROACH TO FUNDRAISING

Young Lives vs Cancer is a member of the Chartered Institute of Fundraising and registered with the UK Fundraising Regulator. The charity complies with the Code of Fundraising Practice.



In response to the ongoing impact of Covid-19 in early 2021 we put into place a two-year strategic plan for income and communications, Building Back Stronger. This built on our income generating strategy, launched in 2016, which aimed to shift our fundraising philosophy from a transactional to relational approach, focusing on delivering great supporter experience and engagement across all of our fundraising opportunities. Building Back Stronger has this relational approach at its core, underpinned by a strong, consistent and compelling voice, it aims to build long-term relationships with and support for Young Lives vs Cancer.

It was to support our ability to grow our fundraising and reach to meet the needs of more families facing cancer in the future, that in May 2021 we changed our name to Young Lives vs Cancer and began to reposition our brand. Research had shown that changing our name would put us in the best position to face the long-term uncertain future by helping more people to be able to know the charity and its work. The work to reposition the Young Lives vs Cancer brand to communicate our purpose and impact more strongly than ever continues into 2022/23.

We continue to take a balanced approach to our fundraising portfolio, including ongoing innovation, to mitigate risk in the fluctuation of income and an ongoing uncertain external environment. Continuing to focus on the strong relationships we are building with our supporters and partners has been more important than ever over recent years. During 2021/22 we were able to return to many of our traditional fundraising activities, including face-to-face fundraising and events, whilst also continuing to grow digital activity with more Facebook challenges, ongoing direct response television (DRTV) and testing concepts and ideas, such as virtual gifts.

We work closely with street, door-to-door, venue and telephone fundraising agencies, ensuring a focus on high standards of professionalism, supporter experience and compliance. Agencies are contractually required to ensure all fundraising activity is in accordance with all applicable legal and Code of Fundraising Practice requirements, Young Lives vs Cancer's ethical fundraising policy and the relevant binding codes of practice issued by the Fundraising Regulator. Professional fundraising agencies must have clear, transparent and up-to-date policies in place to protect vulnerable people and other members of the public from unreasonable behaviour.

Covid-19 meant that face-to-face fundraising was on hold from April to May 2021. We restarted private-site, door-to-door and street activity in June 2021 when it was deemed safe to do so. We worked with our agencies to continue measures to ensure the safety of the public and of our fundraisers. Thorough risk assessments remained in place and the agencies were following nations' Government guidance and Chartered Institute of Fundraising recommendations. All rules and regulations were adhered to with regards to social distancing, face masks and self-isolating. As the government guidance changed and relaxed later in the financial year neither of our face-to-face marketing agencies changed their restrictions. All fundraising activities delivered by our contracted fundraising agencies were monitored closely through regular meetings, mystery shopping by staff and close complaint analysis.

We undertook a telemarketing upgrade, reactivation and conversion with the two external agencies. Young Lives vs Cancer use legitimate interest for telemarketing where deemed appropriate in our direct marketing. Where outbound calling is undertaken and we do not hold a specific opt-in to marketing calls, we suppress supporter data against the telephone preference system before any campaign commences. Where a supporter requests to opt out of telephone marketing we honour this request and update the record on our supporter database. We listen to a minimum of 5% of call recordings made in each of our campaigns – we monitor calls using a telephone marketing compliance checklist to ensure quality meets what is required as detailed in the Code of Fundraising Practice. We provide regular feedback on call monitoring to our agencies and we provide regular training to our agency fundraisers.

Young Lives vs Cancer works with a number of commercial partners through cause-related marketing agreements. Thorough due-diligence checks are completed before any new agreement is made and contracts are put in place to ensure all fundraising activity conducted by a commercial participator is done in accordance with all legal requirements and Young Lives vs Cancer's Working with Companies and Ethical Fundraising policies. Progress against agreed targets (including performance against agreed financial targets) is monitored on a regular basis through review meetings with our partners. We also review with our partners areas such as adherence to solicitation statements and their responsibilities in line with the Code of Fundraising practice and the law.

Young Lives vs Cancer has a number of registered volunteers who fundraise on behalf of the charity, for example our fundraising groups and within our charity shops. This activity is covered by our insurance and we have a risk-assessment process that is followed by the relevant fundraising engagement manager prior to these events taking place. Our fundraising staff discuss all fundraising events with the volunteers prior to them taking place to ensure that they are events and activities that follow our guidelines and are a fit for our brand, as well as being safe. There is also an on-call system in place for these events, so that the volunteers have an avenue to escalate issues to out of hours.

In 2021/22, Young Lives vs Cancer received 105 complaints about its fundraising (2020/21: 50 – the previous year saw a reduced number of complaints due to the lack of face-to-face fundraising), all of which are now closed. Of that number, we received 86 complaints about face-to-face fundraising, accounting for 0.6% of sign-ups achieved through the activity, and a many fold smaller proportion of the number of people actually engaged by our fundraising agencies. In line with regulation requirements, the number of complaints and type of fundraising generating the complaints are submitted to the Fundraising Regulator each year.

Young Lives vs Cancer takes its responsibilities seriously, with regards to potentially vulnerable individuals when fundraising and recruiting potential donors. We are committed to ensuring that everyone who works for us understands their responsibilities to all donors and supporters, including how to respond to the needs of people in vulnerable circumstances and helping donors make informed decisions.

OUR ACHIEVEMENTS AND PERFORMANCE

When a child is diagnosed with cancer life becomes full of fear, for them and their family. Fear of treatment, but also of families being torn apart, overwhelming money worries, of having nowhere to turn, and no one to talk to.

At Young Lives vs Cancer, we believe children and young people with cancer and their families should have the same opportunities as anyone else. And we know that specialist, high-quality and empowering support during cancer treatment has a lasting impact, creating a better future for children and young people.

We want to help families find the strength to face whatever cancer throws at them. In order to achieve this aim, we focus on three strategic goals

- Reaching more of the people who need us
- Ensuring there is equity, both in terms of the service we offer children and young people with cancer, and in terms of raising our voice on their behalf so they can have the same opportunities as everyone else
- Sustainable growth, so we can continue to be there for young cancer patients and their families, now and in the future.

We shape all the work we do around these, which we'll use to report our 2021/22 achievements against.

Public benefit

In reviewing our aims and objectives and planning our future activities, we have referred to and complied with the duty in section 17 of the Charities Act 2011. This relates to having due regard to the Charity Commission's published general guidance on public benefit. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

REACHING MORE OF THE PEOPLE WHO NEED US

Our aim for 2021/22:

To continue to work towards reaching every child and young person with cancer who needs us, and their families.

We said we'd do this by:

- Continuing to develop and grow our digital offer. We'll carry on working with young people and parents to create helpful and worthwhile content and deliver it across our digital channels, so children and young people with cancer, and their families, can get the right support, no matter where or when they need it.
- Developing our search engine optimisation and strategic partnerships to improve referral pathways and extend our reach, while building on our partnerships with other charities by developing a new Services Partnership Framework, so young cancer patients can get all the support they need.
- Providing ambulatory care in our Homes from Home, and opening a new Home in Manchester.
- Working with external teams to identify opportunities to amplify the voices of families facing cancer.

What we achieved in 2021/22

2021/22 has been another difficult year for children with cancer and their families. Still dealing with the fallout from the pandemic, they were faced with a cut in Universal Credit and the cost-of-living crisis, which was gathering pace. All while having to cope with the devastation a cancer diagnosis brings. They needed us more than ever, and in response we worked hard to help as many as possible:

- Our care teams gave individual, tailored support to 6,100 children and young people, and their families, to help them cope with their cancer diagnosis and get their lives back on track. (This was a drop on 2020/21, when the figure was 6,547.)
- We launched a new service; our Central Support and Social Care Team enabled young people with cancer and their families to access our social care support no matter where they live, or have treatment. This was delivered digitally across a range of platforms.
- Our social-care teams worked tirelessly throughout dramatically different and ever- evolving circumstances to make sure families were supported as soon as possible following their diagnosis. In the last year we have improved how quickly we respond to both children and young people. On average 86% of children and 85% of young people are now contacted within five working days of referral to our services.

- This year we supported 2,860 newly diagnosed children and young people. This is a decrease on last year (2,878) but remains higher than our reach the year before. We do not have enough evidence to explain why our reach decreased this year. Birth rates can change from year to year, which will also influence these figures. However, we think there are other contributing factors: the NHS had to re-think delivering safe cancer care during a pandemic – some NHS colleagues were re-deployed and wards re-purposed. This could well have impacted our referral channels. The number of staff who could be in clinical areas was reduced to maintain everyone's safety. Our social-care teams had to shift overnight to working remotely using digital means, ensuring children, young people and their families continued to receive our support.

Homes from Home

Our Homes from Home stayed open despite constantly changing Covid-19 restrictions so families could have a warm, homely place to stay close to hospital where their child was having treatment. As well as keeping families together during the toughest times, our Homes from Home reduce the amount of money families would otherwise spend on travelling to and from hospital and other unexpected outgoings.

After not being able to allow siblings to stay in our Homes during the pandemic, last year we welcomed them again. At the heart of it all has been making sure parents are able to stay close to their children going through cancer treatment, while keeping everyone safe.

In 2021/22, we managed to welcome 364 families, who had 839 stays in our 10 Homes from Home. While lower than in the pre-pandemic period (we reported 1,200 family stays in 2019/20), it is significantly up on the 299 family stays in 2020/21.

Our Homes from Home and facilities teams continued to find new ways of delivering their fantastic person-focused support even within Covid-19 restrictions. Among many other things, they worked with local fundraisers and corporate partners to make sure families staying at the homes could access things like food and key essentials easily.

We also opened a new Home from Home in Manchester, Jack's House, and we're currently testing the facilities with two to three families to make sure everything is set up properly. The house, named after service user Jack Thompson, has nine en-suite bedrooms to accommodate families, along with two kitchens and lounge areas to allow them to rest, relax and cook in between hospital visits. Jack's House was funded by Morrisons, who covered the building and renovation costs and five years' worth of running costs.

We also developed new virtual tours of all our homes for our website, working together with estate agent Savills, so families can now gain an understanding of the home before coming to stay.

We have had requests for more children and young people who are patients to stay at our Homes from Home. We believe this is due to a growth in the use of ambulatory care by the NHS during the pandemic, especially for young people. We have put in place interim arrangements including risk assessments and procedures. In 2022 we have started a programme of work to truly understand the impact of ambulatory care; and what our future Homes from Home service may look like as a result.

Central Support and Social Care team

As part of our work looking at how we could reach more young children and young people with cancer, we had identified a gap in being able to deliver our social-care service to young people (in particular) and some children who were diagnosed with rarer childhood cancers. So in April 2021, we launched our brand-new Central Support and Social Care team (CSSC) – an extra ‘front door’ into our social care service, in addition to our traditional route through our local hospital-based social-care teams. The Central Support and Social Care team work 100% digitally so families have even more choices in how to access our support, no matter where they live. In 2021/22 we supported 1,407 incoming service enquiries via our live chat function, and provided ongoing support to around 325 families.

To increase accessibility to CSSC and help newly diagnosed young people and parents begin to navigate the impact of cancer, we also developed ‘digital front doors’ on our website. Working with young people and families on structure and content, these help address the immediate issues and provide a clear route to CSSC for tailored support.

Search engine optimisation

In order to reach more of the young people who need us, they need to know who we are and what we do, so it’s really important to get our brand and service offer out there. As part of that, we knew we had to overhaul our website content, focusing on search engine optimisation, so people could find us easily. We created a dedicated post for this, and began working in a collaborative model with agency Platypus Digital to harness SEO technical expertise, insight and strategy development in order to convert traffic and extend the reach, access and equity of our services.

The first phase of work (January to March 2022) mapped our existing web content in a series of audits, to unpick the elements which negatively impact our search engine ranking and to look for opportunities to improve these pages organically. The findings were published in an SEO web strategy and roadmap, which schedules the application of recommendations over the course of the next financial year. This has been coupled with initial training for web content developers, to ensure any new content added is optimised to rank on search engines from the start. As we begin the implementation phase it’s important to apply SEO recommendations alongside conversion priorities across both fundraising and service delivery.

A new UK-wide service: digital group work

Last year we launched a new service to help us reach more people: group work delivered digitally for young people and parents UK-wide, which we advertised via our social care teams and charity partners.

Together with families facing cancer, we scoped out what was needed and how we could deliver the work to benefit the biggest number of people. Following on from this, we developed and delivered a programme, asking for feedback from young people and parents along the way to make sure we were on the right track.

Over the course of 2021/22, our social care practitioners ran a variety of one-off workshops, and eight-week programmes, covering topics like mental health, how to support children's mental health, fatigue, end of treatment, support for parents with newly diagnosed children, fertility/adoption and surrogacy, and university personal statement/CV writing. A new programme for parents whose child has been recently diagnosed led to parents establishing a new network of support themselves using WhatsApp.

Where appropriate, one-off workshops were recorded so they can be watched via our website. To date, 320 people have watched our workshop Helping Children with Fatigue.

Partnering with other services

Building partnerships is one of the key ways in which we'll reach more of the people who need us, as well as enabling them to access the right services and support. In order to achieve this, we took an open and innovative approach to partnerships and collaboration.

Our aim was (and is) to develop and sustain effective services partnerships to meet the needs of children and young people with cancer, and their families. In 2021/22, we developed the framework to build on existing service charity partnerships. We also wanted to continue to grow and diversify new partnerships and to continue signposting to fellow charities. Our framework outlines how we will work with other charities to achieve common goals in order to meet this aim.

Our service partnership framework also sets out our Diversity, Equity, Inclusion and Belonging (DEIB) intent in relation to our partnership working: we will make active choices on our service partnerships to ensure they are diverse, equitable, inclusive and enable everyone to feel like that they belong. Other areas covered by the framework are the different types of partnerships and how they are established and governed: standards, quality assurance and governance.

We celebrated the one-year anniversary of our partnership with Ellen MacArthur Cancer Trust and Teenage Cancer Trust this year. We are proud of our collective achievements which include sharing and promoting one another's services: mapping service delivery by location across the UK, identifying continuous improvements required and sharing best practice related to Covid-19 and digital group work.

At Young Lives vs Cancer we signpost to lots of charities young cancer patients and their families might need, from holidays to wishes to bespoke trainers. Examples of organisations we signpost to are:

- Make a Wish: We have signposted many 3 to 17 year olds with a special wish over the years, facilitating a very special time for children and young people, and their families
- Black Women Rising: We signpost young black girls and young women to online support groups run and developed by black women
- Wiggly T's: We have developed a strong relationship with Wiggly T's, who manufactures T-shirts for all children needing easy access to central lines for treatment.

Our aim for 2022/23

To continue to work towards reaching every child and young person with cancer who needs us, and their families.

We'll do this by:

- Testing and learning in the delivery of our Homes from Home for ambulatory care and future service
- Investing from April 2022 in a number of Home from Home roles which include a new service manager, a fixed-term ambulatory care programme manager, promotion opportunities for a housekeeper to deputy house manager, and at another Home, deputy house manager to house manager. We have also increased the number of housekeepers at our Bristol Homes from Home.
- Testing and implementing the learnings from the grants review
- Implementing the use of our service charity partnerships, growing and diversifying such partnerships
- Continuing our search engine optimisation programme of work.

PROVIDING AN EQUITABLE SERVICE

Our aim for 2021/2022:

To make sure every child and young person with cancer who needs us gets the right support at the right time, regardless of location.

We said we'd do this by:

- Reviewing our grants service
- Creating a culture of voice and engagement
- Reviewing and redefining the #cancercosts policy and influencing agenda
- Identifying and shaping external opportunities to make voices heard
- Consulting and equipping staff on engaging meaningfully with service users
- Developing clear service specifications

- Extending reach of our bereavement services across the UK
- Increasing our bereavement support reach to 18 months.

What we achieved in 2021/22

Our grants

We gave out 5076 grants to children and young people with cancer and their families. This is 144 more grants than the previous year. Like last year, a small number of these grants were on behalf of other charities.

We spent a total of £967k, compared to the previous year (£1,036k). This was mainly due to the impact of Covid-19 on our income, which meant we had to make the difficult decision to reduce our registration grant to £100.

We continued to keep our £350 financial hardship grants available to those families with the greatest financial needs, which rose to £700 if a family's situation required it. A total of £355k in financial hardship grants were given to families.

In response to the cost-of-living crisis, we also launched a new 'winter emergency' grant in November 2021 to help families with whatever hardship they were facing: heating a home, giving a child with cancer a warm coat or putting petrol in the car to get to life-saving treatment. From 15 November 2021 to 31 March 2022, we've given out 881 grants worth approximately £290k.

Our social-care professionals have amazing knowledge about the other sources of funding families can access and, as a result, they managed to apply for and secure an additional £724k in grants from other organisations.

The Smile of Arran Trust provided an incredible £15,000 towards grants for children and young people diagnosed with brain cancer, and a contribution towards the administration of the grants. We welcome our continued great partnership with the Trust.

This year our Benefits and Welfare Rights service gave advice to 1,752 enquiries across a range of issues such as benefits, debt advice, immigration and housing. We estimate this service secured £1,516k in potential financial benefits for families and young people during what has been a really difficult year. This is a decrease of 15% on last year (£269k). One factor driving the number down was the £20 per week reduction in Universal Credit that became effective in October 2021. The benefits calculator and on-line grants tools remained available to families; families made greater use of our grants service and acquiring grants from our social care staff.

Reviewing our grants service

Cost-of-living increases (fuel, energy, general), coupled with a decrease in financial support available (fewer charitable grants available) and an average loss of income per family of £97 per month, means that families struck with the additional costs associated with a child or young person being diagnosed with cancer are struggling more than ever.

Our grants service is considered invaluable by the families we support. It is vital we take steps to make sure the service is as accessible and effective as possible, so last year we launched the first phase of a review of our grants service, involving our service users, staff, volunteers and corporate funders in the process.

Key learnings from that phase were that, while our grants are needed and have a huge impact (and applying for them is straight-forward), there a number of things we could do to maximise the effectiveness of the service:

- Improving access and experience for families
- Giving families more choice in how they receive our grants
- Maximising our financial support
- Understanding the long-term impact of our grants on families
- Addressing the gaps in our current grant types.

In the next financial year, we'll look at how we can best address the opportunities for improvement that were identified, using a build, test and learn approach.

Creating a culture of voice and engagement

In 2021/22, we started working towards a new strategic approach to voice and engagement at Young Lives vs Cancer. One where all staff, volunteers and trustees are equipped to confidently engage with children and young people in their day-to-day work and where children, young people and parents have voice and agency to make change happen on the things that matter to them.

We wanted the children, young people and parents we work with to have a stronger voice, inside and outside Young Lives vs Cancer. We wanted them to be able to contribute not just to how we work, but to challenge us, and others, to be better. The first priority for our internally focused voice and engagement work has been to develop ways to build voice and engagement into our governance. We've developed ways forward for this, including the development of a Voice Board to work alongside our Board of Trustees.

We are also committed to hearing the voices of children (aged 0 to 15) and we want to begin to equip the organisation to listen to them. Childhood Cancer Awareness Month (CCAM) 2021 began to pave the way for amplifying children's voices and making them heard by those who can make change – for example children's commissioners across the UK. We will be building upon this by establishing a Children's Voice Plan.

Reviewing and redefining the *cancer costs* policy and influencing agenda

We have continued to advocate on behalf of families across the whole of the UK to make governments know how much cancer costs families affected by childhood and young people's cancer. In 2021/22, we had two significant campaigns wins:

- The Scottish government launched a £5 million fund to help families be there for children in hospital. The new fund launched in July 2021 and will help families with the costs of visiting and providing essential care for their children in hospital. The Young Patients Family Fund will support the parents and siblings of young inpatients (up to 18 years old) in Scotland by covering expenses for travel, food and overnight accommodation where necessary.
- We won funding for a Northern Ireland Family Fund in early 2022, having been committed to politically for some time.

In the rest of the UK, we have continued to campaign hard and raise cancer costs at every opportunity. We will continue to shape and adapt the campaign so that we have what is needed to make more positive impact for families and change the price tag of cancer.

Extending the reach of our bereavement support

This year we implemented a new service delivery model. This is a targeted approach to match needs to interventions ensuring families get the support they need. Some families require intensive support because they have complex needs or help at end of life or after a child dies. Listening to bereaved families and social workers who deliver support, it was clear that we needed to extend the length of time we support parents after a child or young person dies. This allows for greater sensitivity during the immediate time of loss and allows for time to professionally signpost to other agencies if ongoing support is needed. The new model extends this support to 18 months post bereavement.

Developing clear service specifications

We set out to redefine our social-care service so that we could deliver an equitable approach across the UK. We outlined our approach in a new service specification, clearly articulating how social care will be delivered by all teams. The service specification is supported by service standards ensuring we have clear mechanisms for ensuring high-quality service delivery.

Our aims for 2022/23:

- *To build a culture of voice and engagement at Young Lives vs Cancer*
- *To continue to work in partnership with others to shape the system with and for young cancer patients and their families.*

We'll do this by:

- Developing a Voice Board
- Refreshing our policy evidence base
- Focusing on high-quality service delivery underpinned by continuous service improvement
- Continuing to embed the new service delivery model to ensure consistency across UK

- Extending our service in Leeds to cover 0 to 24-year-olds in line with the rest of our teams in the UK.

SECURING SUSTAINABLE GROWTH FOR THE FUTURE

Children and young people with cancer are helped by the incredible supporters of Young Lives vs Cancer, who make everything we do possible. By engaging them, and creating great experiences for them, they will stay longer, and do more to help us be there for every family that needs our support.

Our aim for 2021/22

To secure sustainable growth for the future.

We said we'd do this by:

- Making sure our supporters know how valued they are
- Taking new opportunities, innovating with new products and income streams.
- Changing our name and repositioning our brand to attract more support and reach more families in the future.

What we achieved in 2021/22:

As expected, the impact of Covid-19 has continued to be felt in this financial year. In response to the pandemic we launched a range of new fundraising opportunities which we have continued to develop and test, alongside improving to the way we communicate the impact of our work to supporters.

We have a robust financial plan which is regularly tested against external scenarios. These scenarios are reviewed every few weeks, and are built on all the available insight, research and internal and external challenge available, so that we can anticipate how children, young people and families will be impacted by what is happening, and how income sources will change.

Some activities which were paused in the pandemic re-started but with an approach of continuous improvement to ensure we are maximising returns and income as much as possible. We continued to build on the success of the virtual Facebook Challenges we'd trialled in lockdown, raising an incredible £1.4 million. And our special events (such as the *A Very British Affair* gala dinner) returned with a bang (and face-to-face), making just under £650,000. We succeeded in getting new corporate partners like Hitachi on board, and the final year of our wonderful partnership with Morrisons raised £3million, exceeding all expectations.

We also reached out to agencies to start the conversation around developing Young Lives vs Cancer to become a fundraising brand, and appointed creative agency Arthur London to help us on this journey.

Without our supporters, children and young people with cancer, and their families, wouldn't be able to access the specialist help they so desperately need, during treatment and beyond. We've been working hard to understand our supporters better, so we can talk to them in the way they want and offer them the right products to create the best experience for them.

To achieve all this, we needed to make sure we have strong systems in place in order to get better data and insight about what works – whether for service users or in the ways we raise money – so we can make sure we are investing in the things that have the biggest impact for children and young people.

Our aims for 2022/23

Next year we'll focus on building on the work we've done to date, embedding the new name and working with agency Arthur to make us a fundraising brand. We'll continue to develop innovative fundraising products, making sure we offer what our supporters need.

OUR FUTURE PLANS

No family should face cancer alone

Over the next year we will continue delivering our strategy for 2021/23 to address the growing needs of children, young people and their families.

- Support which is easy to access and meets their own individual needs
- To be heard – having a voice, and a team that will advocate to make sure the whole ‘system’ supporting children and young people works better for them
- Every organisation supporting children and young people to work together towards this goal.

Reach more of the people who need us

Currently, around 900 children and young people under 25 struggle with a cancer diagnosis without the age-specialist support they need.

We will continue to embed our new social-care service model to provide support that is engaging, impactful and accessible for people no matter where they live or receive treatment. We will work with other organisations and build awareness to make sure the people who need us hear about us at the right time.

Focus on needs – equity, consistency, impact

All children and young people have the right to access a consistent offer of support from Young Lives vs Cancer that reflects their assessed needs, and we will shout loudly so they get better support from ‘the system’.

Secure sustainable growth for the future

To put us in the best position for achieving our sustainable growth aims, we are working on our systems to get better data and insight about what works – whether for service users or in the ways we raise money – so we can make sure we are investing in the things that have the biggest impact for children and young people.

Living our values

All of this is done by people – staff and volunteers – who all share our enduring values: Bravery, Integrity, Confidence and One Team.

Real integrity is when values are demonstrated in choices and actions. Our 2021–23 strategy set out how we will behave to demonstrate these values in everything we do. In three areas we made promises that we need to demonstrate in the way we behave and these continue to drive us in 2022/23:

Diversity, Equity, Inclusion and Belonging (DEIB)

We will deliver on our new two-year strategy focused on diversity, inclusion, equity and belonging.

Setting out to be #BraveNotPerfect on the road to becoming a truly diverse and inclusive organisation, the strategy sets objectives for all Young Lives vs Cancer staff and volunteers, to ensure everyone is working towards the collective goal of creating a diverse and inclusive organisation.

[See our strategy for more information.](#)

Environmental sustainability

We have a responsibility to the future of children and young people with cancer, and so we believe we have a responsibility to measure, control and reduce our environmental impact, working alongside others towards a more sustainable future.

We have completed an audit of what we are doing now and we already report on our direct carbon usage through two statutory schemes. We have published a Statement of Intent setting out the changes we will make to go beyond this, and while we work towards becoming Net Zero in the future, in 2022/23 we will establish a project to become environmentally responsible now.

[See our Statement of Intent for more information.](#)

Voice and engagement

We continue on our journey to work in a more empowering way than we have done in the past, by co-designing and co-producing more with our beneficiaries, and in 2022/23 we will increase their voice in our governance establishing a Voice Board. We will engage with diverse voices across the UK and respond to how the cancer experience is changing.

What comes next?

In 2022/23 we will be defining the next strategy for Young Lives vs Cancer after 2023. We must be driven by what the children, young people and families we support most need and deserve. In 2022/23 we will be listening to children, young people and parents and embarking on research into what makes the most difference to them, to understand what they need, and what it will take to achieve a better future.

RISKS AND UNCERTAINTIES

Our Board of Trustees and Executive Team together identify and review how we are managing risk as we pursue our strategic objectives, looking at risks to our impact, financial sustainability, good governance and compliance, reputation and safeguarding, and they determine our appetite for risk. The Board regularly reviews a register of strategic risk and the management of our risks is underpinned by our Controls and Assurance Framework.

The significant strategic risks that we continue to manage in 2022/23 are:

Increasing needs

In a volatile external environment, people's needs for support are increasing, both during cancer treatment and beyond.

Our new tiered service model is designed to ensure the most intensive services are focused on the greatest needs. We continue to work very closely with the NHS and are building new partnerships with other charities so we can reach more people, close the gaps between services and give people the best support we can. We are doing research to improve our understanding of people's needs for support and the impact our services have, building our data and insight, so we can be sure we are focusing on the things that have the biggest impact.

Economic context

We have a robust financial plan which is regularly tested against planning scenarios we have developed. They're built on all the available insight, research and internal and external challenge available (such as the rate of inflation) so that we can anticipate how children, young people and families will be impacted by what is happening, and how our income sources will change.

We have incredible supporters and we are developing and testing new innovative ideas in fundraising, alongside improving the way we communicate the impact of our work to supporters so that we can sustain growth into the future

People

We make a difference for children and young people with cancer through our amazing people. Everyone at Team Young Lives is passionate about the work we do, and after two years of lockdowns and social distancing, we are now spending more time together as a team. We do regular workforce surveys to understand how people are doing and have a range of actions in place to support the well-being of our staff and volunteers.

FINANCIAL REVIEW AND RESULTS FOR THE YEAR

The Consolidated Statement of Financial Activities shows the financial results for Young Lives vs Cancer and its active trading subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited.

This year started to show a recovery in progress for income generation after the initial impact of the pandemic, with total income of £26.3m compared to £22.2m in 2020/21. This year-on-year increase of £4.1m was due to increases in a number of fundraising areas. Our relationship with People's Postcode Lottery changed this year to being grant based which saw income this year increase by £1.8m to £3.1m (20/21: £1.3m). The amount we received from legacies also increased by £0.9m this year to £3.3m (20/21: £2.4m). Resumption of activities as we emerged from the pandemic saw a £1.0m increase in our partnership with Wetherspoons as well as an additional £0.5m from Sports & Challenges.

Our wonderful partnership with Morrisons finally came to an end on 31 January 2022 and in its final year continued to exceed expectations, resulting in income of £3.0m (20/21: £2.9 million).

Total expenditure increased by £3.0m from £21.1m in 2020/21 to £24.1m this financial year. This is primarily as a result of being able to resume many of our fundraising activities leading to an increase in fundraising costs from £8.8m in 2020/21 to £11.7m in 2021/22. This has allowed us to start to build back our sustainable income channels as we emerge from the pandemic. We were able to slightly increase our charitable expenditure and our support costs have remained static.

A dilapidations liability assessment was conducted on the full property portfolio in 2021/22. A £1.3m provision has been included in the financial statements for the costs that the charity estimates will be incurred upon vacating properties in the near future, based on the condition of the properties at the year end. The inclusion of a £1.0m provision for shop dilapidations is a major contributor to the £1.4m net loss on retail trading, along with the allocation of £0.3m central support overheads to trading.

The group's cash position has increased by £1.0m to £12.4m at the end of the year, reflecting the operating surplus of £2.2m for the year partially offset by the investment in the new Home from Home. Total funds have increased from £28.1m to £30.2m. Restricted Reserves have reduced by £1.3m, while Free Reserves have increased by £0.7m.

CLIC Sargent Promotions Limited performs trading activity and receives cause-related marketing income on behalf of the charity. The company had a turnover of £1.4m (20/21: £1.5m) and net profit of £1.0m (20/21: £0.9m), all of which will be donated to the charity.

CLIC Sargent Developments Limited manages the design and build of new Homes from Home. During 2021/22 we completed the renovation of Jack's House, our new Manchester Home from Home, hence turnover of £1.5m this year (20/21: £279k). The company made a profit of £20k, £4k of which was offset against prior year losses, and the remaining £16k will be donated to the charity (2021: (£2k) net loss).

CLIC Sargent Lottery Limited holds lotteries and raffles on behalf of the charity. The company had a turnover of £148k (20/21: £1.4m) and net profit of £126k (20/21: £1.4m), all of which will be donated to the charity. This significant reduction in turnover is due to PPL income now being paid to the charity via a grant based model, and therefore no longer represents lottery income.

Reserves

Free Reserves comprise the total reserves available to the charity, less those reserves whose uses are restricted or else designated for specific purposes.

Each year the Trustees review the policy for maintaining Free Reserves, taking into consideration the major risks faced by the charity, their likely impact on income and planned expenditure, and an assessment of the ways to mitigate such risks. A detailed annual review was performed during 2021/22 in light of the evolving pandemic situation and other external factors including the emerging economic uncertainty to reassess our risk profile. The aim of the review was to ensure the Reserves policy was fit for the future given the charity's current and forecast level of activity.

As a result of this review the Trustees agreed a policy that would ensure the safeguarding of charitable commitments and the funding of operational expenditure, during a period of significant downturn. The reserves would also provide working capital and build a strategic fund for investment and innovation necessary for the charity's recovery post pandemic. The Trustees felt that in order to meet the objectives of this policy the charity should aim to build Free Reserves to between £4.3m and £7.3m, but with a temporary reduction in Free Reserves to £2.2m if agreed by the Board.

The current Reserves policy includes a risk premium of £1.5m to cover short to medium-term risks to income and expenditure as a result of the pandemic, Brexit and the current economic climate. As a result, we will be seeking to hold a minimum of £5.8m Free Reserves. This risk premium will be reassessed annually and removed as the risk crystallises or is mitigated through effective financial planning. Funds held between £5.8m and £7.3m will be used to invest in services, income generation and infrastructure.

Total funds at 31 March 2022 amounted to £30.2m (20/21: £28.1m), of which £2.5m (20/21: £3.8m) was restricted to specific purposes and £19.1m (20/21: £16.4m) was designated, with £3.2m (20/21: £1.8m) set aside for specific future projects (further detail in Note 19), and the remainder representing fixed assets.

Free Reserves at 31 March 2022 amounted to £8.7m (20/21: £7.9m) which is £1.4m above the upper limit of our Free Reserves policy. This is due to a stronger close on income and the retiming of costs in to the next financial year. This does provide a stable platform for our longer-term planning and Free Reserves policy.

We are currently budgeting a planned deficit next year, as we deploy designated funds and our excess Free Reserves to further invest in long-term service delivery and sustainable income as we seek to reach more children and young people with cancer that need our support. We expect Free Reserves will be within the policy range before the end of the first quarter of 2022/23.

The Trustees will continue to consider the balance of risk between financial resilience and investment in the development of activities. While they consider the current level of Free Reserves appropriate for the needs of the charity, this will be re-evaluated as appropriate in light of future forecasts and requirements.

Going concern

The charity's financial position and performance has been outlined in the financial review above. The Trustees have assessed projected future income, expenditure and cash flows over the period to March 2025 and analysed the charity's reserves position and liquid assets and its ability to withstand a material decline in income.

Consideration has been given to the stability, predictability and diversity of various income streams in making this assessment.

Our Reserves policy is updated annually and is integral to ensuring we remain a going concern by holding sufficient reserves to withstand a significant decline in income or unexpected costs. The policy is developed based on the financial risks identified within the strategic risk register. Our forecasting and longer-term financial planning seeks to be income led, committing to new costs only when affordable and financial planning decisions are made in the context of our reserves policy.

The long-term financial position of the charity is monitored on a monthly basis, incorporated into a rolling forecast process and reviewed with Finance Committee (in depth) and then the wider Board of Trustees on a quarterly basis. Our current year forecast and three-year outlook considers the impact of our projections on both our Free Reserves and cash position. Cash is also reviewed as part of the forecasting process.

The Trustees have concluded that Young Lives vs Cancer and its active trading subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited, have adequate resources to continue activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the accounts.

Financial investments

The Finance Committee is responsible for overseeing the overall investment strategy and for the oversight of its implementation.

The Trustees have continued to adopt a conservative investment policy that seeks first to protect the reserves of the charity and second to achieve an appropriate return. During 2020/21 the charity continued to hold liquid assets due to the prevailing market conditions. This approach is expected to be maintained during 2021/22 due to the requirement for liquid assets in response to the prevailing economic climate and associated pressures and risks.

Streamlined Energy and Carbon Reporting (SECR)

Young Lives vs Cancer has made a commitment to develop our environmental management approach, our *What Now?* strategy states:

We will challenge our ways of working and be conscious to minimise our environmental impact whilst pursuing our goals. We will seek alternatives that still enable us to be better, faster and stronger for children, young people and families. We will engage our whole organisation in the debate to set a target for this and report on it.

We have not included usage for offices where we have service agreements and/or we are not charged for energy usage as a tenant as we do not have access to this usage data. In line with SECR guidelines we have not included emissions related to the use of public transport. GHG emissions have been calculated using 2019 UK Defra carbon conversion factors, emissions are presented in CO₂e. For our buildings we have used an energy intensity metric of kWh per m², using data from our energy bills.

We do not keep records of the size or fuel type of our employees' personal vehicles, so where they have used their car for work and claimed mileage we have calculated based on the measurements for an 'average personal vehicle' and 'unknown fuel type' from the Defra dataset. We do not have mileage data for our fuel cards therefore we have arrived at usage figures using RAC data for average fuel costs in 2020/21 and the metric Defra for CO₂e per litre of diesel.

Our energy usage in 2020/21	Our energy usage in 2021/22
Gas usage: 31,686.72 kg CO ₂ e	Gas usage: 169,292.93 kg CO ₂ e
Gas use intensity: 62.86 kWh/m ² /y 11.45 kg CO ₂ e/ m ² /y	Gas use intensity: 333.30 kWh/m ² /y 61.16 kg CO ₂ e/ m ² /y
Electricity use: 83,361.39218 kg CO ₂ e	Electricity use: 124,518.17 kg CO ₂ e
Energy use intensity: 44.39 kwh/m ² /y 11.35 kg CO ₂ e/m ² /y	Energy use intensity: 65.79 kwh/m ² /y 16.82 kg CO ₂ e/m ² /y
Travel data: 16,683.03 kg CO ₂ e	Travel data: 44,029.96 kg CO ₂ e

STRUCTURE, GOVERNANCE AND MANAGEMENT

Young Lives vs Cancer is a working name of CLIC Sargent Cancer Care for Children, a registered charity in England and Wales (No. 1107328) and in Scotland (SC039857) and a company (No. 05273638) limited by member guarantee and is governed by revised Articles of Association adopted in June 2020.

Our Trustees, honorary presidents, vice presidents, ambassadors and senior executives of Young Lives vs Cancer are listed within the Reference and Administrative section of the accounts.

As disclosed in note 9 to the Financial Statements, Young Lives vs Cancer owns 100% of the issued share capital of CLIC Sargent Promotions Limited and CLIC Sargent Developments Limited. CLIC Sargent also has control over CLIC Sargent Lottery Limited. Information presented on the organisational structure below is based on the group and includes CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited.

The Board

The Board of Trustees for the charity and the Boards of Directors for Young Lives vs Cancer and the subsidiaries ('the Board') are responsible for the overall governance of Young Lives vs Cancer and meet at least four times each year. The number of Trustees cannot be fewer than six or more than 14. The governance of the charity is aligned with good governance practice as set out in the Charity Governance Code.

During 2021, the Board reviewed itself against the Charity Governance Code and undertook proactive development in Diversity, Equity, Inclusion and Belonging (DEIB). In 2022/23, the Board intends to commission a regular external review of its effectiveness as a Board.

The Governance Committee is responsible for the selection and recruitment of new Trustees, using a transparent recruitment process with input from young people who have or have had cancer, and their families. All appointments are approved by the full Board. A skills audit is used to identify the skills, experience, characteristics and backgrounds that are needed to provide high-quality, effective and inclusive governance.

During 2021, the Board appointed a new Trustee with professional expertise in DEIB to join the Board, and two independent members to join Board subcommittees.

New Trustees are provided with a comprehensive induction pack with information about the charity and their role as a Trustee. New Trustees must also complete an induction programme, which includes meetings with staff within different areas of the charity, site visits (where possible) and safeguarding training. Any development needs that they may have during their time as a Trustee are discussed as part of their appraisal with the Chair. Trustees also attend conferences such as the Trustee Exchange and a Trustee workshop is held each year, part of which is focused on

Trustee development and Board effectiveness. Trustees are also provided with regular briefings and information about relevant events.

Trustees are initially appointed to a term of office of three years' duration and may be reappointed by the Board for a further term of office. A Trustee who has served for two consecutive terms shall remain out of office for at least one year unless the Board resolves by a two-thirds majority vote. A Chair of the Board shall be eligible to be reappointed for a third term as a Trustee. The Trustees may also determine that the term of office of the presiding Chair of the Board be extended for up to two years, save that if the term is so extended and they then cease to be the Chair, they would automatically cease to be a Trustee. In exceptional circumstances, to be determined by the Board, a retiring Trustee's term of office may be extended for a period of one year for the purpose of business continuity and in the best interests of the charity.

In September 2021, Will Carter, Trustee, completed a one-year extension to a third term (a total of 10 years in office). This extension was approved to ensure continuity of governance during the pandemic.

Strategic management

The Board is responsible for setting an appropriate strategy for the charity. It also ensures that relevant performance measures are in place. The Trustee Board has delegated consideration of specific issues to four subcommittees, which then make recommendations to the Board. The Board receives regular reports on all aspects of the charity's work. The terms of reference for the four committees are summarised below.

Board Advisory Group

Between Board meetings, informal meetings between the Board and Executive Team are held as necessary, to which all Trustees are invited to engage in the work of the charity and debate strategic issues.

Safeguarding Committee

The Safeguarding Committee is a subcommittee of the Board with responsibility for:

- Recommending safeguarding policy and procedures for approval by the Trustee Board to safeguard children, young people and vulnerable adults and to ensure that Young Lives vs Cancer is compliant with the law, guidance and good practice
- Regularly reviewing and critically scrutinising management information, data and analysis about safeguarding and safeguarding concerns
- Ensuring that policies and procedures are fit for purpose and are implemented effectively to safeguard children, young people and vulnerable adults

- Conducting operational or themed reviews about any aspect of safeguarding policy or practice
- Reviewing operational safeguarding risks and making recommendations to the Trustee Board for action and for consideration in its own review of strategic risks
- Ensuring that appropriate quality assurance processes for safeguarding are in place
- Ensuring that a Safeguarding Annual Report is produced that provides the Trustee Board with relevant data and commentary about safeguarding across the charity.

Finance Committee

The Finance Committee is a subcommittee of the Board, with responsibility for assisting the Board in discharging its duties in the following areas:

- Financial and operational performance and procedures
- Annual plans and budgets
- Longer-term financial modelling
- Investments
- Reserves.

Power to act for the charity on financial matters has been delegated to this committee by the Board.

Audit Committee

The Audit Committee is a subcommittee of the Board with responsibility for monitoring and reviewing:

- The policies and processes for the identification, assessment and management of risks including financial control
- The charity's accounts to assess the integrity of financial reporting
- The scope, results and effectiveness of external and internal audits
- The independence of the external auditors, their range of non-audit services and fees
- That appropriate insurance policies are in place for the charity.

Governance Committee

The Governance Committee is a subcommittee of the Board with responsibility for:

- Ensuring that the Board governance structure of Young Lives vs Cancer is fit for purpose
- Monitoring and reviewing the composition of the Board of Trustees to ensure that the Board has the appropriate blend of skills and experience

- Leading the process of identifying and recruiting new Trustees
- Taking responsibility for Trustee induction, support and development, including ensuring that an effective performance appraisal programme is in place
- Reviewing staff and volunteer governance issues and, where necessary, making appropriate recommendations to the Board.

Chief Executive

Authority to conduct Young Lives vs Cancer's day-to-day activities is delegated to the Chief Executive, who is responsible for ensuring that the agreed strategy and policies are carried out. An Executive Team reports to the Chief Executive and meets weekly.

Remuneration policy for key management personnel

The Executive Team are considered to be the key management personnel for the charity. Remuneration of our Executive Team is benchmarked against the external market every two years, using the leading charity and voluntary sector salary survey. The review involves consideration of salary survey data at the median along with economic indicators, affordability, competitiveness and retention of those in key roles. Options for Executive Team pay are then considered by our Governance Committee and agreed by the Board of Trustees.

EMPLOYEES AND VOLUNTEERS

In 2021/22, our workforce continued to weather a lot of changes with relation to the pandemic as Young Lives vs Cancer navigated the journey slowly out of the 'crisis' mode of the previous year, and started to make intentional decisions about how we want to work in the future and what would best enable our workforce to deliver at their best in this changing landscape.

As Covid-19 restrictions changed and lifted at various points in the year across the UK, we have continued to respond to the impact on our workforce, from managing fluctuating team capacity due to sickness absence and self-isolation, and responding to government guidance to work from home, to changing requirements around testing in our Homes from Home and in NHS environments. We temporarily increased our policies around emergency family leave to help those with caring responsibilities too. We spent time finding the right balance between retaining some restrictions and supporting our shop volunteers back to business as usual, as well as supporting those who volunteer in their local area back to normal activity such as Childhood Cancer Awareness Month bucket collections in Morrisons stores across the UK.

Many of our colleagues were still working remotely most of the time, but there was also a desire to return to increased face-to-face interactions, particularly where collaboration and relationship building were key. In 2021 we spent a lot of time listening to our workforce and considering how we could implement a hybrid working model that would work across all the different parts of our charity and maximise the benefits both of working remotely and in person. In February 2022 we launched our new model with two different levels of hybrid contract, as well as home-based and site-based staff across the UK. We're currently trialling and evaluating these arrangements to see how they work for us. We also started to think about how we might need to change our office spaces to best enable our new ways of working.

We continued to develop our workforce planning approach, and retained our focus on building a culture of volunteering and integrating volunteers into our service model design. This involved investing in vital infrastructure to ensure the success of bringing volunteers into service teams such as thorough volunteer induction and training programmes, establishing team behaviours with respect to being volunteer managers, and volunteer inclusion, as well as the design of new volunteer roles to complement existing team design, capacity and skills needs.

It's vital to us that all our managers have the confidence and skills they need to manage their people well. In 2021 we rolled out a management development programme for every people manager at all levels (whether a manager of staff or volunteers) covering coaching, difficult conversations, supporting wellbeing and managing absence. This has received positive feedback and given our managers an increased opportunity for peer-to-peer discussions and connections.

We also continued to make use of our apprenticeship levy to offer development opportunities across the organisation, including in fundraising, customer service, leadership and management, data analytics and systems thinking.

In 2021 we introduced performance and development reviews (PDRs) for staff, replacing the old appraisal system which had historically been a long process completed annually. PDRs allow for more regular conversation, reflection and feedback on both performance and development throughout the year. They have had a specific focus added around wellbeing, and are much more flexible in format to make it easier for different teams and individuals to use them depending on their needs and preferences. We want the focus for our workforce to be about good quality discussion, not form-filling. We're still evaluating the new process, but feedback from staff and managers has been that the process is now more engaging and easier to use.

We took some significant steps in progressing our diversity, equity, inclusion and belonging (DEIB) agenda, and were excited to launch our DEIB strategy, *Brave not Perfect*, which was developed in collaboration with our staff, volunteers, supporters, young people and families. This strategy is the manifestation of our dedication to becoming a truly diverse, inclusive and equitable organisation, where everyone feels like they belong. This year we have:

- Launched the Brave Space, a series of conversations designed to stimulate culture change through conversation on different DEIB themes such as anti-racism, age in the workplace and transgender inclusion
- Provided opportunities to develop knowledge and the confidence to champion DEIB through a series of Knowledge Hour sessions designed to raise awareness and share information on different topics such as black history and the devolved nations
- Ran our first ever DEIB pulse survey, which helped us understand where we are as an organisation and informed our priorities for *Brave not Perfect*
- Launched a DEIB steering group made up of staff, volunteers, young people and parents, to help identify barriers and opportunities for action
- Recruited a Trustee with DEIB experience, and delivered DEIB training to our Board of Trustees.

We've also started to identify some of the bespoke DEIB learning needs of different teams across the charity, commissioning some specific training for our Brand, Media and PR teams, and we're currently considering how we can work with our teams who work predominantly offline to increase engagement and make sure we're developing our workforce's knowledge and skills consistently, no matter where they work.

Both our gender and ethnicity pay gaps reduced in 2021. Our mean gender pay gap reduced from 11.6% to 8%, with the median reducing from 5.7% to -1.8%. Our mean ethnicity pay gap reduced from 2.8% to -0.8%, with the median reducing from 0.2% to -5.3%.

Our workforce survey results in February 2022 showed positive progress in areas supporting a culture of diversity, equity, inclusion and belonging:

- 74% staff and 75% volunteers who responded felt that their views are listened to and valued
- 69% staff who responded feel safe to challenge the way things are done at Young Lives vs Cancer
- 84% staff and 65% volunteers who responded could see evidence of progress in the work being done to improve diversity, equity, inclusion and belonging
- 85% staff and 94% volunteers who responded felt they are treated with fairness and respect
- 78% staff and 74% volunteers who responded agree that diversity of views, opinions, skills and identities are genuinely valued at Young Lives vs Cancer.

While these are all positive indicators, we know we still have work to do and have more activity planned for 2022/23, including an external audit of our recruitment processes.

Communication and engagement with our workforce continued to be high on our agenda. Alongside monthly all-colleague events such as Executive Team Q&As, in November 2021 we held our first digital workforce conference, with plans to hold a face-to-face conference event later in 2022. In February 2022 we carried out our first ever joint full workforce survey across both staff and volunteers at the same time, with high engagement and response rates.

Well-being remained a very high priority for us, with quarterly well-being and development days being implemented to ensure our people can have time to focus on themselves, as well as shutdown days over the festive period. In our workforce survey, it was great to see that 76% of staff and 81% of volunteer respondents agreed that the environment at Young Lives vs Cancer enabled them to look after their health and well-being. With the cost of living rapidly increasing across the UK, we were pleased to continue our commitment to pay at the Living Wage Foundation rates for our lowest paid staff. Financial well-being is something we are continuing to consider and engaging with staff as to how we can best support them.

Pensions

Young Lives vs Cancer operates a qualifying auto-enrolment, defined contribution pension scheme for our paid employees.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Strategic Report, the Trustees' Report and the accounts in accordance with applicable law and regulations. Company and charity law requires the Trustees to prepare accounts for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (Financial Reporting Standard 102) and applicable law.

Company law requires the Trustees to prepare financial statements for each financial year. Under company and charity law the Trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the charity and the group, and of the group's net incoming/outgoing resources for that period. In preparing these accounts, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles of the Charities SORP 2015
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts
- Prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity and the group will continue to operate.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the transactions of the charity and the group, and disclose with reasonable accuracy at any time the financial position of the charity and the group. The Trustees must ensure that the accounts comply with the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and the provisions of the charity's constitution. They are also responsible for safeguarding the assets of the charity and the group, and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees have overall responsibility for ensuring that the charity has appropriate systems and controls, financial and otherwise, to provide reasonable assurance that:

- The charity is operating efficiently and effectively
- Proper records are maintained and the financial information used within the charity, or for publication, is reliable
- The charity complies with relevant laws and regulations.

Internal controls over all forms of commitment and expenditure continue to be refined to improve efficiency. Processes are in place to ensure that performance is monitored and that appropriate management information is prepared and reviewed regularly by both the Executive Team and the Board of Trustees. The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.

These include:

- A strategic plan and annual budget approved by the Trustees
- Regular consideration by the Trustees of financial results, variances from budgets, non-financial performance indicators and benchmarking reviews
- Delegation of day-to-day management authority and segregation of duties
- Identification and management of risks.

With regard to the preparation of this Annual Report and Accounts:

- As far as each Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware
- Each Trustee has taken all of the steps that a Trustee might reasonably be expected to have taken to be aware of relevant audit information and to establish that the charity's auditors are aware of that information.

This Annual Report of the Trustees, under the Charities Act 2011 and the Companies Act 2006, has been approved by the Trustees, including approving in their capacity as company directors the Strategic Report contained therein, and is signed as authorised on their behalf by:



Sir David Haslam (Chair)

29 September 2022

Independent Auditor's Report to the Members and Trustees of Young Lives vs Cancer

Opinion

We have audited the financial statements of Young Lives vs Cancer ('the charitable company') and its subsidiaries ('the group') for the year ended 31 March 2022 which comprise the Consolidated Statement of Financial Activities, the Consolidated and Charity Balance Sheets, the Consolidated Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the charitable company's affairs as at 31 March 2022 and of the group's 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 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (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 group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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 and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the group and charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 requires 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.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 34 to 35, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company and group operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, the Charities Act 2011 and The Charities and Trustee Investment (Scotland) Act 2005 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's and the group's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company and the group for fraud.

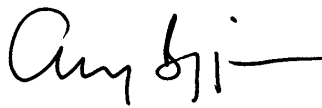
Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be with the completeness and timing of legacies, grant and Trust income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, and the Finance, and the General-Purpose Audit & Risk Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, Scottish Charity Regulator, designing audit procedures over the completeness and timing of legacies, grant and Trust income, and reading minutes of meetings of those charged with governance.

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. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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 charitable company's trustees, as a body, in accordance with 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 those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Guy Biggin
Senior Statutory Auditor
For and on behalf of
Crowe U.K. LLP
Statutory Auditor

4th Floor
St James House
St James' Square
Cheltenham
GL50 3PR

Date: 20 October 2022

Consolidated statement of financial activities

(incorporating an income and expenditure account)
For the year ending 31 March 2022

	Notes	Unrestricted funds	Restricted funds	2022	2021
		£'000	£'000	£'000	£'000
Income from:					
Donations and legacies					
Donations and other voluntary income	2	16,123	1,524	17,647	15,709
Legacies	2	3,213	126	3,339	2,381
Other trading activities					
Retail trading	2	1,360	-	1,360	738
Fundraising trading	2	3,733	45	3,778	1,879
Lottery income	3	148	-	148	1,443
Investments		2	-	2	6
Other	4	49	-	49	47
Total income		24,628	1,695	26,323	22,203
Expenditure on:					
Raising funds					
Donations and legacies	2	7,583	-	7,583	6,411
Retail trading	2	2,784	-	2,784	2,191
Fundraising trading	2	1,290	-	1,290	223
		11,657	-	11,657	8,825
Net income available for charitable activities		12,971	1,695	14,666	13,378
Charitable activities:					
When the doctor says cancer		1,349	156	1,505	2,096
There's no place like home		3,951	531	4,482	3,993
Helping young lives thrive, not just survive		1,315	143	1,458	1,512
Cancer costs		3,454	358	3,812	3,655
When a child dies		584	53	637	643
Making change happen		586	27	613	395
Total direct charitable expenditure	6	11,239	1,268	12,507	12,294
Total expenditure	6	22,896	1,268	24,164	21,118
Net income/(expenditure)	5	1,732	427	2,159	1,084
Transfers between funds	17,19	1,735	(1,735)	-	-
Net movement between funds		3,467	(1,308)	2,159	1,084
Total funds brought forward	17,19	24,307	3,771	28,078	26,994
Total funds carried forward		27,774	2,463	30,237	28,078

All amounts shown above relate to continuing operations.

Fund comparatives are provided in last year's Consolidated Statement of Financial Activities on the next page.

Notes 1 to 25 on the following pages form part of these financial statements.

Consolidated statement of financial activities

(incorporating an income and expenditure account)
For the year ending 31 March 2021

	Notes	Unrestricted funds	Restricted funds	2021	2020
		£'000	£'000	£'000	£'000
Income from:					
Donations and legacies					
Donations and other voluntary income	2	13,845	1,864	15,709	17,931
Legacies	2	2,367	14	2,381	3,763
Other trading activities					
Retail trading	2	738	-	738	2,660
Fundraising trading	2	1,879	-	1,879	2,130
Lottery income	3	1,443	-	1,443	3,855
Investments		6	-	6	22
Other	4	47	-	47	1,060
Total income		20,325	1,878	22,203	31,421
Expenditure on:					
Raising funds					
Donations and legacies	2	6,411	-	6,411	9,633
Retail trading	2	2,191	-	2,191	2,654
Fundraising trading	2	223	-	223	572
		8,825	-	8,825	12,859
Net income available for charitable activities		11,500	1,878	13,378	18,562
Charitable activities:					
When the doctor says cancer		1,716	380	2,096	2,356
There's no place like home		3,576	417	3,993	4,850
Helping young lives thrive, not just survive		980	532	1,512	1,665
Cancer costs		3,386	269	3,655	3,839
When a child dies		618	25	643	672
Making change happen		389	6	395	553
Total direct charitable expenditure	6	10,665	1,629	12,294	13,935
Total expenditure	6	19,490	1,629	21,119	26,794
Net income/(expenditure)	5	835	249	1,084	4,627
Transfers between funds	17,19	298	(298)	-	-
Net movement between funds		1,133	(49)	1,084	4,627
Total funds brought forward	17,19	23,174	3,820	26,994	22,367
Total funds carried forward		24,307	3,771	28,078	26,994

All amounts shown above relate to continuing operations.

Fund comparatives are provided in last year's Consolidated Statement of Financial Activities on the next page.

Notes 1 to 25 on the following pages form part of these financial statements.

Balance sheets

As at 31 March 2022

Company number: 05273638

		Group		Charity	
	Notes	2022	2021	2022	2021
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible fixed assets	10	15,962	14,598	15,936	14,560
Investments	11a	-	-	126	137
		15,962	14,598	16,062	14,697
Current assets					
Investment assets	11b	14	14	14	14
Stock	12	27	40	-	-
Debtors	13	5,673	5,170	7,026	5,980
Cash at bank and in hand	23	12,433	11,384	10,575	10,264
		18,147	16,608	17,615	16,258
Creditors					
Amounts falling due within one year	14	(2,798)	(3,092)	(2,366)	(2,841)
Net current assets		15,349	13,516	15,249	13,417
Creditors					
Amounts falling due after one year	15	(1,074)	(36)	(1,074)	(36)
Net assets	16	30,237	28,078	30,237	28,078
The funds of the charity					
Restricted income funds	17	2,463	3,771	2,463	3,771
Unrestricted funds					
Free reserves	19	8,644	7,895	8,644	7,895
Designated funds	19	19,130	16,412	19,130	16,412
Total charity funds		30,237	28,078	30,237	28,078

The parent charity made a surplus in the year of £2,160k (2021: £1,084k).

These financial statements were approved by the Board of Trustees and authorised for issue on 29 September 2022.



David Haslam
Chair



Anna Hancock
Treasurer

Notes 1 to 25 on the following pages form part of these financial statements.

Consolidated cash flow statement

For the year ending 31 March 2022

	Notes	2022		2021	
		£'000	£'000	£'000	£'000
Net cash provided by/(used in) operating activities	22		2,861		2,972
Cash flows from investing activities					
Interest received		2		6	
Net sales proceeds from the sale of fixed assets		-		-	
Purchase of property, plant and equipment	10	(1,814)		(618)	
Net cash (used in)/provided by investing activities			(1,812)		(612)
Change in cash and cash equivalents for the year	23		1,049		2,360
Cash and cash equivalents at the beginning of the year	23		11,384		9,024
Cash and cash equivalents at the end of the year	23		12,433		11,384

Notes 1 to 25 on the following pages form part of these financial statements.

Notes to the accounts

For the year ending 31 March 2022

1. Accounting policies

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

(a) Basis of accounting and going concern

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

CLIC Sargent Cancer Care for Children ("the charity" or "the parent") meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The Trustees have undertaken detailed planning and forecasting and continue to closely monitor the situation with regards to Covid-19. Please refer to page 26 and our Trustees Report where we have reflected on the current situation and have outlined the impact for the Charity. Despite the current circumstances the Trustees believe that the Charity's financial resources and contingency planning is sufficient to ensure the ability of the Charity to continue as a going concern for the foreseeable future, being at least twelve months from the date of approval of these financial statements and therefore have prepared the financial statements on a going concern basis.

(b) Group financial statements

The group financial statements consolidate the results of the parent and its non-dormant subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited (see Note 9), on a line by line basis. All intra-group transactions are fully eliminated on consolidation in the group results.

The charity has availed itself of Paragraph 3 (3) of Schedule 4 of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities. No separate SOFA has been presented for the charity alone as permitted by Section 480 of the Companies Act 2006. The net result of the parent (the charity) is shown on the Balance Sheet.

The charity is a qualifying entity as defined in FRS 102 and therefore has taken advantage of the exemptions in FRS 102 from the requirement to present a charity-only cashflow statement.

(c) Legal status

CLIC Sargent Cancer Care for Children was incorporated in the United Kingdom as a company limited by guarantee (company no. 05273638). The entity is also a registered charity in England and Wales (charity no. 1107328) and Scotland (charity no. SC039857). The principle and registered office is shown at the back of these Accounts.

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

Notes to the accounts

For the year ending 31 March 2022 (continued)

(d) Estimates and judgements

Preparation of the financial statements requires management to make estimates and judgements. The items in the financial statements where the most significant estimates and judgements have been made are:

- Valuation of legacy income where cash is not yet received: see accounting policy (g) below for details of the judgement applied
- Valuation of provision for unfunded pension costs: see accounting policy (s) below for the judgement and estimates of future costs applied
- Allocation of support costs to Cost of Raising Funds and Charitable Activities: see accounting policy (k) below for details of the estimated consumption of support costs applied
- Valuation of tangible fixed assets: see accounting policy (l) below for details of the estimate of useful economic lives applied
- Valuation of debtors and creditors: see accounting policy (p) below for details of the judgement applied.

(e) Taxation

The company, which is a registered charity, is entitled to taxation exemptions on all income and gains properly applied for its charitable purposes. There are no taxation losses for the subsidiary companies as all of the taxable profits are gifted to the parent charity.

(f) Funds

Restricted funds are funds on which donors have imposed specific restrictions or which have been raised for particular purposes. The aim and use of each restricted fund is set out in Note 17.

Designated funds represent unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in Note 19.

Free reserves are available for use at the discretion of the Trustees in pursuit of the general objectives of the charity.

Notes to the accounts

For the year ending 31 March 2021 (continued)

(g) Income and deferred income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Legacy income is recognised when there is a grant of probate; the executors have established there are sufficient funds to distribute income from the estate; the legacy can be valued with reasonable accuracy and any conditions attached to the legacy have been met or are within the control of the charity.

Income from grants, whether capital or revenue in nature, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably. Grant income will be deferred if received in advance of meeting performance conditions or if the donor specifically states that the income must be spent in a future accounting period.

Contractual income is recognised when the goods or services as specified by the contract are delivered by the charity. This income is treated as unrestricted in the accounts.

Income relating to events is recognised in the period in which the event occurs. Where events were postponed in 2020/21, we deferred the income into 2021/22. Where events have been cancelled the corresponding income has been recognised in the year, provided no refunds have been requested. Some events have taken place virtually, and for these events the income has been released income based on the dates of the virtual event.

Donations comprise gifts that will not provide any return to the donor other than the knowledge that someone will benefit from the donation. Income from donations includes gifts that must be spent on some particular area of work (i.e. restricted income funds). Donations include gifts in kind and donated services (see accounting policy (h) below).

Income from other trading activities includes income earned from both trading activities to raise funds for the charity and income from fundraising events. To fall within this analysis heading, the income must be received in exchange for supplying goods and services in order to raise funds for the charity.

Lottery income includes amounts raised from raffles and lotteries, including proceeds from the sale of scratchcards in Morrisons stores. Fees and expenses for scratchcards are determined by our External Lottery Manager Rieves and CLIC Sargent receive proceeds net of costs, hence income is recognised on a net basis.

Other income includes profit from the sale of fixed assets and contractual income earned from our services that is immaterial and therefore classified as Other income.

Deferred income consists of cash received by the charity, where the income recognition criteria has not been met because entitlement to the income does not exist at the balance sheet date. Deferred income is not recognised in the SOFA until the charity is entitled to the income. Instead, deferred income is disclosed as a liability in the balance sheet.

Notes to the accounts

For the year ending 31 March 2022 (continued)

(h) Donated services and facilities

The charity benefits from gifts in kind in the form of volunteer time and unclaimed out of pocket expenses. These are not recognised in the accounts as they cannot be reliably valued, but further information is provided in the Trustees' annual report.

In addition many individuals, companies and organisations provide facilities, equipment and services such as advertising free of charge. The charity recognises, where possible, the value of the gift, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market. A corresponding amount is then recognised in expenditure in the period of receipt.

Items donated for resale are included in shop income when sold and no value is placed on stock at the year end. These items are not recognised in the accounts on receipt as it is impractical to do so given the high volume of low-value items received by the charity and the absence of a sophisticated stock control system to assist with documenting and valuing donated stock held. The Trustees consider that the cost of implementing such a system would outweigh the benefits. High value items of donated stock (with an individual value of £1,000 or more) are recognised on receipt if the income recognition criteria is met.

(i) Expenditure recognition and irrecoverable VAT

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

Expenditure on Raising Funds includes all expenditure (salaries, direct costs and overheads) incurred by the charity and its subsidiaries to raise funds for its charitable purposes. It includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

Costs allocated to Fundraising Trading are those relating to our Major Events, Challenge Events and other non-charitable trading activities such as cause-related marketing undertaken with our corporate partners.

Expenditure allocated to Retail Trading relates to the costs of running the charity's shops; recycling and product marketing activities.

All other expenditure on raising funds relates to the cost of bringing in Donations and Legacies.

Expenditure on Charitable Activities includes all costs incurred by the charity in undertaking activities that further its charitable aims.

Governance costs include expenditure incurred for and by the Board necessary for the strategic oversight of the charity.

Irrecoverable VAT and termination payments are accounted for in the period an obligation is made or liability incurred and are charged against the relevant activity.

Notes to the accounts

For the year ending 31 March 2022 (continued)

(j) Grants payable

CLIC Sargent care grants are available to children, young people and their families who meet the eligibility criteria for registration with the charity. The need for financial support must be related to the child's illness and to support additional expenses incurred. CLIC Sargent does not pay costs of treatment, medical equipment, therapies or school fees.

Grants to children, young people and their families are charged in the year when the offer is conveyed to the recipient. These grants are not subject to conditions being fulfilled once the eligibility criteria has been satisfied.

Occasionally, grants are awarded to other third parties in the furtherance of the charitable objects of the charity. In the case of an unconditional grant offer this is accrued once the recipient has been notified of the grant award. Grants awards that are subject to the recipient fulfilling performance conditions are only accrued when the recipient has been notified of the grant and any remaining unfulfilled condition attaching to that grant is outside of the control of the charity.

(k) Expenditure Allocation including support costs

All expenditure is accounted for on an accruals basis and has been classified to expenditure categories on a direct basis where appropriate or allocated in line with managerial and budgetary responsibilities using several criteria, which include headcount and activity.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include IT support, finance, personnel, payroll and governance costs which support the Charity's services and fundraising activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. Costs have been allocated across each cost category on the basis of head count and activity.

(l) Tangible and intangible assets

Individual items costing £2,000 or more are capitalised at cost. Where an item is below £2,000, but is combined with other items as part of a project or to create an asset, these items will be capitalised if the collective value is greater than £2,000. Property which is gifted to the charity is held at valuation and reviewed for impairment.

Depreciation is provided on all tangible fixed assets using a straight line basis over their expected useful economic lives as follows:

Land	nil
Freehold property	50 years
Furniture and fittings	3-5 years
Motor vehicles	4 years

Assets under construction represent those assets that are undergoing improvements prior to being made operational. During this phase no depreciation is charged.

Fixed assets are subject to periodic review for impairment where there is an indication of a reduction in their carrying value. Any significant impairment is recognised in the consolidated SOFA in the year in which it occurs.

Intangible assets are stated at cost less accumulated amortisation. Amortisation is provided on all intangible assets using a straight-line basis over their expected useful economic life of 3-5 years.

Notes to the accounts

For the year ending 31 March 2022 (continued)

(m) Investments

All the charity's investments are made in accordance with the powers contained within the Memorandum and Articles of Association.

Commercial investments are initially stated at purchase value and then are restated at market value at the end of each financial year. Where it is the intention to realise an investment asset without reinvestment of the sale proceeds, the investment asset is classified as a current asset investment. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the SOFA. The historical cost of commercial investments is shown in the notes to the accounts.

Cash held on long term deposit is cash on deposit and cash equivalents with a maturity of three months or more held for investment purposes rather than to meet short-term cash commitments as they fall due.

Investment Properties relate to shops owned by the charity that are used in part by CLIC Sargent Promotions Limited to undertake trading activities via the sale of new merchandise. A percentage of trading income relative to total income is calculated for each shop and applied to the book value to calculate the value of investment properties for the charity balance sheet. Following FRS102 Triennial Review 2017 becoming effective, the Charity has taken advantage of the accounting policy choice to account for investment properties which are let to group companies at cost less accumulated depreciation, rather than fair value. As such, no restatement of comparative figures has been required.

(n) Stock

Stock consists of purchased goods for resale and is valued at the lower of cost and net realisable value. Items donated for resale or distribution are not included in the accounts until they are distributed or sold (see accounting policy (h) for further information).

(o) Cash at bank and in hand

Cash at bank and cash in hand includes petty cash, and cash in bank accounts and short term deposit accounts with a maturity of three months or less from the date of opening the account.

Notes to the accounts

For the year ending 31 March 2022 (continued)

(p) Debtors, creditors and provisions

Debtors with the exception of prepayments are those amounts that satisfy the income recognition policy at (g) above, recognised at the settlement amount due, where funds have not been received at the year end.

Prepayments are expenditure paid in the current financial year relating to costs to be incurred in a future accounting period. These are valued at the amount prepaid net of any trade discounts due.

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Debtors and creditors are reviewed at the year-end for evidence of required impairment to their settlement value.

(q) Dilapidations policy

A dilapidations liability assessment has been conducted on the full property portfolio at at 31 March 2022. A provision is included in the financial statements for those costs that the charity estimates will be incurred upon vacating properties in the near future, based on the condition of the properties at the year end. Whilst some uncertainty exists regarding both the timing and amounts of the provisions, the amount represents the best estimate of the Trustees.

(r) Financial instruments

The charity 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. The charity also has a small holding of commercial investments measured at market value. Further information is provided in Note 25.

(s) Pension costs and discounting to present value

The charity contributes to defined contribution personal pension schemes on behalf of its employees. The amount charged in the SOFA represents the contributions payable to the schemes in respect of the current accounting period. Costs are allocated to activities in line with wages costs.

The charity also has an obligation to provide one unfunded pension. This has been included under creditors falling due after one year. Full disclosure has not been reflected in the accounts as the Trustees consider this to be immaterial against the costs of undertaking a full actuarial valuation. Instead, the Trustees regularly seek a market quotation of the cost to provide these pensions. The value obtained is then discounted so that the accounts represent what the liability is actually worth to the charity in today's money (present value). The amount is discounted using the best interest rate earned on the charity's funds and assumed mortality rates used for the quotation.

Notes to the accounts

For the year ending 31 March 2022 (continued)

(t) Finance and operating leases

A lease is classified as a finance lease if it transfers substantially all the risks and rewards incidental to ownership. A lease is classified as an operating lease if it does not transfer substantially all the risks and rewards incidental to ownership. The Charity does not currently have any finance leases.

Rentals applicable to operating leases are charged to the accounts on a straight line basis over the lease term. Where an operating lease becomes an onerous contract, for example when the charity leases a property which it subsequently leaves unused and the property cannot be sub-let to recover its costs, the charity will recognise all irrecoverable costs immediately.

Assets purchased under finance leases are capitalised as fixed assets. Obligations relating to these agreements are included under creditors in the balance sheet. The difference between the capitalised costs and the total obligation under the leases represents the finance charges. Finance charges are recognised in the accounts at a constant rate over the lease term. The Charity does not currently have any finance leases.

Notes to the accounts

For the year ending 31 March 2022 (continued)

2. Net fundraising income

During the year, donations and legacies increased by £2.9 million (2021: decrease of £3.6 million).

Net fundraising income, including trading income, for the group is as follows:

	Unrestricted	Restricted	2022	2021
	£'000	£'000	£'000	£'000
Donations and legacies				
Donations	12,587	227	12,814	11,997
Grants	3,253	1,297	4,550	2,087
Government Grants and Support	78	-	78	1,473
Gifts in Kind	205	-	205	152
Legacies	3,213	126	3,339	2,381
Total donations and legacies	19,336	1,650	20,986	18,090
Retail trading income	1,360	-	1,360	738
Lottery income	148	-	148	1,443
Fundraising trading income				
Major fundraising events	545	53	598	139
Challenge events	1,966	(8)	1,958	576
Other fundraising trading income	1,222	-	1,222	1,164
Total fundraising trading income	3,733	45	3,778	1,879
Total fundraising income	24,577	1,695	26,272	22,150
Less: donations and legacies' costs	(7,583)	-	(7,583)	(6,411)
Less: retail trading costs	(2,784)	-	(2,784)	(2,191)
Less: fundraising trading costs				
Major fundraising events	(196)	-	(196)	(89)
Challenge events	(1,060)	-	(1,060)	(79)
Other fundraising trading expenditure	(34)	-	(34)	(55)
	(1,290)	-	(1,290)	(223)
Total fundraising expenditure	(11,657)	-	(11,657)	(8,825)
Net fundraising income	12,920	1,695	14,615	13,325

Notes to the accounts

For the year ending 31 March 2022 (continued)

3. Lottery

In the year ended 31 March 2021 we received lottery proceeds totalling £1.295m from People's Postcode Lottery (PPL). During the year ended 31 March 2022 PPL moved to a grants based model and we received grant funding of £3.125m, which is now classified as donation income. We are grateful for the support from all our donors, and acknowledge the continued support from PPL.

Lottery income is unrestricted. Income received during the year relates to proceeds from the sale of scratch cards in Morrisons stores. Expenses are incurred by an external lottery provider on behalf of the charity. See Note 1 (g) for further information on lottery income. Amounts received during the year are as follows:

	2022	2021
	£'000	£'000
Gross proceeds	740	4,735
Expenses	(392)	(1,395)
Prize fund	(200)	(1,897)
Net proceeds received by the charity	148	1,443

4. Other income

	Unrestricted	Restricted	2022	2021
	£'000	£'000	£'000	£'000
Profit on the sale of fixed assets	-	-	-	-
Other income	49	-	49	47
	49	-	49	47

5. Net income/(expenditure)

	2021	2020
	£'000	£'000
This is stated after charging / (crediting):		
Depreciation	450	450
Profit on the disposal of fixed assets	-	-
Payments under operating leases:		
land and buildings	840	967
other	-	-
Auditor's remuneration	28	32

Notes to the accounts

For the year ending 31 March 2022 (continued)

6. Analysis of total expenditure

	Direct & Indirect Staff Costs (Note 8)	Direct Non-Staff Costs	Indirect Non-Staff Costs (Note 7)	2022	2021
	£'000	£'000	£'000	£'000	£'000
Cost of generating funds:					
Donations and legacies	3,048	4,041	494	7,583	6,411
Retail trading	944	1,572	268	2,784	2,191
Fundraising trading	436	806	48	1,290	223
	4,428	6,419	810	11,657	8,825
Charitable expenditure:					
When the doctor says cancer	1,262	67	176	1,505	2,096
There's no place like home	3,047	897	538	4,482	3,993
Helping young lives thrive, not just survive	1,226	61	171	1,458	1,512
Cancer costs	2,261	1,098	453	3,812	3,655
When a child dies	535	26	76	637	643
Making change happen	489	51	73	613	395
	8,820	2,200	1,487	12,507	12,294
Total expenditure	13,248	8,619	2,297	24,164	21,119

The direct and indirect staff costs above include the allocation of salaries for support staff.

In addition to the above, charitable expenditure of £1,584k was incurred during the year on the renovation of Jacks' House, Manchester Home from Home (see Note 10).

7. Analysis of support costs

Support costs	Office services	Corporate	Finance	IT	HR	Governance	2022	2021
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Cost of generating funds:								
Donations and legacies	296	25	19	106	34	14	494	436
Retail trading	161	14	10	57	19	7	268	275
Fundraising trading	29	2	2	10	4	1	48	36
	486	41	31	173	57	22	810	747
Charitable expenditure:								
When the doctor says cancer	107	12	7	38	10	5	179	204
There's no place like home	320	35	21	113	29	14	532	398
Helping young lives thrive, not just survive	104	11	7	37	10	5	174	147
Cancer costs	272	29	17	97	25	12	452	360
When a child dies	46	5	3	16	4	2	76	63
Making change happen	44	5	3	16	4	2	74	39
	893	97	58	317	82	40	1,487	1,211
Total support costs	1,379	138	89	490	139	62	2,297	1,958

Notes to the accounts

For the year ending 31 March 2022

(continued)

8. Employees

Group and charity	Employed**	Funded*	2022	2021
Staff costs consist of:	£'000	£'000	£'000	£'000
Wages and salaries	10,889	363	11,252	11,824
Social security costs	1,021	44	1,065	1,043
Pension costs	902	29	931	919
	12,812	436	13,248	13,786

Group and charity	2022	2021
The average number of employees on full-time equivalent basis during the year was as follows:	No.	No.
Fundraising	64	75
Direct service provision – employed	142	143
Direct service provision – funded *	10	17
Corporate support services	100	92
Retail trading	24	33
	340	360

The average number of staff employed during the year was 394 (2021: 424).

*Funded employees represent staff in CLIC Sargent care teams who are funded by CLIC Sargent but are employed by local authorities or health trusts.

**Employed costs include capitalised salaries.

During the year the charity made payments to employees of £40k (2021: £266k) in relation to redundancy and termination payments, of which nil (2021: nil) was unpaid at year-end.

Higher paid employees:

Group and charity	2022	2021
Employees receiving annual gross salaries in the following range:	No.	No.
£60,000 to £70,000	5	4
£70,001 to £80,000	1	1
£80,001 to £90,000	2	2
£90,001 to £100,000	2	1
£100,001 to £110,000	-	-
£110,001 to £120,000	-	-
£120,001 to £130,000	-	1
£130,001 to £140,000	1	-

The Chief Executive received a salary of £132,000 (2021: £123,200) excluding employer pension and national insurance contributions.

Key Management Personnel:

We consider the directors (our Executive) to be the key management personnel for the charity.

Group and charity	2022	2021
Key management personnel costs for the charity and group consist of:	£'000	£'000
Wages and salaries	543	508
Social security costs	63	63
Pension costs	42	36
	648	607

Trustees' remuneration and expenses

None of the members of the Board of Trustees received any remuneration. During the year, one Trustee received reimbursements of travel and subsistence expenditure totalling £109 (2021: nil).

Notes to the accounts

For the year ending 31 March 2022 (continued)

9. Subsidiary companies

The charity owns 100% of the issued share capital of CLIC Sargent Promotions Limited and CLIC Sargent Developments Limited. Additionally the charity controls the board of CLIC Sargent Lottery Limited, incorporated on 26 May 2019, and therefore the results are consolidated within these accounts. All of these companies are incorporated in the United Kingdom.

CLIC Sargent Promotions Limited (company number 00957520) buys new merchandise for resale and receives cause-related marketing income from corporate partners for the benefit of the charity.

CLIC Sargent Developments Limited (company number 09106476) manages the design and build of new Homes from Home on behalf of the charity.

CLIC Sargent Lottery Limited (company number 10791106) holds lotteries and raffles on behalf of the charity.

A summary of CLIC Sargent Promotions Limited's trading results for the year ended 31 March 2022 is as follows:

	2022	2021
	£'000	£'000
Turnover	1,442	1,482
Cost of sales	(46)	(59)
Gross profit	1,396	1,423
Administration expenses	(367)	(491)
Gift Aid donation to the charity	(1,029)	(932)
Operating profit/(loss) for the financial year	-	-
Other income	-	-
Profit/(loss) for the year	-	-
Balance brought forward at beginning of year	-	-
Balance carried forward at end of year	-	-
Total assets	1,613	1,638
Total liabilities	(1,513)	(1,538)
Net assets at 31 March 2022	100	100

A summary of CLIC Sargent Developments Limited's trading results for the year ended 31 March 2022 is as follows:

	2022	2021
	£'000	£'000
Turnover	1,461	279
Cost of sales	(1,433)	(274)
Gross profit	28	5
Administration expenses	(8)	(7)
Gift Aid donation to the charity	(16)	-
Operating profit/(loss) for the financial year	4	(2)
Other income	-	-
Profit / (loss) for the year	4	(2)
Balance brought forward at beginning of year	(4)	2.00
Balance carried forward at end of year	-	(4)
Total assets	377	244
Total liabilities	(377)	(248)
Net assets/ (liabilities) at 31 March 2022	-	(4)

Notes to the accounts

For the year ending 31 March 2022 (continued)

9. Subsidiary companies (continued)

A summary of CLIC Sargent Lottery Limited's trading results for the year ended 31 March 2022 is as follows:

	2022	2021
	£'000	£'000
Turnover	148	1,443
Cost of sales	-	-
Gross profit	148	1,443
Administration expenses	(22)	(25)
Gift Aid donation to the charity	(126)	(1,418)
Operating profit/(loss) for the financial year	-	-
Other income	-	-
Profit/(loss) for the year	-	-
Balance brought forward at beginning of year	-	-
Balance carried forward at end of year	-	-
Total assets	191	174
Total liabilities	(191)	(174)
Net assets at 31 March 2022	-	-

The two former charities, Sargent Cancer Care for Children (charity number: 1085616, company number: 04173873) and CLIC – Cancer and Leukaemia in Childhood (charity number: 802396, company number: 02397331), are both companies limited by guarantee. They are dormant 100% subsidiaries of CLIC Sargent.

The charity is also trustee of the following three unincorporated dormant charities:

Cancer and Leukaemia in Childhood Trust

CLIC UK

CLIC International

All of the subsidiary companies have the same registered office address as the parent charity, shown on the final page.

Notes to the accounts

For the year ending 31 March 2022 (continued)

10. Tangible and Intangible Fixed assets

Group	Intangibles	Land	Freehold property	Assets under construction	Fixtures and fittings	Motor vehicles	Total
		£'000	£'000	£'000	£'000	£'000	£'000
Cost or valuation							
At 31 March 2021	663	3,113	10,916	1,637	2,135	13	18,477
Additions	133	-	7	1,584	90	-	1,814
Disposals	-	-	-	-	(1,306)	-	(1,306)
Transfer between classes	-	-	-	-	-	-	-
At 31 March 2022	796	3,113	10,923	3,221	919	13	18,985
Depreciation							
At 31 March 2021	503	-	1,648	-	1,715	13	3,879
Charge for year	92	-	219	-	139	-	450
Disposals	-	-	-	-	(1,306)	0	(1,306)
At 31 March 2022	595	-	1,867	-	548	13	3,023
Net book value							
At 31 March 2022	201	3,113	9,056	3,221	371	-	15,962
At 31 March 2021	160	3,113	9,268	1,637	420	-	14,598

Charity

The charity owns all of the assets of the group. However some of the shops owned by the charity are partially occupied by CLIC Sargent Promotions Limited for the sale of new merchandise. £26,144 (2021: £37,499) of the net book value of the shops has been reclassified as investment property on the basis of trading income as a percentage of total shops income (see Note 11a).

The net book value of the fixed assets of the charity is £26k (2021: £38k) less than the group total above, giving a total of £15,936k (2021: £14,560k).

Intangible assets included above comprise software development, database development and the website.

We removed the legal charge for an overdraft facility in June 2021 (Year End 2021: £2 million) which was previously secured over Paul's House, Huntley Street, London. Paul's House has a net book value of £4.03 million.

Notes to the accounts

For the year ending 31 March 2022 (continued)

11. Investments

(a) Fixed Asset Investments

		Group		Charity	
		2022	2021	2022	2021
		£'000	£'000	£'000	£'000
Charity investment in subsidiaries		-	-	100	100
Investment properties	Note 10	-	-	26	37
		-	-	126	137

The charity has a £100,001 investment in the subsidiaries CLIC Promotions (£100,000) and CLIC Developments (£1). This is unchanged from Year End 2021.

(b) Current Asset Investments

Group and charity	Listed investments	Total
	£'000	£'000
Market value at 1 April 2021 and at 31 March 2022	14	14
Historical cost	24	24

It is the intention to sell shares in commercial investments in the future, once conditions are favourable. Sales proceeds will not be reinvested in new investments.

(c) Investments in subsidiaries (see Note 9)

Subsidiary name	% Share	Trading activity
a) CLIC Sargent Promotions Limited	100%	Buys new merchandise for resale and receives corporate advertising income.
b) CLIC Sargent Developments Limited	100%	Manages the design and build of new charitable services properties.
c) CLIC Sargent Lottery Limited	N/A	Set up to run lotteries and raffles on behalf of the parent charity. This is a company limited by guarantee with no share capital but is controlled by the parent charity.
c) Sargent Cancer Care for Children	100%	Dormant
d) CLIC-Cancer and Leukaemia in Childhood	100%	Dormant

Notes to the accounts

For the year ending 31 March 2022 (continued)

12. Stock

	Group		Charity	
	2022	2021	2022	2021
	£'000	£'000	£'000	£'000
Shop inventories	27	40	-	-

13. Debtors

	Group		Charity	
	2022	2021	2022	2021
	£'000	£'000	£'000	£'000
Other debtors	432	643	299	184
Amounts owed by group undertakings	-	-	1,496	1,508
Prepayments and accrued income	5,241	4,527	5,231	4,288
	5,673	5,170	7,026	5,980

14. Creditors: amounts falling due within one year

	Group		Charity	
	2022	2021	2022	2021
	£'000	£'000	£'000	£'000
Trade creditors	405	649	367	490
Taxation and social security	258	272	258	272
Other creditors	118	115	118	115
Accruals	1,477	1,326	1,150	1,234
Deferred income*	540	730	473	730
	2,798	3,092	2,366	2,841

* Deferred income relates to income received in advance of events occurring in future periods. £540k (2021: £730k) will be treated as income in next year's accounts.

15. Creditors: amounts falling due after one year

	Group		Charity	
	2022	2021	2022	2021
	£'000	£'000	£'000	£'000
Dilapidation provision	1,051	-	1,051	-
Unfunded pension obligation	23	36	23	36
	1,074	36	1,074	36

Notes to the accounts

For the year ending 31 March 2022 (continued)

16. Analysis of net assets between funds

Fund balances at 31 March 2022 are represented by:

Group	Unrestricted Funds	Restricted Funds	Total
	£'000	£'000	£'000
Tangible fixed assets	15,963	- 1	15,962
Net current assets	12,885	2,464	15,349
Long-term liabilities	(1,074)	-	(1,074)
Net assets	27,774	2,463	30,237

Fund balances at 31 March 2021 were represented by:

Group	Unrestricted Funds	Restricted Funds	Total
	£'000	£'000	£'000
Tangible fixed assets	14,598	-	14,598
Net current assets	9,745	3,771	13,516
Long-term liabilities	(36)	-	(36)
Net assets	24,307	3,771	28,078

17. Restricted funds

Restricted funds at 31 March 2022 are represented by:

Group and charity	Balance 01 April 2021	Income	Expenditure	Transfers between funds	Balance 31 March 2022
	£'000	£'000	£'000	£'000	£'000
London Home from Home	52	-	(4)	-	48
Newcastle Home From Home	881	8	-	-	889
Manchester Home from Home	2,519	-	(26)	(1,735)	758
Other Homes from Home	-	453	(135)	-	318
Care teams	247	444	(426)	-	265
Grants	40	37	(48)	-	29
Thrive Not Just Survive	-	39	(39)	-	-
Projects	3	190	(38)	-	155
Programmes	16	449	(464)	-	1
Regional	13	75	(88)	-	-
	3,771	1,695	(1,268)	(1,735)	2,463

Restricted funds at 31 March 2021 were represented by:

Group and charity	Balance 01 April 2020	Income	Expenditure	Transfers between funds	Balance 31 March 2021
	£'000	£'000	£'000	£'000	£'000
London Home from Home	(3)	75	(20)	0	52
Newcastle Home From Home	881	2	-	(2)	881
Manchester Home from Home	2,726	89	0	(296)	2,519
Other Homes from Home	-	78	(78)	-	0
Care teams	126	292	(171)	0	247
Grants	1	82	(43)	0	40
Thrive Not Just Survive	9	369	(378)	-	0
Projects	3	150	(150)	-	3
Programmes	71	718	(773)	-	16
Regional	6	23	(16)	0	13
	3,820	1,878	(1,629)	(298)	3,771

Notes to the accounts

For the year ending 31 March 2022 (continued)

17. Restricted funds (continued)

London Home from Home Fund represents restricted funds for major development work on our Home from Home in London, Paul's House.

Newcastle Home from Home Fund represents restricted funds for the purchase of and development of a new Home from Home in Newcastle.

Manchester Home from Home Fund represents Morrisons funding over our original partnership total of £7.3m that will be put towards the purchase of and development of a new Home from Home in Manchester.

Residential resource includes funds to be spent at specific Homes from Home.

Care teams represent expenditure within the terms of geographically limited grants.

Grants represent funds provided to families and young people in specific geographical areas.

Thrive Not Just Survive Fund is income from our partnership with Société Générale for a research project to better understand the impact cancer has on young people and parents' employment opportunities and for our new 'Thrive Not Just Survive' grants so young cancer patients can get their education and work ambitions back on track. This funding also contributes toward our core Thrive Not Just Survive activities, which you can read more about in the annual report.

Projects represents funding secured for other specific projects.

Programmes is funding given to support one of the Six Ways We Help programmes, which form the basis of our charitable activity (see note 6).

Regional represents funding received that must be spent within a specific geographical area of operation. This funding has no further restrictions.

Transfer between Funds: The Manchester Home from Home transfer relates to Morrisons funding for the build element of our new Manchester Home from Home. These costs have been transferred to the fixed asset reserve. There is also a transfer of a legacy which was previously classed as restricted income, further review confirms that this is unrestricted.

Notes to the accounts

For the year ending 31 March 2022 (continued)

18. Restricted fund contributions

We are grateful to all our donors for their support. We acknowledge the following contributions:

City Bridge Trust

2022

£'000

The funding arm of the City of London Corporation's charity, Bridge House Estates (Charity no. 1035628)

51 Helping young cancer patients from London, and their families, to cope with the costs of cancer.

BBC Children in Need



58 Supporting children with cancer and their families in South West England over 3 years 2019 - 22.

Big Lottery Fund



NATIONAL LOTTERY FUNDED

Big Lottery Fund - Northern Ireland (Together We Thrive Project)

	Balance 1 April 2021	Income	Expenditure	Balance 31 March 2022
	£'000	£'000	£'000	£'000
Big Lottery Fund - Northern Ireland (Together We Thrive Project)	163	118	(158)	123
Total	163	118	(158)	123

19. Unrestricted funds

Free and Designated funds at 31 March 2022 are represented by:

Charity	Balance 1 April 2021	Income	Expenditure	Transfers between funds	Balance 31 March 2022
	£'000	£'000	£'000	£'000	£'000
Free reserves	7,895	21,453	(19,077)	(1,627)	8,644
Designated funds:					
Fixed asset reserve	14,598	-	(450)	1,815	15,963
Morrisons	-	3,175	(3,175)	-	-
New Finance & HR System	800	-	-	-	800
New Customer Relationship Management System	500	-	(40)	(1)	459
New Services Operating Model	170	-	(89)	(81)	-
Future services Investment Fund	-	-	(1)	790	789
Carryover Fundraising Investment Fund	-	-	-	525	525
Technology Infrastructure Investment Fund	-	-	-	264	264
Other	344	-	(64)	50	330
	16,412	3,175	(3,819)	3,362	19,130
Total	24,307	24,628	(22,896)	1,735	27,774

Notes to the accounts

For the year ending 31 March 2022 (continued)

19. Unrestricted funds (continued)

Free and Designated funds at 31 March 2021 are represented by:

Charity	Balance 1 April 2020	Income	Expenditure	Transfers between funds	Balance 31 March 2021
	£'000	£'000	£'000	£'000	£'000
Free reserves	7,421	20,215	(17,871)	(1,870)	7,895
Designated funds:					
Fixed asset reserve	14,430	-	(450)	618	14,598
Morrison's	1,169	-	(1,169)	-	-
New Finance & HR System	-	-	-	800	800
New Customer Relationship Management System	-	-	-	500	500
New Services Operating Model	-	-	-	170	170
Other	154	110	-	80	344
	15,753	110	(1,619)	2,168	16,412
Total	23,174	20,325	(19,490)	298	24,307

Fixed asset reserve – The Trustees have set aside funds to cover the net book value of tangible fixed assets, excluding those assets included within restricted funds.

Morrison's – CLIC Sargent became Morrison's charity partner during 2017/2018. Funds raised from the partnership were previously set aside for specific projects, including wider family use of existing CLIC Sargent Homes from Home, a digital service provision and increased grant-making activity for beneficiaries. From 2020/21 Morrison's have agreed to fund the shortfall on the Manchester Home from Home project, with all other income being classed as unrestricted.

New Finance & HR system – A new system is required in order to drive efficiency and improve processes within the organisation. This project is planned to run from 2021/22 to 2023/24.

New Customer Relationship Management System – A fund has been designated equivalent to the implementation balance and running costs relating to the new system up to and including March 2024.

New Services Operating Model – The designated funds have been set aside to cover deferred redundancy & infrastructure change costs. This fund was fully spent by the end of 2021/22.

Future services Investment Fund – This fund comprises of a number of elements of future planned spend to develop impact for our beneficiaries. It will be utilised for foundational research on future needs and upweighting the capability in our Policy & Influencing team to maximise the impact of this research and our wider campaigning capacity over the next three years.

Carryover Fundraising Investment Fund – This re-times expenditure into 2022/23, originally planned and budgeted for in 2021/22 for the acquisition of regular giving supporters. This represents the balance that had been delayed due to restrictions during the financial year. This fund will be spent in Q1 2022/23.

Technology Infrastructure Investment Fund – To secure two fixed term specialist Technology roles to underpin our technology capability & infrastructure required to deliver our Fundraising & Services strategy.

Other – A legacy was received in 2019/20 and 2020/21 totalling £264k which has currently been classed as designated funding – this remains unspent at year end. A further £80k was added in 2020/21 to support management & project management training which was fully spent in 2021/22. A further £66k was added from free reserves in 2021/22 to fund hardware replacement, which will be spent in 2022/23.

Transfers between funds: The £1,815k transfer to the fixed asset reserve represents fixed asset additions including restricted capital costs for the Manchester Home from Home (£1,585k), CRM project (£126k), New Services Operating Model (£74k), Investment Funds (£3k) and other unrestricted additions (£27k).

Funds totalling £1,778k (2021: £1,550k) have been designated this year, £125k added to the CRM Fund, £66k to create a new designated fund for hardware replacement and £1,587k to create three new Investment Funds for Future Services, Carry-over Fundraising and Technology Infrastructure.

Notes to the accounts

For the year ending 31 March 2022 (continued)

20. Commitments

As at 31 March 2022 there were future minimum lease payments under non-cancellable operating leases for each of the following periods:

Group and charity	2022		2021	
	Land and buildings	Other	Land and buildings	Other
	£'000	£'000	£'000	£'000
Total commitments due:				
Within one year	785	-	840	-
Within two to five years	595	-	1,351	-
After five years	25	-	55	-
	1,405	-	2,246	-

The value of capital commitments at 31 March 2022 was £391k (2021: £1,125k). This relates to amounts owed under the construction contract to the main contractor for Jack's House, the new Manchester Home from Home, which was purchased during the 2019/20 year, and also includes contractual amounts due to the systems supplier Pythagoras for implementing the new CRM system.

Five of the charity's operating leases totalling £145k were determined to be onerous at year end 2022 (2021: £72k), and we have included a provision to recognise all irrecoverable costs immediately in respect of these.

21. Grants

Grants to individuals, including comparative information are included in the table below.

With regard to grants made to organisations, £112k (2021: £32k) was paid to Children's Cancer and Leukaemia Group in relation to funding for the Chief Nurse, an Early Diagnosis Project and for Research.

Grants awarded to families and young people in the period were as follows:

Group and charity	2022		2021	
	£'000	No. of grants	£'000	No. of grants
Registration	269	2,690	466	2,979
Financial Hardship	355	1,270	372	1,495
Compassionate	33	110	87	296
Winter Emergency Grant	290	881	0	0
Thrive Not Just Survive	-	-	103	108
Other	20	125	8	54
	967	5,076	1,036	4,932

Of the grants awarded £9k was unpaid at 31 March 2022 (2021: £8k).

The Winter Emergency Grant was introduced in 2021/22 to support children, young people and their families with increasing winter costs.

Notes to the accounts

For the year ending 31 March 2022 (continued)

22. Reconciliation of net income/(expenditure) to net cash flow from operating activities

Group	2022	2021
	£'000	£'000
Net income for the year	2,159	1,084
Adjustments for:		
Depreciation charges	450	450
Interest received	(2)	(6)
Profit on the disposal of fixed assets	0	0
Increase in stock	13	6
Increase in debtors	(503)	1,075
Increase in creditors	744	363
Net cash provided by operating activities	2,861	2,972

23. Analysis of cash and cash equivalents

Group	At 1 April 2021	Cash flows	At 31 March 2022
	£'000	£'000	£'000
Notice deposits (less than 3 months)	-	-	-
Cash at bank and in hand	11,384	1,049	12,433
	11,384	1,049	12,433

Notes to the accounts

For the year ending 31 March 2022 (continued)

24. Related party transactions

Key Management Personnel

The charity pays the University Hospital Southampton NHS Foundation Trust ("The Trust") for the rental of phone lines used by CLIC Sargent Staff. The former Chair of Trustees is also the Chair of the Trust. During 2021/22 CLIC Sargent paid the Trust £845 (2021: £1,755).

The charity paid Kaleidoscope Health and Care £1,291 (2021: nil) for our share of the Improving Outcomes work commissioned by a group of specialist cancer charities. The Chair of the Board of Trustees is a Senior Advisor to Kaleidoscope Health and Care.

The group pays Sayer Vincent for the compilation of the annual corporation tax returns. Trustee Farrah Kitabi is a Senior Manager at Sayer Vincent. During 2021/22 CLIC Sargent paid Sayer Vincent £3,006 (2021: £2,805).

Trustees paid a total of £1,660 (2021: £6,721) of donations to the charity in the year.

Subsidiaries

Transactions between the parent company CLIC Sargent Cancer Care for Children and the subsidiaries, CLIC Sargent Developments Limited, CLIC Sargent Promotions Limited and CLIC Sargent Lottery Limited, are as follows:

Management fee payable to the charity for staff and support services provided to the subsidiaries: £372,685 (2021: £499,294) from CLIC Sargent Promotions Limited, £5,195 (2021: £1,069) from CLIC Sargent Developments Limited and £18,854 from CLIC Sargent Lottery Limited (2021: £19,348).

VAT paid by the charity on behalf of CLIC Sargent Promotions Limited: £278,464 (2021: £307,701). Design and Build costs incurred by CLIC Sargent Developments Limited and recharged to the charity: £1,460,640 (2021: £278,758).

Profits in the subsidiaries to be donated to the charity: £1,029,016 (2021: £931,945) from CLIC Sargent Promotions Limited, £126,134 (2021: £1,418,088) from CLIC Sargent Lottery Limited and £16,171 from CLIC Sargent Developments Limited (2021: £nil).

Balances repayable at the year end: £1,460,296 (2021: £1,535,852) to the charity from CLIC Sargent Promotions Limited; £152,293 (2021: £200,520) from the charity to CLIC Sargent Developments Limited and £188,574 (2021: £172,387) from CLIC Sargent Lottery Limited to the charity.

25. Financial assets and liabilities

Group		2022	2021
		£'000	£'000
Financial assets measured at fair value through profit or loss:			
Investments in liquid equity instruments	Note 11b	14	14
Financial assets measured at amortised cost:			
Accrued income and other debtors	Note 13	4,189	3,538
Cash at bank and in hand	Note 23	12,433	11,384
Financial liabilities measured at amortised cost:			
Trade creditors and accruals due in less than one year	Note 14	1,882	1,975
Financial liabilities measured at net present value:			
Unfunded pension obligation due in more than one year	Note 15	23	36

Reference and administrative details

Registered name of the charity	CLIC Sargent Cancer Care for Children
Trading as	Young Lives vs Cancer
Charity number	1107328
OSCR number	SC039857
Company number	05273638

The Trustees of CLIC Sargent are the charity's Trustees under charity law and the directors of the charitable company.

Members of the Board

Sir David Haslam - Chair

Anna Hancock - Treasurer
Will Carter (Resigned September 2021)
Julia Chisholm
Karen Eccles
Stephen George
Rachel Hollis
Peter Houghton
Harry Howard
Farrah Kitabi
Niamh Lawlor
Jason Loo
Sathya Bala (appointed December 2021)

Finance Committee

Anna Hancock - Chair

Will Carter (Resigned September 2021)
Stephen George
Sir David Haslam
Niamh Lawlor
Rachel Kirby-Rider
Tony Dowrick

Audit Committee

Farrah Kitabi - Chair

Anna Hancock
Rachel Hollis
Peter Houghton

Governance Committee

Rachel Hollis (Chair)

Rachel Kirby-Rider
Anna Hancock
Sir David Haslam
Jenny Turner
Roger Smith (Resigned June 2021)
David Evans (Appointed November 2021)

Safeguarding Committee

Peter Houghton (Chair)

Will Carter
Karen Eccles
Paul Gathercole
Helen McShane
Luke Mallett
Roger Smith (Resigned June 2021)
David Evans (Appointed November 2021)

Reference and administrative details (continued)

Executive officers

Chief Executive

Rachel Kirby-Rider

Director of Corporate Services

Tony Dowrick

Director of Income and Engagement

Luke Mallett

Director of Services

Helen McShane

Director of People and Learning

Roger Smith (Resigned June 2021)

David Evans (Appointed November 2021)

Director of Strategy and Governance, Company Secretary

Jenny Turner

Founders

Sylvia Darley OBE - Sargent Cancer Care for Children

Bob Woodward - CLIC – Cancer and Leukaemia in Childhood

Honorary Presidents

Gordon Morrison

Vice Presidents

Francesca and Andrea Brignone

Sara and Massimo Carello

Laura and Jonny Greenall

Nicola and Jonathan Plumtree

Mel and Andrew White

Jake and Harriet Humphries

Lucy Butcher

Ambassadors

James Allen

Alice Beer

Angellica Bell

Nicola Benedetti

Ben Cajee

Mark Chapman

Chris Hollins

Jake Humphrey

Emma Johnson

Julian Lloyd Webber

Kai Owen

Patsy Palmer

Duncan Pow

Gaby Roslin

Michelle Ryan

Tom York

Susan and Richard Young

Reference and administrative details (continued)

Principal professional advisers

Solicitors

IBB Solicitors
Capital Court
30 Windsor Street
Uxbridge
Middlesex UB8 1AB

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10 Queen Street Place
London
EC4R 1BE

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1 Churchill Place
London E14 5HP

Royal Bank of Scotland
29 Old Brompton Road
London SW7 3JE

Lloyds TSB Bank Plc
25 Gresham Street
London EC2V 7HN

External auditors

Crowe U.K. LLP
Statutory Auditor
4th Floor, St James House
St James' Square
Cheltenham
GL50 3PR

Internal auditors

MHA MacIntyre Hudson
30-34 New Bridge Street
London EC4V 6BJ

Principal and Registered office

No. 1 Farriers Yard, Assembly London,
77-85 Fulham Palace Road
London, W6 8JA

Accounts

CLIC Sargent Cancer Care for Children
trading as
Young Lives vs Cancer
Annual Report and Accounts
2020/2021



CONTENTS

Why we exist and our vision	3
Chair's introduction	4
Trustees' report*	
Our approach to safeguarding	6
Our approach to fundraising	7
Our achievements and performance	9
Our future plans	20
Risks and uncertainties	22
Financial review and results for the year	24
Structure, governance and management	28
Employees and volunteers	32
Statement of Trustees' responsibilities	35
Independent auditor's report	37
Financial statements	
Consolidated statement of financial activities	42
Balance sheets	44
Consolidated cash flow statement	45
Notes to the accounts	46
Reference and administrative details	69

*The Trustees' Report incorporates the Strategic Report (see pages 6–36).

WHY WE EXIST

When a child is diagnosed with cancer it threatens everything, for them and their family.

At a time when they should be busy being children, enjoying their rollercoaster teenage years or finding their feet at university, life becomes full of fear. Fear of treatment, but also of families being torn apart, of overwhelming money worries, mental health stretched to breaking point, of having nowhere to turn, no one to talk to.

At Young Lives vs Cancer, we get that. We are the charity that helps children and young people (0-25) and their families find the strength to face whatever cancer throws at them. We currently support around 7,000 children and young people a year. But every day 12 more children and young people hear the devastating news they have cancer. We'll face it all together – but we can't do it without you.

OUR VISION

Our vision is a world where everyone under 25 with cancer, and their families, will get the support and help they need during their cancer treatment and beyond, including bereaved families living with emotional pain.

CHAIR'S INTRODUCTION

Welcome to our 2020/21 Annual Report and Accounts. It's safe to say it has been a challenging year for Young Lives vs Cancer. The last 12 months have seen the charity rapidly change and evolve, both internally and externally.

Covid-19 changed the entire charity landscape in just a matter of weeks. Its impact was devastating and pervasive, affecting every aspect of our work, from our ability to raise funds to the way we provide our services to the people we support.

It was a particularly hard year for income generation and we saw a year on year decrease of £9.2m. The cause of this is clear; the majority of our shops closed their doors for most of the year and fundraising activities slowed. Events were cancelled, supporter and corporate activities were hampered and income dropped as many traditional avenues for donations were completely cut off. It was through the resilience and determination of our volunteers, supporters and staff that we could keep bringing in funds.

We worked hard to offset losses with a number of virtual events and alternative activities. We thought outside the box and really pulled together to ensure our predicted shortfall was as minimal as possible. We remained strong and, against all odds, we still achieved many of our ambitious goals. 2020/21 was the year when we fully embraced digital; remaining flexible and, as always, keeping young cancer patients at the heart of every decision we make.

The significant loss of income meant we had to make changes to our organisation and how we operate. What was clear throughout was that we had to protect the essential services families facing cancer rely on. This meant making a really tough decision: Young Lives vs Cancer had to become a smaller organisation.

The new structure ensured we protected the core services, which are lifelines for families – social care and financial support, providing accommodation to families and campaigning to change the system for children and young people with cancer. The changes we made were also designed to move us past this time of uncertainty and put us in the best place to grow again.

With the help of our incredible supporters over the past year we have still been able to be there for over 6,500 children and young people and their families, who faced the devastation of a cancer diagnosis during a global pandemic. This was no mean feat while experiencing a huge shortfall in income.

During the pandemic, our main priority was to continue to be there for families from the point of diagnosis, and with the same compassion and expertise. We went digital overnight with great effect. In the last year, we have improved how quickly we react to supporting children and young people, regardless of where they live. We are now more accessible than we have ever been before.

To minimise the impact of lockdown on those families still facing hospital stays (such as having to have treatment alone or children only being allowed one parent by their bedside) we worked together with the NHS to keep as many of our Homes from Home

open as we could, so we could be there for families when they needed us more than ever before.

To ensure families facing cancer had access to all of the vital support they needed, we continued to work in partnership with fellow charities. I was delighted to see the launch of our official charity partnership with Teenage Cancer Trust and Ellen MacArthur Cancer Trust at the beginning of 2021. We have exciting plans together, which put our families at the forefront of our work.

The impact of Covid-19 didn't just hit our income, it also impacted heavily on the income of our families too. We made it as easy as possible for families to apply for grants online and provided 4,932 Young Lives vs Cancer grants in total this year. Seeing first-hand how essential these financial grants are in helping families manage the challenging costs of cancer, I am proud that we were still able to provide this support at a time when it was needed most.

It's been a challenging year for our Policy and Influencing team who, among other fantastic accomplishments, spearheaded a campaign calling for transparency of the government's charity funding. We worked together with colleagues from other charities and put the voices of our families and young people at the forefront of our campaign to make as much noise as possible. An investigation into the £750m allocated to support charities during the pandemic is currently ongoing. Alongside holding the government to account, we partnered with Teenage Cancer Trust to launch our #Hand2Hold campaign, calling for all young cancer patients to be allowed to be accompanied in hospital by a loved one for appointments and treatment.

This year of change was capped by our decision to change our trading name to Young Lives vs Cancer from CLIC Sargent. We are excited to face the challenges ahead with a new name, building on our past, with the same purpose, same passion and pride.

These are just a few of the highlights from the last year. You can read more over the following pages. We couldn't have achieved any of these things without the solidarity and unwavering support of the thousands of people within Team Young Lives. We cannot thank you enough.



Sir David Haslam, Chair

OUR APPROACH TO SAFEGUARDING

In April 2020 as the pandemic unfolded, children and young people with cancer and their families were faced with isolation, anxiety and stress. At Young Lives vs Cancer, we made rapid changes to deliver essential services. These changes signalled new and increased safeguarding risks. The Charity Commission highlighted the importance of safeguarding: "More than ever it is critical to ensure that charities protect and safeguard their beneficiaries, volunteers and staff." This is how we kept the charity safe for everyone during an unprecedented year of uncertainty and hardship:

- Briefings for the whole charity about safeguarding during the pandemic
- Recognising and responding to increased safeguarding risks associated with stress, isolation and rapidly evolving online services
- Managing, reviewing and reporting to Trustees more than 120 safeguarding concerns
- Reports provided to Social Work England about two safeguarding 'Fitness to Practice' referrals
- Reports provided to the Charity Commission about two safeguarding 'serious incidents'
- Recruiting a partner charity for a second Safeguarding Peer Review to be conducted in 21/22
- Safeguarding e-learning and internal training for all Trustees
- A second charity Safeguarding Week when we reflected on what we had learned in 2020/21.

OUR APPROACH TO FUNDRAISING

Young Lives vs Cancer is a member of the Fundraising Regulator and complies with the Code of Fundraising Practice.



In 2016, we developed a new income generating strategy *One Team, One Target* which aimed to shift our fundraising philosophy from a transactional to relational approach, focusing on a quality and tailored supporter journey. We also implemented a balanced approach to our portfolio to mitigate risk in the fluctuation of income and an uncertain external environment.

The pandemic had a huge impact on our fundraising capability with many traditional fundraising activities, such as events and face-to-face fundraising, unable to continue. We were building our digital capability prior to the pandemic and this accelerated considerably during 2020/21 and became the focus of much of our activity. We also continued to focus on the strong relationships we have built with our supporters and partners. In early 2021 we launched our new two year building back stronger plan. This continues to have the relational approach at its core, and aims to build long-term relationships. This is underpinned by a strong, compelling and consistent voice and ongoing innovation to help us reach more people and provide an outstanding experience of Young Lives vs Cancer.

We continued to ensure insight from our supporters was at the centre of our decision-making last year. The research process which led to our decision to change our name from CLIC Sargent to Young Lives vs Cancer was comprehensive in terms of involving the wide array of different stakeholders the charity has. A key component of this was to understand whether this change would support our goal of sustainable income growth. In total, we spoke to 6,535 different existing or possible future supporters to answer this question. The insight we received was clear: the new name would put us in the best position to face the long-term future. In an increasingly unpredictable environment, getting to this understanding has been vital.

We work closely with street, door-to-door and venue fundraising agencies, ensuring a focus on high standards of professionalism and compliance. Agencies are contractually required to ensure all fundraising activity is in accordance with all applicable legal requirements, Young Lives vs Cancer's ethical fundraising policy and the relevant binding codes of practice issued by the Fundraising Regulator. Professional fundraising agencies must have clear, transparent and up-to-date policies in place to protect vulnerable people and other members of the public from unreasonable behaviour.

The Covid-19 meant that face-to-face fundraising was on hold for much of 2020. We restarted private site and street activity in July and August 2020 respectively when it was deemed safe to do so. The activity was then part suspended in November when some of our teams in Scotland were still able to operate. It briefly resumed in December before the January 2021 lockdown, which lasted into April. We worked with our agencies to take additional measures to ensure the safety of the public and of our fundraisers during the Covid-19 pandemic. We ensured that thorough risk assessments were in place and that the agencies were following nations' government guidance and CIOF recommendations. All Covid specific rules and regulations were adhered to with regards to social distancing, face masks and self-isolating. In addition, we asked our agencies to restrict travel across tiers. All fundraising activities delivered by our contracted fundraising agencies were monitored closely through regular meetings, mystery shopping by staff and close complaint analysis.

Young Lives vs Cancer works with a number of commercial partners through cause-related marketing agreements. Thorough due-diligence checks are completed before any new agreement is made and contracts are put in place to ensure all fundraising activity conducted by a commercial participator is done in accordance with all legal requirements and Young Lives vs Cancer's working with companies and ethical policies. Progress against agreed targets is monitored on a regular basis through review meetings, including those relating to performance against agreed financial targets, adherence to solicitation statements and their responsibilities in line with the Code of Fundraising practice and the law.

Young Lives vs Cancer also has a number of registered volunteers who fundraise on behalf of the charity, for example our fundraising groups. This activity is covered by our insurance and we have a risk-assessment process that is followed by the relevant Fundraising Engagement Manager prior to these events taking place. Our fundraising managers discuss all fundraising events with the volunteers prior to them taking place to ensure that they are events and activities that follow guidelines and that we deem a fit for our brand, as well as being safe. There is also an on-call system in place for these events, so that the volunteers have an avenue to escalate issues to out of hours.

In 2020/21 Young Lives vs Cancer received 50 (2019/20: 113) complaints about its fundraising, all of which are now closed. Of that number, we received 27 complaints about face-to-face fundraising, accounting for 0.79% of sign-ups achieved through the activity. In line with regulation requirements the number of complaints and type of fundraising generating the complaints will be submitted to the Fundraising Regulator.

Young Lives vs Cancer takes its responsibilities, with regards to potentially vulnerable individuals when we are fundraising and recruiting potential donors, seriously. We are committed to ensuring that everyone who works for us understands their responsibilities to all donors and supporters, including how to respond to the needs of people in vulnerable circumstances and helping donors make informed decisions.

OUR ACHIEVEMENTS AND PERFORMANCE

A child or young person's cancer diagnosis is devastating for the whole family. We help them through the most frightening time of their lives. And we do this in six ways:

- When the doctor says cancer
- Cancer costs
- There's no place like home
- Helping young lives thrive, not just survive
- When a child dies
- Making change happen.

We shape the work we do around these six core principles, which we'll use to report our 2020/21 achievements against.

Public benefit

In reviewing our aims and objectives and planning our future activities, we have referred to and complied with the duty in section 17 of the Charities Act 2011. This relates to having due regard to the Charity Commission's published general guidance on public benefit. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

WHEN THE DOCTOR SAYS CANCER

"It's like you're in a bubble and you're screaming but no-one hears." Those first days, weeks and months after a cancer diagnosis are overwhelming. Young cancer patients are confused, scared and anxious. From the moment of diagnosis, we're there to help families cope, keeping them strong when cancer threatens to ruin everything. Our care teams provide day-to-day support for each child, young person and family, from information and guidance to clinical care during treatment.

Our aim for 2020/2021:

To continue to work towards reaching every child and young person with cancer who needs us, and their families.

We'll do this by:

- Continuing to develop and grow our digital offer. We'll carry on working with young people and parents to create helpful and worthwhile content and deliver it across our digital channels, so children and young people with cancer, and their families, can get the right support, no matter where and when they need it
- Developing our search engine optimisation and strategic partnerships to improve referral pathways and extend our reach, while building on our partnerships with other charities.

What we achieved in 2020/2021

This year was like no other: young lives with cancer and their families were told the devastating news of cancer during a global pandemic. Even if we couldn't be there in person, we made sure our compassion and expertise continued. We embraced digital delivery overnight.

Our care teams gave individual, tailored support to 6,547 children and young people, and their families, to help them cope with their cancer diagnosis and get their lives back on track. (This was a drop on 2019/20, when the figure was 7,294.)

Our social care teams worked tirelessly throughout dramatically different and ever-evolving circumstances to make sure families were supported as soon as possible following their diagnosis. In the last year we have improved how quickly we respond to both children and young people. On average 86% of children and 85% of young people are now contacted within five working days of referral to our services.

This year we supported 2,878 newly diagnosed children and young people. This is a decrease on last year (3,180) but remains higher than our reach the year before. We do not have enough evidence to explain why our reach decreased this year. Birth rates can change from year to year, which will also influence these figures. However, we think there are other contributing factors—for example, due to the pandemic our social care teams have not been able to work on the wards and in hospitals, and some of our NHS colleagues were redeployed during the height of the crisis, affecting the normal referral channels.

Despite the pandemic, we continued to increase our digital offer and the content across our digital channels. This means our support has become more accessible no matter where someone lives or has their treatment. With the help of young people and social care staff, we redesigned the young people's section of the website to improve accessibility and content and made it easier for young cancer patients and their families to apply for a grant after diagnosis online. We also improved the visibility of our Live Chat service on our website: in 2020/21 we supported 484 service enquiries via this channel, up from the previous year.

We also tested, developed, trained and implemented a brand-new service. Our new Central Support and Social Care team is an extra 'front door' into our social care service, in addition to our traditional route through our local hospital-based social care teams. The Central Support and Social Care team work 100% digitally so families have even more choices in how to access our support, no matter where they live.

This year our four peer support groups continued to be an important source of help and advice for families. Sourcing accurate Covid-19 information was understandably high on people's agendas during the year. We worked with Children's Cancer and Leukaemia Group to ensure consistent clinical advice and information was shared with parents, rather than competing messages. In developing our social channels and information-sharing practices, we also transitioned our Instagram to deliver purely youth-focused content, in recognition that Instagram is their preferred channel.

In 2020/21, we continued to grow our digital peer-support communities, with around 2,900 parents and young people sharing advice and support with one another. We have seen more than a 17% growth in the membership of our Parents and Carers Facebook group which now stands at over 1,900 members.

During the year we have also delivered group work support via Instagram and delivered many of our normal face-to-face groups digitally.

We have begun in earnest our new approach to collaborating with partners, and have invested in two new roles to support this work. We have connected with charities who provide specific support for young lives with cancer and their families such as holiday breaks, wishes, wigs and grants. We contributed to a review of a wish charity's improvement of families' access to its support. A number of charities have sought our input into how they can deliver services safely using digital tools. We have begun to broaden our portfolio of charity partners to increase diversity and inclusivity; we have more work to do on this. We are learning so much from all our collaborations.

We are proud to have launched our charity partnership with Teenage Cancer Trust and Ellen MacArthur Cancer Trust in February 2021. As a result, a number of charities have contacted us to find out more about working with us, or to hear more about the practicalities of developing effective partnerships which they can use to set up partnerships with charities in their own sectors.

We also enabled young people to directly influence the development of a new peer-to-peer support app developed by ALIKE, with whom we have a partnership agreement.

We are busy building on existing great practice with partners Ellen MacArthur Cancer Trust and Teenage Cancer Trust, developing a shared calendar for digital group work so young people and families can access a breadth of support.

We believe it is important to work collaboratively with parents and young people to ensure our support is effective in meeting need. We do this using a Support Star assessment tool, which is completed with parents and young people. During 2020/21 our social care teams undertook 887 first Support Star assessments with parents and completed first reviews of 602 parent Support Stars. Meanwhile, 652 first Support Star assessments were completed with young people, along with first reviews of 397 young person Support Stars.

Our aim for 2021/2022

To continue to work towards reaching every child and young person with cancer who needs us, and their families.

We'll do this by:

- Improving the parents' section of the website
- Launching a new programme of digital group work, and a shared calendar of events with Teenage Cancer Trust and Ellen MacArthur Cancer Trust
- Improving pathways to and from key charity partners
- Testing and learning new search engine optimisation techniques
- Promoting the multiple ways our services can be accessed.

CANCER COSTS

As if a cancer diagnosis isn't tough enough, the financial impact of cancer can be devastating. Our research shows parents spend an average of £600 more every month when their child has cancer. Sudden outgoings such as travel for treatment, hotels and extra heating costs at home cause even more concern on top of a diagnosis. Many parents are also forced to give up work to look after their child, so income goes down as costs go up. It soon adds up, causing further anxiety and worry.

Our aim for 2020/2021

To continue to review and improve our grants programme so young people and families can get financial support quickly and efficiently.

We said we'd do this by:

- Working with charity partners to understand new potential models for delivering the same impact but with greater efficiency
- Improving the grant self-service system further.

What we achieved in 2020/2021:

Due to the pandemic, we had to be laser focused on what our key services are, such as our grants. They help families manage the challenging costs of cancer, like hospital car-parking fees, travel for treatment and keeping a roof over their heads. The impact of Covid-19 on our income meant we had to make changes to our grants. We kept our registration grant, compassionate grant and financial hardship grant.

However, from February 2021 we made the difficult decision to reduce our registration grant to £100. We also made the compassionate grant of £300 available to young adults aged 18 and over only and to families who do not have access to the government's Children's Funeral grant.

Even though finances were difficult, we wanted to make sure families who had the greatest financial need got as much support as possible. As a result, we increased our financial hardship grant for the year from £250 to £350, with a maximum of £700 available for the most difficult financial circumstances (this is up from £500 the previous year). This change was implemented due to many families telling us how Covid-19 had hit their finances hard. In total we gave £372,000 in hardship grant money, the biggest total to date.

We gave 4,932 Young Lives vs Cancer grants totalling £1,036,369. Our social care professionals have amazing knowledge about the other sources of funding families can access and, as a result, they managed to apply for and secure an additional £710,000 in grants from other organisations.

The Smile of Arran Trust provided an incredible £15,000 towards grants for children and young people diagnosed with brain cancer, and a contribution towards administration of the grant. We welcome our continued great partnership with the Trust, having renewed our partnership agreement for another five years.

CLIC Sargent Cancer Care for Children – Annual Report and Accounts younglivesvscancer.org.uk

This year our Benefits and Welfare Rights service gave advice on 1,665 enquiries across a range of issues such as benefits, debt advice, immigration and housing. We estimate this service secured £1,784,535 in potential financial benefits for families and young people during what has been a really difficult year. This is an increase on £1,504,919 the previous year. At least 326 people used our online benefit calculator or our grant search to find additional money to cope. We are continuing to work with our supplier to improve the user experience of these tools and increase uptake of this support.

In order to reach as many children, young people and families as possible, we really focused on our new approach to collaborating with partners, investing in two new roles to support this work. The pandemic and the shift to digital meetings saw a rise in the number of initial partnership meetings taking place, and we connected with charities who provide specific support for young lives with cancer and their families, such as holiday breaks, wishes, wigs and grants. For example, we worked with Make A Wish to improve their referral processes and our collaboration with The Landmark Trust enabled a small number of families to have a much-needed break away. A number of charities sought our input into how they can deliver services safely using digital tools, and we've started to broaden our portfolio of charity partners to increase diversity and inclusivity.

Our aim for 2021/2022

We will continue to expand our Partnerships and will:

- Review our grants service
- Review and redefine our #CancerCosts policy and influencing agenda.

THERE'S NO PLACE LIKE HOME

Cancer treatment for children and young people often happens in a specialist centre rather than a local hospital. If that's a long way from home, it makes it harder and more expensive for families to be together during treatment, when they need it most. That's why Young Lives vs Cancer has Homes from Home close to many of specialist centres across the UK. If they need to, families can stay there for free when a child or young person is in hospital on treatment, helping them avoid the extra financial costs of travel, accommodation and food.

Our aim for 2020/2021

We have heard from the NHS and families just how vital our Homes from Home are during the Covid-19 pandemic. We will continue to make sure this service is available so as many families as possible can safely stay together while their child is having treatment.

What we achieved in 2020/2021

Despite the pandemic, our Homes from Home were a lifeline for parents. Our staff went above and beyond to keep as many Homes open as possible, so parents had somewhere to stay in a safe environment close to their child in hospital.

Seven of our Homes from Home remained open throughout the pandemic. Three of them – Paul’s House in London, CLIC Court in Oxford and Jean’s House in Southampton – closed for a period of time after the pandemic, reopening in July 2020. All Homes have remained open since.

Safety was a priority. In line with government guidelines, we had to risk assess each home to enable social distancing. We also had to restrict stays to just one parent per family. We implemented enhanced cleaning and new health and safety procedures for families and staff. We continue to only offer around half of the rooms at each Home that we usually would.

In 2020/21, we managed to welcome 174 families, who had 299 stays in our 10 Homes from Home around the country (this is compared to 1,220 stays pre-pandemic in 2019/20.)

Even during the pandemic, we were able to help some families facing particularly trying circumstances (where it was safe to do so and in agreement with the child’s clinician). For example, we enabled one family to stay together at one of our Homes as they lived over six hours away from the hospital. We also created a safe space for a mum to breastfeed her baby.

Our charity partner Morrisons helped families staying at the Homes to get shopping, so they could access what they needed and didn’t have to spend hours queuing. They also filled the freezers in the Homes so parents had emergency meals to keep them going.

We were not able to open our new Home from Home in Manchester as planned due to Covid-19. The building works are now well under way and we will be opening during 2021/22.

Our aims for 2021/2022

We have heard from the NHS and families just how vital our Homes from Home are during the Covid-19 pandemic. We will continue to make sure this service is available so as many families as possible can safely stay together while their child is on treatment.

We’ll do this by:

- Beginning to reduce the restrictions at each Home in line with government guidelines
- Opening our new Home from Home in Manchester.

HELPING YOUNG LIVES THRIVE, NOT JUST SURVIVE

Cancer shatters young cancer patients' education, social lives and future prospects. They need support not just to survive cancer but to finish treatment with their future in their grasp. We help them get their lives back on track, both during and after treatment.

Our aim for 2020/2021

To develop our role as an 'expert navigator' for information and other services, so young cancer patients and their families are able to access information and services to support their broader needs.

To equip young people and parents to have a voice so they can make change happen on the things that matter to them. To build our confidence in co-producing key parts of the organisation alongside them.

We said we'd do this by:

- Continuing to grow and develop our partnership working
- Defining our broader offer, including opportunities to participate, volunteer and campaign.

What we achieved in 2020/2021

2020 was the last year of our Thrive Not Just Survive grant, funded by Societe Generale. It was designed to help young people get their work and education ambitions back on track after cancer. Due to Covid-19 we amended the size of individual grants to enable more young people aged over 14 years to benefit. This was also needed as many educational and work opportunities were limited due to the pandemic. In 2020, 101 grants were awarded from £500 up to £3,000. Young people use the grants for their own ambitions such as setting up their own businesses, funding equipment for studying art at university or starting an apprenticeship.

In the immediate response to the Covid-19 pandemic, the work of the Participation team changed considerably: from providing participation and engagement opportunities for children, young people and parents, to collecting vital insight and intelligence from external sources during the crisis period (early Q1). While we were looking at how to best reshape Young Lives vs Cancer due to the pandemic, the team was furloughed. Some engagement with young people and parents took place during this period, for example during Childhood Cancer Awareness Month, and including a number of surveys, which gave us a bigger dataset than we have ever had on the experience of our beneficiaries and gave valuable insights into the impact of Covid-19. However, there were fewer opportunities for richer participation engagement beyond surveys.

The restructure meant the team was more focused on 'voice and engagement' both internally and externally. Our internal work began to establish ways to amplify voice within Young Lives vs Cancer, by building the confidence and skillset of staff to work alongside children, young people and parents and to develop a culture of co-creation.

Our external work began to shape ways to amplify voice outside Young Lives vs

Cancer and identify opportunities where we can give up power and get children, young people and parents involved in issues that impact them.

We have involved senior staff across the organisation in the vision for voice and engagement at Young Lives vs Cancer and how we can strengthen involvement from children, young people and parents at all levels, in particular at Board level. Voice has also been raised externally through our campaigning work and during key NHS projects, for example the paediatric radiotherapy review. We have also begun exploring how Young Lives vs Cancer's voice and engagement work can support and interact with NHS structures.

Due to the huge impact Covid-19 had on our fundraising, we sadly had to discontinue our music programme. We had to become laser focused on the services we were able to deliver such as social work, grants and our Homes from Home.

We have a new approach to working with charity partners to create greater impact together with children, young people and their families. As part of this, we enabled young people to directly influence the development of a new peer-to-peer support app developed by ALIKE, with whom we have a partnership agreement.

We are busy building on existing great practice with partners Ellen MacArthur Cancer Trust and Teenage Cancer Trust, developing a shared calendar for digital group work so young people and families can access a breadth of support.

Our aim for 2021/2022

- *To begin creating a culture of voice and engagement at Young Lives vs Cancer by equipping all of those who are a part of Team Young Lives, including the Board, to meaningfully engage with and work alongside children, young people and parents.*
- *To identify and shape external opportunities to make children's, young people's and parents' voices heard outside of Young Lives vs Cancer and to use them to help shape future services.*

We'll do this by:

- Engaging leadership and the Board in conversations about the future direction of voice and engagement in Young Lives vs Cancer
- Consulting and equipping staff on how to engage meaningfully with children, young people and parents
- Working with external facing teams to identify opportunities to amplify voice externally and build external networks with partners to help deliver this
- Develop a clear service specification including a framework for our partnerships
Broaden our partnerships to improve the diversity of who we deliver services to improving access, equity and reach.

WHEN A CHILD DIES

Every week in the UK, 10 families lose a child to cancer. It's every parent's worst

nightmare. If the unthinkable happens and a family has a terminal diagnosis, we help the child or young person and their family prepare for death. We can't make the pain go away, but we can help them to cope with the emotional pain and encourage them to think about how they can remember their child.

Our aims for 2020/2021

To continue to support families living with the emotional pain of losing a child to cancer.

We said we'd do this by:

- Growing bereavement peer-to-peer support and evaluating the service provided by Child Bereavement UK with parents who use it
- Using all we have learned from parents and young people who have been bereaved to plan our bereavement support for 2020–25.

What we achieved in 2020/2021

The Covid-19 pandemic significantly changed how we supported families this year, as we balanced our primary duty of care to keep everyone safe with our ongoing commitment to support young people and their families. Throughout the year, social workers have creatively sought ways to adapt how they deliver services, which required a significant shift in trust of digital service delivery. During the initial lockdown, we made contact with everyone known to us to understand the immediate need for support. This included understanding practical support needs to facilitate shielding and emotional/psychological support with additional fears around treatment plans and palliative care.

Family visits and ward contacts were suspended, presenting challenges to our teams trying to support bereaved parents. But once new working patterns were established, we were able to run online bereavement support groups, including a specific group for fathers. Throughout the year we continued to work closely with Child Bereavement UK. Seventeen families were supported through a dedicated phone/video call bereavement support service. The service proved that phone/online bereavement support is a valued and a flexible outreach service for families who are geographically isolated or who would be unable to access a locally provided service is beneficial.

While incredibly valuable for those families using the service, it didn't have a lot of reach, so we decided not to continue with this externally commissioned service next year. Instead we'll focus on training up our social care teams, building their confidence so they can give skilled bereavement support as an essential part of our service. As part of reshaping what services we deliver, we also agreed to extend the period of time we support bereaved families to 18 months after the death of their child, so that we go beyond that difficult first anniversary.

We continued to enable bereaved parents to connect and support one another through our Bereaved Parents Facebook group. This year we had 379 members. Parents within the group increasingly self-moderated responses, which has further developed the peer support organically. A small team of skilled social workers continue to oversee the group.

Our aim for 2021/2022

To continue to support families living with the emotional pain of losing a child to cancer

We'll do this by:

- Extending the reach of our bereavement service to 18 months after a child/young person dies
- Delivering a consistent service offer across the UK
- Introducing mandatory bereavement training for all social work staff
- Improving our staff's knowledge of how death, grief and bereavement is dealt with in different cultures, so they can better support bereaved parents.

MAKING CHANGE HAPPEN

Too often, young cancer patients and their families don't get the support they need. We listen to families, basing our policy and influencing work on what they tell us and making sure we fight for what they need most. We work with and challenge the NHS and the government to ensure young cancer patients get the best service they're entitled to.

Our aims for 2020/2021

To strengthen our ability to change the system so it works better for children and young with cancer, particularly around reducing the impact of Covid-19 and cancer costs. Putting the voice of young cancer patients and their families centre stage, ensuring their voice is heard at the heart of national, regional and local decisions about their care.

We said we'd do this by:

- Campaigning to achieve policy and system change to alleviate the impact of Covid-19 and costs for young people and families
- Supporting children, young people and their families to get their voices and experiences heard in debates about cancer services
- Publishing research into the impact of a cancer diagnosis on the employment of young people and parents, developed by Young Lives vs Cancer Young researchers who've also been supported to develop their research skills and confidence.

What we achieved in 2020/2021

Throughout 2020/21 our Policy and Influencing team responded to the Covid-19 pandemic by collecting and sharing crucial insight and intelligence on the pandemic and its impact from a range of sources, in particular from the government and the NHS.

We launched a campaign calling for better transparency for the government's charity funding which saw supporters write to the relevant minister and secure a meeting with Jo Churchill MP, alongside four young people. Through this work we called for funding to secure six months' social care support so we could continue to deliver vital support to children and young people with cancer – but we didn't receive any government funding.

Young Lives vs Cancer was at the forefront of the debate in the sector on this issue and in early 2021 the National Audit Committee and the Public Accounts Committee launched investigations into the £750m allocated to support charities during the pandemic.

Alongside working with health system colleagues on the development and launch of the Under-16 Cancer Patient Experience survey and the Paediatric Radiotherapy review, we supported the appointment of a new All-Party Parliamentary Group on Children, Teenagers and Young Adults Chair (as co-secretariat with Teenager Cancer Trust) and continued to call for a Young Cancer Patient Travel Fund. We also published various research reports on the impact of Covid-19 on children and young people with cancer and their families. Meanwhile our *Hard Work* report, supported by Societe Generale, investigated the impact of cancer on young people's and parent's employment and was co-produced alongside 14 'young researchers'.

The organisation's response to the pandemic also meant the disestablishment of the Nurse Educator programme and impacted plans for the Affiliated Nurses programme. To ensure that Young Lives vs Cancer can continue to deliver safe appropriate services and have a credible voice on health system issues, a new, more strategic approach was established for gathering clinical and health system insight and intelligence.

In early 2021 we partnered with Teenage Cancer Trust to launch our #Hand2Hold campaign calling for young cancer patients to be accompanied in hospital for appointments and treatment. 4,633 people signed our pledge and we met with the government to agree to a UK-wide approach to the campaign. This campaign gave young people the opportunity to make their voices heard through our media work.

Our aims for 2021/2022

To strengthen our ability to change the system so it works better for children and young with cancer, particularly around reducing the impact of Covid-19, emotional well-being and cancer costs. Putting the voice of young cancer patients and their families centre stage, ensuring their voice is heard at the heart of national, regional and local decisions about their care

We'll do this by:

- Building our policy and reputational voice on the emotional health and wellbeing of children and young people with cancer and begin to raise the profile of the unique and specialised children and young people's social care support we do and the value of it to the health system
- Establishing mechanisms to support and resource policy and influencing work in the devolved nations
- Scoping policy and influencing collaboration with partner organisations
- Establishing effective systems to work with Children's Cancer and Leukaemia Group and the Chief Nurse to access timely health-system, clinical and social care insight.

OUR FUTURE PLANS

What now?

The Covid-19 pandemic had a big impact on the experiences of children and young people with cancer, and ways that they received support. Children and young people with cancer and their families were facing the challenges of a cancer diagnosis and treatment at the same time as the challenges and isolation of the pandemic, all while the charity sector faced a massive shortfall in income, and social distancing meant we had to find new ways to support people.

What Now?, our strategy for 2021-23 published earlier this year, is our response to the growing needs of children, young people and their families. We believe that no family should face cancer alone and they should get:

- Support which is easy to access and meets their own individual needs
- To be heard – having a voice, and a team that will advocate to make sure the whole ‘system’ supporting children and young people works better for them
- Every organisation supporting children and young people to work together towards one clear goal; playing to their strengths to reduce the impact of cancer and shrinking the opportunity gap
- Together, we must be a growing, thriving organisation, focused on making the biggest difference we can.

In 2021-23, we will:

Reach more of the people who need us

Currently, around 900 children and young people under 25 struggle with a cancer diagnosis without the age-specialist support they need. We’ll implement a new social care service model that is engaging, impactful and accessible for people no matter where they live or receive treatment. This will incorporate a new virtual Central Support and Social Care Team and refreshed digital content on our website and channels, and we will be building partnerships with others, and awareness, to make sure they hear about us at the right time.

Focus on needs – equity, consistency, impact

All children and young people will have the right to access a consistent offer of support from Young Lives vs Cancer that reflects their assessed needs, and we will shout loudly so they get better support from ‘the system’.

Secure sustainable growth for the future

Children and young people with cancer are supported by the amazing supporters of Young Lives vs Cancer, who make everything we do possible. We will make sure our supporters know just how valued they are, and we will get better and faster at trying new fundraising ideas so that we can get more people to join our fight.

To achieve all this, we need to make sure we have strong systems and get better data and insight about what works – whether for service users or in the ways we raise money – so we can make sure we are investing in the things that have the biggest impact for children and young people.

Living our values

All of this is done by people – staff and volunteers – who all share our enduring values: Bravery, Integrity, Confidence and One Team. These values are core to who we are and have been central to the way we have responded since the onset of the pandemic, but we have to challenge ourselves further.

Real integrity is when values are demonstrated in choices and actions. Our 2021-23 strategy sets out how we will behave to demonstrate these values in everything we do.

In three areas we have made promises that we now need to demonstrate in the way we behave:

Diversity, Equity, Inclusion and Belonging (DEIB)

We will start to make active choices and changes to improve our diversity and prioritise equity. We will begin our journey on ensuring that our culture is inclusive of everyone who works, volunteers and interacts with us, the goal being that people will feel like they truly belong here, whoever they are.

Environmental sustainability

We will understand where we are, our ecological impact and what we need to do to become an environmentally sustainable organisation.

Participation and voice

We will start to work in a more empowering way than we do now, by co-designing and co-producing more with our beneficiaries, and we will increase their voice in our governance. We will begin to engage with diverse voices across the UK and respond to how the cancer experience is changing.

RISKS AND UNCERTAINTIES

Our Board of Trustees and Executive Team together identify and review how we are managing risk as we pursue our strategic objectives, looking at risks to impact, financial sustainability, good governance and compliance, and reputation, and they determine our appetite for risk. The Board regularly reviews a register of strategic risk and the management of our risks is underpinned by our Controls and Assurance Framework.

The pandemic heightened many of our biggest risks, especially keeping people safe and our ability to raise money to keep our services going now and into the future, and it created new challenges in being there for people at their toughest times. In late 2020, as we implemented a new organisational structure to respond to these challenges and created a new two-year strategy, *What Now?*, we set out three goals:

- Reach more of the people who need us
- Focus on needs
- Secure sustainable growth for the future.

As well as setting out how we will develop our culture to ensure we can thrive in the 'next normal'.

We consider our strategic risks in terms of how they will impact our ability to achieve these goals:

Reach more of the people who need us

We will need to closely monitor how many people we reach and better understand the barriers to people accessing our service in a changed landscape. We will identify what actions will have the biggest impact on reach and opportunities to work in close partnership with other charities so that together, we can reach everyone who needs us.

Focus on needs

Covid-19 has made the experience of cancer in children and young people even tougher, and we know people's needs for support are increasing, both during cancer treatment and beyond, at the same time as it is getting harder to access support. We have introduced a new tiered service model designed to ensure the most intensive services are focused on the greatest needs, and to prepare people for the end of treatment. We continue to work very closely with the NHS and are building new partnerships with other charities so we can close the gaps between services and give people the best support we can.

We are working to improve our understanding of people's needs for support and the impact our services have, building our data and insight, so we can be sure we are focusing on the things that have the biggest impact.

Secure sustainable growth for the future

Covid-19 impacted the income of many organisations in 2020 and the impacts are expected to be felt for a period of time. In response, in 2020/21 we launched a range of new fundraising opportunities and are developing and testing new and

innovative ideas, alongside improving to the way we communicate the impact of our work to supporters.

In 2020/21 we also implemented organisational structure change in order to reduce our costs and improve our financial resilience.

We have a robust financial plan which is regularly tested against external scenarios. These scenarios are reviewed every few weeks, and are built on all the available insight, research and internal and external challenge available, so that we can anticipate how children, young people and families will be impacted by what is happening, and how income sources will change.

Well-being

Everyone at Team Young Lives is passionate about the work we do, and we know that we make a difference for children and young people with cancer with people, so it's critical we are all able to look after ourselves, especially during ongoing lockdowns and social distancing. We do regular workforce surveys to understand how people are doing and all teams regularly discuss their well-being. Actions to improve and support the well-being of our staff and volunteers will continue to be high on our agenda.

FINANCIAL REVIEW AND RESULTS FOR THE YEAR

The Consolidated Statement of Financial Activities (SOFA) shows the financial results for Young Lives vs Cancer and its active trading subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited.

Understandably, this was a subdued year for income generation, with total income of £22.2m compared to £31.4m in 2019/20. This year-on-year decrease is mainly due to a drop in general donations to £12.0m (2020: £16.3m) and a drop in retail trading income to £0.7m (2020: £2.7m) as our corporate donations saw a significant decrease, and the Covid-19 pandemic meant that many of our shops were closed for much of the year. Fundraising trading income has dropped to £1.9m (2020: £2.1m) as we have been unable to carry out many of our usual fundraising activities and events as a result of the pandemic. However we have somewhat offset this with a number of virtual events and alternative activities. We have also had two People's Postcode Lottery draws this year compared to six in 2019/20, which contributed to a fall in lottery income to £1.4m (2020: £3.9m). The amount we received from legacies also dropped this year to £2.4m (2020 £3.8m). These factors have been offset by a large grant of £650k from the Joyce Mary Mountain Will Trust, and government support in the form of the Coronavirus Job Retention Scheme (Furlough Scheme) totalling £927k and Retail Hospitality and Leisure Fund Grants totalling £546k – without these significant gifts and grants our reach would have been significantly impacted.

We were delighted that our partnership with Morrisons continues to exceed expectations, resulting in income of £2.9m (2020: £4.0 million). This partnership was further extended in the year, and will end on 31 January 2022.

Total expenditure decreased by £5.7m from £26.8m in 2019/20 to £21.1m this financial year. This is as a direct result of the pandemic, which meant that we had to cease many of our fundraising activities leading to a fall in fundraising costs from £9.6m in 2019/20 to £6.4m in 2020/21. At the start of the pandemic we also undertook a large-scale change programme to restructure the organisation, and this saw 75 employees leave the charity and a further 20 vacant posts removed from the structure, resulting in lower staff costs.

Expenditure on our Home from Homes decreased this year, as the purchase of Jack's House (our new Manchester Home from Home), was completed in 2019/20 totalling £1.3m, yet the renovation work for this project did not commence until January 2021.

Where possible, we have sought to reduce our costs this year, in order to offset the significant decrease in income as a result of the pandemic.

The group's cash position has increased by £2.4m to £11.4m at the end of the year, mainly due to a reduction in debtors of £1.1m and the operating surplus of £1.1m for the year. Total funds have increased from £27.0m to £28.1m. Restricted Reserves have remained static, while Free Reserves have increased by £0.5m.

CLIC Sargent Promotions Limited performs trading activity and receives cause-related marketing income on behalf of the charity. The company had a turnover of £1.5m (2020: £1.8m) and net profit of £0.9m (2020: £1.2m), all of which will be donated to the charity.

CLIC Sargent Developments Limited manages the design and build of new Homes from Home. During 2020/21 we started the renovation of Jack's House, our new Manchester Home from Home, hence turnover of £279k this year (2020: £2k). The company made a small net loss of £2k (2020: £2k).

CLIC Sargent Lottery Limited holds lotteries and raffles on behalf of the charity. The company had a turnover of £1.4m (2020: £3.9m) and net profit of £1.4m (2020: £3.8m), all of which will be donated to the charity.

Reserves

Free Reserves comprise the total reserves available to the charity, less those reserves whose uses are restricted or else designated for specific purposes.

Each year the Trustees review the policy for maintaining Free Reserves, taking into consideration the major risks faced by the charity, their likely impact on income and planned expenditure, and an assessment of the ways to mitigate such risks. A detailed review was performed during 2020/21 in light of the current pandemic and other external factors such as Brexit, to reassess our risk profile. The aim of the review was to ensure the Reserves policy was fit for the future given the charity's current and forecast level of activity, which takes into account a necessary reduction in fixed costs to manage the short to medium-term impact of the pandemic on our anticipated levels of income.

As a result of this review the Trustees agreed a policy that would ensure the safeguarding of charitable commitments and the funding of operational expenditure, during a period of significant downturn. The reserves would also provide working capital and build a strategic fund for investment and innovation necessary for the charity's recovery post pandemic. The Trustees felt that in order to meet the objectives of this policy the charity should aim to build Free Reserves to between £4.0m and £7.0m, but with a temporary reduction in Free Reserves to £1.9m if agreed by the Board.

The current Reserves policy includes a risk premium of £1.5m to cover short to medium-term risks to income and expenditure as a result of the pandemic, Brexit and the current economic climate. As a result, we will be seeking to hold a minimum of £5.5m Free Reserves. This risk premium will be reassessed annually and removed as the risk crystallises or is mitigated through effective financial planning. Funds held between £5.5m and £7.0m will be used to invest in services, income generation and infrastructure.

Total funds at 31 March 2021 amounted to £28.1m (2020: £27.0m), of which £3.8m (2020: £3.8m) was restricted to specific purposes and £16.4m (2020: £15.8m) was designated, with £1.8m (2020: £1.3m) set aside for specific future projects (further detail in Note 19), and the remainder representing fixed assets.

Free Reserves at 31 March 2021 amounted to £7.9m (2020: £7.4m) which is £0.9m above the upper limit of our Free Reserves policy. The year-on-year increase was largely due to a decisive response to managing costs and being innovative with our income, in response to a budgeted decrease in income to £18.0m as a result of the pandemic. The income in the accounts includes £1.4m of government support from the Furlough Scheme and grants for our shop portfolio. This has had a material impact on our results and reserves position. Costs associated with fundraising collateral to run events and agency fees to acquire regular donors were also saved as a result of social distancing and other restrictions in place. Although this has had a positive impact on our 2020/21 result, this has longer-term implications for income. This has been factored into our longer-term planning and Free Reserves policy.

We are currently budgeting a planned deficit next year, as income continues to recover and further investment in long-term sustainable income and services is planned, as we seek to reach more children and young people with cancer that need our support. We expect Free Reserves will be within the policy range before the end of the first quarter of 2021/22.

The Trustees will continue to consider the balance of risk between financial resilience and investment in the development of activities. While they consider the current level of Free Reserves appropriate for the needs of the charity, this will be re-evaluated as appropriate in light of future forecasts and requirements.

Going concern

The charity's financial position and performance has been outlined in the financial review above. The Trustees have assessed projected future income, expenditure and cash flows over the period to March 2024 and analysed the charity's reserves position and liquid assets and its ability to withstand a material decline in income.

Consideration has been given to the stability, predictability and diversity of various income streams in making this assessment.

Our Reserves policy is updated annually and is integral to ensuring we remain a going concern by holding sufficient reserves to withstand a significant decline in income or unexpected costs. The policy is developed based on the financial risks identified within the strategic risk register. Our forecasting and longer-term financial planning seeks to be income led, committing to new costs only when affordable and financial planning decisions are made in the context of our reserves policy.

The long-term financial position of the charity is monitored on a monthly basis, incorporated into a rolling forecast process and reviewed with Finance Committee (in depth) and then the wider Board of Trustees on a quarterly basis. Our current year forecast and three-year outlook considers the impact of our projections on both our Free Reserves and cash position. Cash is also reviewed as part of the forecasting process.

The Trustees have concluded that Young Lives vs Cancer and its active trading subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited, have adequate resources to continue activities for

the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the accounts.

Financial investments

The Finance Committee is responsible for overseeing the overall investment strategy and for the oversight of its implementation.

The Trustees have continued to adopt a conservative investment policy that seeks first to protect the reserves of the charity and second to achieve an appropriate return. During 2020/21 the charity continued to hold liquid assets due to the prevailing market conditions. This approach is expected to be maintained during 2021/22 due to the increased requirement for liquid assets in response to the COVID-19 pandemic.

Streamlined Energy and Carbon Reporting (SECR)

Young Lives vs Cancer has made a commitment to develop our environmental management approach, our *What Now?* strategy states:

We will challenge our ways of working and be conscious to minimise our environmental impact whilst pursuing our goals. We will seek alternatives that still enable us to be better, faster and stronger for children, young people and families. We will engage our whole organisation in the debate to set a target for this and report on it.

We have not included usage for offices where we have service agreements and/or we are not charged for energy usage as a tenant as we do not have access to this usage data. In line with SECR guidelines we have not included emissions related to the use of public transport. GHG emissions have been calculated using 2019 UK Defra carbon conversion factors, emissions are presented in CO₂e. For our buildings we have used an energy intensity metric of kWh per m², using data from our energy bills.

We do not keep records of the size or fuel type of our employees' personal vehicles, so where they have used their car for work and claimed mileage we have calculated based on the measurements for an 'average personal vehicle' and 'unknown fuel type' from the Defra dataset. We do not have mileage data for our fuel cards therefore we have arrived at usage figures using RAC data for average fuel costs in 2020/21 and the metric Defra for CO₂e per litre of diesel.

Our energy usage in 2019/20	Our energy usage in 2020/21
Gas usage: 111407.25 kg CO ₂ e	Gas usage: 31686.72 kg CO ₂ e
Gas use intensity: 58.86 kWh/m ² /y 26.81 kg CO ₂ e/ m ² /y	Gas use intensity: 62.86 kWh/m ² /y 11.45 kg CO ₂ e/ m ² /y
Electricity use: 74194.25 kg CO ₂ e	Electricity use: 83361.39218 kg CO ₂ e
Energy use intensity: 146.07 kwh/m ² /y 15.04 kg CO ₂ e/m ² /y	Energy use intensity: 44.39 kwh/m ² /y 11.35 kg CO ₂ e/m ² /y
Travel data: 150019.96 kg CO ₂ e	Travel data: 16683.03 kg CO ₂ e

STRUCTURE, GOVERNANCE AND MANAGEMENT

Young Lives vs Cancer is a working name of CLIC Sargent Cancer Care for Children, a registered charity in England and Wales (No. 1107328) and in Scotland (SC039857) and a company (No. 05273638) limited by member guarantee and is governed by revised Articles of Association adopted in June 2020.

Our Trustees, honorary presidents, vice presidents, ambassadors and senior executives of Young Lives vs Cancer are listed within the Reference and Administrative section of the accounts.

As disclosed in note 9 to the Financial Statements, Young Lives vs Cancer owns 100% of the issued share capital of CLIC Sargent Promotions Limited and CLIC Sargent Developments Limited. CLIC Sargent also has control over CLIC Sargent Lottery Limited. Information presented on the organisational structure below is based on the group and includes CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited.

The Board

The Board of Trustees for the charity and the Boards of Directors for Young Lives vs Cancer and the subsidiaries ('the Board') are responsible for the overall governance of Young Lives vs Cancer and meet at least four times each year. The number of Trustees cannot be fewer than six or more than 14. The governance of the charity is aligned with good governance practice as set out in the Charity Governance Code.

During 2021, the Board is reviewing itself against the refresh of the Charity Governance Code, published in 2020 and, to reflect the strengthened principle on equality, diversity and inclusion, will be doing proactive development in Diversity, Equity, Inclusion and Belonging (DEIB) this year.

The Governance Committee is responsible for the selection and recruitment of new Trustees, using a transparent recruitment process with input from young people who have or have had cancer, and their families. All appointments are approved by the full Board. A skills audit is used to identify the skills, experience, characteristics and backgrounds that are needed to provide high quality, effective and inclusive governance. During 2021, we are recruiting a new Trustee with professional expertise in DEIB to join the Board. We will be creating a strategy for DEIB and determining what oversight arrangements should be built into our governance structures for this area.

New Trustees are provided with a comprehensive induction pack with information about the charity and their role as a Trustee. New Trustees must also complete an induction programme, which includes meetings with staff within different areas of the charity, site visits (where possible) and safeguarding training. Any development needs that they may have during their time as a Trustee are discussed as part of their appraisal with the Chair. Trustees also attend conferences such as the Trustee Exchange and a Trustee workshop is held each year, part of which is focused on Trustee development and Board effectiveness. Trustees are also provided with regular briefings and information about relevant events.

Trustees are initially appointed to a term of office of three years' duration and may be reappointed by the Board for a further term of office. A Trustee who has served for two consecutive terms shall remain out of office for at least one year unless the Board resolves by a two-thirds majority vote. A Chair of the Board shall be eligible to be reappointed for a third term as a Trustee. The Trustees may also determine that the term of office of the presiding Chair of the Board be extended for up to two years, save that if the term is so extended and they then cease to be the Chair, they would automatically cease to be a Trustee. In exceptional circumstances, to be determined by the Board, a retiring Trustee's term of office may be extended for a period of one year for the purpose of business continuity and in the best interests of the charity.

During 2020, the third term of Will Carter, Trustee, was extended by one year (to a total of 10 years) to ensure continuity of governance during the pandemic.

Strategic management

The Board is responsible for setting an appropriate strategy for the charity. It also ensures that relevant performance measures are in place. The Trustee Board has delegated consideration of specific issues to four subcommittees, who then make recommendations to the Board. The Board receives regular reports on all aspects of the charity's work. The terms of reference for the four committees are summarised below.

Board Advisory Group

At the outset of the Covid-19 pandemic in March 2020 the Board established a temporary Board Advisory Group of four Trustees. The group met regularly with the Executive to monitor the response to the pandemic and make recommendations to the Board where required. Following a Board review of its governance practices in October 2020, this arrangement came to an end and was replaced by informal meetings between Board meetings, to which all Trustees are invited to engage in the work of the charity and debate strategic issues.

Safeguarding Committee

The Safeguarding Committee is a subcommittee of the Board with responsibility for:

- Recommending safeguarding policy and procedures for approval by the Trustee Board to safeguard children, young people and vulnerable adults and to ensure that Young Lives vs Cancer is compliant with the law, guidance and good practice
- Regularly reviewing and critically scrutinising management information, data and analysis about safeguarding and safeguarding concerns
- Ensuring that policies and procedures are fit for purpose and are implemented effectively to safeguard children, young people and vulnerable adults
- Conducting operational or themed reviews about any aspect of safeguarding policy or practice
- Reviewing operational safeguarding risks and making recommendations to the Trustee Board for action and for consideration in its own review of strategic risks

- Ensuring that appropriate quality assurance processes for safeguarding are in place
- Ensuring that a Safeguarding Annual Report is produced that provides the Trustee Board with relevant data and commentary about safeguarding across the charity.

Finance Committee

The Finance Committee is a subcommittee of the Board, with responsibility for assisting the Board to discharge its duties in the following areas:

- Financial and operational performance and procedures
- Annual plans and budgets
- Longer-term financial modelling
- Investments
- Reserves.

Power to act for the charity on financial matters has been delegated to this committee by the Board.

Audit Committee

The Audit Committee is a subcommittee of the Board with responsibility for monitoring and reviewing:

- The policies and processes for the identification, assessment and management of risks including financial control
- The charity's accounts to assess the integrity of financial reporting
- The scope, results and effectiveness of external and internal audit
- The independence of the external auditors, their range of non-audit services and fees
- That appropriate insurance policies are in place for the charity.

Governance Committee

The Governance Committee is a subcommittee of the Board with responsibility for:

- Ensuring that the Board governance structure of Young Lives vs Cancer is fit for purpose
- Monitoring and reviewing the composition of the Board of Trustees to ensure that the Board has the appropriate blend of skills and experience
- Leading the process of identifying and recruiting new Trustees
- Taking responsibility for Trustee induction, support and development, including ensuring that an effective performance appraisal programme is in place
- Reviewing staff and volunteer governance issues and, where necessary, making appropriate recommendations to the Board.

Chief Executive

Authority to conduct Young Lives vs Cancer's day-to-day activities is delegated to the Chief Executive, who is responsible for ensuring that the agreed strategy and policies are carried out. An Executive Team reports to the Chief Executive and meets weekly.

During the early weeks of the Covid-19 pandemic, the Executive Team, together with other key staff, formed a Strategic Command Group and met daily.

Remuneration policy for key management personnel

The Executive Team are considered to be the key management personnel for the charity. Remuneration of our Executive Team is benchmarked against the external market every two years, using two or more salary surveys representing the third sector. The review involves consideration of salary survey data at the median along with economic indicators, affordability, competitiveness and retention of those in key roles. Options for Executive Team pay are then considered by our Governance Committee and agreed by the Board of Trustees.

EMPLOYEES AND VOLUNTEERS

In 2020/21 all of our staff and volunteers were significantly impacted by the Covid-19 pandemic.

32% of our staff were furloughed in spring 2020, as our shops closed under government restrictions and non-business critical roles were paused while we navigated the immediate crisis impact of the pandemic. 36% of staff temporarily reduced their hours to save costs, and another 2% took a voluntary pay cut for a temporary period. Most of our volunteer activity was paused as previous fundraising methods were no longer viable under national restrictions.

Almost all of our staff and volunteers had to move to immediate homeworking in March 2020. Over the past year, we have asked everyone to carry out a DSE assessment on their home working space to make sure they are working safely and have the equipment they need. We know it hasn't been easy for many people to juggle home and work life in the same space, and we've taken action to support and encourage people to look after their well-being. We have a digital well-being hub with varied resources, have encouraged people to make use of our Employee Assistance Programme and started a new partnership with the Laura Hyde Foundation so that staff and volunteers can get tailored emotional support. We also temporarily increased our Family Emergency leave allowance so that parents and those with caring responsibilities could better navigate the impact of the pandemic. During each of the lockdowns, we have introduced 'shut down' days, where all staff and volunteers take a break on the same day, to build their resilience and focus on their well-being in the best way for them.

We've carried out Covid risk assessments on all of our workplaces, and reviewed these regularly in line with changing guidance to make sure we can keep these open safely. Our shops (when allowed under government restrictions) and Home from Homes have been able to operate with new Covid-secure working arrangements in place, and our offices have been open for those office-based staff who are not able to work from home. Our hospital-based staff have adapted amazingly to continue delivering front-line services remotely from home, where NHS offices have had to be repurposed during the pandemic.

Sadly the impact of Covid-19 on our income and financial position meant that we had to urgently change our operating models to stay financially viable as an organisation and this resulted in us reducing our staffing levels by 15%. In summer 2020 we had to close several of our shops for the foreseeable future, and then in the autumn we had a significant restructure of the organisation. Altogether 75 members of staff left us through either voluntary or compulsory redundancy in 2020/21, and a further 20 vacant posts were removed from our structure over the year. The closure of our shops also meant that we had to pause the volunteering opportunities for around 200 of our volunteers, although we hope that they will be able to return to our shops in the future when they are able to reopen.

As we moved into 2021 as a smaller organisation, many staff were getting used to new roles and team structures. Having established a Plan Ahead team at the outset of the pandemic, we are continuing to assess the impact of Covid on the future of the charity and on our objectives. At the end of January we relaunched our strategy with a set of focused strategic objectives and clear statements about the culture we need to have to make them happen.

Diversity, Equity, Inclusion and Belonging (DEIB) continues to be a strategic priority for us and, in January 2021, we recruited a Head of DEIB within our Culture team to ensure we had the right internal expertise to move this from strategic vision to action. Our Directors underwent a series of development workshops in this area and are committed to role modelling, allyship and furthering the work required throughout the organisation. Spaces have been created for staff and volunteers to tell us what DEIB means to them and which are now helping to direct our priorities for action.

Despite the government removal of the requirement to report on gender pay gaps in 2020, we continued to report on ours as well as monitoring our ethnicity pay gap. Our median gender pay gap decreased from 11.1% in 2019 to 5.7% in 2020, and the mean pay gap decreased from 12.9% to 11.6%. Our median ethnicity pay gap increased from -0.3% in 2019 to 2.8% in 2020, and our mean pay gap increased from -1.0% to 0.2%. We know that the snapshot data used for these figures in April 2020 reflected a lot of exceptional impacts to pay, such as furlough leave, reduced hours and voluntary pay reductions. Our organisational structure has also changed significantly since that period. We're therefore committed to analysing our 2021 data earlier than usual to get an up-to-date view of our pay gaps and allow us to make a plan to reduce them.

Creating a culture of volunteering remains our strategic intent, and we have started to explore how we can diversify the way that we engage volunteers across the charity, strengthening our workforce and helping us to achieve our organisational goals. We have successfully introduced several volunteer roles in our service delivery with the recruitment of First Responders within our Central Services team, directing service users to get the right support that they need from us, and we're seeing an increase in the breadth of volunteer roles being developed in teams across the organisation.

Engagement with our workforce

Internal communication has been especially key this year, and we ensured we prioritised keeping our staff and volunteers up to date as we went through a year of such rapid and large-scale change. Communication and engagement with our workforce has included:

- Regular organisation-wide briefings via email, initially two to three per week and now continuing weekly
- Mass communication with volunteers at key moments, including all-volunteer video calls and individual contact with those who can't access video services
- Use of a furlough portal to keep staff on furlough up to date and send organisation-wide messages to their personal emails
- Investment in a new post within our Trading team which has responsibility for engaging with shop volunteers while shops have been closed.

- Monthly all staff Q&As with the Executive team, and opportunities for volunteers to join group calls attended by members of the Leadership team and Board
- Weekly meetings with our Staff Forum during 2020, which have now moved to be monthly so that a more regular dialogue can continue even in 'business as usual' times
- Collective consultation with elected representatives throughout large-scale change programmes, and transparent communications about the consultation and outcomes including a Change Programme hub on our intranet
- Pulse surveys (some to staff, and some to the whole workforce) and a full staff survey in February 2021. There are plans to carry out our first full volunteer survey later this year.

Pensions

Young Lives vs Cancer operates a qualifying auto-enrolment, defined contribution pension scheme for our paid employees.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Strategic Report, the Trustees' Report and the accounts in accordance with applicable law and regulations. Company and charity law requires the Trustees to prepare accounts for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (Financial Reporting Standard 102) and applicable law.

Company law requires the Trustees to prepare financial statements for each financial year. Under company and charity law the Trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the charity and the group, and of the group's net incoming/outgoing resources for that period. In preparing these accounts, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles of the Charities SORP 2015
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts
- Prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity and the group will continue to operate.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the transactions of the charity and the group, and disclose with reasonable accuracy at any time the financial position of the charity and the group. The Trustees must ensure that the accounts comply with the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and the provisions of the charity's constitution. They are also responsible for safeguarding the assets of the charity and the group, and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees have overall responsibility for ensuring that the charity has appropriate systems and controls, financial and otherwise, to provide reasonable assurance that:

- The charity is operating efficiently and effectively
- Proper records are maintained and financial information used within the charity, or for publication, is reliable
- The charity complies with relevant laws and regulations.

Internal controls over all forms of commitment and expenditure continue to be refined to improve efficiency. Processes are in place to ensure that performance is monitored and that appropriate management information is prepared and reviewed regularly by both the Executive Team and the Board of Trustees. The systems of internal control

are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.

These include:

- A strategic plan and annual budget approved by the Trustees
- Regular consideration by the Trustees of financial results, variances from budgets, non-financial performance indicators and benchmarking reviews
- Delegation of day-to-day management authority and segregation of duties
- Identification and management of risks.

With regard to the preparation of this Annual Report and Accounts:

- As far as each Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware
- Each Trustee has taken all of the steps that a Trustee might reasonably be expected to have taken to be aware of relevant audit information and to establish that the charity's auditors are aware of that information.

This Annual Report of the Trustees, under the Charities Act 2011 and the Companies Act 2006, has been approved by the Trustees, including approving in their capacity as company directors the Strategic Report contained therein, and is signed as authorised on their behalf by:



Sir David Haslam
Chair

Date: 15 September 2021

Independent Auditor's Report to the Members and the Trustees of CLIC Sargent Cancer Care for Children

Opinion

We have audited the financial statements of CLIC Sargent Cancer Care for Children ('the charitable company') and its subsidiaries ('the group') for the year ended 31 March 2021 which comprise the Consolidated Statement of Financial Activities, the Group and Charity Balance Sheets, the Consolidated Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the group's and the charitable company's affairs as at 31 March 2021 and of the group's income and expenditure, for the year then ended
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (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 group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's or the group's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

Other information

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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 and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements
- The strategic report and the Directors' report included within the Trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the group and charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the Directors' report included within the Trustees' report.

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

- Adequate and proper accounting records have not been kept
- 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
- We have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on pages 35 and 36, the Trustees (who are also the Directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

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

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations, are set out below.

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company and group operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, the Charities Act 2011 and The Charities and Trustee Investment (Scotland) Act 2005, together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's and the group's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company and the group for fraud. The laws and regulations we considered in this context for the UK operations were taxation legislation and employment legislation.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income, and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, and the Audit Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, designing audit procedures over the timing of income, reviewing accounting estimates for biases, reviewing regulatory correspondence including that

with the Charity Commission, and reading minutes of meetings of those charged with governance.

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. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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 charitable company's Trustees, as a body, in accordance with 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 those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Guy Biggin

Senior Statutory Auditor

For and on behalf of

Crowe U.K. LLP

Statutory Auditor

4th Floor, St James House, St James Square, Cheltenham, GL50 3PR.

Date: 30 September 2021

Consolidated statement of financial activities

(incorporating an income and expenditure account)

For the year ending 31 March 2021

	Notes	Unrestricted funds	Restricted funds	2021	2020
		£'000	£'000	£'000	£'000
Income from:					
Donations and legacies					
Donations and other voluntary income	2	13,845	1,864	15,709	17,931
Legacies	2	2,367	14	2,381	3,763
Other trading activities					
Retail trading	2	738	-	738	2,660
Fundraising trading	2	1,879	-	1,879	2,130
Lottery income	3	1,443	-	1,443	3,855
Investments		6	-	6	22
Other	4	47	-	47	1,060
Total income		20,325	1,878	22,203	31,421
Expenditure on:					
Raising funds					
Donations and legacies	2	6,411	-	6,411	9,633
Retail trading	2	2,191	-	2,191	2,654
Fundraising trading	2	223	-	223	572
		8,825	-	8,825	12,859
Net income available for charitable activities		11,500	1,878	13,378	18,562
Charitable activities:					
When the doctor says cancer		1,716	380	2,096	2,356
There's no place like home		3,576	417	3,993	4,850
Helping young lives thrive, not just survive		980	532	1,512	1,665
Cancer costs		3,386	269	3,655	3,839
When a child dies		618	25	643	672
Making change happen		389	6	395	553
Total direct charitable expenditure	6	10,665	1,629	12,294	13,935
Total expenditure	6	19,490	1,629	21,119	26,794
Net income/(expenditure)	5	835	249	1,084	4,627
Transfers between funds	17,19	298	(298)	-	-
Net movement between funds		1,133	(49)	1,084	4,627
Total funds brought forward	17,19	23,174	3,820	26,994	22,367
Total funds carried forward		24,307	3,771	28,078	26,994

All amounts shown above relate to continuing operations.

Fund comparatives are provided in last year's Consolidated Statement of Financial Activities on the next page.

Notes 1 to 25 on the following pages form part of these financial statements.

Consolidated statement of financial activities

(incorporating an income and expenditure account)

For the year ending 31 March 2020

	Notes	Unrestricted funds	Restricted funds	2020
		£'000	£'000	£'000
Income from:				
Donations and legacies				
Donations and other voluntary income	2	12,491	5,440	17,931
Legacies	2	3,634	129	3,763
Other trading activities				
Retail trading		2,660	-	2,660
Fundraising trading	2	951	1,179	2,130
Lottery income	3	3,855	-	3,855
Investments		22	-	22
Other	4	1,060	-	1,060
Total income		24,673	6,748	31,421
Expenditure on:				
Raising funds				
Donations and legacies	2	9,633	-	9,633
Retail trading		2,654	-	2,654
Fundraising trading	2	572	-	572
		12,859	-	12,859
Net income available for charitable activities		11,814	6,748	18,562
Charitable activities:				
When the doctor says cancer		2,043	313	2,356
There's no place like home		3,796	1,054	4,850
Helping young lives thrive, not just survive		1,025	640	1,665
Cancer costs		3,242	597	3,839
When a child dies		617	55	672
Making change happen		539	14	553
Total direct charitable expenditure		11,262	2,673	13,935
Total expenditure	6	24,121	2,673	26,794
Net income/(expenditure)	5	552	4,075	4,627
Transfers between funds		2,102	(2,102)	-
Net movement between funds		2,654	1,973	4,627
Total funds brought forward		20,520	1,847	22,367
Total funds carried forward		23,174	3,820	26,994

All amounts shown above relate to continuing operations.

Notes 1 to 25 on the following pages form part of these financial statements.

Balance sheets

As at 31 March 2021

Company number: 05273638

		Group		Charity	
	Notes	2021	2020	2021	2020
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible fixed assets	10	14,598	14,430	14,560	14,392
Investments	11a	-	-	137	138
		14,598	14,430	14,697	14,530
Current assets					
Investment assets	11b	14	14	14	14
Stock	12	40	46	-	-
Debtors	13	5,170	6,245	5,980	6,603
Cash at bank and in hand	23	11,384	9,024	10,264	8,518
		16,608	15,329	16,258	15,135
Creditors					
Amounts falling due within one year	14	(3,092)	(2,715)	(2,841)	(2,621)
Net current assets		13,516	12,614	13,417	12,514
Creditors					
Amounts falling due after one year	15	(36)	(50)	(36)	(50)
Net assets	16	28,078	26,994	28,078	26,994
The funds of the charity					
Restricted income funds	17	3,771	3,820	3,771	3,820
Unrestricted funds					
Free reserves	19	7,895	7,421	7,895	7,421
Designated funds	19	16,412	15,753	16,412	15,753
Total charity funds		28,078	26,994	28,078	26,994

The parent charity made a surplus in the year of £1,084k (2020: £4,627k).

These financial statements were approved by the Board of Trustees and authorised for issue on 15 September 2021.



David Haslam
Chair



Anna Hancock
Treasurer

Notes 1 to 25 on the following pages form part of these financial statements.

Consolidated cash flow statement

For the year ending 31 March 2021

	Notes	2021		2020	
		£'000	£'000	£'000	£'000
Net cash provided by/(used in) operating activities	22		2,972		4,161
Cash flows from investing activities					
Interest received		6		22	
Net sales proceeds from the sale of fixed assets		-		2,250	
Purchase of property, plant and equipment	10	(618)		(2,212)	
Net cash (used in)/provided by investing activities			(612)		60
Change in cash and cash equivalents for the year	23		2,360		4,221
Cash and cash equivalents at the beginning of the year	23		9,024		4,803
Cash and cash equivalents at the end of the year	23		11,384		9,024

Notes 1 to 25 on the following pages form part of these financial statements.

Notes to the accounts

For the year ending 31 March 2021

1. Accounting policies

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

(a) Basis of accounting and going concern

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

CLIC Sargent Cancer Care for Children ("the charity" or "the parent") meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The Trustees have undertaken detailed planning and forecasting and continue to closely monitor the situation with regards to Covid-19. Please refer to page 26 and our Trustees Report where we have reflected on the current situation and have outlined the impact for the Charity. Despite the current circumstances the Trustees believe that the Charity's financial resources and contingency planning is sufficient to ensure the ability of the Charity to continue as a going concern for the foreseeable future, being at least twelve months from the date of approval of these financial statements and therefore have prepared the financial statements on a going concern basis.

(b) Group financial statements

The group financial statements consolidate the results of the parent and its non-dormant subsidiaries, CLIC Sargent Promotions Limited, CLIC Sargent Developments Limited and CLIC Sargent Lottery Limited (see Note 9), on a line by line basis. All intra-group transactions are fully eliminated on consolidation in the group results.

The charity has availed itself of Paragraph 3 (3) of Schedule 4 of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities. No separate SOFA has been presented for the charity alone as permitted by Section 480 of the Companies Act 2006. The net result of the parent (the charity) is shown on the Balance Sheet.

The charity is a qualifying entity as defined in FRS 102 and therefore has taken advantage of the exemptions in FRS 102 from the requirement to present a charity-only cashflow statement.

(c) Legal status

CLIC Sargent Cancer Care for Children was incorporated in the United Kingdom as a company limited by guarantee (company no. 05273638). The entity is also a registered charity in England and Wales (charity no. 1107328) and Scotland (charity no. SC039857). The principle and registered office is shown at the back of these Accounts.

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

Notes to the accounts

For the year ending 31 March 2021 (continued)

(d) Estimates and judgements

Preparation of the financial statements requires management to make estimates and judgements. The items in the financial statements where the most significant estimates and judgements have been made are:

- Valuation of legacy income where cash is not yet received: see accounting policy (g) below for details of the judgement applied
- Valuation of provision for unfunded pension costs: see accounting policy (s) below for the judgement and estimates of future costs applied
- Allocation of support costs to Cost of Raising Funds and Charitable Activities: see accounting policy (k) below for details of the estimated consumption of support costs applied
- Valuation of tangible fixed assets: see accounting policy (l) below for details of the estimate of useful economic lives applied
- Valuation of debtors and creditors: see accounting policy (p) below for details of the judgement applied.

(e) Taxation

The company, which is a registered charity, is entitled to taxation exemptions on all income and gains properly applied for its charitable purposes. There are no taxation losses for the subsidiary companies as all of the taxable profits are gifted to the parent charity.

(f) Funds

Restricted funds are funds on which donors have imposed specific restrictions or which have been raised for particular purposes. The aim and use of each restricted fund is set out in Note 17.

Designated funds represent unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in Note 19.

Free reserves are available for use at the discretion of the Trustees in pursuit of the general objectives of the charity.

Notes to the accounts

For the year ending 31 March 2021 (continued)

(g) Income and deferred income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Legacy income is recognised when there is a grant of probate; the executors have established there are sufficient funds to distribute income from the estate; the legacy can be valued with reasonable accuracy and any conditions attached to the legacy have been met or are within the control of the charity.

Income from grants, whether capital or revenue in nature, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably. Grant income will be deferred if received in advance of meeting performance conditions or if the donor specifically states that the income must be spent in a future accounting period.

Contractual income is recognised when the goods or services as specified by the contract are delivered by the charity. This income is treated as unrestricted in the accounts.

Income relating to events is recognised in the period in which the event occurs. Where events were postponed in 2020/21, we deferred the income into 2021/22. Where events have been cancelled the corresponding income has been recognised in the year, provided no refunds have been requested. Some events have taken place virtually, and for these events the income has been released income based on the dates of the virtual event.

Donations comprise gifts that will not provide any return to the donor other than the knowledge that someone will benefit from the donation. Income from donations includes gifts that must be spent on some particular area of work (i.e. restricted income funds). Donations include gifts in kind and donated services (see accounting policy (h) below).

Income from other trading activities includes income earned from both trading activities to raise funds for the charity and income from fundraising events. To fall within this analysis heading, the income must be received in exchange for supplying goods and services in order to raise funds for the charity.

Lottery income includes amounts raised from raffles and lotteries, including proceeds for lotteries held by People's Postcode Lottery (PPL). Fees and expenses for PPL lotteries are determined by PPL and CLIC Sargent receive proceeds net of costs, hence income is recognised on a net basis.

Other income includes profit from the sale of fixed assets and contractual income earned from our services that is immaterial and therefore classified as Other income.

Deferred income consists of cash received by the charity, where the income recognition criteria has not been met because entitlement to the income does not exist at the balance sheet date. Deferred income is not recognised in the SOFA until the charity is entitled to the income. Instead, deferred income is disclosed as a liability in the balance sheet.

Notes to the accounts

For the year ending 31 March 2021 (continued)

(h) Donated services and facilities

The charity benefits from gifts in kind in the form of volunteer time and unclaimed out of pocket expenses. These are not recognised in the accounts as they cannot be reliably valued, but further information is provided in the Trustees' annual report.

In addition many individuals, companies and organisations provide facilities, equipment and services such as advertising free of charge. The charity recognises, where possible, the value of the gift, which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market. A corresponding amount is then recognised in expenditure in the period of receipt.

Items donated for resale are included in shop income when sold and no value is placed on stock at the year end. These items are not recognised in the accounts on receipt as it is impractical to do so given the high volume of low-value items received by the charity and the absence of a sophisticated stock control system to assist with documenting and valuing donated stock held. The Trustees consider that the cost of implementing such a system would outweigh the benefits. High value items of donated stock (with an individual value of £1,000 or more) are recognised on receipt if the income recognition criteria is met.

(i) Expenditure recognition and irrecoverable VAT

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

Expenditure on Raising Funds includes all expenditure (salaries, direct costs and overheads) incurred by the charity and its subsidiaries to raise funds for its charitable purposes. It includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

Costs allocated to Fundraising Trading are those relating to our Major Events, Challenge Events and other non-charitable trading activities such as cause-related marketing undertaken with our corporate partners.

Expenditure allocated to Retail Trading relates to the costs of running the charity's shops; recycling and product marketing activities.

All other expenditure on raising funds relates to the cost of bringing in Donations and Legacies.

Expenditure on Charitable Activities includes all costs incurred by the charity in undertaking activities that further its charitable aims.

Governance costs include expenditure incurred for and by the Board necessary for the strategic oversight of the charity.

Irrecoverable VAT and termination payments are accounted for in the period an obligation is made or liability incurred and are charged against the relevant activity.

Notes to the accounts

For the year ending 31 March 2021 (continued)

(j) Grants payable

CLIC Sargent care grants are available to children, young people and their families who meet the eligibility criteria for registration with the charity. The need for financial support must be related to the child's illness and to support additional expenses incurred. CLIC Sargent does not pay costs of treatment, medical equipment, therapies or school fees.

Grants to children, young people and their families are charged in the year when the offer is conveyed to the recipient. These grants are not subject to conditions being fulfilled once the eligibility criteria has been satisfied.

Occasionally, grants are awarded to other third parties in the furtherance of the charitable objects of the charity. In the case of an unconditional grant offer this is accrued once the recipient has been notified of the grant award. Grants awards that are subject to the recipient fulfilling performance conditions are only accrued when the recipient has been notified of the grant and any remaining unfulfilled condition attaching to that grant is outside of the control of the charity.

(k) Expenditure Allocation including support costs

All expenditure is accounted for on an accruals basis and has been classified to expenditure categories on a direct basis where appropriate or allocated in line with managerial and budgetary responsibilities using several criteria, which include headcount and activity.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include IT support, finance, personnel, payroll and governance costs which support the Charity's services and fundraising activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. Costs have been allocated across each cost category on the basis of head count and activity.

(l) Tangible and intangible assets

Individual items costing £2,000 or more are capitalised at cost. Where an item is below £2,000, but is combined with other items as part of a project or to create an asset, these items will be capitalised if the collective value is greater than £2,000. Property which is gifted to the charity is held at valuation and reviewed for impairment.

Depreciation is provided on all tangible fixed assets using a straight line basis over their expected useful economic lives as follows:

Land	nil
Freehold property	50 years
Furniture and fittings	3-5 years
Motor vehicles	4 years

Assets under construction represent those assets that are undergoing improvements prior to being made operational. During this phase no depreciation is charged.

Fixed assets are subject to periodic review for impairment where there is an indication of a reduction in their carrying value. Any significant impairment is recognised in the consolidated SOFA in the year in which it occurs.

Intangible assets are stated at cost less accumulated amortisation. Amortisation is provided on all intangible assets using a straight-line basis over their expected useful economic life of 3-5 years.

Notes to the accounts

For the year ending 31 March 2021 (continued)

(m) Investments

All the charity's investments are made in accordance with the powers contained within the Memorandum and Articles of Association.

Commercial investments are initially stated at purchase value and then are restated at market value at the end of each financial year. Where it is the intention to realise an investment asset without reinvestment of the sale proceeds, the investment asset is classified as a current asset investment. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the SOFA. The historical cost of commercial investments is shown in the notes to the accounts.

Cash held on long term deposit is cash on deposit and cash equivalents with a maturity of three months or more held for investment purposes rather than to meet short-term cash commitments as they fall due.

Investment Properties relate to shops owned by the charity that are used in part by CLIC Sargent Promotions Limited to undertake trading activities via the sale of new merchandise. A percentage of trading income relative to total income is calculated for each shop and applied to the book value to calculate the value of investment properties for the charity balance sheet. Following FRS102 Triennial Review 2017 becoming effective, the Charity has taken advantage of the accounting policy choice to account for investment properties which are let to group companies at cost less accumulated depreciation, rather than fair value. As such, no restatement of comparative figures has been required.

(n) Stock

Stock consists of purchased goods for resale and is valued at the lower of cost and net realisable value. Items donated for resale or distribution are not included in the accounts until they are distributed or sold (see accounting policy (h) for further information).

(o) Cash at bank and in hand

Cash at bank and cash in hand includes petty cash, and cash in bank accounts and short term deposit accounts with a maturity of three months or less from the date of opening the account.

Notes to the accounts

For the year ending 31 March 2021 (continued)

(p) Debtors, creditors and provisions

Debtors with the exception of prepayments are those amounts that satisfy the income recognition policy at (g) above, recognised at the settlement amount due, where funds have not been received at the year end.

Prepayments are expenditure paid in the current financial year relating to costs to be incurred in a future accounting period. These are valued at the amount prepaid net of any trade discounts due.

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Debtors and creditors are reviewed at the year-end for evidence of required impairment to their settlement value.

(q) Dilapidations policy

An annual dilapidations liability assessment is undertaken and a provision is included in the financial statements for those properties where we expect to terminate the lease within 12 months of the year end.

(r) Financial instruments

The charity 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. The charity also has a small holding of commercial investments measured at market value. Further information is provided in Note 25.

(s) Pension costs and discounting to present value

The charity contributes to defined contribution personal pension schemes on behalf of its employees. The amount charged in the SOFA represents the contributions payable to the schemes in respect of the current accounting period. Costs are allocated to activities in line with wages costs.

The charity also has an obligation to provide one unfunded pension. This has been included under creditors falling due after one year. Full disclosure has not been reflected in the accounts as the Trustees consider this to be immaterial against the costs of undertaking a full actuarial valuation. Instead, the Trustees regularly seek a market quotation of the cost to provide these pensions. The value obtained is then discounted so that the accounts represent what the liability is actually worth to the charity in today's money (present value). The amount is discounted using the best interest rate earned on the charity's funds and assumed mortality rates used for the quotation.

(t) Finance and operating leases

A lease is classified as a finance lease if it transfers substantially all the risks and rewards incidental to ownership. A lease is classified as an operating lease if it does not transfer substantially all the risks and rewards incidental to ownership. The Charity does not currently have any finance leases.

Rentals applicable to operating leases are charged to the accounts on a straight line basis over the lease term. Where an operating lease becomes an onerous contract, for example when the charity leases a property which it subsequently leaves unused and the property cannot be sub-let to recover its costs, the charity will recognise all irrecoverable costs immediately.

Notes to the accounts

For the year ending 31 March 2021 (continued)

2. Net fundraising income

During the year, donations and legacies decreased by £3.6 million (2020: decrease of £1.1 million).

Net fundraising income, including trading income, for the group is as follows:

	Unrestricted	Restricted	2021	2020
	£'000	£'000	£'000	£'000
Donations and legacies				
Donations	11,330	667	11,997	16,291
Grants	890	1,197	2,087	1,381
Government Grants and Support	1,473	-	1,473	
Gifts in Kind	152	-	152	259
Legacies	2,367	14	2,381	3,763
Total donations and legacies	16,212	1,878	18,090	21,694
Retail trading income	738	-	738	2,660
Lottery income	1,443	-	1,443	3,855
Fundraising trading income				
Major fundraising events	139	-	139	594
Challenge events	576	-	576	264
Other fundraising trading income	1,164	-	1,164	1,272
Total fundraising trading income	1,879	-	1,879	2,130
Total fundraising income	20,272	1,878	22,150	30,339
Less: donations and legacies' costs	(6,411)	-	(6,411)	(9,633)
Less: retail trading costs	(2,191)	-	(2,191)	(2,654)
Less: fundraising trading costs				
Major fundraising events	(89)	-	(89)	(267)
Challenge events	(79)	-	(79)	(249)
Other fundraising trading expenditure	(55)	-	(55)	(56)
	(223)	-	(223)	(572)
Total fundraising expenditure	(8,825)	-	(8,825)	(12,859)
Net fundraising income	11,447	1,878	13,325	17,480

Notes to the accounts

For the year ending 31 March 2021 (continued)

3. Lottery

Supported by players of



Lottery income is all unrestricted. Amounts received for lotteries were as follows:

	People's Postcode Lottery	Other	2021	2020
	£'000	£'000	£'000	£'000
Gross proceeds	4,047	688	4,735	12,516
Expenses	(1,159)	(236)	(1,395)	(3,780)
Prize fund	(1,593)	(304)	(1,897)	(4,881)
Net proceeds received by the charity	1,295	148	1,443	3,855

See Note 1 (g) for further information on lottery income. Expenses are incurred by People's Postcode Lottery and other external lottery providers on behalf of the charity.

4. Other income

	Unrestricted	Restricted	2021	2020
	£'000	£'000	£'000	£'000
Profit on the sale of fixed assets	-	-	-	945
Other income	47	-	47	116
	47	-	47	1,061

5. Net income/(expenditure)

	2021	2020
	£'000	£'000
This is stated after charging / (crediting):		
Depreciation	450	461
Profit on the disposal of fixed assets	-	(945)
Payments under operating leases:		
land and buildings	967	799
other	-	14
Auditor's remuneration	32	31

Notes to the accounts

For the year ending 31 March 2021 (continued)

6. Analysis of total expenditure

	Direct & Indirect Staff Costs (Note 8)	Direct Non-Staff Costs	Indirect Non-Staff Costs (Note 7)	2021	2020
	£'000	£'000	£'000	£'000	£'000
Cost of generating funds:					
Fundraising costs	3,647	2,328	436	6,411	9,633
Retail trading	1,104	812	275	2,191	2,654
Fundraising trading	172	15	36	223	572
	4,923	3,155	747	8,825	12,859
Charitable expenditure:					
When the doctor says cancer	1,801	91	204	2,096	2,356
There's no place like home	2,782	813	398	3,993	4,850
Helping young lives thrive, not just survive	1,304	61	147	1,512	1,665
Cancer costs	2,095	1,200	360	3,655	3,839
When a child dies	555	25	63	643	672
Making change happen	326	30	39	395	553
	8,863	2,220	1,211	12,294	13,935
Total expenditure	13,786	5,375	1,958	21,119	26,794

The direct and indirect staff costs above include the allocation of salaries for support staff.

In addition to the above, charitable expenditure of £298k was incurred during the year on the renovation of Jacks' House, Manchester Home from Home (see Note 10).

7. Analysis of support costs

Support costs	Office services	Corporate	Finance	IT	HR	Governance	2021	2020
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Cost of generating funds:								
Fundraising costs	242	13	21	110	39	11	436	530
Retail trading	153	8	13	69	25	7	275	287
Fundraising trading	20	2	1	9	3	1	36	46
	415	23	35	188	67	19	747	863
Charitable expenditure:								
When the doctor says cancer	114	8	10	51	16	5	204	210
There's no place like home	222	15	18	101	32	10	398	440
Helping young lives thrive, not just survive	81	6	7	37	12	4	147	148
Cancer costs	200	14	17	91	29	9	360	345
When a child dies	35	2	3	16	5	2	63	60
Making change happen	21	2	2	10	3	1	39	50
	673	47	57	306	97	31	1,211	1,253
Total support costs	1,088	70	92	494	164	50	1,958	2,116

Notes to the accounts

For the year ending 31 March 2021 (continued)

8. Employees

Group and charity	Employed**	Funded*	2021	2020
Staff costs consist of:	£'000	£'000	£'000	£'000
Wages and salaries	11,455	369	11,824	13,356
Social security costs	1,051	(8)	1,043	1,263
Pension costs	924	(5)	919	1,109
	13,430	356	13,786	15,728

Group and charity	2021	2020
The average number of employees on full-time equivalent basis during the year was as follows:	No.	No.
Fundraising	75	101
Direct service provision – employed	143	165
Direct service provision – funded *	17	55
Corporate support services	92	92
Retail trading	33	50
	360	463

The average number of staff employed during the year was 424 (2020: 532).

*Funded employees represent staff in CLIC Sargent care teams who are funded by CLIC Sargent but are employed by local authorities or health trusts. The total cost of funded posts in 2020/21 was £356k (2019/20: £827k).

**Employed costs include capitalised salaries.

During the year the charity made payments to employees of £266k (2020: £65k) in relation to redundancy and termination payments, of which nil (2020: nil) was unpaid at year-end.

Higher paid employees:

Group and charity	2021	2020
Employees receiving annual gross salaries in the following range:	No.	No.
£60,000 to £70,000	4	7
£70,001 to £80,000	1	2
£80,001 to £90,000	2	2
£90,001 to £100,000	1	1
£100,001 to £110,000	-	-
£110,001 to £120,000	-	1
£120,001 to £130,000	1	-

The Chief Executive received a salary of £123,200 (2020: £118,750) excluding employer pension and national insurance contributions.

Key Management Personnel:

We consider the directors (our Executive) to be the key management personnel for the charity.

Group and charity	2021	2020
Key management personnel costs for the charity and group consist of:	£'000	£'000
Wages and salaries	508	443
Social security costs	63	55
Pension costs	36	32
	607	530

Trustees' remuneration and expenses

None of the members of the Board of Trustees received any remuneration. During the year, nil Trustees (2020: 14) received reimbursements of travel and subsistence expenditure (2020: £5,456.99).

Notes to the accounts

For the year ending 31 March 2021 (continued)

9. Subsidiary companies

The charity owns 100% of the issued share capital of CLIC Sargent Promotions Limited and CLIC Sargent Developments Limited. Additionally the charity controls the board of CLIC Sargent Lottery Limited, incorporated on 26 May 2019, and therefore the results are consolidated within these accounts. All of these companies are incorporated in the United Kingdom.

CLIC Sargent Promotions Limited (company number 00957520) buys new merchandise for resale and receives cause-related marketing income from corporate partners for the benefit of the charity.

CLIC Sargent Developments Limited (company number 09106476) manages the design and build of new Homes from Home on behalf of the charity.

CLIC Sargent Lottery Limited (company number 10791106) holds lotteries and raffles on behalf of the charity.

A summary of CLIC Sargent Promotions Limited's trading results for the year ended 31 March 2021 is as follows:

	2021	2020
	£'000	£'000
Turnover	1,482	1,810
Cost of sales	(59)	(187)
Gross profit	1,423	1,623
Administration expenses	(491)	(405)
Gift Aid donation to the charity	(932)	(1,218)
Operating profit/(loss) for the financial year	-	-
Other income	-	-
Profit/(loss) for the year	-	-
Balance brought forward at beginning of year	-	-
Balance carried forward at end of year	-	-
Total assets	1,638	1,319
Total liabilities	(1,538)	(1,219)
Net assets at 31 March 2021	100	100

A summary of CLIC Sargent Developments Limited's trading results for the year ended 31 March 2021 is as follows:

	2021	2020
	£'000	£'000
Turnover	279	2
Cost of sales	(274)	(1)
Gross profit	5	1
Administration expenses	(7)	(3)
Gift Aid donation to the charity	-	-
Operating profit/(loss) for the financial year	(2)	(2)
Other income	-	-
Profit / (loss) for the year	(2)	(2)
Balance brought forward at beginning of year	(2)	-
Balance carried forward at end of year	(4)	(2)
Total assets	244	91
Total liabilities	(248)	(93)
Net assets/ (liabilities) at 31 March 2021	(4)	(2)

Notes to the accounts

For the year ending 31 March 2021 (continued)

9. Subsidiary companies (continued)

A summary of CLIC Sargent Lottery Limited's trading results for the year ended 31 March 2021 is as follows:

	2021	2020
	£'000	£'000
Turnover	1,443	3,854
Cost of sales	-	-
Gross profit	1,443	3,854
Administration expenses	(25)	(21)
Gift Aid donation to the charity	(1,418)	(3,833)
Operating profit/(loss) for the financial year	-	-
Other income	-	-
Profit/(loss) for the year	-	-
Balance brought forward at beginning of year	-	-
Balance carried forward at end of year	-	-
Total assets	174	169
Total liabilities	(174)	(169)
Net assets at 31 March 2021	-	-

The two former charities, Sargent Cancer Care for Children (charity number: 1085616, company number: 04173873) and CLIC – Cancer and Leukaemia in Childhood (charity number: 802396, company number: 02397331), are both companies limited by guarantee. They are dormant 100% subsidiaries of CLIC Sargent.

The charity is also trustee of the following three unincorporated dormant charities:

Cancer and Leukaemia in Childhood Trust

CLIC UK

CLIC International

All of the subsidiary companies have the same registered office address as the parent charity, shown on the final page.

Notes to the accounts

For the year ending 31 March 2021 (continued)

10. Tangible and Intangible Fixed assets

Group	Intangibles	Land	Freehold property	Assets under construction	Fixtures and fittings	Motor vehicles	Total
		£'000	£'000	£'000	£'000	£'000	£'000
Cost or valuation							
At 31 March 2020	555	3,113	10,884	1,339	1,955	13	17,859
Additions	108	-	32	298	180	-	618
Disposals	-	-	-	-	-	-	0
Transfer between classes	0	0	0	-	0	0	-
At 31 March 2021	663	3,113	10,916	1,637	2,135	13	18,477
Depreciation							
At 31 March 2020	407	-	1,432	-	1,577	13	3,429
Charge for year	96	-	216	-	138	-	450
Disposals	-	-	-	-	-	-	-
At 31 March 2021	503	-	1,648	-	1,715	13	3,879
Net book value							
At 31 March 2021	160	3,113	9,268	1,637	420	-	14,598
At 31 March 2020	148	3,113	9,452	1,339	378	-	14,430

Charity

The charity owns all of the assets of the group. However some of the shops owned by the charity are partially occupied by CLIC Sargent Promotions Limited for the sale of new merchandise. £37,499 (2020: £38,073) of the net book value of the shops has been reclassified as investment property on the basis of trading income as a percentage of total shops income (see Note 11a).

The net book value of the fixed assets of the charity is £37,500 (2020: £38,073) less than the group total above, giving a total of £14,531,500 (2020: £14,392,000).

Intangible assets included above comprise software development, database development and the website.

A legal charge for an overdraft facility of £2 million (2020: £1 million) was secured over Paul's House, Huntley Street, London from June 2020. Paul's House has a net book value of £4.03 million. This overdraft facility was fully removed in June 2021.

Notes to the accounts

For the year ending 31 March 2021 (continued)

11. Investments

(a) Fixed Asset Investments

		Group		Charity	
		2021	2020	2021	2020
		£'000	£'000	£'000	£'000
Charity investment in subsidiaries		-	-	100	100
Investment properties	Note 10	-	-	37	38
		-	-	137	138

The charity has a £100,001 investment in the subsidiaries CLIC Promotions (£100,000) and CLIC Developments (£1).

(b) Current Asset Investments

Group and charity	Listed investments	Total
	£'000	£'000
Market value at 1 April 2020 and at 31 March 2021	14	14
Historical cost	24	24

It is the intention to sell shares in commercial investments in the near future. Sales proceeds will not be reinvested in new investments.

(c) Investments in subsidiaries (see Note 9)

Subsidiary name	% Share	Trading activity
a) CLIC Sargent Promotions Limited	100%	Buys new merchandise for resale and receives corporate advertising income.
b) CLIC Sargent Developments Limited	100%	Manages the design and build of new charitable services properties.
c) CLIC Sargent Lottery Limited	N/A	Set up to run lotteries and raffles on behalf of the parent charity. This is a company limited by guarantee with no share capital but is controlled by the parent charity.
c) Sargent Cancer Care for Children	100%	Dormant
d) CLIC-Cancer and Leukaemia in Childhood	100%	Dormant

Notes to the accounts

For the year ending 31 March 2021 (continued)

12. Stock

	Group		Charity	
	2021	2020	2021	2020
	£'000	£'000	£'000	£'000
Shop inventories	40	46	-	-

13. Debtors

	Group		Charity	
	2021	2020	2021	2020
	£'000	£'000	£'000	£'000
Other debtors	643	882	184	329
Amounts owed by group undertakings	-	-	1,508	1,337
Prepayments and accrued income	4,527	5,363	4,288	4,937
	5,170	6,245	5,980	6,603

14. Creditors: amounts falling due within one year

	Group		Charity	
	2021	2020	2021	2020
	£'000	£'000	£'000	£'000
Trade creditors	649	522	490	473
Taxation and social security	272	301	272	301
Other creditors	115	126	115	126
Accruals	1,326	1,262	1,234	1,217
Deferred income*	730	504	730	504
	3,092	2,715	2,841	2,621

* Deferred income relates to income received in advance of events occurring in future periods. £730k (2020: £504k) will be treated as income in next year's accounts.

15. Creditors: amounts falling due after one year

	Group		Charity	
	2021	2020	2021	2020
	£'000	£'000	£'000	£'000
Unfunded pension obligation	36	50	36	50

Notes to the accounts

For the year ending 31 March 2021 (continued)

16. Analysis of net assets between funds

Fund balances at 31 March 2021 are represented by:

Group	Unrestricted Funds	Restricted Funds	Total
	£'000	£'000	£'000
Tangible fixed assets	14,598	-	14,598
Net current assets	9,745	3,771	13,516
Long-term liabilities	(36)	-	(36)
Net assets	24,307	3,771	28,078

Fund balances at 31 March 2020 are represented by:

Group	Unrestricted Funds	Restricted Funds	Total
	£'000	£'000	£'000
Tangible fixed assets	14,430	-	14,430
Net current assets	8,794	3,820	12,614
Long-term liabilities	(50)	-	(50)
Net assets	23,174	3,820	26,994

17. Restricted funds

Restricted funds at 31 March 2021 are represented by:

Group and charity	Balance 01 April 2020	Income	Expenditure	Transfers between funds	Balance 31 March 2021
	£'000	£'000	£'000	£'000	£'000
London Home from Home	(3)	75	(20)	-	52
Newcastle Home From Home	881	2	-	(2)	881
Manchester Home from Home	2,726	89	-	(296)	2,519
Residential resource	-	78	(78)	-	-
Care teams	126	292	(171)	-	247
Grants	1	82	(43)	-	40
Thrive Not Just Survive	9	369	(378)	-	-
Projects	3	150	(150)	-	3
Programmes	71	718	(773)	-	16
Regional	6	23	(16)	-	13
	3,820	1,878	(1,629)	(298)	3,771

Restricted funds at 31 March 2020 are represented by:

Group and charity	Balance 01 April 2019	Income	Expenditure	Transfers between funds	Balance 31 March 2020
	£'000	£'000	£'000	£'000	£'000
London Home from Home	357	445	(79)	(726)	(3)
Newcastle Home From Home	750	131	-	-	881
Manchester Home from Home	539	3,987	(461)	(1,339)	2,726
Residential resource	2	111	(113)	-	-
Care teams	90	223	(181)	(6)	126
Grants	20	379	(382)	(16)	1
Thrive Not Just Survive	86	396	(473)	-	9
Projects	3	8	(8)	-	3
Programmes	-	878	(807)	-	71
Regional	-	190	(169)	(15)	6
	1,847	6,748	(2,673)	(2,102)	3,820

Notes to the accounts

For the year ending 31 March 2021 (continued)

17. Restricted funds (continued)

London Home from Home Fund represents restricted funds for major development work on our Home from Home in London, Paul's House.

Newcastle Home from Home Fund represents restricted funds for the purchase of and development of a new Home from Home in Newcastle.

Manchester Home from Home Fund represents Morrisons funding over our original partnership total of £7.3m that will be put towards the purchase of and development of a new Home from Home in Manchester.

Residential resource includes funds to be spent at specific Homes from Home.

Care teams represent expenditure within the terms of geographically limited grants.

Grants represent funds provided to families and young people in specific geographical areas.

Thrive Not Just Survive Fund is income from our partnership with Société Générale for a research project to better understand the impact cancer has on young people and parents' employment opportunities and for our new 'Thrive Not Just Survive' grants so young cancer patients can get their education and work ambitions back on track. This funding also contributes toward our core Thrive Not Just Survive activities, which you can read more about in the annual report.

Projects represents funding secured for other specific projects.

Programmes is funding given to support one of the Six Ways We Help programmes, which form the basis of our charitable activity (see note 6).

Regional represents funding received that must be spent within a specific geographical area of operation. This funding has no further restrictions.

Transfer between Funds: The Manchester Home from Home transfer relates to Morrisons funding for the build element of our new Manchester Home from Home. These costs have been transferred to the fixed asset reserve. There is also a transfer of a legacy which was previously classed as restricted income, further review confirms that this is unrestricted.

Notes to the accounts

For the year ending 31 March 2021 (continued)

18. Restricted fund contributions

We are grateful to all our donors for their support. We acknowledge the following contributions:

City Bridge Trust

The funding arm of the City of London Corporation's charity, Bridge House Estates (Charity no. 1035628)

£12,200

Helping young cancer patients, and their families, from London to cope with the costs of cancer.

BBC Children in Need



£22,881

Supporting children with cancer and their families in South West England over 3 years 2019-22 (2020: £44,878)

Big Lottery Fund



Big Lottery Fund - Northern Ireland (Together We Thrive Project)

	Balance 1 April 2020	Income	Expenditure	Balance 31 March 2021
	£	£	£	£
Big Lottery Fund - Northern Ireland (Together We Thrive Project)	95,317	143,222	(75,495)	163,044
Total	95,317	143,222	(75,495)	163,044

19. Unrestricted funds

Free and Designated funds at 31 March 2021 are represented by:

Charity	Balance 1 April 2020	Income	Expenditure	Transfers between funds	Balance 31 March 2021
	£'000	£'000	£'000	£'000	£'000
Free reserves	7,421	20,215	(17,871)	(1,870)	7,895
Designated funds:					
Fixed asset reserve	14,430	-	(450)	618	14,598
Morrisons	1,169	-	(1,169)	-	-
New Finance & HR System	-	-	-	800	800
New Customer Relationship Management System	-	-	-	500	500
New Services Operating Model	-	-	-	170	170
Other	154	110	-	80	344
	15,753	110	(1,619)	2,168	16,412
Total	23,174	20,325	(19,490)	298	24,307

Notes to the accounts

For the year ending 31 March 2021 (continued)

19. Unrestricted funds (continued)

Free and Designated funds at 31 March 2020 are represented by:

Charity	Balance 1 April 2019	Income	Expenditure	Transfers between funds	Balance 31 March 2020
	£'000	£'000	£'000	£'000	£'000
Free reserves	3,249	24,519	(21,620)	1,273	7,421
Designated funds:					
Fixed asset reserve	13,982	-	(461)	909	14,430
Morrison's	3,209	-	(2,040)	-	1,169
Other	80	154	-	(80)	154
	17,271	154	(2,501)	829	15,753
Total	20,520	24,673	(24,121)	2,102	23,174

Fixed asset reserve – The Trustees have set aside funds to cover the net book value of tangible fixed assets, excluding those assets included within restricted funds.

Morrison's – CLIC Sargent became Morrison's charity partner during 2017/2018. Funds raised from the partnership were previously set aside for specific projects, including wider family use of existing CLIC Sargent Homes from Home, a digital service provision and increased grant-making activity for beneficiaries. From 2020/21 Morrison's have agreed to fund the shortfall on the Manchester Home from Home project, with all other income being classed as unrestricted.

New Finance & HR system – A new system is required in order to drive efficiency and improve processes within the organisation. This project is planned to run from 2021/22 to 2023/24.

New Customer Relationship Management System – A fund has been designated equivalent to the implementation balance and running costs relating to the new system up to and including March 2024. £0.3m will be spent in 2021/22, with £0.1m per annum being spent in the following two years.

New Services Operating Model – The designated funds have been set aside to cover deferred redundancy & infrastructure change costs. This fund will be spent by the end of 2021/22.

Other – A legacy was received in 2019/20 and 2020/21 totalling £264k which has currently been classed as designated funding. A further £80k has been added in 2020/21 to support management & project management training which will occur in 2021/22.

Transfers between funds:

The £618k transfer to the fixed asset reserve represents fixed asset additions including restricted capital costs for the Newcastle Home from Home (£2k) and the new Manchester Home from Home (£296k), and other unrestricted additions (£320k).

Notes to the accounts

For the year ending 31 March 2021 (continued)

20. Commitments

As at 31 March 2021 there were future minimum lease payments under non-cancellable operating leases for each of the following periods:

Group and charity	2021		2020	
	Land and buildings	Other	Land and buildings	Other
	£'000	£'000	£'000	£'000
Total commitments due:				
Within one year	840	-	955	11
Within two to five years	1,351	-	2,147	-
After five years	55	-	85	-
	2,246	-	3,187	11

The value of capital commitments at 31 March 2021 was £1,125k (2020: £50k). This relates to amounts owed under the construction contract to the main contractor for Jack's House, the new Manchester Home from Home, which was purchased during the 2019/20 year, and also includes contractual amounts due to our systems supplier Pythagoras for implementing the new CRM system.

Five of the charity's operating leases totalling £72k were determined to be onerous at year end, and we have included a provision to recognise all irrecoverable costs immediately in respect of these.

21. Grants

Grants to individuals, including comparative information are included in the table below.

With regard to grants made to organisations, £31.5k (2020: £32k) was paid to Children's Cancer and Leukaemia Group for an Early Diagnosis Project and for Research.

Grants awarded to families and young people in the period were as follows:

Group and charity	2021		2020	
	£'000	No. of grants	£'000	No. of grants
Registration	466	2,979	556	3,341
Financial Hardship	372	1,495	299	1,263
Compassionate	87	296	114	409
Proton beam therapy	0	0	0	0
Home Essentials	0	0	6	39
Thrive Not Just Survive	103	108	113	61
Other	8	54	20	133
	1,036	4,932	1,108	5,246

Of the grants awarded £8k was unpaid at 31 March 2021 (2020: £66k).

Notes to the accounts

For the year ending 31 March 2021 (continued)

22. Reconciliation of net income/(expenditure) to net cash flow from operating activities

Group	2021	2020
	£'000	£'000
Net income for the year	1,084	4,627
Adjustments for:		
Depreciation charges	450	461
Interest received	(6)	(22)
Profit on the disposal of fixed assets	0	(945)
Decrease in stock	6	18
Decrease in debtors	1,075	109
Decrease in creditors	363	(87)
Net cash provided by operating activities	2,972	4,161

23. Analysis of cash and cash equivalents

Group	At 1 April 2020	Cash flows	At 31 March 2021
	£'000	£'000	£'000
Notice deposits (less than 3 months)	1,504	(1,504)	-
Cash at bank and in hand	7,520	3,864	11,384
	9,024	2,360	11,384

Notes to the accounts

For the year ending 31 March 2021 (continued)

24. Related party transactions

Key Management Personnel

The charity pays the University Hospital Southampton NHS Foundation Trust ("The Trust") for the rental of phone lines used by CLIC Sargent Staff. The former Chair of Trustees is also the Chair of the Trust. During 2020/2021 CLIC Sargent paid the Trust £1,755 (2020: £1,832).

The charity pays the Charity Finance Group ("CFG") for annual membership. The former Director of Finance and Corporate Resources is a trustee of the CFG. During 2020/21 CLIC Sargent paid the CFG £1,188 (2020: £1,044).

The group pays Sayer Vincent for the compilation of the annual corporation tax returns. Trustee Farrah Kitabi is a Senior Manager at Sayer Vincent. During 20/21 CLIC Sargent paid Sayer Vincent £2,805 (2020: £2,400).

Trustees paid a total of £6,721 (2020: £9,678) of donations to the charity in the year.

Subsidiaries

Transactions between the parent company CLIC Sargent Cancer Care for Children and the subsidiaries, CLIC Sargent Developments Limited, CLIC Sargent Promotions Limited and CLIC Sargent Lottery Limited, are as follows:

Management fee payable to the charity for staff and support services provided to the subsidiaries: £499,294 (2020: £417,506) from CLIC Sargent Promotions Limited, £1,069 (2020: £nil) from CLIC Sargent Developments Limited and £19,348 from CLIC Sargent Lottery Limited (2020: £18,610).

VAT paid by the charity on behalf of CLIC Sargent Promotions Limited: £307,701 (2020: £298,003). Design and Build costs incurred by CLIC Sargent Developments Limited and recharged to the charity: £278,758 (2020: £1,433).

Profits in the subsidiaries to be donated to the charity: £931,945 (2020: £1,218,050) from CLIC Sargent Promotions Limited, £1,418,088 (2020: £3,833,241) from CLIC Sargent Lottery Limited and £nil from CLIC Sargent Developments Limited (2020: £nil).

Balances repayable at the year end: £1,535,852 (2020: £1,208,139) to the charity from CLIC Sargent Promotions Limited; £200,520 (2020: £37,244) from the charity to CLIC Sargent Developments Limited and £172,387 (2020: £165,831) from CLIC Sargent Lottery Limited to the charity.

25. Financial assets and liabilities

Group		2021	2020
		£'000	£'000
Financial assets measured at fair value through profit or loss:			
Investments in liquid equity instruments	Note 11b	14	14
Financial assets measured at amortised cost:			
Accrued income and other debtors	Note 13	3,538	4,328
Cash at bank and in hand	Note 23	11,384	9,024
Financial liabilities measured at amortised cost:			
Trade creditors and accruals due in less than one year	Note 14	1,975	1,784
Financial liabilities measured at net present value:			
Unfunded pension obligation due in more than one year	Note 15	36	50

Reference and administrative details

Registered name of the charity	CLIC Sargent Cancer Care for Children
Trading as	Young Lives vs Cancer
Charity number	1107328
OSCR number	SC039857
Company number	05273638

The Trustees of CLIC Sargent are the charity's Trustees under charity law and the directors of the charitable company.

Members of the Board

Sir David Haslam - Chair

Anna Hancock - Treasurer
Jane Burt FCIPD (Resigned 30 September 2020)
Will Carter
Julia Chisholm
Karen Eccles
Stephen George
Rachel Hollis
Peter Houghton
Harry Howard
Farrah Kitabi
Niamh Lawlor
Jason Loo

Finance Committee

Anna Hancock - Chair

Will Carter
Stephen George
Sir David Haslam
Niamh Lawlor
Rachel Kirby-Rider (Appointed 1 April 2020)
Tony Dowrick

Audit Committee

Farrah Kitabi - Chair

Anna Hancock
Rachel Hollis
Peter Houghton
Karen Eccles (Resigned this Committee on 30 September 2020)

Governance Committee

Rachel Hollis (Chair) (From 1 October 2020)
Jane Burt FCIPD (Chair) (Resigned 30 September 2020)
Rachel Kirby-Rider (Appointed 1 April 2020)
Anna Hancock
Sir David Haslam
Jenny Turner
Roger Smith

Safeguarding Committee

Peter Houghton (Chair)

Will Carter
Karen Eccles (Appointed to this Committee on 30 September 2020)
Paul Gathercole
Helen McShane
Luke Mallett (Appointed 1 April 2020)
Roger Smith

Reference and administrative details (continued)

Executive officers

Chief Executive

Rachel Kirby-Rider (Appointed 1 April 2020)

Director of Corporate Services

Tony Dowrick

Director of Income and Engagement

Luke Mallett (Appointed 1 April 2020)

Director of Services

Helen McShane

Director of People and Learning

Roger Smith

Director of Strategy and Governance, Company Secretary

Jenny Turner

Founders

Sylvia Darley OBE - Sargent Cancer Care for Children

Bob Woodward - CLIC – Cancer and Leukaemia in Childhood

Honorary Presidents

Gordon Morrison

Daphne Pullen (up to January 2021)

Vice Presidents

Francesca and Andrea Brignone

Sara and Massimo Carello

Laura and Jonny Greenall

Nicola and Jonathan Plumtree

Mel and Andrew White

Jake and Harriet Humphries

Lucy Butcher

Ambassadors

James Allen

Alice Beer

Angellica Bell

Nicola Benedetti

Ben Cajee

Mark Chapman

Chris Hollins

Jake Humphrey

Emma Johnson

Julian Lloyd Webber

Kai Owen

Patsy Palmer

Duncan Pow

Gaby Roslin

Michelle Ryan

Tom York

Susan and Richard Young

Reference and administrative details (continued)

Principal professional advisers

Solicitors

IBB Solicitors
Capital Court
30 Windsor Street
Uxbridge
Middlesex UB8 1AB

Bates Wells & Braithwaite London LLP
10 Queen Street Place
London
EC4R 1BE

Bankers

Barclays Bank
1 Churchill Place
London E14 5HP

Royal Bank of Scotland
29 Old Brompton Road
London SW7 3JE

Lloyds TSB Bank Plc
25 Gresham Street
London EC2V 7HN

External auditors

Crowe U.K. LLP
Statutory Auditor
4th Floor, St James House
St James Square
Cheltenham
GL50 3PR

Internal auditors

MHA MacIntyre Hudson
30-34 New Bridge Street
London EC4V 6BJ

Principal and Registered office

No. 1 Farriers Yard, Assembly London,
77-85 Fulham Palace Road
London, W6 8JA