

COLOSTOMY UK

England & Wales · Charity number 1113471

Details

Other names COLOSTOMY ASSOCIATION LTD, COLOSTOMY UK

Status Registered

Legal form Charitable company

Company number [05623273](#)

Registered 2006-03-29

Register [View on the Charity Commission register](#)

Contact

Address 100 Berkshire Place
Winnersh
Wokingham
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Email INFO@COLOSTOMYUK.ORG

Website www.colostomyuk.org

Activities

Objects: 1) TO RELIEVE THE NEED OF THOSE WHO HAVE A COLOSTOMY OR OTHER TYPES OF STOMA AND THEIR FAMILIES BY THE PROVISION OF SUPPORT, REASSURANCE AND PRACTICAL INFORMATION;2) TO PRESERVE AND PROTECT THE HEALTH OF OSTOMATES BY PROVIDING AND ASSISTING IN THE PROVISION OF FACILITIES SUPPORT SERVICES NOT NORMALLY PROVIDED BY THE STATUTORY AUTHORITIES;3) TO ADVANCE THE EDUCATION OF THE PUBLIC IN THE SUBJECT OF COLOSTOMIES AND OTHER TYPES OF ABDOMINAL STOMAS;4) TO ADVANCE THE EDUCATION OF THE PUBLIC HEALTHCARE SUCH AS MEDICAL PROFESSIONALS.

Activities: Supports people pre and post colostomy operation and their families and carers. Produces a range of literature, including a quarterly magazine. Operates a 24 / 7 Helpline. 90+ contact volunteers across country.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, Other Defined Groups

Geography

- **Area of benefit:** NATIONAL
- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

| Period end | Income | Expenditure | Assets | Employees |
|------------|----------|-------------|----------|-----------|
| 2024-12-31 | £597,621 | £802,017 | £434,665 | 12 |
| 2023-12-31 | £732,948 | £682,177 | £639,061 | 9 |
| 2022-12-31 | £648,726 | £569,545 | £588,290 | 7 |
| 2021-12-31 | £572,022 | £493,246 | £509,109 | 6 |
| 2020-12-31 | £497,046 | £482,068 | - | - |

Trustees

| Name | Role | Appointed |
|------------------------|------|------------|
| Catherine Hunt | | 2024-06-26 |
| Emma Louise Parker | | 2025-12-17 |
| Giorgia Callaghan | | 2025-10-10 |
| Jonathan Russell | | 2024-06-26 |
| Matthew John Pollitt | | 2022-07-09 |
| Stephen John Scoffield | | 2019-09-23 |

COLOSTOMY UK

England & Wales - Charity number 1113471

Accounts

Company registration number: 05623273

Charity registration number: 1113471

Colostomy UK

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 December 2024



WESTCOTTS

CHARTERED ACCOUNTANTS
& BUSINESS ADVISERS

Colostomy UK

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Colostomy UK

Reference and Administrative Details

Chairperson Ms A Laing

Trustees: Ms S A Affleck (resigned 31 December 2024)
Mr AM Bird (resigned 16 February 2024)
Ms A Laing
Mr M Pollitt
Mr S Scoffield
Ms C Hunt (appointed 26 June 2024)
Mr J Russell (appointed 26 June 2024)
Ms L Plant (appointed 26 March 2025)

Chief Executive Ms E Herbert

Charity Registration Number 1113471

Company Registration Number 05623273

The charity is incorporated in England and Wales.

Registered Office 100 Berkshire Place
Wharfedale Road
Winnersh
Wokingham
RG41 5RD

Independent Examiner Westcotts (SW) LLP
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Colostomy UK

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 December 2024.

Dear friends, supporters, and members of our Colostomy UK community,

A WELCOME FROM OUR CHAIR OF TRUSTEES and CHIEF EXECUTIVE

As we open this year's Annual Report, we want to take a moment to speak from the heart.

2024 has been a year of challenge and of pride. The challenges - we won't sugar-coat them - have been real, persistent and, at times, overwhelming. Like many charities across the UK, we have been navigating the long tail of the Covid-19 pandemic, a cost-of-living crisis that has deepened inequality, and a significant drop in advertising income. For a not-for-profit like ours, these pressures don't just touch our balance sheets, they test our resilience, our creativity, and our ability to reach those who rely on us.

But here's what we know: we are needed now more than ever. And we are still here. Still standing. Still fighting for the people we serve.

Throughout all of this, our commitment to our beneficiaries - the thousands of individuals and families living with stomas - has never wavered. If anything, the hardship of this past year has reminded us why we exist: to ensure no one has to face stoma surgery or life with a stoma alone or unsupported.

We are immensely proud of what we've achieved. Proud of our dedicated volunteers, many of whom live with stomas themselves, who continue to be the compassionate backbone of our organisation. Proud of the new support groups, our continued 24-hour helpline, the powerful "Real Lives" stories in *Tidings*, and the surge of people accessing our resources online. Proud that we have continued to innovate, to advocate, and to empower.

Behind every statistic in this report is a story - of courage, of adaptation, of community. We've seen a record number of people reach out for support, and our volunteer network has risen to meet that demand with strength, empathy, and tireless dedication. We've worked with hospitals, industry, and government bodies to represent the voice of our community and push for fairer care. And we've continued to bring visibility to life with a stoma - challenging stigma, raising awareness, and shining a light where there was once silence.

But we also want to be honest: the road ahead is uncertain. We face growing demand, rising costs, and dwindling unrestricted income. To continue delivering at the level we know is needed, we will need more support. More voices. More belief in our mission.

And yet, we remain hopeful - because we've seen what this community can achieve when we stand together. We are powered by lived experience. By love. By the determination to make life better for those who follow in our footsteps. That's not something you can measure in budgets or balance sheets - but it's what keeps us going.

To everyone who has stood with us in 2024 - thank you. To our donors, our volunteers, our healthcare partners, and most of all, to the people living with stomas who inspire everything we do - this report is for you. This charity is for you.

Colostomy UK

Trustees' Report

With deep gratitude and unwavering commitment,

Mandi Laing, Chairperson

Libby Herbert, Chief Executive



GOVERNANCE, STRUCTURE AND MANAGEMENT

Governing Document

The organisation is a charitable company, limited by guarantee, incorporated on 15 November 2005, and registered as a charity in the UK on 29 March 2006. The company was established under a memorandum of association (as amended by special resolutions on 23 March 2006, 24 March 2007, 5 July 2014, and 29 October 2020), which established the objectives and powers of the charitable company and is governed under its articles of association.

Public Benefit

The trustees have complied with section 17(5) of the Charities Act 2011 regarding the public benefit requirement.

Equal Opportunities

The charity is committed to the principle and practice of equal opportunities and is an equal opportunities employer. All our employment decisions are based on merit and the legitimate needs of the charity. We do not discriminate on the basis of colour, race or nationality, ethnic or national origins, sex, gender reassignment, sexual orientation, marital or civil partner status, pregnancy or maternity, disability, religion or belief, age or any other grounds on which it is or becomes unlawful to discriminate under the laws of England and Wales.

Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law. Collectively they form the charity's board of trustees. The board includes three members with stomas, one with a reversal, and two without.

Trustee Recruitment and Appointment

We continue to adopt a proactive approach to maintaining a board of Trustees with identified skill sets, in order to ensure we have access to the diverse range of competencies and experience needed to effectively oversee the charity's operations and development. We began the year successfully recruiting two new Trustees, both with HR backgrounds, who have both corporate and charity experience. At the year end, one Trustee stepped down and we were actively recruiting for two new board members – a Clinical Trustee, and someone with expertise in Fundraising.

New trustees have a six-month induction. This includes being assigned an existing trustee as a mentor, and spending time with the management team to gain a sound understanding of the charity's work and strategic priorities.

Colostomy UK

Trustees' Report

Employees

This year brought some changes within our team of paid employees, reflecting both natural transitions and our ability to adapt to evolving needs. The year began with the well-earned retirement of our longstanding Writer & Editor, whose contribution over many years helped shape Colostomy UK's voice and message. We were fortunate to welcome a talented successor on a contract basis, who continues to bring fresh energy and creativity to the role.

At the start of the year we appointed a new role, Community Liaison Lead, to improve and extend our involvement with the stoma community across the UK. We also saw changes within our fundraising and marketing functions. Our Fundraising Executive moved on during the year and was successfully replaced, while our Marketing Executive concluded their time with us at the end of the year. In our support services team, one of our two Support & Finance Co-ordinators moved into a more finance-focused role, becoming our new Finance & Administration Co-ordinator — a role that strengthens our operational foundation. We welcomed a new full-time Support Administrator partway through the year, who brought enthusiasm and dedication during their time with us, even though their tenure was brief. Throughout these transitions, the team has remained committed, resilient, and focused on ensuring uninterrupted support for our community.

We ended the year with a team of twelve (10.2 FTE), comprising seven full-time employees: Chief Executive, Marketing and Campaigns Manager, Fundraising Manager, Fundraising Executive, Community Liaison Lead, and Volunteers & Support Co-ordinator, and five part-time employees: Head of Support and Operations, Volunteers' Manager, Finance & Administration Co-ordinator, Writer & Editor, and Finance Manager.

The charity continues to allow for some remote and hybrid working, to enable us to recruit and retain the best individuals for each position regardless of location or flexibility needed; however the majority of the team work from our offices in Wokingham. We continue to work with an external HR Consultancy, WorkNest.

Volunteers

Volunteers have played a vital role in our support services since our foundation in 1967, providing peer-to-peer experienced-based advice to people at all stages of their stoma journey. We work hard to ensure they feel valued for the substantial contribution they make to Colostomy UK and our beneficiaries, for whom they can literally be lifesavers.

Our team of 60 volunteers, 59 of whom have or have had a stoma, remains key to all that we are able to achieve, keeping lived experience at the heart of all we do. Our volunteers support our service delivery in a variety of ways: Manning the helpline, LiveChat and befriending services; the distribution of information and support resources; moderating our private Facebook group; representing us at open days, support group meetings, other events and in the media; supporting our campaigning and advocacy work; sitting on the editorial board of Tidings magazine, where they contribute content, and provide quality control based on their lived-experience ; reviewing all of our support literature; and providing office support.

Management Committee

Comprising the Chief Executive, Chair of Trustees, Finance Trustee, and a long-standing volunteer, the committee meets monthly to oversee the smooth running of the charity and act as a link between the board of trustees and employees.

Colostomy UK

Trustees' Report

Strategy Committee

The Strategy Committee, comprising Chair, Chief Executive, Secretary & Governance Trustee and strategy project leads meets when needed to monitor the progress of strategic objectives and agree priorities and spending on strategy, within agreed budget constraints.

Income Generation/Finance Committee

In addition to monthly internal finance review meetings, the Income Generation/Finance Committee meets bi-monthly to examine fundraised and earned income, together with expenditure, to manage cashflow and safeguard the long-term viability of the organisation. The committee is made up of our Finance Trustee, Secretary and Governance Trustee, Chief Executive, Finance Manager, Marketing and Campaigns Manager, and Fundraising Manager.

OUR PURPOSE – WHY WE'RE HERE

We exist to make a positive difference for anyone impacted by any kind of stoma surgery.

OUR WORK – WHAT WE DO

Founded in 1967, we became a registered charity in 2006, and we maintain our original mission to this day: to support people with stomas and those who care about them. There are now over 200,000 people living with a stoma in the UK who could benefit from the work that we do, as we:

- Provide practical and emotional support and advice whenever it's needed.
- Run projects that empower and build the confidence to take on fresh challenges.
- Are a voice on the issues that matter, campaigning and advocating for the rights of people with stomas.

OUR VISION – WHERE WE'RE GOING

We want to live in a world where having a stoma presents no obstacles or barriers and carries no stigma. A world where people can:

- Get the right information and advice, at the right time, at the right stage of their stoma journey.
- Have access to the facilities and resources they need when and where they need them.
- Live their lives to the fullest without fear of discrimination or prejudice.

OUR VALUES

At Colostomy UK the way we behave matters to us. In everything we do, we are guided by our values:

Support and empower

Two things matter more than anything else to us: supporting people with or about to have a stoma and empowering them to get the most out of life. We continue to seek new ways to do this, so we aren't complacent. Being innovative, creative, courageous, and tenacious is in our DNA.

Colostomy UK

Trustees' Report

Knowledge

We are stoma experts, having accumulated collective knowledge since we were founded in 1967, and we add to this knowledge every day. We know the many ways in which having a stoma can impact on life. We know the challenges, we know the fears, we know the concerns and the worries. We know the ups and the downs. We also have the know-how to help, reassure, and support.

Compassion

We are compassionate and caring. We know what it's like to go through stoma surgery and what a struggle it can be to get life back on track afterwards. We understand how even small things can have a big effect on wellbeing. We don't judge; we are patient, respectful and understanding listeners.

Inclusivity

The diseases, illnesses and injuries that make stoma surgery necessary don't discriminate and nor do we. People from all walks of life, all cultural and religious backgrounds, and all ages have stomas, and we are here for every single one of them. For us, inclusivity is also about understanding things from different points of view. Doing this helps us to shape the support we offer, making sure that we can respond in positive, meaningful, and impactful ways to the many and varied needs of people with stomas.

Togetherness

Our strength comes from engaging with others, as we've been doing throughout our history. By working collaboratively with healthcare professionals, people with stomas, local and central government, businesses, and other organisations, we fulfil our purpose.

ACTIVITIES

Although we are not a membership organisation, we encourage people to register with us to receive our monthly eNewsletters and free quarterly issues of our award-winning *Tidings* magazine, now available as a digital flipbook as well as in print. The number of people registered with us grew again this year, to 25,610 (an increase of 4% on 2023).

All of our support services continue to be available free of charge, accessible to all people with all types of abdominal stoma (colostomy, ileostomy, urostomy), as well as their friends, families and carers, and healthcare professionals. Our range of services is designed to be as Inclusive as possible, accommodating the myriad ways in which different individuals choose to seek help, the varied types of help they seek (advice, reassurance, information), and the different stages on their stoma journey that they seek it (pre-op, post-op, returning to work, through pregnancy or menopause, etc). Provision is made for those who prefer one-to-one contact (stoma helpline), those who wish to remain anonymous (live chat, digital resources), and those who are looking solely for information (*Tidings* magazine and our literature library). Our online/virtual offerings continue to grow in popularity, particularly with younger generations.

Services are delivered by the office employee team and volunteers. Colostomy UK's foundation in 1967 as a peer-to-peer visiting service was centred on the belief that experience-based support is of great benefit – namely that interaction with others who have gone through stoma surgery has a significant positive impact on those new to having a stoma, beyond simply medical intervention – and this belief has since been borne out through scientific research (Taylor 2015). This principle continues to be the underlying philosophy of the charity to this day, and all of the volunteers who help to deliver our services have had, and recovered from, stoma surgery, placing them in a unique position to empathise with and support others in need of first-hand experience and advice.

Colostomy UK

Trustees' Report

In 2024, we undertook our biggest survey of the stoma community to date, soliciting the opinions of almost 4,000 beneficiaries and stoma healthcare professionals. The comprehensive data we collected has provided the foundations for our new organisational strategy for 2025-2027, and informs the delivery and development of all of our services and resources on a daily basis.

Support and empower

Our **24-hour stoma helpline** continues to be a central pillar in the charity's service offering, providing experience-based practical and emotional support to 4,202 callers in 2024. Contact continues to decline through this channel as people find support through our other resources, particularly online, as well as in person at support groups, open days and stoma clinics. However we recognise the importance of keeping the helpline accessible to those who do need it, at any time, for any issue, together with the stoma care nurses and other healthcare professionals who also contact us on the helpline to find the right support for their patients. Available 24 hours a day, our helpline volunteers devoted 5,500 hours to covering calls, and we would be unable to offer this service without them. The helpline is also accessible by email, with follow-up phone calls offered.

We also provided regular ongoing support to individuals through our **telephone befriending support service**, which we have maintained since it was launched during the Covid pandemic to address loneliness and isolation among people with stomas. This time-intensive but valuable initiative involves our Befriender volunteers proactively contacting those feeling detached from society with phone calls on a regular basis.

The Colostomy UK **website** continues to be a vital source of free information for people with stomas, family, friends, colleagues and health industry professionals, where they can access support, download our literature titles and find updates on our campaigning, advocacy and fundraising. It also hosts our **LiveChat** instant message facility, popular with anyone wanting to remain anonymous so they feel able to discuss more personal issues, and with those who simply prefer this method of communication. 304 people contacted us this way over the course of the year, 35% more than in the previous year.

Our moderated **private Facebook support group** is free to join for anyone looking for support and guidance about life with a stoma, providing a safe, confidential space for people to chat and support one another. We are told this can help to reduce the isolation many people with stomas feel, living with hidden and often poorly understood conditions. Members also share hints and tips for resolving practical stoma management issues. Membership grew by another 5% this year, up to 11,903, evidencing the trends we see in how people are increasingly seeking support and guidance online.

We attended 60 **open days** and events throughout 2024, to spread awareness of Colostomy UK and the support we offer (up from 52 events in 2023). These include open days organised by industry, support groups and stoma care departments at hospitals. Our volunteers and employee team all reiterated the importance of our representation at these events and the benefit it gives to someone pre- and post-surgery as well as those who have had their stoma/s for a number of years.

The 144 stoma **support groups** across the UK continued to meet either in person or through virtual meetings, with Colostomy UK providing support by assisting those looking to set up a new group (four in 2024, in Manchester, Ross-on-Wye, Castlepoint and the New Forest) and by attending meetings to share our work and knowledge (six in 2024).

Our mission includes **empowering** people with stomas to fulfil their potential and, as part of this remit, we run a series of activities to help individuals return to the activities they had previously enjoyed, and give them the confidence to take up fresh challenges after stoma surgery.

Colostomy UK

Trustees' Report

Running since 2016, our **Active Ostomates** programme gives people the specific support and encouragement they might need to take up or return to sports, hobbies and other interests after surgery. People are often, for example, unsure what physical exercise is safe when they have a stoma and we work with them to address these issues. This year 1,390 people attended a total of 117 Active Ostomates classes, including Yoga, Chair Yoga, Mindfulness and Meditation, Pilates, and swimming sessions, which were organised in collaboration with stoma support groups across the UK. All are accessible free of charge, and the sessions are also proven to help address the social isolation that a lot of individuals with stomas are experiencing.

Our Active Ostomates resources also include up-to-date, free, easy-to-access information, designed to give people the confidence to get active. In addition to supporting our group activities, the *Active Ostomates: Sport and fitness after stoma surgery* booklet includes a range of medically approved exercises that can be done alone.

Knowledge

The provision of high-quality **information and advice literature** has been a central element of our support offering since the charity's earliest days – all our published information is peer-reviewed by people living with stomas, and all medical content is either sourced from or reviewed by healthcare professionals. Our current library covers over 20 topics, and all our booklets are available free of charge, both in paper format and as flipbook downloads from our website. Demand remains high – we distributed almost 20,000 hard copies of our various titles in response to requests from individuals in 2024, with a further 17,813 to clinicians in colorectal and stoma departments, unequivocally demonstrating their tremendous value as an important resource for patients.

We also share our expert knowledge through our '**Caring for a person with a stoma**' workshops, which have been running since 2015. In 2024 we ran 12 courses in total. Delivered by a stoma care nurse, they provide professional social care staff, local authority reablement teams, and family members with practical advice and guidance on how to care for someone with a stoma. In a two-hour session, the workshop covers topics such as practical stoma management; a guide to different stoma appliances; understanding the common concerns of people with stomas; the support available from stoma care nurses; the psychological issues connected with having a stoma; and caring for someone with a stoma who also has dementia. By educating carers on the physical and emotional needs of people with stomas, the workshops aim to improve the quality of life of those with stomas who need regular support.

Colostomy UK's free **support magazine, Tidings**, has been a feature of the stoma world for more than two decades, shared with nearly 20,000 subscribers four times a year. Content comprises a mix of charity news, readers' letters and emails, articles from healthcare professionals, and 'Real Lives' stories - the latter two are particularly valued by subscribers. The magazine's 'Dear Nurse' feature addresses common (and sometimes less common) stoma-related issues, and we aim to include many of the needs reported by callers to the charity's helpline and members of our private Facebook Support Group.

'Real lives' stories offer a form of emotional support – reading about the experiences of others can help to ease the sense of loneliness that many people testify to feeling when they have a stoma, and helps engender a sense of belonging to a wider community. The stories also explore a whole range of different themes and issues, including everything from the impact of having a stoma on mental wellbeing, to more practical concerns, such as returning to work after surgery, or considerations when travelling. Thus, as well as providing emotional support, there is an empowering element embedded in many of the stories too.

Colostomy UK

Trustees' Report

The editorial team comprises our Writer/Editor, supported by other employees and volunteers who offer content ideas, write articles, and bring proof-reading skills amongst other activities. In addition to providing valuable support for our beneficiaries, the magazine also provides the charity with a source of income, generating advertising revenue totalling £91,855 this year, and prompting a flurry of cheques after each edition is published, totalling £15,003 over the course of the year.

Compassion

People with stomas still face discrimination and prejudice on a regular basis, simply because of ignorance in wider society about hidden conditions, and their needs being poorly understood - for example, public places that lack accessible toilets can become 'no go' areas. We demonstrate our commitment to acting with compassion through our **campaigning** which relates directly to our vision: "We want hidden conditions to be understood and accepted by all".

Part of our remit is to raise awareness and campaign for change in how stomas are understood and viewed among the wider public, with the aim of improving how people with stomas are treated and helped in their daily lives. For example, feeling confident in using accessible toilets without being challenged, or passing through airport security without issue. Our *Stoma Aware* campaign seeks to address public ignorance about stomas in two key ways: Firstly, by raising awareness about stomas and the needs of those who have them (e.g., through social media); and secondly, through working directly with businesses and organisations, tourist attractions, sporting venues, airports etc, to help them to make their facilities 'stoma friendly', as well as providing their customer-facing staff with stoma training. We are delighted that 51 organisations became Stoma Friendly in 2024 by making simple upgrades to their facilities and signage.

Our annual '**Stoma Aware Day**' is held on the first Saturday in October, to coincide with World Ostomy Day. We use this as a rallying call, encouraging people living with stomas, and the organisations they are involved with, to reach out and raise awareness of life with a stoma, primarily through social media. Thanks to our supporters, castles, bridges, Town Halls and more public buildings and monuments were lit up in purple, while local councils, devolved governments, household names, and major corporate and transport bodies showed their support through their various communication platforms. Through national and local television, radio, online and print media we were able to reach millions of households, and three of our youngest supporters, Jessica, Jack and Hunter, whose stories of bravery in overcoming the challenges life has thrown at them, helped to generate the positive coverage that filled TV screens and the media in October.

Our **Stoma Aware Training** is a bespoke and essential resource for organisations committed to fostering truly inclusive and supportive environments. Tailored to each audience, it raises awareness of the practical realities and emotional impact of living with a stoma - something that is often hidden but profoundly affects many people. The training is particularly valuable for those in customer-facing roles or HR, where staff may need to support colleagues returning to work after stoma surgery or interact with customers living with a stoma. We offer practical advice on what a stoma is, what reasonable adjustments may be needed, and how to ensure dignity, discretion and understanding are prioritised at every step. From advising on stoma friendly toilets, to supporting confidence at work, our sessions help organisations move beyond compliance to genuine empathy. This year, we were proud to deliver training to a range of organisations, including leading names in aviation and retail such as John Lewis and Marks & Spencer - demonstrating a growing recognition that compassionate, informed support is not just good practice, but vital to the wellbeing of employees and the people they serve.

Colostomy UK

Trustees' Report

Inclusivity

At Colostomy UK, we believe that every individual deserves to be understood, accepted, and supported to reach their full potential. Our commitment to equity, diversity and inclusion (EDI) is embedded in our core values and guides the way we work across the organisation. We know that a one-size-fits-all approach is not enough, and we are taking a thoughtful, phased approach to embedding EDI into everything we do.

We are developing a dedicated EDI strategy that draws on insight and involvement from across the charity, ensuring our direction is shaped by those closest to the communities we serve. This includes forging meaningful partnerships to help us reach and engage with more diverse audiences, and creating spaces where everyone feels safe, respected and able to share their experiences.

Our goal is for all people affected by stomas to feel that Colostomy UK is for them - offering support that is accessible, relevant, and free of judgment or barriers. Through the future work of our EDI group, we will actively identify any gaps in our service, communication, and outreach so we can improve how we listen, speak, and respond. Whether that means using different languages, adapting our tone, or exploring new channels, we are committed to learning and evolving so that no one feels left behind.

Our inclusive **Rugby League Team, Team Colostomy UK**, formed in 2018, continues to challenge perceptions of what can be achieved after stoma surgery. The original team is made up of men and women living with all types of stomas and bowel conditions, supported by friends and family. The rules of rugby league are adapted when relevant to allow anyone to participate, regardless of ability, experience, or gender, so those playing full-contact rugby league can do so alongside those who prefer to play touch rugby.

This year, we were excited to introduce our new wheelchair team to complement and enhance the existing Physical Disability Rugby League (PDRL) team. Wheelchair rugby league is the most inclusive sport of all, as it's not solely a disability sport – non-disabled people are welcome to join.

The teams participated in a total of 13 fixtures up and down the country during the year, generating publicity, raising awareness and funding as they went. It was a groundbreaking season during which our Wheelchair team made its debut in May and quickly built up a reputation as a talented and fun team to play against.

Our PDRL team started the year winning against our old friends, Leeds Rhinos, and in June beat the Wales national PDRL team. We also fielded four teams for the first time at our 'Big Day Out' with Sheffield Eagles in July, and played in front of over 3,500 people before Widnes Vikings played Toulouse.

We were delighted to secure funding from Sport England to purchase our own wheelchairs for the 2025 season and, as ever, we remain most grateful to the team's 2024 sponsors SecuriCare, Opus Stoma Care, Welland Medical, Coloplast, StoCare, our amazing players and supporter network, and to the Rugby Football League and its member clubs.

Togetherness

In addition to providing direct services for people with stomas, we also seek to improve their lives by partnering with a range of organisations and influential individuals in order to raise public awareness of stomas and the needs of those who live with them, bring about positive change to the public built environment by making it stoma friendly, and ensure the voice of people with stomas is heard in issues that are of vital concern to them; for example, the provision of appropriate facilities, and the supply of medical products.

Colostomy UK

Trustees' Report

We have seen the benefits of collaboration since our foundation and continue to seek out and maximise on opportunities to work with individuals and organisations who can enhance both our and their impact, in order to provide the best possible outcomes for our beneficiaries – for example, ensuring government, NHS and industry all have the information they need from people with lived experience, in order to be able to act to best effect.

Our long-standing participation in forums such as the Scottish Stoma Forum allows us to focus on more equitable care across all regions, and represent the voice of people with stomas in informing key initiatives and activities to improve stoma care. On such forums we work alongside patient groups, healthcare professionals and industry bodies, as well as NSS, NHS National Procurement and the Scottish Government. We are also on the Patients Industry Professionals forum, addressing the issues and challenges in stoma and continence care.

We supported the Department for Health and Social Care (DHSC) in their recent review of Part IX of the Drug Tariff, updating it to ensure patients receive the right product at the right price and through the right places (part of their Medical Technology Strategy). The DHSC sought feedback from patients, industry and clinical stakeholders on the proposed changes, and we were able to assist by framing calls for evidence in the areas of waste and potential conflicts of interest in the prescribing of stoma products, as well as by representing the views of the stoma community.

As part of the review, the National Institute for Clinical Excellence (NICE) were asked to assess price variations in one-piece closed colostomy bags, to inform commissioning and procurement decisions. We supported this project from the outset, identifying potential stake holders, framing the scope of the project, and recruiting members of the project committee. We also submitted evidence for the External Assessment Group report. Our work with NICE has also brought about a stronger focus on addressing leakage issues, and we are now working with the DHSC towards establishing equity in care pathways across the UK.

Our Chief Executive is a member of the Civil Aviation Authority Access to Travel panel working with the Department for Transport, and our organisational membership of accessibility forums at UK airports remains of great value, allowing us to advise and influence such things as standard operating procedures in security, and the training of customer-facing staff so they are equipped to deal sensitively with ostomates and others with hidden conditions to improve their travel experience.

Our relationships with stoma care nurses, both through the Association of Stoma Care Nurses and on an individual hospital basis, remain of paramount importance to us, helping to ensure that patients are aware of the support that we offer by the time they are discharged. Our new Community Liaison Lead is also building more relationships across the UK, and we are attending more stoma support group meetings and hospital open days to offer guidance and advice, and promoting the services which are available to patients through us.

We continue to support medical research by sharing project information with our contacts, and retaining our membership of the steering group at Keele University exploring how young people can be helped to manage and reduce stress after stoma surgery. We are also supporting a PhD project exploring the health-related stigma for individuals who have a colostomy or ileostomy, as well as attending relevant conferences to strengthen our network of healthcare professionals from a wide range of disciplines, including the Association of Stoma Care Nurses' (ASCN) annual event, the Occupational Therapy Show, Best Practice, and Naidex (Europe's flagship event for the disability community).

Colostomy UK

Trustees' Report

ENGAGEMENT

Our website was viewed a total of 494,957 times over the course of the year, by 194,000 new users. The five most popular pages were those covering: Stoma Blockages, Rectal Discharge, What Is A Stoma?, Information, and Information A-Z.

Social media continues to be a vital and growing arena for us to reach and support the stoma community, as well as for raising awareness about stomas among the wider public, and for fundraising. Our reach this year has been unprecedented, growing across all platforms once again and with the biggest increase again occurring on Linked In, which grew by almost half as much again, as we engaged with more health industry professionals and corporate contacts:

- Twitter followers 6,221 (11% increase)
- Facebook followers 12,531 (14% increase)
- Instagram followers 6,016 (28% increase)
- LinkedIn followers 1,791 (48% increase)

This tremendous growth has no doubt been stimulated by widespread media coverage of Colostomy UK throughout the year, relating in particular to two high-profile projects: We were delighted to have spurred M&S into action in bringing the needs of people with stomas to the high street for the first time, and consulted on the development of their new attractive and affordable range of women's stoma knickers. This not only meets the daily needs of so many individuals, but also generated widespread publicity through mainstream media, including BBC Breakfast, The Telegraph and Marie Claire, and extended our reach to millions.

We also advised Coronation Street on a storyline in which a major character underwent stoma surgery – we were selected by ITV as we are recognised as the UK's leading stoma experts, and our support ensured the storyline was empowering and compassionate, leading to an authentic representation of living with a stoma. This again resulted in extensive reach through media publicity and social media attention. Such awareness of stomas, and the impact a stoma can have on regular life, is invaluable. It builds understanding of the needs of those with stomas among the general public, reduces stigma and obstacles, and ensures individuals are well supported as they adjust to a new way of life.

PLANS FOR THE FUTURE

Our 2025-2027 strategy, shaped by need, aims to address challenges faced by individuals living with stomas, as highlighted in our 2024 Beneficiary Survey. We have set out six key objectives, each with specific goals and actionable steps to improve quality of life, healthcare access, and support systems for people with a stoma.

Our goals are:

1. Prioritise Mental and Physical Wellbeing

Goal: Reduce the percentage of individuals reporting worsened mental (currently 34%) and physical health (currently 33%).

Actions:

- Expand access to tailored mental health counselling services.
- Set up virtual and in-person peer support groups.
- Develop workshops focusing on diet, exercise, and confidence-building.

Colostomy UK

Trustees' Report

2. Tackle Practical Stoma Management Issues

Goal: Reduce prevalence of issues like leakage (53%), pancaking (48%), skin irritation (44%), and ballooning (39%).

Actions:

- Develop troubleshooting guides in print and digital formats.
- Host webinars featuring stoma care nurses and product specialists.
- Advocate for broader access to stoma care products through discussions with DHSC and NICE.

3. Empower Patients Through Choice and Education

Goal: Increase patient involvement in product (69%) and dispenser choice (46%).

Actions:

- Launch an awareness campaign about patient rights.
- Produce educational materials outlining available options.
- Collaborate with NHS to establish transparent policies ensuring patient choice.

4. Enhance Access to Specialist Care

Goal: Ensure all stoma patients are offered an annual review with a Stoma Nurse Specialist.

Actions:

- Lobby NHS and policymakers to mandate annual reviews.
- Partner with healthcare providers to establish review clinics.
- Launch a campaign encouraging patients to request annual reviews.

5. Strengthen Support for Families and Carers

Goal: Enhance support systems for carers and family members, currently underrepresented in the survey (2% of respondents).

Actions:

- Develop tailored resources and programs for carers and families.
- Organise family-inclusive workshops and support sessions.
- Increase survey reach to gather more data on carers' needs.

6. Influence Policy and Advocate for Better Services

Goal: Guarantee timely access to essential resources and facilities for individuals living with stomas.

Actions:

- Launch survey results at a parliamentary event.
- Present a policy paper based on survey findings to government officials.
- Advocate for enhanced public toilet and changing facilities.
- Form alliances with other health charities for lobbying efforts.

Colostomy UK

Trustees' Report

FINANCIAL REVIEW

Income

Colostomy UK has a diverse range of income streams, with our work funded by a mixture of individual support (regular and one-off donations, fundraisers and legacies), companies and charitable trusts, and trading activities. In our annual 'Step Up For Stomas' fundraising campaign this year we challenged our supporters to 'Do 42' – fundraising for an activity based around the number 42 to reflect the fact that every 42 minutes somebody turns to Colostomy UK for support. In the week-long campaign, 30 participants raised over £13,000 – a phenomenal achievement.

Our total income for the year was £597,621 (2023: £732,948) comprising:

- Donations and Legacies £310,834 (2023: £380,030)
- Income from Charitable Activities £251,745 (2023: £323,350)
- Trading income £28,903 (2023: £22,981)
- Investment income £6,139 (2023: £6,587)

Expenditure

We spent £802,017 (2023: £682,177) to help improve the lives of people with stomas.

Reserves Policy and Going Concern

The Trustees hold restricted reserves of £21,326.

Unrestricted reserves include designated funds totalling £307,887 and free reserves of £105,452. The designated funds include £150,000 held in a Risk Reserve Fund, to meet charitable commitments and expenditure liabilities in case of closure, and £149,349 allocated to the strategic development of the charity, as we embark on our five-year plan for growth.

The Trustees review the reserves policy annually, in the context of external economic factors as well as internal development, and have agreed to maintain reserves at a level to meet the organisation's charitable responsibilities and operating costs for 3-6 months in the event of any financial disruption, and/or risk of closure. This will mitigate difficulties caused by internal or external factors – such as the fundraising landscape, employee vacancies, delays in payment of trading income, or national financial crises – and allow for the pursuit of emergency funds should the need arise.

The Trustees have reviewed the circumstances of the Charity and consider that adequate resources continue to be available to fund its activities for the foreseeable future. The Trustees are of the view that the charity is a going concern.

Colostomy UK

Trustees' Report

Impairment Review Policy

Each year the Trustees physically review the assets of the Charity to consider whether there are any indicators of permanent impairment. If any impairment is found, the value of the impairment is taken to the Statement of Financial Activities in the year.

Management of Risk

At Colostomy UK, our priority is ensuring that people living with a stoma can access the support, information, and community they need — when they need it most. To protect this vital work, the Trustees regularly assess potential risks and take proactive steps to ensure the charity remains resilient, effective, and sustainable.

Key areas of focus include:

- **Sustainable funding to protect core services:** Many of our essential services - including our helpline, peer support, information resources, and advocacy work - have been supported by legacy income. While we are incredibly grateful for this generosity, we recognise the need to reduce reliance on this unpredictable funding stream. That's why we have reviewed and begun implementing a broader income generation strategy. In the meantime, reserves are in place to ensure continuity of support for the people who depend on us.
- **Maintaining the expertise behind our services:** Our staff play a crucial role in delivering informed, compassionate, and specialist support. We acknowledge that losing key team members could impact service continuity. To reduce this risk, we're working to strengthen internal systems and ensure that vital knowledge is shared and safeguarded - so that people living with a stoma always receive the guidance they deserve.
- **Protecting digital access and trust:** Many individuals and families find us online - whether through our website, social media, or digital resources. We are committed to maintaining the security and reliability of these platforms to ensure people can access trustworthy information and reach out for support in a safe and welcoming environment.

To protect the future of our services, the Trustees closely monitor financial performance and cashflow throughout the year. This ensures we hold sufficient funds to meet current needs, plan for the future, and keep delivering life-enhancing support to the stoma community without interruption.

Statement of trustees' responsibilities

The trustees (who are also the directors of Colostomy UK for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company 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 judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and

Colostomy UK

Trustees' Report

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

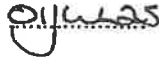
The trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding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

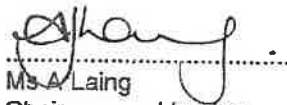
Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on  and signed on its behalf by:


Ms A Laing
Chairman and trustee

Colostomy UK

Independent Examiner's Report to the trustees of Colostomy UK ('the Company')

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

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

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

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

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

...*Catherine Williams*...

Catherine Williams FCA DChA
Independent Examiner
Westcotts (SW) LLP
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Date: ...*24th July 2025*...

Colostomy UK

Statement of Financial Activities for the Year Ended 31 December 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2024 £ | Total 2023 £ |
|------------------------------------|------|-------------------------|-----------------------|--------------------|--------------------|
| Income and Endowments from: | | | | | |
| Donations and legacies | 3 | 295,149 | 15,685 | 310,834 | 380,030 |
| Charitable activities | 4 | 250,145 | 1,600 | 251,745 | 323,350 |
| Other trading activities | 5 | 28,903 | - | 28,903 | 22,981 |
| Investment income | 6 | 6,139 | - | 6,139 | 6,587 |
| Total income | | <u>580,336</u> | <u>17,285</u> | <u>597,621</u> | <u>732,948</u> |
| Expenditure on: | | | | | |
| Raising funds | 7 | (20,093) | - | (20,093) | (14,807) |
| Charitable activities | 8 | <u>(741,180)</u> | <u>(40,744)</u> | <u>(781,924)</u> | <u>(667,370)</u> |
| Total expenditure | | <u>(761,273)</u> | <u>(40,744)</u> | <u>(802,017)</u> | <u>(682,177)</u> |
| Net (expenditure)/income | | <u>(180,937)</u> | <u>(23,459)</u> | <u>(204,396)</u> | <u>50,771</u> |
| Net movement in funds | | (180,937) | (23,459) | (204,396) | 50,771 |
| Reconciliation of funds | | | | | |
| Total funds brought forward | | <u>594,276</u> | <u>44,785</u> | <u>639,061</u> | <u>588,290</u> |
| Total funds carried forward | 21 | <u>413,339</u> | <u>21,326</u> | <u>434,665</u> | <u>639,061</u> |

All of the charity's activities derive from continuing operations during the above two periods.
The funds breakdown for 2023 is shown in note 21.

The notes on pages 21 to 35 form an integral part of these financial statements.

Colostomy UK

(Registration number: 05623273)
Balance Sheet as at 31 December 2024

| | Note | 2024 £ | 2023 £ |
|---|------|-----------------|-----------------|
| Fixed assets | | | |
| Intangible assets | 14 | 2,161 | 2,901 |
| Tangible assets | 15 | <u>6,377</u> | <u>8,319</u> |
| | | <u>8,538</u> | <u>11,220</u> |
| Current assets | | | |
| Debtors | 17 | 128,630 | 103,836 |
| Cash at bank and in hand | 18 | <u>347,666</u> | <u>574,651</u> |
| | | 476,296 | 678,487 |
| Creditors: Amounts falling due within one year | 19 | <u>(50,169)</u> | <u>(50,646)</u> |
| Net current assets | | <u>426,127</u> | <u>627,841</u> |
| Net assets | | <u>434,665</u> | <u>639,061</u> |
| Funds of the charity: | | | |
| Restricted income funds | | | |
| Restricted funds | | 21,326 | 44,785 |
| Unrestricted income funds | | | |
| Unrestricted funds | | <u>413,339</u> | <u>594,276</u> |
| Total funds | 21 | <u>434,665</u> | <u>639,061</u> |

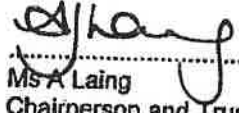
For the financial year ending 31 December 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 18 to 35 were approved by the trustees, and authorised for issue on  and signed on their behalf by:


.....
Ms A Laing
Chairperson and Trustee

The notes on pages 21 to 35 form an integral part of these financial statements.

Colostomy UK

Statement of Cash Flows for the Year Ended 31 December 2024

| | Note | 2024 £ | 2023 £ |
|--|------|-----------------------|-----------------------|
| Cash flows from operating activities | | | |
| Net cash (expenditure)/income | | (204,396) | 50,771 |
| Adjustments to cash flows from non-cash items | | | |
| Depreciation | 7 | 2,618 | 2,083 |
| Amortisation | 7 | 740 | 740 |
| Investment income | 6 | <u>(6,139)</u> | <u>(6,587)</u> |
| | | (207,177) | 47,007 |
| Working capital adjustments | | | |
| Increase in debtors | 17 | (24,794) | (32,020) |
| Increase/(decrease) in creditors | 19 | 4,023 | (5,432) |
| Decrease in deferred income | | <u>(4,500)</u> | <u>(3,053)</u> |
| Net cash flows from operating activities | | <u>(232,448)</u> | <u>6,502</u> |
| Cash flows from investing activities | | | |
| Interest receivable and similar income | 6 | 6,139 | 6,587 |
| Purchase of tangible fixed assets | 15 | <u>(676)</u> | <u>(1,613)</u> |
| Net cash flows from investing activities | | <u>5,463</u> | <u>4,974</u> |
| Net (decrease)/increase in cash and cash equivalents | | (226,985) | 11,476 |
| Cash and cash equivalents at 1 January | | <u>574,651</u> | <u>563,175</u> |
| Cash and cash equivalents at 31 December | | <u><u>347,666</u></u> | <u><u>574,651</u></u> |

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 21 to 35 form an integral part of these financial statements.

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

100 Berkshire Place
Wharfedale Road
Winnersh
Wokingham
RG41 5RD

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

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

Basis of preparation

Colostomy UK 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 notes. The financial statements are prepared in sterling which is the functional currency of the charity.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

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

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Intangible assets

Intangible assets are stated in the Balance Sheet at cost less accumulated amortisation and impairment. They are amortised on a straight line basis over their estimated useful lives.

Tangible fixed assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Amortisation

Amortisation is provided on intangible fixed assets so as to write off the cost, less any estimated residual value, over their expected useful economic life as follows:

| Asset class | Amortisation method and rate |
|-------------------|------------------------------|
| Computer software | 10% straight line |

Depreciation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

| Asset class | Depreciation method and rate |
|---------------------|------------------------------|
| Plant and machinery | 25% straight line |
| Computer equipment | 20% straight line |
| Equipment | 20% straight line |

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for a specific purpose.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

Pensions and other post retirement obligations

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

3 Income from donations and legacies

| | Unrestricted funds £ | Restricted funds £ | Total 2024 £ |
|-----------|----------------------------|--------------------------|--------------------|
| Donations | 183,559 | 2,000 | 185,559 |
| Legacies | 92,340 | - | 92,340 |
| Grants | 19,250 | 13,685 | 32,935 |
| | <u>295,149</u> | <u>15,685</u> | <u>310,834</u> |
| | Unrestricted funds £ | Restricted funds £ | Total 2023 £ |
| Donations | 171,946 | 3,680 | 175,626 |
| Legacies | 160,604 | - | 160,604 |
| Grants | 38,500 | 5,300 | 43,800 |
| | <u>371,050</u> | <u>8,980</u> | <u>380,030</u> |

4 Income from charitable activities

| | Unrestricted funds £ | Restricted funds £ | Total 2024 £ |
|-----------------------------|----------------------------|--------------------------|--------------------|
| Other income | 16,982 | 1,150 | 18,132 |
| Sponsored posts | 14,600 | - | 14,600 |
| Website advertising | 17,850 | - | 17,850 |
| Magazine advertising income | 123,055 | - | 123,055 |
| Mail out income | 41,032 | - | 41,032 |
| Radar keys | 626 | - | 626 |
| Corporate sponsorship | 36,000 | 450 | 36,450 |
| | <u>250,145</u> | <u>1,600</u> | <u>251,745</u> |
| | Unrestricted funds £ | Restricted funds £ | Total 2023 £ |
| Other income | 11,287 | 1,050 | 12,337 |
| Sponsored posts | 19,050 | - | 19,050 |
| Website advertising | 16,500 | - | 16,500 |
| Magazine advertising income | 126,947 | - | 126,947 |
| Mail out income | 117,497 | - | 117,497 |
| Radar keys | 1,269 | - | 1,269 |
| Corporate sponsorship | - | 29,750 | 29,750 |
| | <u>292,550</u> | <u>30,800</u> | <u>323,350</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

5 Income from other trading activities

| | Unrestricted funds | Total 2024 |
|--------------------|-------------------------------|-----------------------|
| | £ | £ |
| Merchandise sales | 9,243 | 9,243 |
| Other income | 12 | 12 |
| Fundraising income | 19,065 | 19,065 |
| 500 Club income | 583 | 583 |
| | <u>28,903</u> | <u>28,903</u> |

| | Unrestricted funds | Restricted funds | Total 2023 |
|--------------------|-------------------------------|-----------------------------|-----------------------|
| | £ | £ | £ |
| Merchandise sales | 9,224 | 125 | 9,349 |
| Fundraising income | 12,803 | 150 | 12,953 |
| 500 Club income | 679 | - | 679 |
| | <u>22,706</u> | <u>275</u> | <u>22,981</u> |

6 Investment income

| | Unrestricted funds | Total 2024 |
|-------------------|-------------------------------|-----------------------|
| | £ | £ |
| Investment income | <u>6,139</u> | <u>6,139</u> |

| | Unrestricted funds | Total 2023 |
|-------------------|-------------------------------|-----------------------|
| | £ | £ |
| Investment income | <u>6,587</u> | <u>6,587</u> |

7 Expenditure on raising funds

| | Unrestricted funds | Total 2024 |
|---|-------------------------------|-----------------------|
| | £ | £ |
| Costs of raising donations and legacies | <u>20,093</u> | <u>20,093</u> |

| | Unrestricted funds | Total 2023 |
|---|-------------------------------|-----------------------|
| | £ | £ |
| Costs of raising donations and legacies | <u>14,807</u> | <u>14,807</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

8 Expenditure on charitable activities

| | | Unrestricted funds £ | Restricted funds £ | Total 2024 £ |
|-------------------------|---|-------------------------------------|-----------------------------------|-----------------------------|
| Charitable activities | | 591,335 | 35,699 | 627,034 |
| Allocated support costs | 9 | <u>149,845</u> | <u>5,045</u> | <u>154,890</u> |
| | | <u>741,180</u> | <u>40,744</u> | <u>781,924</u> |

| | | Unrestricted funds £ | Restricted funds £ | Total 2023 £ |
|-------------------------|---|-------------------------------------|-----------------------------------|-----------------------------|
| Charitable activities | | 507,736 | 33,660 | 541,396 |
| Allocated support costs | 9 | <u>113,962</u> | <u>12,012</u> | <u>125,974</u> |
| | | <u>621,698</u> | <u>45,672</u> | <u>667,370</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

9 Analysis of support costs

Support costs allocated to charitable activities

| | Total 2024 £ | Total 2023 £ |
|--|-----------------------------|-----------------------------|
| Depreciation | 3,358 | 2,823 |
| Staff training | 15,459 | 3,512 |
| Travelling | 10,914 | 14,367 |
| Rent | 50,564 | 46,313 |
| General expenses | 8,082 | 4,654 |
| Repairs & maintenance | - | 391 |
| Telephone | 5,092 | 5,299 |
| Volunteer Reward and Recognition Event | - | 7,939 |
| Entertainment | 776 | 1,786 |
| Printing & stationery | 1,848 | 3,892 |
| Bank charges | 2,207 | 2,497 |
| Trustees fees | 806 | 326 |
| Volunteer expenses | - | 52 |
| Insurance | 6,055 | 5,036 |
| IT software | 42,530 | 21,741 |
| Trade subscriptions | 3,697 | 2,178 |
| Cleaning | 153 | 151 |
| Payroll fees | 862 | 781 |
| Independent examiner's fee | 2,487 | 2,236 |
| | <u>154,890</u> | <u>125,974</u> |

10 Net incoming/outgoing resources

Net (outgoing)/incoming resources for the year include:

| | 2024 £ | 2023 £ |
|---------------------------------------|-------------------|-------------------|
| Amortisation of intangible assets | 740 | 740 |
| Depreciation of tangible fixed assets | <u>2,618</u> | <u>2,083</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

11 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

During the year expenses were reimbursed to Trustees £806 (2023: £326) in respect of mileage costs.

12 Staff costs

The aggregate payroll costs were as follows:

| | 2024 £ | 2023 £ |
|--|----------------|----------------|
| Staff costs during the year were: | | |
| Wages and salaries | 367,443 | 310,994 |
| Social security costs | 31,272 | 23,747 |
| Pension costs | 12,662 | 8,315 |
| | <u>411,377</u> | <u>343,056</u> |

The average head count of employees during the year was 12 (2023: 11). The average number of full-time equivalent employees during the year is analysed as follows:

| | 2024 No | 2023 No |
|-----------------------|------------|------------|
| Charitable activities | <u>10</u> | <u>9</u> |

The number of employees whose emoluments fell within the following bands was:

| | 2024 No |
|-------------------|------------|
| £60,001 - £70,000 | <u>1</u> |

13 Independent examiner's remuneration

| | 2024 £ | 2023 £ |
|-------------------------|--------------|--------------|
| Independent examination | <u>2,487</u> | <u>2,236</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

14 Intangible fixed assets

| | Computer software £ | Total £ |
|-----------------------|---------------------------|------------|
| Cost | | |
| At 1 January 2024 | 7,404 | 7,404 |
| At 31 December 2024 | 7,404 | 7,404 |
| Amortisation | | |
| At 1 January 2024 | 4,503 | 4,503 |
| Charge for the year | 740 | 740 |
| At 31 December 2024 | 5,243 | 5,243 |
| Net book value | | |
| At 31 December 2024 | 2,161 | 2,161 |
| At 31 December 2023 | 2,901 | 2,901 |

15 Tangible fixed assets

| | Computer equipment £ | Equipment £ | Plant and machinery £ | Total £ |
|-----------------------|----------------------------|----------------|-----------------------------|------------|
| Cost | | | | |
| At 1 January 2024 | 13,548 | 13,562 | 1,635 | 28,745 |
| Additions | - | 676 | - | 676 |
| At 31 December 2024 | 13,548 | 14,238 | 1,635 | 29,421 |
| Depreciation | | | | |
| At 1 January 2024 | 13,548 | 5,243 | 1,635 | 20,426 |
| Charge for the year | - | 2,618 | - | 2,618 |
| At 31 December 2024 | 13,548 | 7,861 | 1,635 | 23,044 |
| Net book value | | | | |
| At 31 December 2024 | - | 6,377 | - | 6,377 |
| At 31 December 2023 | - | 8,319 | - | 8,319 |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

16 Investments

Investments

| | Shares in group undertakings £ | Total £ |
|---------------------------------|---|------------|
| Cost | | |
| At 1 January 2024 | 1 | 1 |
| Disposals | (1) | (1) |
| At 31 December 2024 | - | - |
| Provision for impairment | | |
| At 1 January 2024 | 1 | 1 |
| Eliminated on disposal | (1) | (1) |
| At 31 December 2024 | - | - |
| Net book value | | |
| At 31 December 2024 | - | - |
| At 31 December 2023 | - | - |

17 Debtors

| | 2024 £ | 2023 £ |
|---------------|----------------|----------------|
| Trade debtors | 28,904 | 27,367 |
| Prepayments | 6,281 | 16,657 |
| Other debtors | 93,445 | 59,812 |
| | <u>128,630</u> | <u>103,836</u> |

18 Cash and cash equivalents

| | 2024 £ | 2023 £ |
|--------------|----------------|----------------|
| Cash at bank | <u>347,666</u> | <u>574,651</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

19 Creditors: amounts falling due within one year

| | 2024 £ | 2023 £ |
|------------------------------------|---------------|---------------|
| Trade creditors | 1,741 | 10,865 |
| Other taxation and social security | 11,118 | 9,959 |
| VAT | 8,877 | 1,338 |
| Other creditors | 4,761 | 4,761 |
| Accruals | 10,672 | 6,223 |
| Deferred income | 13,000 | 17,500 |
| | <u>50,169</u> | <u>50,646</u> |

20 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £12,662 (2023 - £8,315).

21 Funds

| | Balance at 1 January 2024 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 31 December 2024 £ |
|---------------------------|--------------------------------------|----------------------------|----------------------------|----------------|---|
| Unrestricted funds | | | | | |
| General | | | | | |
| General Funds | 214,387 | 580,336 | (718,193) | 28,922 | 105,452 |
| Volunteers | 29,598 | - | - | (29,598) | - |
| Risk reserve | 150,000 | - | - | - | 150,000 |
| Fixed assets | 11,220 | - | (3,358) | 676 | 8,538 |
| Strategy | 189,071 | - | (39,722) | - | 149,349 |
| | <u>594,276</u> | <u>580,336</u> | <u>(761,273)</u> | <u>-</u> | <u>413,339</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

| | Balance at 1 January 2024 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 31 December 2024 £ |
|---------------------------------------|--------------------------------------|----------------------------|----------------------------|----------------|---|
| Restricted funds | | | | | |
| JOSH | 5,454 | - | - | - | 5,454 |
| Caring for Colostomates / Dementia | 209 | 1,150 | (501) | - | 858 |
| Active Ostomates | 26,206 | 16,135 | (40,243) | - | 2,098 |
| Bob Buckley | 3,877 | - | - | - | 3,877 |
| Newcastle Project | 9,039 | - | - | - | 9,039 |
| | <u>44,785</u> | <u>17,285</u> | <u>(40,744)</u> | <u>-</u> | <u>21,326</u> |
| Total funds | <u>639,061</u> | <u>597,621</u> | <u>(802,017)</u> | <u>-</u> | <u>434,665</u> |
| | | | | | |
| | Balance at 1 January 2023 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 31 December 2023 £ |
| Unrestricted funds | | | | | |
| <i>General</i> | | | | | |
| General Funds | 141,905 | 687,593 | (613,498) | (1,613) | 214,387 |
| Volunteers | 33,553 | 5,300 | (9,255) | - | 29,598 |
| Risk reserve | 150,000 | - | - | - | 150,000 |
| Fixed assets | 12,430 | - | (2,823) | 1,613 | 11,220 |
| Strategy | 200,000 | - | (10,929) | - | 189,071 |
| | <u>537,888</u> | <u>692,893</u> | <u>(636,505)</u> | <u>-</u> | <u>594,276</u> |
| Restricted funds | | | | | |
| JOSH | 7,942 | - | (2,488) | - | 5,454 |
| Caring for Colostomates / Dementia | 8,477 | 1,350 | (10,866) | - | (1,039) |
| Active Ostomates | 20,998 | 38,705 | (32,249) | - | 27,454 |
| Bob Buckley | 3,946 | - | (69) | - | 3,877 |
| Newcastle Project | 9,039 | - | - | - | 9,039 |
| | <u>50,402</u> | <u>40,055</u> | <u>(45,672)</u> | <u>-</u> | <u>44,785</u> |
| Total funds | <u>588,290</u> | <u>732,948</u> | <u>(682,177)</u> | <u>-</u> | <u>639,061</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

Designated funds

Volunteers - volunteer training and development.

Risk Reserve - protect the charity's beneficiaries from unexpected falls in income, or unexpected expenditure.

Fixed Assets - which cannot be used to fund expenditure without being sold.

Strategy - allocated to the strategic development of the charity, as we embark on our five-year plan for growth.

Restricted reserves

JOSH - to support helpline and young people with a stoma.

Caring For Colostomates/Dementia- workshops for of local authority enablement teams, care and Nursing home staff, community carers, and informal carers (Family members or friends).

Active Ostomates - to promote active lifestyles.

Bob Buckley - to support people with a Colostomy who irrigate.

Newcastle - fund to support people with a stoma living in the Newcastle area

22 Analysis of net assets between funds

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 December 2024 £ |
|-------------------------|---|-----------------------------------|--|
| Intangible fixed assets | 2,161 | - | 2,161 |
| Tangible fixed assets | 6,377 | - | 6,377 |
| Current assets | 454,970 | 21,326 | 476,296 |
| Current liabilities | (50,169) | - | (50,169) |
| Total net assets | 413,339 | 21,326 | 434,665 |

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 December 2023 £ |
|-------------------------|---|-----------------------------------|--|
| Intangible fixed assets | 2,901 | - | 2,901 |
| Tangible fixed assets | 8,319 | - | 8,319 |
| Current assets | 633,702 | 44,785 | 678,487 |
| Current liabilities | (50,646) | - | (50,646) |
| Total net assets | 594,276 | 44,785 | 639,061 |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2024

23 Related party transactions

There were no related party transactions in the year.

COLOSTOMY UK

England & Wales - Charity number 1113471

Accounts

Company registration number: 05623273

Charity registration number: 1113471

Colostomy UK

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 December 2023



WESTCOTTS

CHARTERED ACCOUNTANTS
& BUSINESS ADVISERS

Colostomy UK

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Colostomy UK

Reference and Administrative Details

Trustees:

- Ms S A Affleck
- Mr AM Bird (resigned 16 February 2024)
- Ms A Laing
- Ms P Johal (resigned 1 November 2023)
- Mr M Pollitt
- Mr S Scoffield
- Mr T Skilbeck (resigned 8 September 2023)

Charity Registration Number 1113471

Company Registration Number 05623273

The charity is incorporated in England and Wales.

Registered Office

- 100 Berkshire Place
- Wharfedale Road
- Winnersh
- Wokingham
- RG41 5RD

Independent Examiner

- Westcotts (SW) LLP
- 47 Boutport Street
- Barnstaple
- Devon
- EX31 1SQ

Colostomy UK

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 December 2023.

WELCOME FROM OUR CHAIR OF TRUSTEES and CHIEF EXECUTIVE

This has been a very busy, but fruitful year for Colostomy UK.

The office team, whilst small in number, continue to do great work supporting all our beneficiaries and helping to grow and raise the profile of our national charity. They could not do this without our army of volunteers, by whom I am constantly inspired, and thankful to. We embarked upon our new organisational strategy, with our initial focus on strengthening our foundations so we are able to resource our plans for the coming years. At the same time, as you can read below, our work to support ostomates, raise awareness and engage with various sectors has continued unabated.

We have welcomed several new members to our office and volunteer teams, and have said goodbye to some valued friends and colleagues. I would like to take this opportunity to thank all past and present members of our Colostomy UK community, for the great work they do in supporting the charity and our beneficiaries.

Mandi Laing, Chairperson



As an organisation, we are fortunate and grateful to have a workforce, comprising our amazing volunteers and fantastic employee team, who are so dedicated to serving people living with stomas. I feel privileged to work alongside such a passionate team, coming together to ensure we are there every step of the way for people living with stomas, their families and carers.

The global environment remains challenging, for our communities, our sector and our beneficiaries, with continued economic disruption and the ongoing cost of living crisis. The increasingly urgent need to support the NHS through the work that our charity does has never been more important. Against the backdrop of this landscape, our reach, and therefore the number of people we support, has continued to grow.

This success is entirely due to the commitment, drive and resilience of our team, as we work to ensure we continue to make a positive difference to anyone impacted by any kind of stoma or stoma surgery, at any stage of their journey.

Libby Herbert, Chief Executive



Colostomy UK

Trustees' Report

GOVERNANCE, STRUCTURE AND MANAGEMENT

Governing Document

The organisation is a charitable company, limited by guarantee, incorporated on 15 November 2005, and registered as a charity in the UK on 29 March 2006. The company was established under a memorandum of association (as amended by special resolutions on 23 March 2006, 24 March 2007, 5 July 2014, and 29 October 2020), which established the objectives and powers of the charitable company and is governed under its articles of association.

Public Benefit

The trustees have complied with section 17(5) of the Charities Act 2011 regarding the public benefit requirement.

Equal Opportunities

The charity is committed to the principle and practice of equal opportunities and is an equal opportunities employer. All our employment decisions are based on merit and the legitimate needs of the charity. We do not discriminate on the basis of colour, race or nationality, ethnic or national origins, sex, gender reassignment, sexual orientation, marital or civil partner status, pregnancy or maternity, disability, religion or belief, age or any other grounds on which it is or becomes unlawful to discriminate under the laws of England and Wales.

Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law. Collectively they form the charity's board of trustees. The board, which comprises a mix of ostomates (60%) and non-ostomates (40%), meets quarterly.

Trustee Recruitment and Appointment

We continue to adopt a proactive approach to maintaining a board of Trustees with identified skill sets, in order to ensure we have access to the diverse range of competencies and experience needed to effectively oversee the charity's operations and development. This year, two Trustees stepped down and at the year end we were actively recruiting for their successors, with expertise in HR as well as charitable governance and administration.

New trustees have a six-month induction. This includes being assigned an existing trustee as a mentor, and spending time with the management team to gain a sound understanding of the charity's work and strategic priorities.

Employees

Our team of paid employees grew slightly over the year to 12 (9 FTE), based predominantly from our offices in Wokingham, with some remote and hybrid working occurring in some roles, allowing us to recruit and retain the best individuals for each position regardless of location or flexibility needed.

Colostomy UK

Trustees' Report

We benefitted from the addition of four new roles: Operations Manager (later Head of Support and Operations), Fundraising & Communications Executive, Marketing & Social Media Executive and now a full time Fundraising Manager, strengthening both the core of the organisation and our public-facing communications, as we work to *build our fundraising to provide more financial stability into the future*. Following the departure of our Volunteers & Community Manager, we made the decision to split this important position into two discrete roles, beginning with the recruitment of a new Volunteers' Manager. We also secured the services of an external HR Consultancy, WorkNest.

The charity ended the year with six full-time employees: Chief Executive, Marketing and Campaigns Manager, Marketing & Social Media Executive, Fundraising Manager, Fundraising & Communications Executive and Volunteers & Support Co-ordinator, and six part-time employees: Operations Manager/Head of Support and Operations, Volunteers' Manager, two Support & Finance Co-ordinators (split role), Writer & Editor, and Finance Manager.

Volunteers

We feel very proud to consistently maintain a team of around 100 volunteers, the vast majority of whom (98%) have or have had stomas. Volunteers play a vital role in our support services, where they provide peer-to-peer experienced-based advice to people at all stages of their stoma journey. They also assist us in the delivery of projects and with our campaigning and advocacy work. There is a close relationship between volunteers and the office team, which we continue to foster through invaluable regular meetings both online and in person.

All volunteers are DBS checked and receive full training before actively representing the charity. They also undertake regular refresher training, varying in content and designed to encompass both skill-based training and knowledge-based development – sessions may focus on communication and listening techniques for example, cover safeguarding requirements, or explore stoma-related topics such as irrigation, parastomal hernias or sex and relationships.

Our volunteers sit at the very heart of all that we offer, since our foundation as a peer-support service in 1963, and we work hard to ensure they feel valued for the substantial contribution they make to Colostomy UK and our beneficiaries, for whom they can literally be life-savers.

We were thrilled to be able to show our gratitude to our volunteers at our Big Bash event in September, organised to recognise and reward all the individuals who so generously give their time to help others. The event took place in our offices in Winnersh, followed by an evening reception in a nearby hotel, and was sponsored by Hollister, allowing us to offer a delicious three course meal and a small gift of appreciation to every volunteer (*including those who were unable to join us on the night*).

Management Committee

Comprising the Chief Executive, Chair of Trustees, Finance Trustee, HR Trustee and a long-standing volunteer, the committee meets every 6 weeks to oversee the smooth running of the charity and act as a link between the board of trustees and employees.

VISION, MISSION AND OBJECTIVES

Our vision, mission and objectives were identified in consultation with our beneficiaries, volunteers and employees. We continue to revisit these pillars supporting our purpose, to ensure they remain relevant to the people we support, now and in the future, in line with their needs and expectations as ostomates.

Vision

For hidden conditions to be understood and accepted by all so that people can reach their potential.

Colostomy UK

Trustees' Report

Mission

To support and empower people living with stomas, their families, carers and friends.

Objectives

- To relieve the needs of those who have a stoma and their families, through the provision of support, reassurance, and practical information.
- To preserve and protect the health of ostomates by providing and assisting in the provision of facilities and support services not normally provided by statutory authorities.
- To advance the education of the public and healthcare professionals in the subject of colostomies and other types of stomas.

Our objectives, as set out in the charity's memorandum of association, inform what we do and drive us towards the achievement of our vision and mission.

ACTIVITIES

Support Services

The number of people registered with Colostomy UK again grew by 10%, to 24,608 during 2023. The benefits of registering include the option to receive monthly E-Newsletters and free quarterly issues of our award-winning *Tidings* magazine.

However, Colostomy UK is not and has never been a membership organisation - our support services are available free of charge, accessible to all people with all types of abdominal stoma (colostomy, ileostomy, urostomy), as well as their friends, families and carers, regardless of whether they register with us. Our range of services is designed to be as inclusive as possible, accommodating the myriad ways in which different patient groups seek help, the varied types of help they seek (advice, reassurance, information) and the different times that they seek it (pre-op, post-op, at different life stages etc.). Provision is made for those who prefer person-to-person contact (e.g., stoma helpline), those who wish to remain anonymous (e.g., live chat), and those who are looking solely for information (e.g., *Tidings* magazine or our literature library). We also offer online/virtual options for getting support, which continue to grow in popularity, particularly with younger ostomates.

Service Delivery

Services are delivered by the office team and volunteers. Colostomy UK's foundation as a peer-to-peer visiting service was centred on the belief that experience-based support is of great benefit to patients – namely that interaction with others who have gone through stoma surgery has a significant positive impact on patients, beyond simply medical intervention – and this belief has since been borne out through scientific research (Taylor 2015). This principle continues to be the underlying philosophy of the charity to this day, with our volunteer-led structure. All of the volunteers who help to deliver our services have had, and recovered from, stoma surgery, placing them in a unique position to empathise with and support fellow ostomates.

Colostomy UK

Trustees' Report

24-Hour Stoma Helpline

The helpline continues to be a central pillar in the charity's service offering, providing experience-based practical and emotional support to 4,458 callers in 2023. Although contacts have fallen for the second year in a row, this is still substantially higher than pre-covid levels (3,861 in 2019). We continue to evaluate the helpline service as more services resume in person post-pandemic and more people return to support groups, open days and stoma clinics, and an increasing number of individuals seek support online. Stoma care nurses and other healthcare professionals also continue to use the helpline, to find the right support for their patients. Available 24 hours a day, 68% of calls were answered by our helpline volunteers, who remain invaluable to our ability to provide this service. The helpline is also accessible by email, with follow-up phone calls offered.

Telephone Befriending Support Service

Launched at the height of the Covid pandemic to address loneliness and isolation among ostomates, we continue to provide regular telephone support through our befriending service. Stoma care nurses refer patients, or individuals may choose to sign up themselves, and our Befriender volunteers then proactively contact those feeling detached from society with regular phone calls. This year, we provided vital support for 16 ostomates through this service, with our helpline volunteers making calls weekly (56%), 2-3 weekly (19%) or monthly (25%). The length of time these calls were needed ranged from up to one month (38%), 2 months (6%), 3-5 months (25%), to over six months (31%).

Tidings Magazine

Colostomy UK's free support magazine has been a feature of the stoma world for more than two decades, shared with almost 25,000 subscribers four times a year. Content comprises a mix of charity news, readers' letters and emails, articles from healthcare professionals, and 'Real Lives' stories. The latter two are particularly valued by subscribers. The magazine's 'Dear Nurse' feature addresses common (and sometimes less common) stoma and stoma-related issues. There is a notable synergy between the needs of callers to the charity's helpline and members of its private Facebook Support Group, although support is accessed via different media.

'Real lives' stories offer a form of emotional support – reading about the experiences of others can help to ease the sense of loneliness that many ostomates testify to feeling, and helps engender a sense of belonging to a wider community. The stories also explore a whole range of different themes and issues, including everything from the impact of having a stoma on mental wellbeing, to more practical concerns, such as returning to work after surgery, or considerations when travelling. Thus, as well as providing emotional support, there is an empowering element embedded in many of the stories too.

The editorial team comprises our Writer and Editor, an academic who has published widely in the field of medical humanities, supported by other employees and volunteers contributing articles and content, and proof-reading.

In addition to providing valuable support for our beneficiaries, the magazine also supports the charity's income, generating advertising revenue totalling £108,948 this year, and prompting a flurry of cheques after each edition is published, totalling £14,572 over the course of the year.

Colostomy UK

Trustees' Report

Information and Advice Literature

The provision of high-quality literature has been a central element of our support offering since the charity's earliest days – all of our published information is peer-reviewed by ostomates, and all medical content is either sourced from or reviewed by healthcare professionals. Our current library covers over 20 topics, and all our booklets are available free of charge, both in paper format and as downloads from our website. Demand remains high – we distributed almost 23,000 hard copies of our various titles in response to requests from individuals in 2023, with a further 18,719 requested by clinicians in colorectal and stoma departments, unequivocally demonstrating their tremendous value as an important resource for patients.

Website and Live Chat

Our website is an ever-growing important source of free information for people with stomas, family, friends, colleagues and health industry professionals, where they can access support, download our literature titles and find updates on our campaigning, advocacy and fundraising. 238,336 new users accessed the website in 2023 (12.5% more than the previous year) - substantial growth that demonstrates the continuing trend for change in the ways people are looking for help.

We continue to offer live chat for anyone wanting to access help through this instant message facility – popular with those wanting to remain anonymous, possibly to discuss more personal issues, or just those who prefer that method of communication. 225 people contacted us this way over the course of the year, almost 20% fewer than the previous year. We will continue to retain this service and monitor trends to evaluate whether it remains a valuable support channel going into the future.

Private Facebook Support Group

This moderated group is open to ostomates, their families and healthcare professionals. Membership increased again this year, to 11,304 (up 5% on the previous year). This continued growth supports the trends we have seen in how patients are seeking support and guidance online.

The closed group provides a safe and confidential space for ostomates and people associated with them to chat and support one another. At a general level, this can help to reduce the isolation many people with stomas feel, living with hidden and often poorly understood conditions. More specifically, members share hints and tips for resolving practical stoma management issues.

Other Support Activities

Open Days

As the world continued to open up after the covid pandemic, we are delighted to have attended 52 open days and events this year, to spread awareness of Colostomy UK and the support we offer (29 events in 2022). These include open days organised by industry, support groups and stoma care departments at hospitals. Our volunteers and employee team all reiterated the importance of our representation at these events and the benefit it gives to someone pre- and post-surgery as well as those who have had their stoma/s for a number of years.

Colostomy UK

Trustees' Report

Support Groups

The 144 stoma support groups across the UK continued to meet either in person or through virtual meetings, with Colostomy UK providing support by assisting those looking to set up a new group and by attending meetings to share our work and knowledge. We attended the following support group meetings in 2023: Wessex Stoma Support Group, Rochdale Community Ostomate Group, Blackpool Stoma Support Group, Mercia Support Group, Shropshire B.O.T.S (Bums on Tums), Warrington Patient Support Group, Stanton Stoma Support Group, Trafford Stoma Care Support Group and Lancaster Stoma Support group.

EMPOWERMENT

Our mission includes empowering people with stomas to fulfil their potential and, as part of this remit, we run a programme of activities to help ostomates return to the sports, hobbies and other interests they had previously enjoyed, and give them the confidence to take up fresh challenges.

Active Ostomates #ActiveOstomates

Many people living with stomas need support and encouragement to take up or return to activities, sports and other pastimes after surgery. People are often, for example, unsure what sorts of physical exercise are safe when they have a stoma. We seek to address these issues through our Active Ostomates programme. In collaboration with stoma support groups across the UK, we put on a range of activities, including yoga, Pilates, art, and swimming – and all are accessible free of charge. These sessions also help to address the social isolation that a lot of individuals are experiencing.

Our virtual classes, launched during the Covid lockdowns, remain extremely popular, and this year 2,531 people attended a total of 112 virtual Active Ostomates classes, including Yoga, Chair Yoga, Mindfulness and Meditation, art, Zumba and Pilates.

We also continued to re-introduce face-to-face classes, and in 2023, we hosted 24 Active Ostomates groups in person, with classes including chair yoga, Pilates and art. We aim to continue to grow our calendar of local activities over the coming year in response to demand.

Our Active Ostomates programme also includes the provision of up-to-date, free, easy-to-access information, designed to give ostomates the confidence to exercise and get involved in sports and other activities. In addition to supporting our group activities, the *Active Ostomates: Sport and fitness after stoma surgery* booklet includes a range of medically approved exercises that can be done alone.

Caring for a person with a stoma workshops

Our 'Caring for a person with a stoma' workshops have been running since 2015, and this year we delivered 14 virtual workshops to 211 attendees. Delivered by a stoma care nurse, they provide professional social care staff, local authority reablement teams and ostomates' family members with practical advice and guidance on how to care for someone with a stoma. By educating carers on the practical and emotional needs of people with stomas, the workshops aim to improve the quality of life of ostomates who need regular support.

The intensive two-hour workshop covers topics such as practical stoma management, a guide to different stoma appliances; understanding the common concerns of ostomates; the support available from stoma care nurses; the psychological issues connected with having a stoma; and caring for someone with a stoma who also has dementia.

Colostomy UK

Trustees' Report

ENGAGEMENT

Website

Our web pages were viewed a total of 529,712 times over the course of the year, with users identified as follows:

| Age Group | % Of Total Users |
|-----------|------------------|
| 18 – 24 | 13.54% |
| 25 – 34 | 19.02% |
| 35 – 44 | 19.30% |
| 45 – 54 | 17.88% |
| 55 – 64 | 15.32% |
| 65+ | 14.91% |

| Sex | % |
|--------|--------|
| Male | 41.75% |
| Female | 59.25% |

The five most popular pages remained the same as the previous year:

| Rank | Page | Page views | % of total page views |
|------|--------------------|------------|-----------------------|
| 1 | Homepage | 64,308 | 12.14% |
| 2 | Stoma blockages | 37,448 | 7.07% |
| 3 | Rectal discharge | 30,048 | 5.67% |
| 4 | Information | 17,404 | 3.29% |
| 5 | Information A to Z | 17,568 | 3.32% |

Social Media

The tremendous value of social media in reaching and supporting ostomates, as well as for raising awareness about stomas among the wider public and for fundraising, has continued to be of increasing importance to us as a small charity, especially in engaging with younger age groups. Once again this year, our reach across all platforms increased, with the biggest growth again occurring on Linked In as we reach more health industry professionals, and continue to raise awareness of stomas through our corporate networks:

- Twitter followers 5,593 (7% increase)
- Facebook followers 10,952 (22% increase)
- Instagram followers 4,685 (20% increase)
- LinkedIn followers 1,210 (33% increase)

Healthcare Professionals

Our relationships within the healthcare sector continue to be of tremendous importance to us in all that we do. We greatly value the contributions made by individual practitioners and other organisations in upskilling our employees and volunteers, to assist us in providing the best support for our beneficiaries and enabling us to signpost to the right service provision where relevant.

Colostomy UK

Trustees' Report

This year, our popular series of webinars continued to offer insight on a range of stoma-related topics, with the involvement of many of our healthcare colleagues including our President, Ian Daniels FRCS, Consultant Colorectal and General Surgeon at the Royal Devon and Exeter NHS Foundation Trust, a stoma care nurse, and the Alzheimer's Society's Dementia Friends Initiative. Topics included skin health, reversals, hernias and the role of a stoma nurse, as well as six hours' worth of sharing experiences sessions covering irrigation, prolapse, life with an ileostomy, mitrofanoff, double bags, low fibre diets, rectal discharge, exercise, stenosis, perineum, convexity, and rectal pain.

We continue to support medical research by sharing project information with our contacts, and retaining our membership of the steering group at Keele University exploring how young people can be helped to manage and reduce stress after stoma surgery. We are also supporting a PhD project exploring the health-related stigma for individuals who have a colostomy or ileostomy, as well as attending relevant conferences to strengthen our network of healthcare professionals from a wide range of disciplines, including the Association of Stoma Care Nurses (ASCN) annual event, the Association of Coloproctology of Great Britain & Ireland (ACPGBI), the Occupational Therapy Show, and the Best Practice conference (an event to serve UK healthcare professionals in general practice and primary care).

Colostomy UK in the media

The support of Tracey Emin in launching our Stoma Aware Day this year helped us in achieving our best year for publicity to date. National and local media focused in on our campaigner Lyn Morgan's efforts to make Leeds stoma friendly, with BBC TV, Radio and online, and Yorkshire's daily and weekly papers all covering activities across the county, and BBC TV and Radio also covered our Rugby League team's games in Bradford and Batley.

CAMPAIGNING, ADVOCACY AND FUNDRAISING

Campaigning and Advocacy

Ostomates still face discrimination and prejudice on a regular basis, simply because of ignorance in wider society about hidden conditions, and their needs being poorly understood. For example, public places that lack accessible toilets can become 'no go' areas for ostomates. This campaign relates directly to our vision: "We want hidden conditions to be understood and accepted by all".

Part of our remit is to raise awareness and campaign for change in how stomas are understood and viewed among the wider public, with the aim of improving how people with stomas are treated and helped in their daily lives. For example, feeling confident in using accessible toilets without being challenged, or passing through airport security without issue. Our *Stoma Aware* campaign seeks to address public ignorance about stomas in two key ways: Firstly, by raising awareness about stomas and the needs of ostomates (e.g., through social media); and secondly, through working directly with businesses and organisations, tourist attractions, sporting venues, airports etc, to help them to make their facilities 'stoma friendly', as well as providing their customer-facing staff with stoma training.

Organisations that adopted Stoma Friendly facilities in 2023 included Milton Keynes Dons, Wrexham FC, Preston North End FC, LandSec PLC, FI-REM Property Management, the Stormont Estate in Northern Ireland, and the Grand Opera House in Belfast, Southeastern Trains (75 stations), British Land PLC (50 shopping centres and retail parks), Network Rail (Paddington and Leeds have already upgraded their facilities, with a commitment to follow suit at all the stations they manage), Bournemouth airport, and West Yorkshire Combined Authority who have upgraded the accessible toilets at all their bus terminals.

Our annual 'Stoma Aware Day' is held on the first Saturday in October, to coincide with World Ostomy Day. We use this as a rallying call for ostomates, encouraging them and the organisations they are involved with to reach out and raise awareness of life with a stoma, using social media.

Colostomy UK

Trustees' Report

In 2023, nearly 200 people signed up to support our Stoma Aware campaign, together with a number of organisations including BUPA and Transport For London. Thanks to our supporters, castles, bridges, Town Halls and more public buildings and monuments turned purple, while local councils, devolved governments, household names, and major corporate and transport bodies showed their support through their various communication platforms. Through national and local television, radio, online and print media we were able to reach millions of households, and three of our youngest supporters, Jessica, Jack and Hunter, whose stories of bravery in overcoming the challenges life has thrown at them, helped to generate the positive coverage that filled TV screens and the media in October.

We hope that this will also act as a launchpad for introductions to more organisations booking our 'Stoma Aware' training. This training aims to raise awareness of the practicalities and emotional impact of life with a stoma. It is also particularly useful for people in customer-facing roles and human resources departments, charged with meeting the ongoing needs of staff who are ostomates, or managing the return to work of staff members following stoma surgery. This year, we delivered training to British Airways and John Lewis, demonstrating how seriously such large companies are now taking this important element of care.

In order to extend our reach still further, we constantly collaborate with other health organisations, are members of a number of professional forums, and attend industry events and conferences. In 2023, our involvement included: The Patients, Industry & Professionals forum (PIPS); the Scottish Stoma Forum; the British Toilet Consortium; The Medical Technologies Group, the Care & Support Alliance; the Buckinghamshire, Oxfordshire, Berkshire Integrated Care System Voluntary & Community Social Enterprise Health Alliance; Cardiff Airport accessibility forum; Level Playing Field, English Football League Disability Access Officer Conference; Independent accessibility panel (IGAP) at Gatwick Airport; working with the Department of Health and Social Care on their review into part IX of the drug tariff; the Association of Coloproctology of Great Britain and Ireland annual conference; the Association of Stoma Care Nurses annual conference; the NS Greater Glasgow & Clyde local stoma forum; advising the Department for Transport and Network Rail; and attending Transport For All's Westminster launch of the 'Are We There Yet' report, which highlighted the work that still needs to be done to make travel more accessible for people with disabilities and hidden conditions. We also continue to work closely with Heathrow, Gatwick, Bournemouth, Birmingham, Edinburgh, Manchester, Luton, Stansted, Cornwall and Bristol airports, and our CEO is a member of the Civil Aviation Authority's Access to Air Campaign panel.

We were delighted that our Stomas in Parliament campaign from 2022 won best stakeholder communications at the corporate engagement awards, and our work with governments continued this year. Members of our Rugby League team headed to Parliament in July to talk to MPs about the impact the team has had on their journeys through life with a stoma. We met with the then Health Minister Will Quince at Westminster to talk about the importance of more equitable and better care for ostomates, and were proud to be present at Holyrood for the first-ever debate on stomas in the Scottish Parliament. In September Kim Leadbeater MP took the time to meet us at Westminster and advise on how we can best engage with Government. We also attended Parliament for Bowel and Bladder continence, Rugby League, and Loneliness and Connected Communities All Party Parliamentary group meetings.

Team Colostomy UK Rugby League

Our Rugby League team continued to go from strength to strength in 2023. Formed in 2018 to challenge perceptions of what can be achieved after stoma surgery, the team is made up of men and women living with all types of stomas and bowel conditions, and friends and family members of ostomates. Designed to be entirely inclusive, rules are adapted to allow all to participate regardless of ability, experience, and gender, so those playing full-contact rugby league can do so alongside those wishing to play touch rugby.

Colostomy UK

Trustees' Report

Hunslet were once again the hosts for the team's first game of the season, when they took on Leeds Rhinos Physical Disability team as a curtain raiser to Hunslet vs. North Wales Crusaders. Then followed fixtures against London Skolars in Wood Green, and the Jo Cox Memorial Match in Batley, before Team Colostomy UK made history in Aberavon by taking part in Wales' first-ever Physical Disability Rugby League match.

As ever, we remain most grateful to the team's sponsors: SecuriCare Medical, Convatec, Amcare, Welland Medical, Ostique, and Coloplast

Fundraising

Voluntary giving made up 52% of the charity's income this year, an increase of £71k from 2022, totalling £380,030. In addition to a steady income from our loyal regular donors, we continue to enjoy the support of a growing number of individuals committing to personal goals in support of Colostomy UK - from Facebook birthday fundraisers and cake sales, to swims, walks, runs, and climbs. We are enormously grateful to all the individuals and groups who have raised funds and made donations, including Ben Vertannes, Jack Dale (aged 8), Adrian Foster, Jessica Dowle (aged 10), Sue Lane, Katie Brien, Tom Sandiford-Nam and Ruth Wilkins, who between them raised nearly £25,000.

We were pleased to add a Fundraising Manager and Fundraising Executive to our team in 2023, to focus on securing donations from charitable trusts and companies, and supporting our grassroots fundraisers on to even greater heights over the coming years.

Step Up For Stomas

Our now annual 'Step Up For Stomas' fundraising campaign took the form of a 7k Step Challenge this year, attracting 142 individuals who between them raised £21,320. We are delighted with this achievement, which very nearly matched the previous year's results, as we have a relatively small pool of active supporters and had anticipated some donor apathy this year.

Plans for the Future

In 2022 we identified three strategic goals and the work we needed to do to deliver them over the following years:

- **Support and empower ostomates at every stage of their stoma journey**
- **Lead, campaign and educate, ensuring ostomates have what they need when they need it**
- **Build meaningful partnerships with the right organisations**

We agreed that 2023 and 2024 would be all about laying the foundations to enable us to deliver our future strategy; the first step being putting our building blocks in place, starting with our organisational focus area.

As a team, we began by identifying our purpose, our vision and our values:

OUR PURPOSE – WHY WE'RE HERE

We exist to make a positive difference for anyone impacted by any kind of stoma or stoma surgery.

OUR VISION – WHERE WE'RE GOING

We want to live in a world where having a stoma presents no obstacles or barriers and carries no stigma.

Colostomy UK

Trustees' Report

A world where people can:

- Get the right information and advice, at the right time, at the right stage of their stoma journey.
- Have access to the facilities and resources they need when and where they need them.
- Live their lives to the fullest without fear of discrimination or prejudice.

OUR VALUES

At Colostomy UK the way we behave matters to us deeply. In everything we do, we are guided by and strive to meet the following values:

SUPPORT AND EMPOWER

Two things matter more than anything else to us: supporting people with or about to have a stoma and empowering them to get the most out of life. For us, supporting and empowering people is also about finding new ways to do this, so we aren't complacent. Being innovative, creative, courageous, and tenacious is in our DNA.

KNOWLEDGE

We are stoma experts. This is no empty claim but backed by the collective knowledge we have accumulated since we were founded in 1967. And, because we prize learning, we add to this knowledge every day. We know all about the many ways in which having a stoma can impact on life. We know the challenges, we know the fears, we know the concerns and the worries. We know the ups and the downs. We also have the know-how to help, reassure, and support.

COMPASSION

We are compassionate and caring. We know what it's like to go through stoma surgery and what a struggle it can often be to get life back on track afterwards. We understand how even the small things can have a big effect on someone's wellbeing. We don't judge; instead, we are patient, respectful and understanding listeners.

INCLUSIVITY

The diseases, illnesses and injuries that make stoma surgery necessary don't discriminate and nor do we. People from all walks of life, all cultural and religious backgrounds, and all ages, even babies, have stomas and we are here for every single one of them. For us, inclusivity is also about understanding things from different points of view. Doing this helps us to shape the support we offer, making sure that we can respond in positive, meaningful, and impactful ways to the many and varied needs of people with stomas.

TOGETHERNESS

Our strength comes from engaging with others. We've been doing this throughout our history. It's by working collaboratively with healthcare professionals, people with stomas, local government, businesses, and other organisations, that we fulfil our purpose. We believe that the way to achieve our vision is by sharing problems and solving them together.

Colostomy UK

Trustees' Report

FINANCIAL REVIEW

Income

Colostomy UK has a diverse range of income streams, with our work funded by a mixture of regular supporters, one-off donations and fundraisers, charitable trusts, and trading activities. Our total income for the year reached £681,898 (2022: £648,726) comprising:

- Donations and Legacies £380,030 (2022: £308,615)
- Income from Charitable Activities £323,350 (2022: £314,096)
- Trading income £22,981 (2022: £24,842)
- Investment income £6,587 (2022: £1,173)

Expenditure

We spent £682,177 (2022: £569,545) to help improve the lives of ostomates.

Reserves Policy and Going Concern

The Trustees hold restricted reserves of £44,785.

Unrestricted reserves include designated funds totalling £379,889 and free reserves of £214,387. The designated funds include £150,000 held in a Risk Reserve Fund, to protect the charity's beneficiaries from unexpected falls in income, or unexpected expenditure, and £189,071 allocated to the strategic development of the charity, as we embark on our five-year plan for growth.

The Trustees review the reserves policy annually, in the context of external economic factors as well as internal development, and have agreed to maintain reserves at a level to meet the organisation's charitable responsibilities and operating costs for 3-6 months in the event of any financial disruption, and/or risk of closure. This will mitigate difficulties caused by internal or external factors – such as the fundraising landscape, employee vacancies, delays in payment of trading income, or national financial crises – and allow for the pursuit of emergency funds should the need arise.

The Trustees have reviewed the circumstances of the Charity and consider that adequate resources continue to be available to fund its activities for the foreseeable future. The Trustees are of the view that the charity is a going concern.

Impairment Review Policy

Each year the Trustees physically review the assets of the Charity to consider whether there are any indicators of permanent impairment. If any impairment is found, the value of the impairment is taken to the Statement of Financial Activities in the year.

Colostomy UK

Trustees' Report

Management of Risk

The Trustees have identified that the main risks to the Charity are:

- The charity has been reliant on legacies to meet part of our core running costs. We have continued to review our income generation strategy and embarked on implementing the actions needed to achieve this. In the meantime, we maintain reserves to protect the charity in the short term, while we build our fundraising activity.
- Loss of key staff.
- Security of our website and social media.

The Trustees manage the risk to cashflows by preparing and reviewing budgets on a regular basis and ensuring sufficient cash deposits are held to meet current spending commitments.

Statement of trustees' responsibilities

The trustees (who are also the directors of Colostomy UK for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company 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 judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 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 charitable company will continue in business.

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

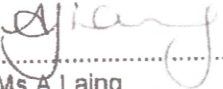
Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

Colostomy UK

Trustees' Report

The annual report was approved by the trustees of the charity on ~~26 June 24~~ and signed on its behalf by:



.....

Ms A Laing
Trustee

Colostomy UK

Independent Examiner's Report to the trustees of Colostomy UK ('the Company')

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

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

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

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

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


Catherine Williams FCA DChA

Westcotts (SW) LLP
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Date: 3rd September 2024

Colostomy UK

Statement of Financial Activities for the Year Ended 31 December 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

| | Note | Unrestricted funds £ | Restricted funds £ | Total 2023 £ | Total 2022 £ |
|------------------------------------|------|----------------------------|--------------------------|--------------------|--------------------|
| Income and Endowments from: | | | | | |
| Donations and legacies | 3 | 371,050 | 8,980 | 380,030 | 308,615 |
| Charitable activities | 4 | 292,550 | 30,800 | 323,350 | 314,096 |
| Other trading activities | 5 | 22,706 | 275 | 22,981 | 24,842 |
| Investment income | 6 | 6,587 | - | 6,587 | 1,173 |
| Total income | | <u>692,893</u> | <u>40,055</u> | <u>732,948</u> | <u>648,726</u> |
| Expenditure on: | | | | | |
| Raising funds | 7 | (14,807) | - | (14,807) | (7,204) |
| Charitable activities | 8 | <u>(621,698)</u> | <u>(45,672)</u> | <u>(667,370)</u> | <u>(562,341)</u> |
| Total expenditure | | <u>(636,505)</u> | <u>(45,672)</u> | <u>(682,177)</u> | <u>(569,545)</u> |
| Net income/(expenditure) | | <u>56,388</u> | <u>(5,617)</u> | <u>50,771</u> | <u>79,181</u> |
| Net movement in funds | | 56,388 | (5,617) | 50,771 | 79,181 |
| Reconciliation of funds | | | | | |
| Total funds brought forward | | <u>537,888</u> | <u>50,402</u> | <u>588,290</u> | <u>509,109</u> |
| Total funds carried forward | 21 | <u>594,276</u> | <u>44,785</u> | <u>639,061</u> | <u>588,290</u> |

All of the charity's activities derive from continuing operations during the above two periods.
The funds breakdown for 2022 is shown in note 21.

Colostomy UK

(Registration number: 05623273)
Balance Sheet as at 31 December 2023

| | Note | 2023 £ | 2022 £ |
|---|------|-----------------|-----------------|
| Fixed assets | | | |
| Intangible assets | 14 | 2,901 | 3,641 |
| Tangible assets | 15 | 8,319 | 8,789 |
| | | <u>11,220</u> | <u>12,430</u> |
| Current assets | | | |
| Debtors | 17 | 103,836 | 71,816 |
| Cash at bank and in hand | 18 | 574,651 | 563,175 |
| | | 678,487 | 634,991 |
| Creditors: Amounts falling due within one year | 19 | <u>(50,646)</u> | <u>(59,131)</u> |
| Net current assets | | <u>627,841</u> | <u>575,860</u> |
| Net assets | | <u>639,061</u> | <u>588,290</u> |
| Funds of the charity: | | | |
| Restricted income funds | | | |
| Restricted funds | | 44,785 | 50,402 |
| Unrestricted income funds | | | |
| Unrestricted funds | | <u>594,276</u> | <u>537,888</u> |
| Total funds | 21 | <u>639,061</u> | <u>588,290</u> |

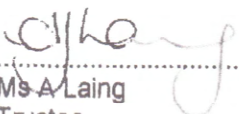
For the financial year ending 31 December 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 18 to 35 were approved by the trustees, and authorised for issue on ~~20/12/24~~ and signed on their behalf by:


.....
Ms A Laing
Trustee

The notes on pages 21 to 35 form an integral part of these financial statements.

Colostomy UK

Statement of Cash Flows for the Year Ended 31 December 2023

| | Note | 2023 £ | 2022 £ |
|--|------|-----------------------|-----------------------|
| Cash flows from operating activities | | | |
| Net cash income | | 50,771 | 79,181 |
| Adjustments to cash flows from non-cash items | | | |
| Depreciation | 7 | 2,083 | 1,357 |
| Amortisation | 7 | 740 | 740 |
| Investment income | 6 | <u>(6,587)</u> | <u>(1,173)</u> |
| | | 47,007 | 80,105 |
| Working capital adjustments | | | |
| (Increase)/decrease in debtors | 17 | (32,020) | 6,573 |
| Decrease in creditors | 19 | (5,432) | (13,702) |
| Decrease in deferred income | | <u>(3,053)</u> | <u>(69,515)</u> |
| Net cash flows from operating activities | | <u>6,502</u> | <u>3,461</u> |
| Cash flows from investing activities | | | |
| Interest receivable and similar income | 6 | 6,587 | 1,173 |
| Purchase of tangible fixed assets | 15 | <u>(1,613)</u> | <u>(7,155)</u> |
| Net cash flows from investing activities | | <u>4,974</u> | <u>(5,982)</u> |
| Net increase/(decrease) in cash and cash equivalents | | 11,476 | (2,521) |
| Cash and cash equivalents at 1 January | | <u>563,175</u> | <u>565,696</u> |
| Cash and cash equivalents at 31 December | | <u><u>574,651</u></u> | <u><u>563,175</u></u> |

All of the cash flows are derived from continuing operations during the above two periods.

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

100 Berkshire Place
Wharfedale Road
Winnersh
Wokingham
RG41 5RD

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

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

Basis of preparation

Colostomy UK 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 notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income and endowments

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

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Intangible assets

Intangible assets are stated in the Balance Sheet at cost less accumulated amortisation and impairment. They are amortised on a straight line basis over their estimated useful lives.

Tangible fixed assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Amortisation

Amortisation is provided on intangible fixed assets so as to write off the cost, less any estimated residual value, over their expected useful economic life as follows:

| Asset class | Amortisation method and rate |
|-------------------|------------------------------|
| Computer software | 10% straight line |

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

| Asset class | Depreciation method and rate |
|---------------------|------------------------------|
| Plant and machinery | 25% straight line |
| Computer equipment | 20% straight line |
| Equipment | 20% straight line |

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

Pensions and other post retirement obligations

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

3 Income from donations and legacies

| | Unrestricted funds £ | Restricted funds £ | Total 2023 £ |
|-----------|----------------------------|--------------------------|--------------------|
| Donations | 171,946 | 3,680 | 175,626 |
| Legacies | 160,604 | - | 160,604 |
| Grants | 38,500 | 5,300 | 43,800 |
| | <u>371,050</u> | <u>8,980</u> | <u>380,030</u> |
| | Unrestricted funds £ | Restricted funds £ | Total 2022 £ |
| Donations | 175,377 | 1,082 | 176,459 |
| Legacies | 89,643 | - | 89,643 |
| Grants | 34,888 | 7,625 | 42,513 |
| | <u>299,908</u> | <u>8,707</u> | <u>308,615</u> |

4 Income from charitable activities

| | Unrestricted funds £ | Restricted funds £ | Total 2023 £ |
|-----------------------------|----------------------------|--------------------------|--------------------|
| Other income | 11,287 | 1,050 | 12,337 |
| Sponsored posts | 19,050 | - | 19,050 |
| Website advertising | 16,500 | - | 16,500 |
| Magazine advertising income | 126,947 | - | 126,947 |
| Corporate sponsorship | - | 29,750 | 29,750 |
| Mail out income | 117,497 | - | 117,497 |
| Radar keys | 1,269 | - | 1,269 |
| | <u>292,550</u> | <u>30,800</u> | <u>323,350</u> |
| | Unrestricted funds £ | Restricted funds £ | Total 2022 £ |
| Other income | 900 | 600 | 1,500 |
| Sponsored posts | 21,150 | - | 21,150 |
| Website advertising | 23,100 | - | 23,100 |
| Magazine advertising income | 135,917 | - | 135,917 |
| Corporate sponsorship | - | 17,300 | 17,300 |
| Mail out income | 113,492 | - | 113,492 |
| Radar keys | 1,637 | - | 1,637 |
| | <u>296,196</u> | <u>17,900</u> | <u>314,096</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

5 Income from other trading activities

| | Unrestricted funds £ | Restricted funds £ | Total 2023 £ |
|--------------------|----------------------------|--------------------------|--------------------|
| Merchandise sales | 9,224 | 125 | 9,349 |
| Fundraising income | 12,803 | 150 | 12,953 |
| 500 Club income | 679 | - | 679 |
| | <u>22,706</u> | <u>275</u> | <u>22,981</u> |
| | Unrestricted funds £ | Restricted funds £ | Total 2022 £ |
| Merchandise sales | 5,857 | 590 | 6,447 |
| Raffle | 4,700 | 5 | 4,705 |
| Fundraising income | 12,958 | - | 12,958 |
| 500 Club income | 732 | - | 732 |
| | <u>24,247</u> | <u>595</u> | <u>24,842</u> |

6 Investment income

| | Unrestricted funds £ | Total 2023 £ | Total 2022 £ |
|-------------------|----------------------------|--------------------|--------------------|
| Investment income | <u>6,587</u> | <u>6,587</u> | <u>1,173</u> |

7 Expenditure on raising funds

a) Costs of generating donations and legacies

| | Unrestricted funds General £ | Total 2023 £ |
|---|---------------------------------------|--------------------|
| Costs of raising donations and legacies | <u>14,807</u> | <u>14,807</u> |
| | Unrestricted funds General £ | Total 2022 £ |
| Costs of raising donations and legacies | <u>2,724</u> | <u>2,724</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

b) Costs of trading activities

| | Unrestricted funds General £ | Total 2022 £ |
|-----------------------------------|---------------------------------------|--------------------|
| Fundraising trading costs; | | |
| Costs of other trading activities | 4,480 | 4,480 |
| | <u>4,480</u> | <u>4,480</u> |

8 Expenditure on charitable activities

| | | Unrestricted funds £ | Restricted funds £ | Total 2023 £ |
|-------------------------|---|----------------------------|--------------------------|--------------------|
| Charitable activities | | 507,736 | 33,660 | 541,396 |
| Allocated support costs | 9 | <u>113,962</u> | <u>12,012</u> | <u>125,974</u> |
| | | <u>621,698</u> | <u>45,672</u> | <u>667,370</u> |
| | | Unrestricted funds £ | Restricted funds £ | Total 2022 £ |
| Charitable activities | | 424,100 | 31,329 | 455,429 |
| Allocated support costs | 9 | <u>98,870</u> | <u>8,042</u> | <u>106,912</u> |
| | | <u>522,970</u> | <u>39,371</u> | <u>562,341</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

9 Analysis of support costs

Support costs allocated to charitable activities

| | Total 2023 £ | Total 2022 £ |
|--|-----------------------------|-----------------------------|
| Depreciation | 2,823 | 2,097 |
| Staff training | 3,512 | 5,064 |
| Travelling | 14,367 | 11,225 |
| Rent | 46,313 | 35,253 |
| General expenses | 4,654 | 6,365 |
| Repairs & maintenance | 391 | 1,806 |
| Telephone | 5,299 | 4,852 |
| Volunteer Reward and Recognition Event | 7,939 | - |
| Entertainment | 1,786 | 1,180 |
| Printing & stationery | 3,892 | 3,121 |
| Bank charges | 2,497 | 4,410 |
| Trustees fees | 326 | - |
| Volunteer expenses | 52 | - |
| Rates | - | 194 |
| Light, heat and power | - | 250 |
| Insurance | 5,036 | 3,724 |
| IT software | 21,741 | 13,461 |
| Trade subscriptions | 2,178 | 2,623 |
| Cleaning | 151 | 296 |
| Payroll fees | 781 | 614 |
| Bookkeeping | - | 8,255 |
| Independent examiner's fee | 2,236 | 2,122 |
| | <u>125,974</u> | <u>106,912</u> |

10 Net incoming/outgoing resources

Net incoming resources for the year include:

| | 2023 £ | 2022 £ |
|---------------------------------------|-------------------|-------------------|
| Amortisation of intangible assets | 740 | 740 |
| Depreciation of tangible fixed assets | <u>2,083</u> | <u>1,357</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

11 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

During the year expenses were reimbursed to Trustees £326 (2022: £368) in respect of mileage costs.

12 Staff costs

The aggregate payroll costs were as follows:

| | 2023 £ | 2022 £ |
|--|----------------|----------------|
| Staff costs during the year were: | | |
| Wages and salaries | 310,994 | 240,686 |
| Social security costs | 23,747 | 17,562 |
| Pension costs | 8,315 | 4,296 |
| | <u>343,056</u> | <u>262,544</u> |

The average head count of employees during the year was 11 (2022: 9). The average number of full-time equivalent employees during the year is analysed as follows:

| | 2023 No | 2022 No |
|-----------------------|------------|------------|
| Charitable activities | <u>9</u> | <u>7</u> |

No employee received emoluments of more than £60,000 during the year.

13 Independent examiner's remuneration

| | 2023 £ | 2022 £ |
|-------------------------|--------------|--------------|
| Independent examination | <u>2,236</u> | <u>2,122</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

14 Intangible fixed assets

| | Computer software £ | Total £ |
|-----------------------|---------------------------|------------|
| Cost | | |
| At 1 January 2023 | 7,404 | 7,404 |
| At 31 December 2023 | 7,404 | 7,404 |
| Amortisation | | |
| At 1 January 2023 | 3,763 | 3,763 |
| Charge for the year | 740 | 740 |
| At 31 December 2023 | 4,503 | 4,503 |
| Net book value | | |
| At 31 December 2023 | 2,901 | 2,901 |
| At 31 December 2022 | 3,641 | 3,641 |

15 Tangible fixed assets

| | Computer equipment £ | Equipment £ | Plant and machinery £ | Total £ |
|-----------------------|----------------------------|----------------|-----------------------------|------------|
| Cost | | | | |
| At 1 January 2023 | 13,548 | 11,949 | 1,635 | 27,132 |
| Additions | - | 1,613 | - | 1,613 |
| At 31 December 2023 | 13,548 | 13,562 | 1,635 | 28,745 |
| Depreciation | | | | |
| At 1 January 2023 | 13,548 | 3,160 | 1,635 | 18,343 |
| Charge for the year | - | 2,083 | - | 2,083 |
| At 31 December 2023 | 13,548 | 5,243 | 1,635 | 20,426 |
| Net book value | | | | |
| At 31 December 2023 | - | 8,319 | - | 8,319 |
| At 31 December 2022 | - | 8,789 | - | 8,789 |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

16 Investments

Investments

| | Shares in group undertakings £ | Total £ |
|---------------------------------|---|------------|
| Cost | | |
| At 1 January 2023 | <u>1</u> | <u>1</u> |
| At 31 December 2023 | <u>1</u> | <u>1</u> |
| Provision for impairment | | |
| At 1 January 2023 | <u>1</u> | <u>1</u> |
| At 31 December 2023 | <u>1</u> | <u>1</u> |
| Net book value | | |
| At 31 December 2023 | <u>-</u> | <u>-</u> |
| At 31 December 2022 | <u>-</u> | <u>-</u> |

17 Debtors

| | 2023 £ | 2022 £ |
|---------------|----------------|---------------|
| Trade debtors | 77,367 | 61,996 |
| Prepayments | 16,657 | 3,506 |
| Other debtors | <u>9,812</u> | <u>6,314</u> |
| | <u>103,836</u> | <u>71,816</u> |

18 Cash and cash equivalents

| | 2023 £ | 2022 £ |
|--------------|----------------|----------------|
| Cash at bank | <u>574,651</u> | <u>563,175</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

19 Creditors: amounts falling due within one year

| | 2023 £ | 2022 £ |
|------------------------------------|---------------|---------------|
| Trade creditors | 10,865 | 9,500 |
| Other taxation and social security | 9,959 | 5,892 |
| VAT | 1,338 | 12,332 |
| Other creditors | 4,761 | 2,599 |
| Accruals | 6,223 | 8,255 |
| Deferred income | 17,500 | 20,553 |
| | <u>50,646</u> | <u>59,131</u> |

20 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £8,315 (2022 - £4,296).

21 Funds

| | Balance at 1 January 2023 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 31 December 2023 £ |
|---------------------------|--------------------------------------|----------------------------|----------------------------|----------------|---|
| Unrestricted funds | | | | | |
| General | | | | | |
| General Funds | 141,905 | 687,593 | (613,498) | (1,613) | 214,387 |
| Volunteers | 33,553 | 5,300 | (9,255) | - | 29,598 |
| Risk reserve | 150,000 | - | - | - | 150,000 |
| Fixed assets | 12,430 | - | (2,823) | 1,613 | 11,220 |
| Strategy | 200,000 | - | (10,929) | - | 189,071 |
| | <u>537,888</u> | <u>692,893</u> | <u>(636,505)</u> | <u>-</u> | <u>594,276</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

| | Balance at 1 January 2023 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 31 December 2023 £ |
|---------------------------------------|--------------------------------------|----------------------------|----------------------------|----------------|---|
| Restricted funds | | | | | |
| JOSH | 7,942 | - | (2,488) | - | 5,454 |
| Caring for Colostomates / Dementia | 8,477 | 1,350 | (9,618) | - | 209 |
| Active Ostomates | 20,998 | 38,705 | (33,497) | - | 26,206 |
| Bob Buckley | 3,946 | - | (69) | - | 3,877 |
| Newcastle Project | 9,039 | - | - | - | 9,039 |
| | <u>50,402</u> | <u>40,055</u> | <u>(45,672)</u> | <u>-</u> | <u>44,785</u> |
| Total funds | <u>588,290</u> | <u>732,948</u> | <u>(682,177)</u> | <u>-</u> | <u>639,061</u> |
| | | | | | |
| | Balance at 1 January 2022 £ | Incoming resources £ | Resources expended £ | Transfers £ | Balance at 31 December 2022 £ |
| Unrestricted funds | | | | | |
| General | | | | | |
| General Funds | 254,631 | 621,524 | (527,095) | (207,155) | 141,905 |
| Volunteers | 34,535 | - | (982) | - | 33,553 |
| Risk reserve | 150,000 | - | - | - | 150,000 |
| Fixed assets | 7,372 | - | (2,097) | 7,155 | 12,430 |
| Strategy | - | - | - | 200,000 | 200,000 |
| | <u>446,538</u> | <u>621,524</u> | <u>(530,174)</u> | <u>-</u> | <u>537,888</u> |
| Restricted funds | | | | | |
| JOSH | 8,987 | - | (1,045) | - | 7,942 |
| Caring for Colostomates / Dementia | 21,356 | 600 | (13,479) | - | 8,477 |
| Active Ostomates | 19,204 | 25,602 | (23,808) | - | 20,998 |
| Bob Buckley | 3,985 | - | (39) | - | 3,946 |
| Newcastle Project | 9,039 | - | - | - | 9,039 |
| Grant for phone | - | 1,000 | (1,000) | - | - |
| | <u>62,571</u> | <u>27,202</u> | <u>(39,371)</u> | <u>-</u> | <u>50,402</u> |
| Total funds | <u>509,109</u> | <u>648,726</u> | <u>(569,545)</u> | <u>-</u> | <u>588,290</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

Designated funds

Volunteers - volunteer training and development.

Risk Reserve - protect the charity's beneficiaries from unexpected falls in income, or unexpected expenditure.

Fixed Assets - which cannot be used to fund expenditure without being sold.

Strategy - allocated to the strategic development of the charity, as we embark on our five-year plan for growth.

Restricted reserves

JOSH - to support helpline and young people with a stoma.

Caring For Colostomates/Dementia- workshops for of local authority enablement teams, care and Nursing home staff, community carers, and informal carers (Family members or friends).

Active Ostomates - to promote active lifestyles.

Bob Buckley - to support people with a Colostomy who irrigate.

Newcastle - fund to support people with a stoma living in the Newcastle area

22 Analysis of net assets between funds

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 December 2023 £ |
|-------------------------|---------------------------------------|--------------------------|---|
| Intangible fixed assets | 2,901 | - | 2,901 |
| Tangible fixed assets | 8,319 | - | 8,319 |
| Current assets | 633,702 | 44,785 | 678,487 |
| Current liabilities | (50,646) | - | (50,646) |
| Total net assets | <u>594,276</u> | <u>44,785</u> | <u>639,061</u> |

| | Unrestricted funds General £ | Restricted funds £ | Total funds at 31 December 2022 £ |
|-------------------------|---------------------------------------|--------------------------|---|
| Intangible fixed assets | 3,641 | - | 3,641 |
| Tangible fixed assets | 8,789 | - | 8,789 |
| Current assets | 584,589 | 50,402 | 634,991 |
| Current liabilities | (59,131) | - | (59,131) |
| Total net assets | <u>537,888</u> | <u>50,402</u> | <u>588,290</u> |

Colostomy UK

Notes to the Financial Statements for the Year Ended 31 December 2023

23 Related party transactions

There were no related party transactions in the year.

COLOSTOMY UK

England & Wales - Charity number 1113471

Accounts

COMPANY REGISTRATION NUMBER: 05623273
CHARITY REGISTRATION NUMBER: 1113471

Colostomy UK
Company Limited by Guarantee
Unaudited Financial Statements
31 December 2022

WESTCOTTS
Chartered Accountants
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Colostomy UK

Company Limited by Guarantee

Financial Statements

Year ended 31 December 2022

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Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 December 2022

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 December 2022.

Reference and administrative details

Registered charity name Colostomy UK

Charity registration number 1113471

Company registration number 05623273

Principal office and registered office 100 Berkshire Place
Wharfedale
Winnersh
Wokingham
RG41 5RD

The trustees Mr M Pollitt (Appointed 9 July 2022)
Mr A M Bird
Mr D Buchan (Resigned 9 July 2022)
Ms P Johal
Ms A Laing
Ms S A Affleck
Mr S Scoffield
Mr T Skilbeck

Independent examiner Catherine Williams FCA DChA
Westcotts (SW) LLP
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2022

A WELCOME FROM OUR CHAIR OF TRUSTEES and CHIEF EXECUTIVE

After two extremely challenging years, managing the effects of the Covid pandemic and a cost-of-living crisis, Colostomy UK has maintained a steady financial position, ensuring that people living with stomas across the UK continue to have access to our diverse range of support, empowering them to reach their full potential.

The ongoing commitment of our dedicated team of employees and volunteers has been essential to our ability to thrive, enabling us to continue providing our vital support services and even growing delivery in many areas, primarily through developing our online offering.

We have continued to work on strengthening our purpose and vision, and in 2022 we have worked as a board to develop our organisational strategy which will allow us to establish a solid foundation for growth over the coming years, to reach more of the 200,000 ostomates nationwide who might benefit from our help.

Part of our strategy requires the recruitment of new employees to take responsibility for specific areas, such as managing our operations, and enhancing our fundraising. Recruitment for these new positions was conducted with much focus on ensuring we employed the right people for the organisation and the job in hand, and the process continued into 2023 as recruitment for some roles took longer than anticipated because of the current recruitment landscape.

We look forward to building on the successes of 2022 to grow the charity into becoming the recognised voice for people with stomas.

Mandi Laing, Chairperson

Libby Herbert, Chief Executive



Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2022

GOVERNANCE, STRUCTURE AND MANAGEMENT

Governing Document

The organisation is a charitable company, limited by guarantee, incorporated on 15 November 2005, and registered as a charity in the UK on 29 March 2006. The company was established under a memorandum of association (as amended by special resolutions on 23 March 2006, 24 March 2007, 5 July 2014, and 29 October 2020), which established the objectives and powers of the charitable company and is governed under its articles of association.

Public Benefit

The trustees have complied with section 17(5) of the Charities Act 2011 regarding the public benefit requirement.

Equal Opportunities

The charity is committed to the principle and practice of equal opportunities and is an equal opportunities employer. All our employment decisions are based on merit and the legitimate needs of the charity. We do not discriminate on the basis of colour, race or nationality, ethnic or national origins, sex, gender reassignment, sexual orientation, marital or civil partner status, pregnancy or maternity, disability, religion or belief, age or any other grounds on which it is or becomes unlawful to discriminate under the laws of England and Wales.

Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law. Collectively they form the charity's board of trustees. The board, which comprises a mix of ostomates (60%) and non-ostomates (40%), meets quarterly.

Trustee Recruitment and Appointment

We have a proactive approach to recruiting Trustees with identified skill sets, in order to maintain a board with the diverse range of competencies and experience needed to effectively oversee the charity's operations and development. This year, we recruited Matthew Pollitt as our Secretary and Governance Trustee. Matthew has worked for a wide range of not-for-profit organisations of various sizes, including Greenpeace and Friends of the Earth, with responsibilities for finance, HR, and IT, as well as charitable governance and administration. Matthew has had a stoma since 2012.

New trustees have a six-month induction. This includes being assigned an existing trustee as a mentor, and spending time with the management team to gain a sound understanding of the charity's work and strategic priorities.

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2022

Employees

The charity built a small team of eleven paid employees (seven FTE) over the year, with the option of remote or hybrid working offered for some roles, allowing us to extend our recruitment beyond the immediate vicinity of our offices in Wokingham.

As we continue to work towards refining a new organisational strategy, some restructuring is ongoing, including the evolution of the General Manager position into Chief Executive. Other changes in personnel this year included bringing our financial management in-house by way of a Finance Manager, and recruiting an Operations Manager, a PR & Marketing Manager, and a Fundraising Executive. The charity ended the year with five full-time employees: Chief Executive, Fundraising & Development Manager, and Volunteers & Support Co-ordinator, and five part-time employees: Volunteers' & Community Manager, two Support & Finance Co-ordinators (split role), Writer & Editor, and Finance Manager.

At the end of the year, three positions were vacant and being actively recruited for: Operations Manager, Fundraising & Communications Executive, and a new Fundraising Manager role. The position of Public Relations & Engagement Manager evolved into the Marketing & Campaigns Manager role, which was filled by an internal applicant.

Volunteers

We have approximately 100 volunteers, most of whom have or have had a stoma(s). Volunteers play a vital role in our support services, where they provide peer-to-peer experienced-based advice to people both before and after stoma surgery. They also assist us in the delivery of projects and with our campaigning and advocacy work. There is a close relationship between volunteers and the office team, which we continue to foster through regular virtual meetings – an initiative introduced as a result of the covid pandemic, and in which we continue to discern great value.

All volunteers are DBS checked and receive full training before actively representing the charity. They also undertake regular refresher training, varying in content and designed to encompass both skill-based training and knowledge-based development – sessions may focus on communication and listening techniques for example, cover safeguarding requirements, or explore stoma-related topics such as irrigation, parastomal hernias or sex and relationships.

Our volunteers sit at the very core of all that we offer, and we work hard to ensure they feel valued for the substantial contribution they make to Colostomy UK and our beneficiaries, for whom they can literally be life-savers.

Management Committee

Comprising the Chief Executive, Chair of Trustees, Finance Trustee, Human Resources Trustee and a long-standing volunteer, the committee meets monthly to oversee the smooth running of the charity and act as a link between the board of trustees and employees.

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2022

VISION, MISSION AND OBJECTIVES

Our vision, mission and objectives were identified in consultation with our beneficiaries, volunteers and employees. We continue to revisit these pillars supporting our purpose, to ensure they remain relevant to the people we support, now and in the future, in line with their needs and expectations as ostomates.

Vision

For hidden conditions to be understood and accepted by all, so that people can reach their potential.

Mission

To support and empower people living with stomas, their families, carers and friends.

Objectives

- To relieve the needs of those who have a stoma and their families, through the provision of support, reassurance, and practical information.
- To preserve and protect the health of ostomates by providing and assisting in the provision of facilities and support services not normally provided by statutory authorities.
- To advance the education of the public and healthcare professionals in the subject of colostomies and other types of stomas.

Our objectives, as set out in the charity's memorandum of association, inform what we do and drive us towards the achievement of our vision and mission.

ACTIVITIES

Support Services

The number of people registered with Colostomy UK grew by 10%, to 22,394 during 2022. The benefits of registering include the option to receive monthly E-Newsletters and quarterly issues of our award-winning *Tidings* magazine.

However, Colostomy UK is not and has never been a membership organisation - our support services are available free of charge, accessible to all people with all types of stoma (colostomy, ileostomy, urostomy), as well as their friends, families and carers, regardless of whether they register with us. Our range of services is designed to be as inclusive as possible, accommodating the myriad ways in which different patient groups seek help, the varied types of help they seek (advice, reassurance, information) and the different times that they seek it (pre-op, post-op, at different life stages etc.). Provision is made for those who prefer person-to-person contact (e.g., stoma helpline), those who wish to remain anonymous (e.g., live chat), and those who are looking solely for information (e.g., *Tidings* magazine or our literature library). We also offer online/virtual options for getting support, which continue to grow in popularity, particularly with younger ostomates.

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Service Delivery

Services are delivered by the office team and volunteers. Colostomy UK's foundation as a peer-to-peer visiting service was centred on the belief that experience-based support is of great benefit to patients – namely that interaction with others who have gone through stoma surgery has a significant positive impact on patients, beyond simply medical intervention – and this belief has since been borne out through scientific research (Taylor 2015). This principle continues to be the underlying philosophy of the charity to this day, with our volunteer-led structure. The vast majority (around 96%) of the volunteers who help to deliver our services have had, and recovered, from stoma surgery, placing them in a unique position to empathise with and support fellow ostomates. The remaining 4% either have a close connection with an ostomate, or work within the stoma field.

24-Hour Stoma Helpline

The helpline continues to be a central pillar in the charity's service offering, providing experience-based practical and emotional support to 5,124 callers in 2022. This is slightly fewer than the 5,260 calls we answered in 2021 – the fall may be explained by the recovery of in-person services after the pandemic, with people once again accessing support in hospitals and clinics, together with the increase in help provided online this year. Stoma care nurses and other healthcare professionals also use the helpline, to find the right support for their patients. Available 24 hours a day, 64% of calls were answered by our helpline volunteers. The helpline is also accessible by email, with follow-up phone calls offered.

Telephone Befriending Support Service

Launched at the height of the Covid pandemic to address loneliness and isolation among ostomates, we continue to provide regular telephone support through our befriending service. Stoma care nurses are able to refer patients, or individuals may choose to sign up themselves, and our Befriender volunteers then proactively contact those feeling detached from society with regular phone calls. This year, 23 ostomates made use of the service, with our helpline volunteers making calls weekly (47%), 2-3 weekly (24%) or monthly (29%). The length of time these calls were needed ranged from up to one month (38%), 2 months (31%), 3-5 months (16%), to over six months (15%).

Tidings Magazine

Colostomy UK's free support magazine has been a feature of the stoma world for more than two decades, shared with 22,000 subscribers four times a year. Content comprises a mix of charity news, readers' letters and emails, articles from healthcare professionals, and 'Real Lives' stories. The latter two are particularly valued by subscribers. The magazine's 'Dear Nurse' feature addresses common (and sometimes less common) stoma and stoma-related issues. There is a notable synergy with the needs of callers to the charity's helpline and members of its private Facebook Support Group, although support is accessed via different media.

'Real lives' stories offer a form of emotional support – reading about the experiences of others can help to ease the burden of loneliness (real or imagined) that many ostomates testify to feeling and helps engender a sense of belonging to a wider community. The stories also explore a whole range of different themes and issues, including everything from the impact of having a stoma on mental wellbeing, to more practical concerns, such as returning to work after surgery, or considerations when travelling. Thus, as well as providing emotional support, there is an empowering element embedded in many of the stories too.

The editorial team comprises our Writer and Editor, an academic who has published widely in the field of medical humanities, supported by other employees and volunteers contributing articles and content, and proof-reading.

Colostomy UK

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Year ended 31 December 2022

In addition to providing valuable support for our beneficiaries, the magazine also supports the charity's income, generating advertising revenue totalling £123,917 this year, and prompting a flurry of cheques after each edition is published, totalling £19,348 over the course of the year.

Information and Advice Literature

The provision of high-quality literature has been a central element of our support offering since the charity's earliest days – all of our published information is peer-reviewed by ostomates, and all medical content is either sourced from or reviewed by healthcare professionals. Our current library covers over 20 topics, and all our booklets are available free of charge, both in paper format and as downloads from our website. Demand remains high – we distributed approximately 27,500 hard copies of our various titles in 2022, with a further 16,000 requested by clinicians in colorectal and stoma departments, unequivocally demonstrating their tremendous value as an important resource for patients.

Website and Live Chat

Our website is an important source of free information for people with stomas, family, friends, colleagues and health industry professionals, where they can access support, download our literature titles and find updates on our campaigning, advocacy and fundraising. Visitors to our website increased again this year, by 47% - substantial growth that demonstrates the continuing trend for change in the ways people are looking for help.

We continue to offer live chat for anyone wanting to access help through this instant message facility – popular with those wanting to remain anonymous, possibly to discuss more personal issues, or just those who prefer that method of communication. 276 people contacted us this way over the course of the year, almost 25% fewer than the previous year. We will retain the service for the coming year, and monitor trends to evaluate whether it will remain of appeal as a support channel into the future.

Private Facebook Support Group

This moderated group is open to ostomates, their families and healthcare professionals. Membership increased by 6% this year, to 10,779, with the group's growth in recent years further reflecting changing trends in how patients are seeking support and guidance online.

The closed group provides a safe and confidential space for ostomates and people associated with them to chat and support one another. At a general level, this can help to reduce the isolation many people with stomas feel, living with hidden and often poorly understood conditions. More specifically members can share hints and tips for resolving practical stoma management issues.

Other Support Activities

Open Days

We were delighted to be able to reintroduce our attendance at open days in June 2022, following two years of hiatus caused by the covid pandemic. Slowly but surely these events started happening again and over the second half of the year we attended 29 events including the various larger events listed on page 7. These open days were organised by industry, support groups and stoma care departments at Hospitals. Our volunteers and employee team all expressed the importance of our representation at these events and the benefit it gives to someone pre- and post-surgery as well as those who have had their stoma/s for a number of years.

Colostomy UK

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Year ended 31 December 2022

Support Groups

While a number of the 144 stoma support groups across the UK did manage to meet in person during 2021, with stringent social distancing in place, others maintained their programme of virtual meetings until more face-to-face meetings resumed in 2022. Colostomy UK supports this initiative by assisting anyone who wants to set up a new group and attending meetings to share our work and knowledge. We were invited and attended the following support group meetings in 2022 when things started opening up again, Ashford Support Group, B.O.T.S (Bums on Tums) in Shropshire, WAMS (Windsor, Ascot & Maidenhead Support), OSTOFRIENDS in Hertfordshire and the Mid Devon Ostomy Support Group in Crediton, Devon.

EMPOWERMENT

Our mission includes empowering people with stomas to fulfil their potential and, as part of this remit, we run a programme of activities to help ostomates return to the sports, hobbies and other interests they had previously enjoyed, and give them the confidence to take up fresh challenges.

Active Ostomates #ActiveOstomates

Many stoma patients need support and encouragement to take up or return to activities, sports and other pastimes after surgery. People are often for example; unsure what sorts of physical exercise are safe when they have a stoma. We seek to address these issues through our Active Ostomates programme. In collaboration with stoma support groups across the UK, we put on a range of activities, including yoga, Pilates, Zumba, art, swimming, mindfulness & meditation – and all are accessible free of charge. These sessions also help to address the social isolation that a lot of individuals are experiencing.

Pre-Covid, most activity took place in face-to-face community settings, and we launched a virtual timetable in May 2020, in response to the repeated lockdowns. These online courses continue to be popular even post-pandemic, and this year 2,412 people attended a total of 88 virtual Active Ostomates classes, including Yoga, Chair Yoga, Mindfulness and Meditation, art, Zumba and 'Pop to the 80s' dance.

As we re-introduce face-to-face classes, we will continue to deliver virtual sessions as well, as long as demand remains high. In 2022, we were able to host 24 Active Ostomates groups in person, with classes including chair yoga, Pilates and art, and we will continue to re-build our calendar of local activities in 2023.

Our Active Ostomates programme also includes the provision of up-to-date, free, easy-to-access information, designed to give ostomates the confidence to exercise and get involved in sports and other activities. In addition to supporting the group activities we provide, our *Active Ostomates: Sport and fitness after stoma surgery* booklet also includes a range of medically approved exercises that can be done alone.

Caring for a person with a stoma workshops

Our 'Caring for a person with a stoma' workshops have been running since 2015. Delivered by a stoma care nurse, they provide professional social care staff, local authority reablement teams and ostomates' family members with practical advice and guidance on how to care for someone with a stoma. By educating carers on the practical and emotional needs of people with stomas, the workshops aim to improve the quality of life of ostomates who need regular support.

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The intensive two-hour workshop covers topics including practical stoma management, a guide to different stoma appliances; understanding the common concerns of ostomates; the support available from stoma care nurses; the psychological issues connected with having a stoma; and caring for someone with a stoma who also has dementia.

Prior to the pandemic, the workshops were delivered in person, but as with our other activities, we have had to adapt in recent years. While we work towards a return to the face-to-face format in future, in 2022 we delivered 29 virtual workshops to 274 social care staff, Occupational Therapists, and unpaid carers.

ENGAGEMENT

Website

Visits to our website increased by 47% this year, with 212,000 new users, with the demographic profile of visitors mirroring that of previous years:

| Age Group | % Of Total Users |
|-----------|------------------|
| 18 – 24 | 12.55% |
| 25 – 34 | 19.80% |
| 35 – 44 | 19.57% |
| 45 – 54 | 18.13% |
| 55 – 64 | 15.34% |
| 65+ | 14.61% |

| Sex | % |
|--------|--------|
| Male | 41.13% |
| Female | 58.87% |

The five most popular pages were:

| Rank | Page | Page views | % of total page views |
|------|--------------------|------------|-----------------------|
| 1 | Homepage | 60,799 | 12.83% |
| 2 | Stoma blockages | 38,484 | 8.12% |
| 3 | Rectal discharge | 27,287 | 5.76% |
| 4 | Information | 15,546 | 3.28% |
| 5 | Information A to Z | 11,235 | 2.37% |

Social Media

The tremendous value of social media in reaching and supporting ostomates, as well as for raising awareness about stomas among the wider public and for fundraising, has continued to be of increasing importance to us as a small charity, especially in engaging with younger age groups. Once again this year, our reach across all platforms increased:

- Twitter followers 5,563 (14% increase)
- Facebook followers 8,920 (3% increase)
- Instagram followers 3,915 (20% increase)
- LinkedIn followers 905 (26% increase)

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Year ended 31 December 2022

Healthcare Professionals

Our relationships within the healthcare sector continue to be of tremendous importance to us in all that we do. We greatly value the contributions made by individual practitioners and other organisations in upskilling our employees and volunteers, to assist us in providing the best support for our beneficiaries and enabling us to signpost to the right service provision where relevant.

This year, our popular series of webinars continued to offer insight on a range of stoma-related topics, with the involvement of many of our healthcare colleagues. These included a session on sexual health and intimacy delivered by a qualified sex therapist; two webinars from Samaritans; a focus on Stoma Aware hosted by our Trustee, Andrew Bird, Clinical Lead Stoma Care Nurse; a support session for parents delivered by stoma charity A Bear Named Buttony; and a number of discussions with our President, Ian Daniels FRCS, Consultant Colorectal and General Surgeon at the Royal Devon and Exeter NHS Foundation Trust.

We continue to support medical research by sharing project information with our contacts, and retaining our membership of the steering group at Keele University exploring how young people can be helped to manage and reduce stress after stoma surgery. We also continue to attend relevant conferences to strengthen our network of healthcare professionals from a wide range of disciplines, including the Association of Stoma Care Nurses' (ASCN) annual event, the Occupational Therapy Show, and Naidex (Europe's flagship event for the disability community).

Colostomy UK in the media

2022 saw further growth in the publicity we procured, as both our Stoma Aware campaign initiatives and our Rugby League team continued to be of interest to regional and national print, online, television and radio media.

We featured regularly on the BBC, with BBC Look North, BBC Breakfast, BBC Radio Scotland, BBC South East and BBC Asia Network all running stories relating to our Stoma Aware campaign throughout the year, while our Rugby League team gained mainstream media coverage on BBC Radio 5 Live, Asian Standard, and a number of print and online media in Yorkshire, Lancashire and trade press.

Team Colostomy UK Rugby League

2022 was another hugely successful year for our Rugby League team. Formed in 2018 to challenge perceptions of what can be achieved after stoma surgery, the team is made up of men and women living with all types of stomas and bowel conditions, and friends and family members of ostomates. Designed to be entirely inclusive, rules are adapted to allow all to participate regardless of ability, experience, and gender, so those playing full contact rugby league can do so alongside those wishing to play touch rugby.

2022 was the start of a new cycle for the team as we commenced our new plan to play curtain raiser games to professional club matches, creating an awareness of stomas and the team amongst their supporter base, and wider communities through social media, digital, and print media.

The first game of 2022 was hosted by Hunslet RLFC at their South Leeds Stadium ground, and saw the team take on York as a curtain raiser to the League One game between Hunslet and Oldham. After the game we were honoured to meet and gain the support of the Lord Mayor of Leeds.

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In May, the team took on the British Asian Rugby Association as a curtain raiser to the Batley Bulldogs vs London Broncos championship match. The game was part of our wider efforts to better engage with the South Asian community and attracted significant media coverage in both the Asian and local press. We also engaged the support of the MP for Batley & Spen, Kim Leadbeater, a relationship that was developed further throughout 2022.

July saw the team take part in its first ever competitive tournament, the London 9's, playing fixtures against the national teams of Albania and Sweden, highlighting again what can be achieved after stoma surgery. The year then finished with a trip to Chorley Panthers and a charity day that raised nearly £1,000.

We would like to place on record our grateful thanks to the team's sponsors: SecuriCare Medical, Convatec, Amcare, Welland Medical, and Cheney Payroll.

CAMPAIGNING, ADVOCACY AND FUNDRAISING

Campaigning and Advocacy

Ostomates still face discrimination and prejudice on a regular basis, simply because of ignorance in wider society about hidden conditions, and their needs are poorly understood. For example, public places that lack accessible toilets can become 'no go' areas for ostomates. This campaign relates directly to our vision: "We want hidden conditions to be understood and accepted by all".

Part of our remit is to raise awareness and campaign for change in how stomas are understood and viewed among the wider public, with the aim of improving how people with stomas are treated and helped in their daily lives – for example, feeling confident in using accessible toilets without being challenged, or passing through airport security without issue. Our *Stoma Aware* campaign seeks to address public ignorance about stomas in two key ways: Firstly, by raising awareness about stomas and the needs of ostomates (e.g., through social media); and secondly, through working directly with businesses and organisations, tourist attractions, sporting venues, airports etc, to help them to make their facilities 'stoma friendly', as well as providing their customer-facing staff with stoma training.

Organisations that adopted Stoma Friendly facilities in 2022 included Butlins, Tranmere Rovers, Peterborough City Council, Cambridge County Council, Tesco superstores, Middleton Arena, Rochdale Leisure Centre, Heywood Sports Village, Littlewood Sports Centre, and Manchester City libraries.

Our annual 'Stoma Aware Day' is held on the first Saturday in October, to coincide with World Ostomy Day. We use this as a rallying call for ostomates, encouraging them and the organisations they are involved with to reach out and raise awareness of life with a stoma, using social media.

In 2022, the following organisations and individuals took part in Stoma Aware Day: Middleton Arena, Batley Bulldogs, Batley Sporting Foundation, Kim Leadbeater MP, Aberavon Fighting Irish, Sound Delivery Media, Level Playing Field, Bladder & Bowel UK, Ostique, Blackpool Teaching Hospital, Bury Integrated Care partnership, CAFE, Bury Council, Your Trust Rochdale, Tranmere Rovers, AccessAble, Potter Rees Dolan, Guts UK, Manfred Sauer, Hidden Disabilities, JMW Solicitors and journalist Holly Fleet.

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Our supporters generated considerable media coverage through their Stoma Aware day activities, and highlights included: Cambridge Primary School's 'Go Purple' day which featured in the Wirral Globe; the Mersey Gateway Bridge, Radio City, and St Johns Beacon in Liverpool were all lit up purple and attracted coverage in the Liverpool Echo; Jack Dale's Stoma Aware charity football match was covered on BBC North and in several local papers, including the Hartlepool Mail; Holly Fleet featured in the Independent; Luke Bolton's story featured in Bolton Live.

We hope that this will also act as a launchpad for introductions to more organisations booking our 'Stoma Aware' training. This training aims to raise awareness of the practicalities and emotional impact of life with a stoma and is particularly useful for people in customer-facing roles and human resources departments, charged with meeting the ongoing needs of staff who are ostomates, or managing the return to work of staff members following stoma surgery.

In order to extend our reach still further, we constantly collaborate with other health organisations, and are members of a number of professional forums, including: The Patients, Industry & Professionals forum; The Scottish Stoma Forum; The British Toilet Consortium; Care & Support Alliance; and the Buckinghamshire, Oxfordshire, Berkshire Integrated Care System Voluntary & Community Social Enterprise Health Alliance. We also value our membership of a number of accessibility forums, and these proved of particular value in the travel industry as we emerged from the covid pandemic, exploring how post-covid changes would impact ostomates. We remain actively involved with Heathrow, Gatwick, Birmingham, Edinburgh, Manchester, Luton, Stansted and Bristol airports, and are also members of the Civil Aviation's Access to Air Travel forum.

Stoma Aware survey

Our 2021/22 Stoma Aware survey was completed by 1,136 respondents, and the feedback we received helped to frame our campaign strategy, especially concerning toilets and toilet provision. This will also inform the development of our organisational strategy.

Significant findings include:

- 62% of respondents believe a lack of suitable toilet facilities impacts on their daily life.
- 25% are worried about using an accessible toilet having previously been verbally or physically abused for doing so.
- 22% believe a lack of general awareness of stomas, and the day-to-day challenge of managing their stoma, impacts on their daily life.
- 48% believe more stoma friendly toilets would make life easier for them.
- 17% believe more public toilets in general would make life easier for them.
- 8% told us that better accessible/stoma friendly toilet signage would make life easier for them.
- 4% said they do not go out, other than in emergency situations, due to worries about being able to manage their stoma.

Stomas in Parliament

In July, in partnership with two other stoma charities and Coloplast, we co-hosted a first-of-its-kind event, 'Stomas In Parliament', which featured a relay race from a London hospital to the Houses of Parliament, to launch a new quality of life '*Calls to Action*' statement. The race was led by people who have a stoma, and they were joined by other members of the stoma community, including nurses and representatives of the hosting charities.

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The statement, developed by people with stomas, sets out the improvements needed to ensure everyone with a stoma has access to optimal care, so that they can live their lives to the full. This could mean literally anything: returning to sport, going on holiday, going to the cinema, taking children to the park, doing DIY, going to a restaurant or any of a whole host of other actions.

Using the '*Calls to Action*' statement as a 'baton', participants followed a scenic route along the River Thames, before passing the baton to reception host, Giles Watling MP, outside Parliament. The relay was followed by a parliamentary reception which celebrated their efforts in carrying this important message from patients to policymakers. The reception also aimed to educate Parliamentarians about the steps they can take to support everyone living with a stoma across the UK

Fundraising

Voluntary giving made up 48% of the charity's income this year, totalling £308,772. Our new Fundraising Committee, comprising our Fundraising & Campaigns Manager, Finance Manager, Fundraising Trustee, Finance Trustee and Chief Executive, was instrumental in guiding our efforts to increase and improve our proactive pursuit of donations. In addition to a steady income from our loyal regular donors, we continue to enjoy the support of a growing number of individuals committing to personal goals in support of Colostomy UK – from Facebook birthday fundraisers and cake sales, to swims, walks, runs, and climbs. We are enormously grateful to all the individuals and groups who have raised funds and made donations, including: Lizzie Whitchurch, who raised £3,878.49 from her 40th birthday fundraiser; Zoe Webb and Team Thrive, who raised £3,480 from climbing the Yorkshire 3 peaks; Paul and Adele Turner, who raised £1,513.07 through running the Manchester marathon; Steven Whye, who raised £1,465 by walking the West Highland Way in memory of his mother; and Jo Prance, who raised £1,450 by completing her Oarsome Challenge of rowing the English Channel on a rowing machine.

We recognised that, in order to effectively grow our voluntary income, dedicated resource was needed, and the decision was taken to recruit a Fundraising Manager and part-time Fundraising Executive, both of whom would be appointed in 2023.

Step Up For Stomas

We once again held our 'Step Up For Stomas' annual fundraising campaign, this time under the 'Step 39' banner, challenging participants to complete an activity 39 times. The goal was to make the initiative more inclusive than a solely physical target.

132 people took part, including ostomates, family members and friends, health care professionals, and stoma supply businesses. These participants raised a total of £23,248 – a fantastic result, and our second-best ever, although somewhat overshadowed by the previous year's exceptional response, which was likely to have been enhanced by the return to activity after the seemingly endless covid lockdowns.

The chatter about the event on social media greatly amplified the value beyond fundraising, boosting our awareness across all platforms in the run up to, during, and after the campaign period in September and October.

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Plans for the Future

We will continue to consult the stoma community on the types of support they need and want, and the ways in which they prefer to access it and will always aim to adapt our service delivery accordingly. As our core provision, we will run our helpline, produce informative literature, manage our Facebook private group, publish *Tidings* magazine, and attend open days to provide information and support.

We will continue to partner with other organisations to ensure people with stomas are treated with respect as they go about their daily lives, to create a truly stoma-friendly society – encouraging organisations to make their facilities more inclusive and train their employees on the practical and emotional needs of ostomates.

We will work to attract even more ostomates to our Active Ostomates programme in 2023, by engaging with more support groups, individuals, stoma care nurses, stoma care companies, and care homes across the UK. We will deliver more workshops to ensure that those caring for someone with a stoma improve their knowledge of the practical care of ostomates, as well as supporting their emotional wellbeing, so they are confident in providing the best level of care.

In order to achieve all of these ambitions, we will continue to grow our promotional activity of Colostomy UK, building awareness and encouraging greater financial support, with our vision always at the forefront of our endeavours: We want hidden conditions to be understood and accepted by all, so that people can reach their potential.

FINANCIAL REVIEW

Income

Colostomy UK has a diverse range of income streams, with our work funded by a mixture of regular supporters, one off donations, charitable trusts, and trading activities. Our total income for the year reached £645,985 (2021: £572,022) comprising:

- Donations and Legacies £308,615 (2021: £317,202)
- Income from Charitable Activities £314,096 (2021: £234,629)
- Trading income £24,842 (2021: £19,953)
- Investment income £1,173 (2021: £238)

Expenditure

We spent £569,545 (2021: £493,246) to help improve the lives of ostomates.

Reserves Policy and Going Concern

The Trustees hold restricted reserves of £50,402.

Unrestricted reserves include designated funds totalling £395,983 and free reserves of £141,905. The designated funds include £150,000 held in a Risk Reserve Fund, to meet charitable commitments and expenditure liabilities in case of closure, and £200,000 allocated to the strategic development of the charity, which is currently in the process of identifying a five-year plan for growth.

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The Trustees have reviewed the reserves policy in light of the recent years of financial turmoil, together with a new fundraising focus on charitable trusts and foundations and agreed to maintain reserves at a level to meet the organisation's charitable responsibilities and operating costs for 3-6 months in the event of any financial disruption, and/or risk of closure. This will mitigate difficulties caused by internal or external factors – such as fundraising employees staff vacancies, delays in payment of trading income, or national financial crises – and allow for the pursuit of emergency funds should the need arise.

The reserves policy is reviewed regularly.

The Trustees have reviewed the circumstances of the Charity and consider that adequate resources continue to be available to fund its activities for the foreseeable future. The Trustees are of the view that the charity is a going concern.

Impairment Review Policy

Each year the Trustees physically review the assets of the Charity to consider whether there are any indicators of permanent impairment. If any impairment is found, the value of the impairment is taken to the Statement of Financial Activities in the year.

Management of Risk

The Trustees have identified that the main risks to the Charity are:

- The charity has been reliant on legacies to meet part of our core running costs. We have reviewed our fundraising strategy and set aside reserves to protect the charity in the short term, while we build our fundraising resource.
- Loss of key staff.
- Security of our website and social media.

The Trustees manage the risk to cashflows by preparing and reviewing budgets on a regular basis and ensuring sufficient cash deposits are held to meet current spending commitments.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 4th September 2023 and signed on behalf of the board of trustees by:



Ms A Laing
Trustee

Colostomy UK

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Colostomy UK

Year ended 31 December 2022

I report to the trustees on my examination of the financial statements of Colostomy UK ('the charity') for the year ended 31 December 2022.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

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

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



Catherine Williams FCA DChA
Westcotts (SW) LLP
Independent Examiner
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

19th September 2023

Colostomy UK

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 December 2022

| | | 2022 | 2021 | | |
|---|-------|-------------------------|-----------------------|------------------|------------------|
| | Note | Unrestricted funds £ | Restricted funds £ | Total funds £ | Total funds £ |
| Income and endowments | | | | | |
| Donations and legacies | 5 | 299,908 | 8,707 | 308,615 | 317,202 |
| Charitable activities | 6 | 296,196 | 17,900 | 314,096 | 234,629 |
| Other trading activities | 7 | 24,247 | 595 | 24,842 | 19,953 |
| Investment income | 8 | 1,173 | – | 1,173 | 238 |
| Total income | | <u>621,524</u> | <u>27,202</u> | <u>648,726</u> | <u>572,022</u> |
| Expenditure | | | | | |
| Expenditure on raising funds: | | | | | |
| Costs of raising donations and legacies | 9 | 2,724 | – | 2,724 | 2,802 |
| Costs of other trading activities | 10 | 4,480 | – | 4,480 | 6,294 |
| Expenditure on charitable activities | 11,12 | 522,970 | 39,371 | 562,341 | 484,150 |
| Total expenditure | | <u>530,174</u> | <u>39,371</u> | <u>569,545</u> | <u>493,246</u> |
| Net income and net movement in funds | | <u>91,350</u> | <u>(12,169)</u> | <u>79,181</u> | <u>78,776</u> |
| Reconciliation of funds | | | | | |
| Total funds brought forward | | 446,538 | 62,571 | 509,109 | 430,333 |
| Total funds carried forward | | <u>537,888</u> | <u>50,402</u> | <u>588,290</u> | <u>509,109</u> |

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

The notes on pages 20 to 33 form part of these financial statements.

Colostomy UK

Company Limited by Guarantee

Statement of Financial Position

31 December 2022

| | Note | 2022 £ | 2021 £ |
|---|------|----------------|----------------|
| Fixed assets | | | |
| Intangible assets | 18 | 3,641 | 4,381 |
| Tangible fixed assets | 19 | 8,789 | 2,991 |
| | | <u>12,430</u> | <u>7,372</u> |
| Current assets | | | |
| Debtors | 21 | 71,816 | 78,389 |
| Cash at bank and in hand | | 563,175 | 565,696 |
| | | <u>634,991</u> | <u>644,085</u> |
| Creditors: amounts falling due within one year | 22 | 59,131 | 142,348 |
| Net current assets | | <u>575,860</u> | <u>501,737</u> |
| Total assets less current liabilities | | <u>588,290</u> | <u>509,109</u> |
| Net assets | | <u>588,290</u> | <u>509,109</u> |
| Funds of the charity | | | |
| Restricted funds | | 50,402 | 62,571 |
| Unrestricted funds | | 537,888 | 446,538 |
| Total charity funds | 24 | <u>588,290</u> | <u>509,109</u> |

For the year ending 31 December 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 4th September 2023 and are signed on behalf of the board by:



Ms A Laing
Trustee

The notes on pages 20 to 33 form part of these financial statements.

Colostomy UK

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 December 2022

| | 2022 £ | 2021 £ |
|---|----------------|----------------|
| Cash flows from operating activities | | |
| Net income | 79,181 | 78,776 |
| <i>Adjustments for:</i> | | |
| Depreciation of tangible fixed assets | 1,357 | 1,561 |
| Amortisation of intangible assets | 740 | 740 |
| Other interest receivable and similar income | (1,173) | (238) |
| Accrued expenses/(income) | 5,234 | (1,879) |
| <i>Changes in:</i> | | |
| Trade and other debtors | 6,573 | (21,594) |
| Trade and other creditors | (88,451) | 41,598 |
| Cash generated from operations | <u>3,461</u> | <u>98,964</u> |
| Interest received | <u>1,173</u> | <u>238</u> |
| Net cash from operating activities | <u>4,634</u> | <u>99,202</u> |
| Cash flows from investing activities | | |
| Purchase of tangible assets | (7,155) | (1,422) |
| Net cash used in investing activities | <u>(7,155)</u> | <u>(1,422)</u> |
| Net (decrease)/increase in cash and cash equivalents | (2,521) | 97,780 |
| Cash and cash equivalents at beginning of year | <u>565,696</u> | <u>467,916</u> |
| Cash and cash equivalents at end of year | <u>563,175</u> | <u>565,696</u> |

The notes on pages 23 to 36 form part of these financial statements.

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 December 2022

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Enterprise House, 95 London Street, Reading, Berkshire, RG1 4QA.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2022

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2022

3. Accounting policies *(continued)*

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Intangible assets

Intangible assets are initially recorded at cost, and are subsequently stated at cost less any accumulated amortisation and impairment losses.

Amortisation

Amortisation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset as follows:

Computer software - 10% straight line

If there is an indication that there has been a significant change in amortisation rate, useful life or residual value of an intangible asset, the amortisation is revised prospectively to reflect the new estimates.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Plant and machinery - 25% straight line
Computer equipment - 20% straight line
Equipment - 20% straight line

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2022

3. Accounting policies *(continued)*

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2022

4. Limited by guarantee

Colostomy UK is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while or she is a member, or within one year after he or she ceases to be a member.

5. Donations and legacies

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2022 £ |
|------------------|----------------------------|--------------------------|--------------------------|
| Donations | | | |
| Donations | 175,377 | 1,082 | 176,459 |
| Legacies | | | |
| Legacies | 89,643 | – | 89,643 |
| Grants | | | |
| Grants | 34,888 | 7,625 | 42,513 |
| | <u>299,908</u> | <u>8,707</u> | <u>308,615</u> |
| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2021 £ |
| Donations | | | |
| Donations | 233,047 | 411 | 233,458 |
| Legacies | | | |
| Legacies | 44,444 | – | 44,444 |
| Grants | | | |
| Grants | 25,300 | 14,000 | 39,300 |
| | <u>302,791</u> | <u>14,411</u> | <u>317,202</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2022

6. Charitable activities

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2022 £ |
|-----------------------------|----------------------------|--------------------------|--------------------------|
| Magazine advertising income | 135,917 | – | 135,917 |
| Mail out income | 113,492 | – | 113,492 |
| Other income | 900 | 600 | 1,500 |
| Radar keys | 1,637 | – | 1,637 |
| Sponsored posts | 21,150 | – | 21,150 |
| Website advertising | 23,100 | – | 23,100 |
| Corporate sponsorship | – | 17,300 | 17,300 |
| | <u>296,196</u> | <u>17,900</u> | <u>314,096</u> |

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2021 £ |
|-----------------------------|----------------------------|--------------------------|--------------------------|
| Magazine advertising income | 135,074 | – | 135,074 |
| Mail out income | 59,061 | – | 59,061 |
| Other income | 1,305 | – | 1,305 |
| Radar keys | 1,489 | – | 1,489 |
| Sponsored posts | 16,950 | – | 16,950 |
| Website advertising | 20,750 | – | 20,750 |
| Fundraising | – | – | – |
| | <u>234,629</u> | <u>–</u> | <u>234,629</u> |

7. Other trading activities

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2022 £ |
|--------------------|----------------------------|--------------------------|--------------------------|
| Merchandise sales | 5,857 | 590 | 6,447 |
| 500 Club Income | 732 | – | 732 |
| Raffle | 4,700 | 5 | 4,705 |
| Fundraising income | 12,958 | – | 12,958 |
| | <u>24,247</u> | <u>595</u> | <u>24,842</u> |

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2021 £ |
|-------------------|----------------------------|--------------------------|--------------------------|
| Merchandise sales | 4,628 | 1,970 | 6,598 |
| 500 Club Income | 847 | – | 847 |
| Raffle | 12,508 | – | 12,508 |
| | <u>17,983</u> | <u>1,970</u> | <u>19,953</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2022

8. Investment income

| | Unrestricted Funds £ | Total Funds 2022 £ | Unrestricted Funds £ | Total Funds 2021 £ |
|-------------------|----------------------------|-----------------------------------|----------------------------|--------------------------|
| Investment income | <u>1,173</u> | <u>1,173</u> | <u>238</u> | <u>238</u> |

9. Costs of raising donations and legacies

| | Unrestricted Funds £ | Total Funds 2022 £ | Unrestricted Funds £ | Total Funds 2021 £ |
|---|----------------------------|-----------------------------------|----------------------------|--------------------------|
| Costs of raising donations and legacies | <u>2,724</u> | <u>2,724</u> | <u>2,802</u> | <u>2,802</u> |

10. Costs of other trading activities

| | Unrestricted Funds £ | Total Funds 2022 £ | Unrestricted Funds £ | Total Funds 2021 £ |
|-----------------------------------|----------------------------|-----------------------------------|----------------------------|--------------------------|
| Costs of other trading activities | <u>4,480</u> | <u>4,480</u> | <u>6,294</u> | <u>6,294</u> |

11. Expenditure on charitable activities by fund type

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2022 £ |
|-----------------------|----------------------------|--------------------------|-----------------------------------|
| Charitable activities | 424,100 | 31,329 | 455,429 |
| Support costs | <u>98,870</u> | <u>8,042</u> | <u>106,912</u> |
| | <u>522,970</u> | <u>39,371</u> | <u>562,341</u> |

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2021 £ |
|-----------------------|----------------------------|--------------------------|--------------------------|
| Charitable activities | 355,814 | 23,978 | 379,792 |
| Support costs | <u>104,148</u> | <u>210</u> | <u>104,358</u> |
| | <u>459,962</u> | <u>24,188</u> | <u>484,150</u> |

12. Expenditure on charitable activities by activity type

| | Activities undertaken directly £ | Support costs £ | Total funds 2022 £ | Total fund 2021 £ |
|-----------------------|---|--------------------|-----------------------------------|-------------------------|
| Charitable activities | <u>455,429</u> | <u>106,912</u> | <u>562,341</u> | <u>484,150</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2022

13. Analysis of support costs

| | 2022 | 2021 |
|---------------------------|----------------|----------------|
| | £ | £ |
| Rent | 35,253 | 47,219 |
| Rates | 194 | 2,918 |
| Light, Power & Heating | 250 | 800 |
| Printing & Stationery | 3,121 | 2,795 |
| Insurance | 3,724 | 5,757 |
| Cleaning | 296 | 1,227 |
| Repairs & Maintenance | 1,806 | 293 |
| Entertainment | 1,180 | 292 |
| Travel | 10,857 | 2,902 |
| Telephone | 4,852 | 3,639 |
| Depreciation | 2,097 | 2,301 |
| Bank Fees | 4,410 | 1,211 |
| Payroll Services | 614 | 516 |
| Trustee Expenses | 368 | – |
| Staff Training | 5,064 | 675 |
| Subscription | 2,623 | 2,568 |
| Bookkeeping | 8,255 | 15,915 |
| Audit & Accountancy | 2,122 | 1,980 |
| IT Software & Consumables | 13,461 | 10,426 |
| General Expenses | 6,365 | 924 |
| | <u>106,912</u> | <u>104,358</u> |

14. Net income

Net income is stated after charging/(crediting):

| | 2022 | 2021 |
|---------------------------------------|--------------|--------------|
| | £ | £ |
| Amortisation of intangible assets | 740 | 740 |
| Depreciation of tangible fixed assets | <u>1,357</u> | <u>1,561</u> |

15. Independent examination fees

| | 2022 | 2021 |
|--|--------------|--------------|
| | £ | £ |
| Fees payable to the independent examiner for: Independent examination of the financial statements | <u>2,122</u> | <u>1,980</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2022

16. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

| | 2022 | 2021 |
|---|----------------|----------------|
| | £ | £ |
| Wages and salaries | 240,686 | 216,336 |
| Social security costs | 17,562 | 15,980 |
| Employer contributions to pension plans | 4,296 | 4,545 |
| | <u>262,544</u> | <u>236,861</u> |

The average head count of employees during the year was 9 (2021: 8). The average number of full-time equivalent employees during the year is analysed as follows:

| | 2022 | 2021 |
|-----------------------|-------------|----------|
| | No. | No. |
| Charitable activities | <u>7</u> | <u>6</u> |

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

17. Trustee remuneration and expenses

During the year no remuneration was paid to the Trustees (2021: £NIL)

During the year expenses were reimbursed to Trustees £368 (2021:Nil) in respect of mileage costs.

18. Intangible assets

| | Computer software |
|---|--------------------------|
| | £ |
| Cost | |
| At 1 January 2022 and 31 December 2022 | <u>7,404</u> |
| Amortisation | |
| At 1 January 2022 | 3,023 |
| Charge for the year | 740 |
| At 31 December 2022 | <u>3,763</u> |
| Carrying amount | |
| At 31 December 2022 | <u>3,641</u> |
| At 31 December 2021 | <u>4,381</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2022

19. Tangible fixed assets

| | Plant and machinery £ | Computer equipment £ | Equipment £ | Total £ |
|----------------------------|-----------------------------|----------------------------|----------------|---------------|
| Cost | | | | |
| At 1 January 2022 | 1,635 | 13,548 | 4,794 | 19,977 |
| Additions | – | – | 7,155 | 7,155 |
| At 31 December 2022 | <u>1,635</u> | <u>13,548</u> | <u>11,949</u> | <u>27,132</u> |
| Depreciation | | | | |
| At 1 January 2022 | 1,635 | 13,396 | 1,955 | 16,986 |
| Charge for the year | – | 152 | 1,205 | 1,357 |
| At 31 December 2022 | <u>1,635</u> | <u>13,548</u> | <u>3,160</u> | <u>18,343</u> |
| Carrying amount | | | | |
| At 31 December 2022 | <u>–</u> | <u>–</u> | <u>8,789</u> | <u>8,789</u> |
| At 31 December 2021 | <u>–</u> | <u>152</u> | <u>2,839</u> | <u>2,991</u> |

20. Investments

| | Shares in group undertakings £ |
|--|---|
| Cost or valuation | |
| At 1 January 2022 and 31 December 2022 | <u>1</u> |
| Impairment | |
| At 1 January 2022 and 31 December 2022 | <u>(1)</u> |
| Carrying amount | |
| At 31 December 2022 | <u>–</u> |
| At 31 December 2021 | <u>–</u> |

All investments shown above are held at valuation.

21. Debtors

| | 2022 £ | 2021 £ |
|--------------------------------|---------------|---------------|
| Trade debtors | 61,996 | 46,604 |
| Prepayments and accrued income | 3,506 | 13,863 |
| Other debtors | 6,314 | 17,922 |
| | <u>71,816</u> | <u>78,389</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2022

22. Creditors: amounts falling due within one year

| | 2022 | 2021 |
|---------------------------------|---------------|----------------|
| | £ | £ |
| Trade creditors | 9,500 | 10,820 |
| Accruals and deferred income | 8,255 | 3,021 |
| Social security and other taxes | 18,224 | 25,088 |
| Other creditors | 23,152 | 103,419 |
| | <u>59,131</u> | <u>142,348</u> |

23. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £4,296 (2021: £4,545).

24. Analysis of charitable funds

Unrestricted funds

| | At 1 January | | | | At 31 December |
|---------------|----------------|----------------|------------------|-----------|----------------|
| | 2022 | Income | Expenditure | Transfers | 2022 |
| | £ | £ | £ | £ | £ |
| General funds | 254,631 | 621,524 | (527,095) | (207,155) | 141,905 |
| Volunteers | 34,535 | – | (982) | – | 33,553 |
| Risk reserve | 150,000 | – | – | – | 150,000 |
| Fixed Assets | 7,372 | – | (2,097) | 7,155 | 12,430 |
| Strategy | – | – | – | 200,000 | 200,000 |
| | <u>446,538</u> | <u>621,524</u> | <u>(530,174)</u> | <u>–</u> | <u>537,888</u> |

| | At 1 January | | | | At 31 December |
|---------------|----------------|----------------|------------------|-----------|----------------|
| | 2021 | Income | Expenditure | Transfers | 2021 |
| | £ | £ | £ | £ | £ |
| General funds | 167,104 | 555,641 | (466,692) | (1,422) | 254,631 |
| Volunteers | 34,600 | – | (65) | – | 34,535 |
| Risk reserve | 150,000 | – | – | – | 150,000 |
| Fixed Assets | 8,251 | – | (2,301) | 1,422 | 7,372 |
| Strategy | – | – | – | – | – |
| | <u>359,955</u> | <u>555,641</u> | <u>(469,058)</u> | <u>–</u> | <u>446,538</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2022

24. Analysis of charitable funds *(continued)*

Designated funds

Volunteers - volunteer training and development.

Risk Reserve - protect the charity's beneficiaries from unexpected falls in income, or unexpected expenditure.

Fixed Assets - which cannot be used to fund expenditure without being sold.

Strategy- to fund the costs of the expenditure in respect of implementing the charities new strategy.

Restricted funds

| | At 1 January 2022 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2022 £ |
|---------------------------------------|---------------------------|---------------|------------------|----------------|--------------------------------|
| JOSH | 8,987 | – | (1,045) | – | 7,942 |
| Caring for Colostomates / Dementia | 21,356 | 600 | (13,479) | – | 8,477 |
| Active Ostomates | 19,204 | 25,602 | (23,808) | – | 20,998 |
| Bob Buckley | 3,985 | – | (39) | – | 3,946 |
| Newcastle Project | 9,039 | – | – | – | 9,039 |
| COVID-19 Response | – | – | – | – | – |
| Grant for phone | – | 1,000 | (1,000) | – | – |
| | <u>62,571</u> | <u>27,202</u> | <u>(39,371)</u> | <u>–</u> | <u>50,402</u> |

| | At 1 January 2021 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2021 £ |
|---------------------------------------|---------------------------|---------------|------------------|----------------|--------------------------------|
| JOSH | 9,487 | – | (500) | – | 8,987 |
| Caring for Colostomates / Dementia | 23,889 | – | (2,533) | – | 21,356 |
| Active Ostomates | 19,847 | 16,381 | (17,024) | – | 19,204 |
| Bob Buckley | 4,076 | – | (91) | – | 3,985 |
| Newcastle Project | 10,777 | – | (1,738) | – | 9,039 |
| COVID-19 Response | 2,302 | – | (2,302) | – | – |
| | <u>70,378</u> | <u>16,381</u> | <u>(24,188)</u> | <u>–</u> | <u>62,571</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2022

24. Analysis of charitable funds *(continued)*

Restricted reserves

JOSH - to support helpline and young people with a stoma.

Caring For Colostomates/Dementia- workshops for of local authority enablement teams, care and Nursing home staff, community carers, and informal carers (Family members or friends).

Active Colostomates- To promote active lifestyles.

Bob Buckley- to support people with a Colostomy who irrigate

Covid 19 Response - Our Telephone befriending service was launched in the autumn of 2020 thanks to initial funding from the Coronavirus Community Support Fund, distributed by The National Lottery Community Fund. This new service aims to support ostomates who may be experiencing loneliness or social isolation, by providing regular telephone contact with one of our specially trained volunteers *(all of whom are ostomates themselves)*.

25. Analysis of net assets between funds

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2022 £ |
|----------------------------|----------------------------|--------------------------|--------------------------|
| Intangible assets | 3,641 | – | 3,641 |
| Tangible fixed assets | 8,789 | – | 8,789 |
| Current assets | 584,589 | 50,402 | 634,991 |
| Creditors less than 1 year | (59,131) | – | (59,131) |
| Net assets | <u>537,888</u> | <u>50,402</u> | <u>588,290</u> |

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2021 £ |
|----------------------------|----------------------------|--------------------------|--------------------------|
| Intangible assets | 4,381 | – | 4,381 |
| Tangible fixed assets | 2,991 | – | 2,991 |
| Current assets | 581,514 | 62,571 | 644,085 |
| Creditors less than 1 year | (142,348) | – | (142,348) |
| Net assets | <u>446,538</u> | <u>62,571</u> | <u>509,109</u> |

26. Analysis of changes in net debt

| | At 1 Jan 2022 £ | Cash flows £ | At 31 Dec 2022 £ |
|--------------------------|--------------------|-----------------|------------------------|
| Cash at bank and in hand | <u>565,696</u> | <u>(2,521)</u> | <u>563,175</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2022

27. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

| | 2022 | 2021 |
|--|---------------|---------------|
| | £ | £ |
| Not later than 1 year | 41,382 | 31,500 |
| Later than 1 year and not later than 5 years | 41,382 | – |
| | <u>82,764</u> | <u>31,500</u> |

28. Related parties

During the year ended 31 December 2022 the charity entered into no related party transactions (2021: £Nil).

COLOSTOMY UK

England & Wales - Charity number 1113471

Accounts

COMPANY REGISTRATION NUMBER: 05623273
CHARITY REGISTRATION NUMBER: 1113471

Colostomy UK
Company Limited by Guarantee
Unaudited Financial Statements
31 December 2021

THOMAS WESTCOTT
Chartered Accountants
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Colostomy UK

Company Limited by Guarantee

Financial Statements

Year ended 31 December 2021

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Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 December 2021

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 December 2021.

Reference and administrative details

Registered charity name Colostomy UK

Charity registration number 1113471

Company registration number 05623273

Principal office and registered office 100 Berkshire Place
Wharfedale
Winnersh
Wokingham
RG41 5RD

The trustees

| | |
|----------------|------------------------------|
| Mr A M Bird | (Appointed 8 July 2021) |
| Mr D Buchan | |
| Mr A Levy | (Resigned 7 April 2021) |
| Ms P Johal | |
| Ms A Laing | |
| Ms S Affleck | |
| Mr S Scoffield | |
| Mr T Skilbeck | (Appointed 15 February 2021) |

Independent examiner Catherine Williams ACA DChA
Thomas Westcott Chartered Accountants
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2021

A WELCOME FROM OUR CHAIR OF TRUSTEES and GENERAL MANAGER

Colostomy UK started 2021 with the foundations in place to face another year of disruption wrought by the pandemic. Upgrades to our IT infrastructure towards the end of 2020 supported hybrid home/office working and, along with the unwavering dedication of paid employees and volunteers, enabled us to respond quickly to changes in government guidance without compromising our mission to support and empower people with stomas (hereafter referred to as ostomates).

Despite the challenges faced in the charity sector, Colostomy UK fared better than many and finished the year in a good financial position. Rather than being cowed in the face of uncertainty, we forged ahead with work beyond our core activities. A successful application to Pilotlight in December 2020 provided us with the business expertise needed to begin reinvigorating our mission and vision and further developing our strategic aims. With an eye still on the future and possible expansion, we also carried out an internal re-structure in the autumn and secured new, cheaper, more accessible and better equipped premises in readiness for 2022.

2021 was a challenging, but exciting and successful year for Colostomy UK and it is our pleasure to present these accounts and their supporting narrative.

Mandi Laing, Chairperson

Libby Herbert, General Manager

GOVERNANCE, STRUCTURE AND MANAGEMENT

Governing Document

The organisation is a charitable company, limited by guarantee, incorporated on 15 November 2005, and registered as a charity in the UK on 29 March 2006. The company was established under a memorandum of association (as amended by special resolutions on 23 March 2006, 24 March 2007, 5 July 2014, and 29 October 2020), which established the objectives and powers of the charitable company and is governed under its articles of association.

Public Benefit

The trustees have complied with section 17(5) of the Charities Act 2011 regarding the public benefit requirement.

Equal Opportunities

The charity is committed to the principle and practice of equal opportunities and is an equal opportunities employer. All our employment decisions are based on merit and the legitimate needs of the charity. We do not discriminate on the basis of colour, race or nationality, ethnic or national origins, sex, gender reassignment, sexual orientation, marital or civil partner status, pregnancy or maternity, disability, religion or belief, age or any other grounds on which it is or becomes unlawful to discriminate under the laws of England and Wales.

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2021

Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law. Collectively they form the charity's board of trustees. The board, which comprises a mix of ostomates and non-ostomates, meets quarterly.

Trustee Recruitment and Appointment

In line with the charity's policy to recruit people with a diversity of skills, experience and background, the board saw further expansion this year. Tom Skilbeck, who works as a management consultant at Deloitte, joined as Strategy and Change Trustee. Andrew Bird, who is the current chair of the Association of Stoma Care Nurses, and Clinical Lead for Connect Prescription Services at Fittleworth Medical Limited, joined as Clinical Trustee.

New trustees have a six-month induction. This includes being assigned an existing trustee as a mentor and spending time with the management team to gain a sound understanding of the charity's work and strategic priorities.

Employees

The charity has a small team of paid employees. During the year hybrid working (office and home) was introduced for some roles. Although this change of practice was prompted by the ongoing pandemic, it will continue for the foreseeable future.

The restructure led to some roles being redefined, and some changes in personnel. The charity ended the year with five fulltime employees: General Manager, Fundraising & Campaigns Manager, Volunteers & Support Co-ordinator, Support & Finance Co-ordinator, and two part-time employees: Volunteers' & Community Manager, Writer & Editor.

A further two fulltime positions were vacant and being actively recruited for: Finance & Operations Manager, Fundraising & Communications Executive. The position of Public Relations & Engagement Manager was filled in December, with a start date scheduled for January 2022.

Volunteers

We have approximately 100 volunteers, most of whom have or have had a stoma(s). Volunteers play a vital role in our support services, where they provide peer-to-peer experienced-based advice to people both before and after stoma surgery. They also assist us in the delivery of projects and with our campaigning and advocacy work. As such, there is a close relationship between volunteers and the office team. Somewhat unexpectedly, this relationship strengthened further during 2021, with 'virtual' meetings making possible more frequent contact between volunteers, groups of volunteers and the office team.

All volunteers are DBS checked and receive full training before going 'live'. They are also expected to participate in regular refresher training. This is varied in its content and includes everything from skills-based training (communication, listening, interviewing techniques) through to sessions focusing on topics such as safeguarding or developing volunteers' knowledge base on stoma related issues (e.g. sexual health, Mitrofanoff surgery etc.).

We are very proud of our volunteers and regularly receive positive feedback about them from our beneficiaries. In 2021 a long-standing volunteer received the prestigious 'League of Mercy' award.

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2021

Management Team

Comprising the General Manager, Chair of Trustees, Finance Trustee, Human Resources Trustee and a long-standing volunteer, the team meet monthly to oversee the smooth running of the charity and act as a link between the board of trustees and employees.

VISION, MISSION AND OBJECTIVES

This year we took the decision to revisit our mission, vision and objectives. In our view this was necessary to ensure our strategy continues to be relevant to the people we support (now and in the future) and is aligned with their needs and expectations as ostomates. This piece of work, which will be completed in 2022, has benefited from input from Pilotlight, an organisation who specialise in bringing business experts together to help charities. At all stages of the process it has involved consulting with ostomates generally (through our StomaAware survey, which could be completed online or in hardcopy), Colostomy UK volunteers, and employees.

The vision, mission and objectives that follow were thus applicable throughout 2021 but will be replaced in 2022 with something bolder and more ambitious.

Vision

For hidden conditions to be understood and accepted by all, so that people can reach their potential and lead fulfilling lives.

Mission

To **SUPPORT** and **EMPOWER** people who have stomas, their families, carers and friends.

Objectives

We use the following **objectives**, as set out in the charity's memorandum of association, to inform what we do and drive us towards the achievement of our vision and mission.

- To relieve the needs of those who have a colostomy or other type of stoma and their families through the provision of support, reassurance, and practical information.
- To preserve and protect the health of ostomates by providing and assisting in the provision of facilities and support services not normally provided by statutory authorities.
- To advance the education of the public and healthcare professional in the subject of colostomies and other types of stomas.

ACTIVITIES

Support Services

In 2021 the number of people registered with Colostomy UK rose from 20,731 to 22,260. Those who choose to register have the option to receive monthly newsletters and be added to our mailing list for Tidings magazine (see below).

Colostomy UK is not, however, a membership organisation, nor has it ever been in its 55-year history. Hence our support services are freely available to people with all types of stoma (colostomy, ileostomy, urostomy), as well as their friends, families and, where appropriate, carers too, regardless of whether they decide to register. Our range of services (detailed below) is designed to be as inclusive as possible, accommodating the myriad ways in which different patient groups seek help, the varied types of help they seek (advice, reassurance, information) and the different times that they seek it (pre-op, post-op etc.). Provision is made for those who look for person-to-person contact (e.g. stoma helpline), those who wish to remain anonymous (e.g. Live Chat) and those who prefer a more passive approach (e.g. reading Tidings magazine or our literature). There are also online/virtual options, which continue to be more popular year on year, particularly with younger ostomates.

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2021

Service Delivery

Services are delivered by the office team and volunteers. Crucially, the latter provide peer-to-peer experienced-based support. The therapeutic value of this to patients, both pre- and post-op is firmly established in the medical literature.

24-Hour Stoma Helpline

The helpline continues to be a central pillar in the charity's support offering. It operated without interruption this year, meaning that experience-based help and advice was available to all callers, 24 hours a day. Many calls start life as e-mails. Indeed, this is an increasingly popular way for ostomates to initiate contact with us. Stoma care nurses and other healthcare professionals also utilise our Stoma Helpline to support new patients. In 2021 we responded to **5,260** calls for help. These included everything from stoma management issues to providing emotional support and giving advice on the practical day-to-day challenges that ostomates face.

Tidings Magazine

Our free quarterly support magazine enjoyed another successful year, with readership and distribution numbers (**88,000** hardcopies p.a.) increasing slightly on 2020 and advertising revenues exceeding target. Tidings also acts as an important trigger for donations, with a flurry received after each edition is published. We outsourced the magazine's design in the summer, which led to a fresher look and efficiencies in the publication process.

The editorial team saw two new additions in 2021, both of whom were ostomates. The team now comprises a mix of employees and volunteers, the latter of which includes a senior stoma care nurse specialist. The magazine's editor is an academic who has published widely in the field of medical humanities.

Tidings feedback in 2021 was universally good, from ostomates and healthcare professionals alike. The latter continue to distribute the magazine to their patients. Articles contributed by stoma care nurses were welcomed by readers because of the practical advice they contained. Real Lives stories remained as popular as ever. These provide a unique lens through which to explore the many challenges ostomates face, such as: the impact of stoma surgery on mental wellbeing; returning to work after surgery; and foreign travel when you have a stoma.

This year, we trialled publishing articles detailing, in layperson's terms, research being undertaken at universities and by healthcare professionals. These were well received, with the piece on post-operative support for school-age children with stomas, provoking much positive comment from readers. We were pleased by this reception as amongst other things, it reinforces the charity's pedigree, and showcases the collaborative nature of our relationship with the medical profession. This has potential benefits for grant and funding applications.

Information and Advice Literature

Just like previous years, demand for our literature titles and factsheets (all of which are free in hardcopy and electronically) remained high. We distributed approximately **30,000** hardcopies of the former, with over **11,000** being requested by clinicians in colorectal and stoma wards. We regard this as a glowing endorsement of their value. The importance of access to high quality information is well established in the medical literature. Hence our suite of titles is, and will continue to be, a key medium through which we support ostomates.

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2021

Website and Live Chat

Our website is an information hub for ostomates, where they can access support, download our literature titles and keep abreast of our campaigning and advocacy work. Visitors to our website increased this year (more detailed figs appear later in this commentary). This now well-established trend re-affirms that patient help-seeking behaviours are changing. In order to respond accordingly, a full review of the website is scheduled for 2022.

We launched a 'Live Chat' option on our website in March 2020 in response to the pandemic. With many ostomates falling into the shielding category we felt it was important to provide new ways for people to access our support. As a form of contact it also has other advantages. Those using the service can remain anonymous and can easily terminate a contact. As the availability of Live Chat becomes more well known, it thus has the potential to open up support in more delicate areas, such as post-operative concerns around sexual function.

This year we averaged 30 chats a month, with each chat leading to an exchange of approximately six messages. Month on month the number of chats remained stable with no discernible trends emerging, although the overall number of people using the service showed a slight decline compared to 2020. It is not possible to say why, although it seems likely that the easing of COVID restrictions in 2021 may have been a contributing factor.

Private Facebook Support Group

Group membership rose by **12%** this year to **10,156**. Increases of this magnitude have been typical for a number of years now and reflect the broader changes in help-seeking behaviours mentioned earlier (see Website and Live Chat).

The group, which is administered by Colostomy UK employees and volunteers, provides a safe and confidential space for ostomates and people associated with them (e.g. family members) to 'meet' and support one another. At a general level, this can help to reduce the isolation many people with stomas feel and has obvious geographical advantages over traditional face-to-face support groups. Posts on the group also offer experience-based solutions and advice to common stoma-related issues and provide emotional support and reassurance.

Telephone Befriending Support Service

We launched this service in December 2020, with the assistance of funding from the National Lottery Coronavirus Community Support Fund. The aim of the service is to provide regular telephone support to ostomates who may be struggling due to feeling lonely or isolated. The service remains in its infancy and much of 2021 was spent honing the offering with a view to promoting it more actively in 2022

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2021

Other Support Activities

Open Days

Towards the end of the year there were signs that 2022 might herald the return (in some form) of the Open Days which were such a feature of the pre-pandemic stoma world. During 2021 very few such days took place and Colostomy UK was not represented at any of these.

Support Groups

Support Groups and support group meetings were similarly affected by the ongoing pandemic. The expectation and hope is that these will resume in 2022 and, as a charity, we look forward to supporting these groups and raising the profile of Colostomy UK by attending their meetings.

EMPOWERMENT

Projects

As well as supporting people with stomas, Colostomy UK runs projects to **empower** them to return to sports, hobbies and other interests and give them the confidence to take up fresh challenges.

Active Ostomates #ActiveOstomates

The link between exercise and health is well established in medical literature. For ostomates, being active and keeping weight in check has the additional benefit of aiding post-operative recovery and, afterwards, preventing parastomal hernias. Research conducted by Colostomy UK in 2016 revealed that while ostomates in general recognised the benefits of being active, many were unsure what types of exercise were safe for them. Many also cited fear of the public 'gaze' as being a barrier to undertaking physical activities.

It was against this backdrop that we launched our Active Ostomates project in 2016, with the aim of improving the mental and physical wellbeing of ostomates, empowering them to get their lives back on track as soon as possible. The project has two key elements. The first is the provision of different activities which, in order to reduce barriers to participation, we provide free. Pre-pandemic most were delivered in partnership with stoma support groups. In response to repeated lockdowns, (which put an end to face-to-face support group meetings) we launched Active Ostomates: at Home in 2020.

Delivered via ZOOM, the popularity of our online offering showed no signs of waning in 2021. This year we delivered 150 sessions and received 1,220 registrations, which was more than double that of 2020. Our regular virtual classes included: Yoga, Chair Yoga, Mindfulness and Meditation, art, Zumba and 'Pop to the 80s' dance.

As 2021 drew to a close we began planning for the return of face-to-face activities. The intention is to deliver these alongside virtual activities/classes if demand for the latter continues once the pandemic subsides. Successful applications for funding to the National Lottery Community Fund and several charitable trusts, will ensure the continued development of what is now one of our core empowerment activities.

The second element of Active Ostomates is the provision of up-to-date, free and easy to access information, designed to give ostomates the confidence to exercise and get involved in sports and other activities. In addition to supporting the group activities we provide, our booklet *Active Ostomates: Sport and fitness after stoma surgery* also includes a range of medically approved exercises that can be done alone. This was of course vital during 2021 and catered for ostomates who did not want to participate in virtual group sessions.

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2021

Caring for a person with a stoma workshops

Our 'Caring for a person with a stoma' workshops have been running since 2015. Delivered by a stoma care nurse, they provide professional social care staff, local authority reablement teams and family members with practical advice and guidance on how to care for someone with a stoma.

The intensive two-hour workshop covers topics including: practical stoma management, a guide to different stoma appliances; understanding the common concerns of ostomates; the support available from stoma care nurses; the psychological issues connected with having a stoma; and caring for someone with a stoma who also has dementia.

By educating care staff and individual carers on the practical and emotional needs of people with stomas the project aims to improve the quality of life of ostomates who need regular care and support.

Prior to the pandemic our workshops were delivered face to face but as with our other activities we have had to adapt accordingly. In 2021, 17 workshops were delivered virtually to 119 carers.

ENGAGEMENT

Website

Visits to our website increased by 44% this year. There were 144,125 new users. The demographic profile of visitors (detailed below) mirrored that of previous years:

| Age Group | % Of Total Users |
|------------------|-------------------------|
| 18 - 24 | 12.87% |
| 25 - 34 | 20.47% |
| 35 - 44 | 17.47% |
| 45 - 54 | 17.54% |
| 55 - 64 | 16.11% |
| 65 + | 15.54% |

| Sex | % Of Total Users |
|------------|-------------------------|
| Male | 39.1 |
| Female | 60.9 |

The five most popular pages were:

| Rank | Page | Pageviews | % Of Total Pageviews |
|-------------|--|------------------|-----------------------------|
| 1 | Homepage | 54,607 | 14.97% |
| 2 | Stoma Blockages | 18,663 | 5.12% |
| 3 | Rectal Discharge | 18,648 | 5.11% |
| 4 | Information | 12,761 | 3.50% |
| 5 | Information/Stoma Problems | 9,433 | 2.59% |

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2021

Social Media

We have long recognised the importance of social media as a mechanism for reaching and supporting ostomates and for raising awareness about stomas more generally. In particular it plays an increasingly important role in engaging with younger age groups. More recently we have begun to exploit social media to support our fundraising activities (see fundraising below). It is for this reason, that in 2021 considerable resource was allocated to growing our presence and increasing our profile in the virtual world. This resulted in our reach across all platforms increasing during the year.

- Twitter followers **4,901**; increase **19%**
- Facebook followers **8,644**; increase **28%**
- Instagram followers **3254**; increase **35%**
- LinkedIn followers **721**; increase **76%**

Healthcare Professionals

2021 saw us continuing to work closely with our colleagues in the healthcare sector and strengthen further existing relationships with individual practitioners and stoma / colorectal departments in hospitals.

We helped to provide participants for research projects. This included a study based at Manchester Metropolitan University investigating the impact on patients of delays to elective surgery caused by the pandemic and research at Keele University aimed at helping young people manage and reduce stress after stoma surgery. We have been invited as members of the steering group for this latter piece of work.

We ran several webinars in 2021, whereby attendees could listen to healthcare professionals talk on stoma-related issues. These included an evening event led by our president Ian Daniels a consultant colorectal surgeon and the Lead Stoma Care Nurse Specialist at the Royal Devon & Exeter NHS Trust. Then on World Digestive Day a webinar where Ian Daniels was joined by a consultant dietitian. The Q & A at all events were popular with the ostomates that attended.

We were also pleased to author a chapter in a forthcoming edited volume: 'Stoma Care Specialist: A Guide for Clinical Practice'. This book is being produced by the Association of Stoma Care Nurses (ASCN) UK and is scheduled to be published by Springer Nature in 2022.

2021 also saw the re-start of some regular fixtures on the conference calendar. We attended the Association of Stoma Care Nurses (ASCN) UK annual event, the Occupational Therapy Show and Naidex, which is Europe's most established event for supporting independent living and the disabled community. This is attended by healthcare professionals from a broad spectrum of disciplines.

Colostomy UK in the media

Despite the pandemic severely constraining our usual external, face-to-face activities, we nevertheless enjoyed good media coverage this year, appearing on regional TV programmes, in regional newspapers and the national press. This showcased the support we offer ostomates, our **StomaAware** campaign (see below) and the work we have done in relation to our vision of a **Stoma-Friendly Society**. The coverage that accompanied Team Colostomy UK Rugby League Team's return to the playing field was far and away the most significant exposure in the charity's history.

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2021

Team Colostomy UK Rugby League

The team was formed in 2018 with the objective of challenging and changing perceptions of what it is like to live with a stoma, as well as raising more general awareness of what stomas are and why people have them. Comprising men and women ostomates, along with members of the office team and Colostomy UK's president (a consultant colorectal surgeon), a further aim is one of empowerment, demonstrating to ostomates that it is possible for them to participate in even the toughest contact sports after surgery.

In the two years that followed the team's debut considerable momentum was built in terms of exposure, with Colostomy UK enjoying mainstream media coverage and receiving the endorsement and support of some high-profile people in the rugby league world. Unfortunately, the pandemic forced a suspension of the team's activities in early 2020 and the team did not take to the field again until August 2021.

Fears that the ground gained in previous years would be lost were quickly dispelled. The team played three games in 2021, all of which attracted significant media attention. Articles appeared in the national press (The Mirror, The Express and The Star), online coverage in The Mirror, BBC5 Live and various podcasts. Games were also covered in regional publications and the rugby league press. Our social media platforms also saw unprecedented engagement, with the first game alone experiencing over 100,000 views and interactions via Twitter and Instagram. Media interest was helped by the continued support of well known rugby league players. For example, the ex-England, St Helens and Bradford Bulls star Paul Anderson came out of retirement to play for the team in their last fixture of the year.

Our best estimate is that in 2021 our message reached around 2.5 million people of which one million was through print media.

We are very grateful to our Team sponsors: Cheney Payroll Services Ltd, Securicare Medical, Welland Medical Ltd, ConvaTec Group and Amcare Group. And to our partners: Bramley Buffalos and Chorley Panthers.

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2021

CAMPAIGNING, ADVOCACY AND FUNDRAISING

Campaigning and Advocacy

StomaAware - Our StomaAware campaign aims to tackle the stigma of having a stoma, which still exists in many areas of society. This stigma is often borne out of ignorance and leads to ostomates facing discrimination and prejudice, simply because their condition is 'hidden', and their needs are poorly understood. For example, public places that lack accessible toilets, can become 'no go' areas for ostomates. This campaign relates directly to our vision. Our belief is that the more society in general understands, so it will become easier for people with stomas to lead fulfilling lives. We hold an annual 'StomaAware Day' on the first Saturday in October which coincides with World Ostomy Day. We use this as a rallying call for ostomates encouraging them and organisations they are involved with to reach out to wider society and raise awareness using social media.

In 2021 our campaigning continued to focus on providing better facilities for ostomates and making their day-to-day life easier when using public transport, visiting shops, organisations, visitor attractions, entertainments venues, airports and more. Despite the ongoing issues thrown up by lockdowns in 2021 we were still able to advocate for ostomates, pressing to improve the care and support they receive in health and social care settings, through our membership to a number of professional forums, including: The Patients, Industry & Professionals forum; The Scottish Stoma Forum; The British Toilet Consortium; Care & Support Alliance; Buckinghamshire, Oxfordshire, Berkshire Integrated Care System Voluntary & Community Social Enterprise Health Alliance.

This year we also continued to deliver 'StomaAware' training, albeit virtually, to a number of different organisations. This training aims to raise awareness of stomas and is particularly useful for people in customer-facing roles and human resources departments, charged with meeting the ongoing needs of staff who are ostomates, or managing the return to work of staff members following stoma surgery.

Previously, we have devoted considerable resources to providing StomaAware training to airports, with an emphasis on security staff. This has enabled us, amongst other things, to influence standard operating procedures and give advice on toilet signage and facilities in airports. As has been well documented in the media, the aviation and tourist industries have been hit very hard by the pandemic. Unfortunately, this led to a number of our key contacts in these industries being made redundant in 2020 and 2021. As the pandemic subsides, our campaigning work in these areas will become just as important as they were before. Despite the aforementioned problems, we were nevertheless able to take our place as members on a number of accessibility forums, which helped us to understand the changes being adopted at airports in response to the pandemic and how these might have an impact on ostomates. We remain actively involved with Heathrow, Gatwick, Birmingham, Edinburgh, Manchester, Luton, Stansted and Bristol. We are also members of the Civil Aviation's Access to Air Travel forum.

To ensure that we continue to campaign in the areas that are important to ostomates, we conducted a StomaAware survey this year. Ostomates could complete this electronically or in hardcopy. The latter was circulated via Tidings magazine. The survey asked respondents to think about the challenges in daily life they faced as ostomates. There was also opportunity for more general comments. By the end of 2021 we had received over 1,000 responses, the results of which will be analysed in 2022 and will go on to inform the work we are currently undertaking developing our mission and vision.

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2021

Fundraising

With voluntary donations contributing 47% of the charity's income, we introduced a Fundraising Committee this year to support and co-ordinate our efforts in this vital area. The impact that voluntary donations have on Colostomy UK's ability to keep supporting people with stomas, and campaigning and advocating on their behalf, is self-evident. The committee comprises our Fundraising & Campaigns Manager, Finance Manager, Fundraising Trustee, Finance Trustee and General Manager.

As the demographics of those we engage with and support continues to widen, so too does the way people are choosing to support us financially. While donations through direct debits, standing orders, cheques, and via our website online continue to be a vital source of income, 2020 saw people more willing than ever before to take part in fundraising activities.

This emerging trend was even more prominent in 2021. **Step Up For Stomas** (see below) was undoubtedly a key driver in this, however the number of people who chose to take on individual challenges including swims, walks, runs, and climbs, as well as Facebook birthday fundraisers, and the more traditional coffee mornings and cake sales, continues to grow as do the funds they generate.

Acknowledging this shift saw us increase our efforts to make supporting fundraising as easy as possible through introducing new fundraising platforms and tools including Go Fund Me, and Apple Pay through Just Giving.

We are grateful to all the individuals and groups who have raised funds and made donations including: Yateley West Fisheries charity weekend £5574, Matthew Labuda Lands End to John O Groats cycle £6436, Aaron Nicholls Great North Run £1853, Sue Hatton birthday fundraiser £1846, Colin Reynolds Lakes Traverse £1707.

Step Up For Stomas

'Step Up For Stomas' was our main fundraising campaign of the year.

It encouraged people, either on their own or as part of a team to walk, run, jog, skip, roll, crawl or hop 160,000 steps in September 2021, with the funds they raised helping us to better support the 160,000 ostomates estimated to live in the United Kingdom.

332 people took part including ostomates, family members and friends, and health care professionals. A total of £50,525 was raised, leading to a profit of £49,768. This was a phenomenal achievement and was over £37,000 higher than achieved in our previous most successful fundraising campaign. We are grateful to all who took part and made the challenge so successful, including: Chris Nevill £1286, Martin O'Neill £1280, A4 Ward Peterborough City hospital £3924, Kevin Sime £1160, Anthony Taylor £1036 and Chris Nash £3583.

Step Up For Stomas also highlighted the increasing reach of Colostomy UK with social media being the single largest platform that participants were recruited from, followed by Tidings magazine, and our monthly e newsletter.

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2021

Plans for the Future

We will always run our helpline, produce informative literature, manage our Facebook private group, publish Tidings, and attend open days to give face-to-face support. And we will continue – with the support of our volunteers – to work hard to partner, influence, and empower in the name of all ostomates. However, we are keenly aware of the need to keep evolving as a charity, so that we can reach more ostomates to offer them support and advice in new and effective ways. The challenges of this year have, perversely, provided us with tools to expand our reach virtually and forced us to open channels that may not have been explored as quickly in normal times. This landscape is new to us, but exciting and something we are keen to continue the momentum we have at the moment.

We will continue to partner with other organisations to ensure people with stomas are treated with respect as they go about their daily lives. We call this our campaign for a 'stoma-friendly' society. We act as their 'critical' friend by helping them become more stoma aware. Encouraging organisations to make their facilities more inclusive and train their employees on the practical and emotional needs of ostomates. We plan to reach even more ostomates in 2022 through our Active Ostomates project by engaging with more support groups, individuals, stoma care nurses, stoma care companies, and care homes across the UK to empower ostomates to return to sports, hobbies, and other interests, and given them the confidence to take up new challenges. All of this work will help us spread the word those stomas have the capacity to improve the quality of people's lives. We will deliver more care workshops in care homes, agencies, nursing homes and local authorities will benefit from the project as will those family members who care for someone who has a stoma across the UK. To improve the knowledge of carers and their practical care of ostomates to ensure a better standard of care is given and deeper understanding of the needs someone living with a stoma.

We continue with our refresh of the board of Trustees. In 2021 we welcomed Tom Skillbeck to the board as our Strategy & Change Trustee and Andrew Bird as our Clinical Trustee.

Financial Review

Income

Colostomy UK's work is funded by a mixture of regular supporters, one off donations, grants, trusts, and trading activities. Our total income for the year reached £572,022 (2020 £497,046) comprising:

- Donations and Legacies £317,202 (2020 £241,473)
- Income from Charitable Activities £234,629 (2020 £235,387)
- Trading income £19,953 (2020 £19,209)
- Investment income £238 (2020 £977)

Expenditure

We spent £493,246 (2020 £482,068) to help improve the lives of ostomates.

Colostomy UK

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2021

Reserves Policy and Going Concern

The Trustees hold restricted reserves of £62,571

The Trustees review the level of reserves on a regular basis to ensure that the appropriate levels are maintained considering the main risks to the organisation and future developments. The following designated reserves are held at the year-end:

1. Fixed assets which cannot be used to fund expenditure without being sold of £7,372
2. To protect the charity's beneficiaries from unexpected falls in income, or unexpected expenditure, we have Risk based reserve of £150,000.
3. volunteer training and development fund of £34,535

The remaining reserves of £254,631 are held in the General Fund.

The Trustees have reviewed the circumstances of the Charity and consider that adequate resources continue to be available to fund its activities for the foreseeable future. The Trustees are of the view that the charity is a going concern.

Impairment Review Policy

Each year the Trustees physically review the assets of the Charity to consider whether there are any indicators of permanent impairment. If any impairment is found, the value of the impairment is taken to the Statement of Financial Activities in the year.

Management of Risk

The Trustees have identified that the main risks to the Charity are:

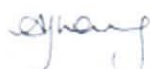
- The charity has been reliant on legacies to meet part of our core running costs, the charity has reviewed its fundraising strategy and has set aside reserves to protect the charity in the short term.
- Loss of key staff.
- Security of our website and social media.

The Trustees manage the risk to cashflows by preparing and reviewing budgets on a regular basis and ensuring sufficient cash deposits are held to meet current spending commitments.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies' exemption.

The trustees' annual report was approved on 9th July 2022 and signed on behalf of the board of trustees by:



Mrs A Laing
Trustee

Colostomy UK

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Colostomy UK

Year ended 31 December 2021

I report to the trustees on my examination of the financial statements of Colostomy UK ('the charity') for the year ended 31 December 2021.

Responsibilities and basis of report

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

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


Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

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

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


Catherine Williams ACA DChA
Thomas Westcott Chartered Accountants
Independent Examiner
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

2nd August 2022

Colostomy UK

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 December 2021

| | | Unrestricted funds £ | 2021 Restricted funds £ | Total funds £ | 2020 Total funds £ |
|---|-------------|----------------------------|----------------------------------|------------------|--------------------------|
| Income and endowments | Note | | | | |
| Donations and legacies | 5 | 302,791 | 14,411 | 317,202 | 241,473 |
| Charitable activities | 6 | 234,629 | – | 234,629 | 235,387 |
| Other trading activities | 7 | 17,983 | 1,970 | 19,953 | 19,209 |
| Investment income | 8 | 238 | – | 238 | 977 |
| Total income | | <u>555,641</u> | <u>16,381</u> | <u>572,022</u> | <u>497,046</u> |
| Expenditure | | | | | |
| Expenditure on raising funds: | | | | | |
| Costs of raising donations and legacies | 9 | 2,802 | – | 2,802 | 1,497 |
| Costs of other trading activities | 10 | 6,294 | – | 6,294 | 5,995 |
| Expenditure on charitable activities | 11,12 | 459,962 | 24,188 | 484,150 | 474,576 |
| Total expenditure | | <u>469,058</u> | <u>24,188</u> | <u>493,246</u> | <u>482,068</u> |
| Net income and net movement in funds | | <u>86,583</u> | <u>(7,807)</u> | <u>78,776</u> | <u>14,978</u> |
| Reconciliation of funds | | | | | |
| Total funds brought forward | | 359,955 | 70,378 | 430,333 | 415,355 |
| Total funds carried forward | | <u>446,538</u> | <u>62,571</u> | <u>509,109</u> | <u>430,333</u> |

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

The notes on pages 20 to 33 form part of these financial statements.

Colostomy UK

Company Limited by Guarantee

Statement of Financial Position

31 December 2021

| | Note | 2021 | | 2020 | |
|---|------|----------------|----------------|----------------|----------------|
| | | £ | £ | £ | £ |
| Fixed assets | | | | | |
| Intangible assets | 18 | | 4,381 | | 5,121 |
| Tangible fixed assets | 19 | | 2,991 | | 3,130 |
| | | | <u>7,372</u> | | <u>8,251</u> |
| Current assets | | | | | |
| Debtors | 21 | 78,389 | | 56,795 | |
| Cash at bank and in hand | | 565,696 | | 467,916 | |
| | | <u>644,085</u> | | <u>524,711</u> | |
| Creditors: amounts falling due within one year | 22 | <u>142,348</u> | | <u>102,629</u> | |
| | | | 501,737 | | 422,082 |
| Net assets | | | <u>509,109</u> | | <u>430,333</u> |
| Funds of the charity | | | | | |
| Restricted funds | | | 62,571 | | 70,378 |
| Unrestricted funds | | | 446,538 | | 359,955 |
| Total charity funds | 24 | | <u>509,109</u> | | <u>430,333</u> |

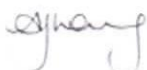
For the year ending 31 December 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 9th July 2022, and are signed on behalf of the board by:



Ms A Laing
Trustee

The notes on pages 19 to 32 form part of these financial statements.

Colostomy UK

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 December 2021

| | 2021 | 2020 |
|---|----------------|----------------|
| | £ | £ |
| Cash flows from operating activities | | |
| Net income | 78,776 | 14,978 |
| <i>Adjustments for:</i> | | |
| Depreciation of tangible fixed assets | 1,561 | 1,811 |
| Amortisation of intangible assets | 740 | 740 |
| Other interest receivable and similar income | (238) | (977) |
| Accrued (income)/expenses | (1,879) | 2,360 |
| <i>Changes in:</i> | | |
| Trade and other debtors | (21,594) | 40,834 |
| Trade and other creditors | 41,598 | 48,390 |
| Cash generated from operations | 98,964 | 108,136 |
| Interest received | 238 | 977 |
| Net cash from operating activities | <u>99,202</u> | <u>109,113</u> |
| Cash flows from investing activities | | |
| Purchase of tangible assets | (1,422) | (1,103) |
| Net cash used in investing activities | <u>(1,422)</u> | <u>(1,103)</u> |
| Net increase in cash and cash equivalents | 97,780 | 108,010 |
| Cash and cash equivalents at beginning of year | 467,916 | 359,906 |
| Cash and cash equivalents at end of year | <u>565,696</u> | <u>467,916</u> |

The notes on pages 19 to 32 form part of these financial statements.

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 December 2021

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 100 Berkshire Place Wharfedale Road, Winnersh, Wokingham, England, RG41 5RD

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2021

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2021

3. Accounting policies *(continued)*

Intangible assets

Intangible assets are initially recorded at cost, and are subsequently stated at cost less any accumulated amortisation and impairment losses.

Amortisation

Amortisation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset as follows:

Computer software - 10% straight line

If there is an indication that there has been a significant change in amortisation rate, useful life or residual value of an intangible asset, the amortisation is revised prospectively to reflect the new estimates.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Plant and machinery - 25% straight line
Fixtures and fittings - 20% straight line
Computer equipment - 20% straight line

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2021

3. Accounting policies *(continued)*

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

Colostomy Association Ltd is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while or she is a member, or within one year after he or she ceases to be a member.

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2021

5. Donations and legacies

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2021 £ |
|------------------|----------------------------|--------------------------|--------------------------|
| Donations | | | |
| Donations | 233,047 | 411 | 233,458 |
| Legacies | | | |
| Legacies | 44,444 | – | 44,444 |
| Grants | | | |
| Grants | 25,300 | 14,000 | 39,300 |
| | <u>302,791</u> | <u>14,411</u> | <u>317,202</u> |
| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2020 £ |
| Donations | | | |
| Donations | 126,264 | 24,826 | 151,090 |
| Legacies | | | |
| Legacies | 58,795 | – | 58,795 |
| Grants | | | |
| Grants | 24,588 | 7,000 | 31,588 |
| | <u>209,647</u> | <u>31,826</u> | <u>241,473</u> |

6. Charitable activities

| | Unrestricted Funds £ | Total Funds 2021 £ | Unrestricted Funds £ | Total Funds 2020 £ |
|-----------------------------|----------------------------|--------------------------|----------------------------|--------------------------|
| Magazine advertising income | 135,074 | 135,074 | 125,247 | 125,247 |
| Mail out income | 59,061 | 59,061 | 78,129 | 78,129 |
| Other income | 1,305 | 1,305 | 1,595 | 1,595 |
| Radar keys | 1,489 | 1,489 | 1,706 | 1,706 |
| Sponsored posts | 16,950 | 16,950 | 8,710 | 8,710 |
| Website advertising | 20,750 | 20,750 | 20,000 | 20,000 |
| | <u>234,629</u> | <u>234,629</u> | <u>235,387</u> | <u>235,387</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2021

7. Other trading activities

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2021 £ |
|-------------------|----------------------------|--------------------------|--------------------------|
| Merchandise sales | 4,628 | 1,970 | 6,598 |
| 500 Club Income | 847 | – | 847 |
| Raffle | 12,508 | – | 12,508 |
| | <u>17,983</u> | <u>1,970</u> | <u>19,953</u> |

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2020 £ |
|-------------------|----------------------------|--------------------------|--------------------------|
| Merchandise sales | 3,315 | 300 | 3,615 |
| 500 Club Income | 919 | – | 919 |
| Raffle | 14,675 | – | 14,675 |
| | <u>18,909</u> | <u>300</u> | <u>19,209</u> |

8. Investment income

| | Unrestricted Funds £ | Total Funds 2021 £ | Unrestricted Funds £ | Total Funds 2020 £ |
|-------------------|----------------------------|--------------------------|----------------------------|--------------------------|
| Investment income | <u>238</u> | <u>238</u> | <u>977</u> | <u>977</u> |

9. Costs of raising donations and legacies

| | Unrestricted Funds £ | Total Funds 2021 £ | Unrestricted Funds £ | Total Funds 2020 £ |
|---|----------------------------|--------------------------|----------------------------|--------------------------|
| Costs of raising donations and legacies | <u>2,802</u> | <u>2,802</u> | <u>1,497</u> | <u>1,497</u> |

10. Costs of other trading activities

| | Unrestricted Funds £ | Total Funds 2021 £ | Unrestricted Funds £ | Total Funds 2020 £ |
|-----------------------------------|----------------------------|--------------------------|----------------------------|--------------------------|
| Costs of other trading activities | <u>6,294</u> | <u>6,294</u> | <u>5,995</u> | <u>5,995</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2021

11. Expenditure on charitable activities by fund type

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2021 £ |
|-----------------------|----------------------------|--------------------------|--------------------------|
| Charitable activities | 355,814 | 23,978 | 379,792 |
| Support costs | 104,148 | 210 | 104,358 |
| | <u>459,962</u> | <u>24,188</u> | <u>484,150</u> |

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2020 £ |
|-----------------------|----------------------------|--------------------------|--------------------------|
| Charitable activities | 350,633 | 15,370 | 366,003 |
| Support costs | 105,924 | 2,649 | 108,573 |
| | <u>456,557</u> | <u>18,019</u> | <u>474,576</u> |

12. Expenditure on charitable activities by activity type

| | Activities undertaken directly £ | Support costs £ | Total funds 2021 £ | Total fund 2020 £ |
|-----------------------|---|--------------------|--------------------------|-------------------------|
| Charitable activities | <u>379,792</u> | <u>104,358</u> | <u>484,150</u> | <u>474,576</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2021

13. Analysis of support costs

| | 2021 | 2020 |
|---------------------------|----------------|----------------|
| | £ | £ |
| Rent | 47,219 | 48,837 |
| Rates | 2,918 | 2,907 |
| Light, Power & Heating | 800 | 2,400 |
| Print & Stationery | 2,795 | 2,864 |
| Insurance | 5,757 | 6,160 |
| Cleaning | 1,227 | 977 |
| Repairs & Maintenance | 293 | 320 |
| Entertainment | 292 | 72 |
| Travel | 2,902 | 1,977 |
| Telephone | 3,639 | 3,212 |
| Depreciation | 2,301 | 2,551 |
| Bank Fees | 1,211 | 1,354 |
| Payroll Services | 516 | 713 |
| Trustee Expenses | – | 527 |
| Staff Training | 675 | 127 |
| Subscription | 2,568 | 1,324 |
| Bookkeeping | 15,915 | 15,903 |
| Audit & Accountancy | 1,980 | 2,120 |
| IT Software & Consumables | 10,426 | 12,040 |
| General Expenses | 924 | 2,188 |
| | <u>104,358</u> | <u>108,573</u> |

14. Net income

Net income is stated after charging/(crediting):

| | 2021 | 2020 |
|---------------------------------------|--------------|--------------|
| | £ | £ |
| Amortisation of intangible assets | 740 | 740 |
| Depreciation of tangible fixed assets | <u>1,561</u> | <u>1,811</u> |

15. Independent examination fees

| | 2021 | 2020 |
|--|--------------|--------------|
| | £ | £ |
| Fees payable to the independent examiner for: Independent examination of the financial statements | <u>1,980</u> | <u>2,120</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2021

16. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

| | 2021 | 2020 |
|---|----------------|----------------|
| | £ | £ |
| Wages and salaries | 216,336 | 210,489 |
| Social security costs | 15,980 | 14,226 |
| Employer contributions to pension plans | 4,545 | 4,092 |
| | <u>236,861</u> | <u>228,807</u> |

The average head count of employees during the year was 8 (2020: 9). The average number of full-time equivalent employees during the year is analysed as follows:

| | 2021 | 2020 |
|-----------------------|-------------|------------|
| | No. | No. |
| Charitable activities | <u>6</u> | <u>6</u> |

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

17. Trustee remuneration and expenses

During the year no remuneration was paid to the Trustees (2020: £NIL)

During the year no expenses were reimbursed to Trustees (2020: £527 - 1 trustee).

18. Intangible assets

| | Computer software |
|--|--------------------------|
| | £ |
| Cost | |
| At 1 January 2021 and 31 December 2021 | <u>7,404</u> |
| Amortisation | |
| At 1 January 2021 | 2,283 |
| Charge for the year | 740 |
| At 31 December 2021 | <u>3,023</u> |
| Carrying amount | |
| At 31 December 2021 | <u>4,381</u> |
| At 31 December 2020 | <u>5,121</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2021

19. Tangible fixed assets

| | Plant and machinery £ | Fixtures and fittings £ | Computer equipment £ | Total £ |
|----------------------------|-----------------------------|-------------------------------|----------------------------|---------------|
| Cost | | | | |
| At 1 January 2021 | 1,635 | 13,548 | 3,372 | 18,555 |
| Additions | – | – | 1,422 | 1,422 |
| At 31 December 2021 | <u>1,635</u> | <u>13,548</u> | <u>4,794</u> | <u>19,977</u> |
| Depreciation | | | | |
| At 1 January 2021 | 1,635 | 12,266 | 1,524 | 15,425 |
| Charge for the year | – | 1,130 | 431 | 1,561 |
| At 31 December 2021 | <u>1,635</u> | <u>13,396</u> | <u>1,955</u> | <u>16,986</u> |
| Carrying amount | | | | |
| At 31 December 2021 | <u>–</u> | <u>152</u> | <u>2,839</u> | <u>2,991</u> |
| At 31 December 2020 | <u>–</u> | <u>1,282</u> | <u>1,848</u> | <u>3,130</u> |

20. Investments

| | Shares in group undertakings £ |
|--|---|
| Cost or valuation | |
| At 1 January 2021 and 31 December 2021 | <u>1</u> |
| Impairment | |
| At 1 January 2021 and 31 December 2021 | <u>(1)</u> |
| Carrying amount | |
| At 31 December 2021 | <u>–</u> |
| At 31 December 2020 | <u>–</u> |

All investments shown above are held at valuation.

21. Debtors

| | 2021 £ | 2020 £ |
|------------------------------------|---------------|---------------|
| Trade debtors | 46,604 | 24,590 |
| Amounts owed by group undertakings | – | 8,639 |
| Prepayments and accrued income | 13,863 | 13,819 |
| Other debtors | 17,922 | 9,747 |
| | <u>78,389</u> | <u>56,795</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2021

22. Creditors: amounts falling due within one year

| | 2021 | 2020 |
|---------------------------------|----------------|----------------|
| | £ | £ |
| Trade creditors | 10,820 | 7,474 |
| Accruals and deferred income | 3,021 | 4,900 |
| Social security and other taxes | 25,088 | 39,352 |
| Other creditors | 103,419 | 50,903 |
| | <u>142,348</u> | <u>102,629</u> |

23. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £4,545 (2020: £4,092).

24. Analysis of charitable funds

Unrestricted funds

| | At 1 January 2021 | Income £ | Expenditure £ | Transfers £ | At 31 December 2021 |
|---------------|-------------------------|----------------|------------------|----------------|---------------------------|
| General funds | 167,104 | 555,641 | (466,692) | (1,422) | 254,631 |
| Volunteers | 34,600 | – | (65) | – | 34,535 |
| Risk reserve | 150,000 | – | – | – | 150,000 |
| Fixed Assets | 8,251 | – | (2,301) | 1,422 | 7,372 |
| | <u>359,955</u> | <u>555,641</u> | <u>(469,058)</u> | <u>–</u> | <u>446,538</u> |

| | At 1 January 2020 | Income £ | Expenditure £ | Transfers £ | At 31 December 2020 |
|---------------|-------------------------|----------------|------------------|----------------|---------------------------|
| General funds | 159,385 | 464,920 | (461,498) | 4,297 | 167,104 |
| Volunteers | 40,000 | – | – | (5,400) | 34,600 |
| Risk reserve | 150,000 | – | – | – | 150,000 |
| Fixed Assets | 9,699 | – | (2,551) | 1,103 | 8,251 |
| | <u>359,084</u> | <u>464,920</u> | <u>(464,049)</u> | <u>–</u> | <u>359,955</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2021

24. Analysis of charitable funds *(continued)*

Designated funds

Volunteers - volunteer training and development.

Risk Reserve - protect the charity's beneficiaries from unexpected falls in income, or unexpected expenditure.

Fixed Assets - which cannot be used to fund expenditure without being sold.

Restricted funds

| | At 1 January 2021 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2021 £ |
|-------------------------------------|------------------------------|---------------|------------------|----------------|--------------------------------|
| JOSH | 9,487 | – | (500) | – | 8,987 |
| Caring for a person with a stoma | 23,889 | – | (2,533) | – | 21,356 |
| Active Ostomates | 19,847 | 16,381 | (17,024) | – | 19,204 |
| Bob Buckley | 4,076 | – | (91) | – | 3,985 |
| Newcastle Project | 10,777 | – | (1,738) | – | 9,039 |
| COVID-19 Response | 2,302 | – | (2,302) | – | – |
| | <u>70,378</u> | <u>16,381</u> | <u>(24,188)</u> | <u>–</u> | <u>62,571</u> |

| | At 1 January 2020 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2020 £ |
|-------------------------------------|------------------------------|---------------|------------------|----------------|--------------------------------|
| JOSH | 9,487 | – | – | – | 9,487 |
| Caring for a person with a stoma | 21,780 | 3,000 | (891) | – | 23,889 |
| Active Ostomates | 10,083 | 23,726 | (13,962) | – | 19,847 |
| Bob Buckley | 4,076 | – | – | – | 4,076 |
| Newcastle Project | 10,777 | – | – | – | 10,777 |
| Otto Model | 68 | – | (68) | – | – |
| COVID-19 Response | – | 5,400 | (3,098) | – | 2,302 |
| | <u>56,271</u> | <u>32,126</u> | <u>(18,019)</u> | <u>–</u> | <u>70,378</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2021

24. Analysis of charitable funds *(continued)*

Restricted reserves

JOSH - to support helpline and young people with a stoma.

Caring For Colostomates/Dementia- workshops for of local authority enablement teams, care and Nursing home staff, community carers, and informal carers (Family members or friends).

Active Colostomates- To promote active lifestyles.

Bob Buckley- to support people with a Colostomy who irrigate

Covid 19 Response - Our Telephone befriending service was launched in the autumn of 2020 thanks to initial funding from the Coronavirus Community Support Fund, distributed by The National Lottery Community Fund. This new service aims to support ostomates who may be experiencing loneliness or social isolation, by providing regular telephone contact with one of our specially trained volunteers *(all of whom are ostomates themselves)*.

25. Analysis of net assets between funds

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2021 £ |
|----------------------------|----------------------------|--------------------------|--------------------------|
| Intangible assets | 4,381 | – | 4,381 |
| Tangible fixed assets | 2,991 | – | 2,991 |
| Current assets | 581,514 | 62,571 | 644,085 |
| Creditors less than 1 year | (142,348) | – | (142,348) |
| Net assets | <u>446,538</u> | <u>62,571</u> | <u>509,109</u> |

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2020 £ |
|----------------------------|----------------------------|--------------------------|--------------------------|
| Intangible assets | 5,121 | – | 5,121 |
| Tangible fixed assets | 3,130 | – | 3,130 |
| Current assets | 454,333 | 70,378 | 524,711 |
| Creditors less than 1 year | (102,629) | – | (102,629) |
| Net assets | <u>359,955</u> | <u>70,378</u> | <u>430,333</u> |

26. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

| | 2021 £ | 2020 £ |
|-----------------------|---------------|---------------|
| Not later than 1 year | <u>31,500</u> | <u>33,338</u> |

Colostomy UK

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2021

27. Related parties

During the year ended 31 December 2021 the charity provided an interest free loan to its subsidiary company CA Commercial Ltd, registered in England and Wales. The amount owed by CA Commercial Ltd at the year end 2021 was NIL (2020: £8,639).

COLOSTOMY UK

England & Wales - Charity number 1113471

Accounts

COMPANY REGISTRATION NUMBER: 05623273
CHARITY REGISTRATION NUMBER: 1113471

Colostomy UK
(Previously Colostomy Association Ltd)
Company Limited by Guarantee
Unaudited Financial Statements
31 December 2020

THOMAS WESTCOTT
Chartered Accountants
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Financial Statements

Year ended 31 December 2020

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| Independent examiner's report to the trustees | 15 to 16 |
| Statement of financial activities (including income and expenditure account) | 17 |
| Statement of financial position | 18 |
| Notes to the financial statements | 19 to 32 |

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 December 2020

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 December 2020.

Reference and administrative details

| | | |
|---|---|--|
| Registered charity name | Colostomy UK | |
| Charity registration number | 1113471 | |
| Company registration number | 05623273 | |
| Principal office and registered office | Enterprise House 95 London Street Reading Berkshire RG1 4QA | |
| The trustees | Ms S Affleck Mr D Buchan Ms P Johal Ms A Laing Mr A Levy Mr S Scoffield Mr T Skilbeck | (Appointed 23 September 2020) (Appointed 10 December 2020) (Resigned 7 April 2021) (Appointed 15 February 2021) |
| Independent examiner | Catherine Williams ACA DChA Thomas Westcott Chartered Accountants 47 Boutport Street Barnstaple Devon EX31 1SQ | |

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

CHAIR OF TRUSTEES COMMENT

The pages that follow begin by outlining our structure and management before going on to summarise our activities during the year and reflect upon their impact in relation to the charity's vision and mission.

As for many other charities and society in general, 2020 was an atypical year where we were faced with a set of circumstances previously unseen. However, we quickly adapted to the challenges thrown up by a national lockdown and social distancing measures. We reassessed how we could change our delivery mode, amended our offerings and were able to continue supporting ostomates, albeit in a different service model to previous years. On behalf of the board of Trustees, I am proud of the way the charity adapted to the situation and it is my pleasure to present these accounts and supporting narrative.

GOVERNANCE, STRUCTURE AND MANAGEMENT

Governing Document

The organisation is a charitable company, limited by guarantee, incorporated on 15th November 2005, and registered as a charity in the UK on 29th March 2006. The company was established under a memorandum of association (as amended by special resolutions on 23rd March 2006, 24th March 2007, 5th July 2014, and 29th October 2020), which established the objectives and powers of the charitable company and is governed under its articles of association.

It was agreed at the AGM in October to change the name of the charitable company from Colostomy Association Ltd to Colostomy UK. At the same time changes to the M&As were passed that modernised them and brought them in line with the model promoted by the Charities Commission.

Equal opportunities

The charity is committed to the principle and practice of equal opportunities and aims to be an equal opportunities employer. Our employment policy seeks to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, marital status, ethnic origin, disability, class, colour, HIV and AIDS status, personal circumstances, sexual orientation, or any other grounds that are unjustifiable in terms of equality of opportunities for all.

Trustee recruitment and appointment

The directors of the company are also charity Trustees for the purposes of charity law. Collectively they form the charity's board of Trustees. The board has been expanded during the year when a Fundraising Trustee and a HR Trustee joined. The Trustees are continuing to recruit new Trustees in order to bring greater diversity to the current board and enhance further the expertise of its existing members.

New Trustees benefit from a six-month induction. They receive an induction pack containing key information about the charity and are assigned an existing trustee as a mentor. Regardless of their ultimate role on the board, new Trustees initially spend time with the management team in order to gain a sound understanding of the charity's work and strategic priorities. Due to the unusual circumstances of the past year this has had to be conducted virtually. We intend to revisit the induction of any trustees recruited during the pandemic once we return to a more normal situation, to ensure nothing was overlooked.

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Employees

The charity has a small team of paid employees, all of whom work at our office in Reading. There are six full-time employees: General Manager, Fundraising and Development Manager, Senior Support Co-ordinator, Finance and Office Assistant, Data Analyst and Publishing, and Marketing and Communications Manager. For part of the year the Finance and Office Assistant was on maternity leave, with her role being covered by a temporary employee. There are two part-time employees: Writer, Researcher and Editor of Tidings; Volunteers' Manager.

Volunteers

The charity has approximately 80 volunteers, most of whom have or have had stoma surgery. People with stomas are often collectively referred to as **ostomates**. This term of reference is used hereafter. Volunteers are central to the charity's work. We employ a part-time Volunteers' Manager, both to manage our existing team of volunteers and to allow for further growth in this area, as the charity expands. Volunteers are DBS checked and receive full training before becoming 'active'. Volunteers assist in the delivery of the charity's support services and projects. They also participate in our campaigns. See below for further details.

Management team

The management team meets monthly and consists of the General Manager, Chair of Trustees, Finance Trustee, and a long-standing volunteer. The team oversee the smooth running of the charity and act as the link between the Board of Trustees and employees. This aids efficiency and helps to ensure co-ordination across all elements of the charity's structure.

Public benefit

The Trustees have complied with section 17(5) of the Charities Act 2011 regarding the public benefit requirement.

VISION, MISSION AND OBJECTIVES

Colostomy UK is a national charity.

Colostomy UK's vision is for hidden conditions to be understood and accepted by all, so that people can reach their potential and lead fulfilling lives.

Colostomy UK's mission is to **SUPPORT** and **EMPOWER** people living with a stoma, their families, carers, and friends.

We use the following **objectives**, as set out in the company's memorandum of association, to frame our activities and drive us towards the achievement of our vision and mission:

- To relieve the needs of those who have a colostomy or other type of stoma and their families through the provision of support, reassurance, and practical information.
- To preserve and protect the health of ostomates by providing and assisting in the provision of facilities and support services not normally provided by statutory authorities.

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

- To advance the education of the public and healthcare professionals in the subject of colostomies and other types of stomas.

It is fair to say 2020 was challenging for everyone and at the end of the year it was still very unclear when we would be able to return to normality. However, throughout the year we continued to support ostomates and their families and friends, albeit in new ways. Towards the end of March, we took the decision to temporarily close our offices in Reading as guarding the health of our people is always paramount. The office team continued to work through the pandemic, but remotely from home. This was a new way of working for the charity, and there were some inevitable technical challenges to overcome, but these were tackled in a relatively short period of time and the team continued to deliver as before, with many interactions taking place in a virtual format. Our ability to adapt to this new paradigm was not only necessary, but also opened our eyes to other ways of connecting with people that increases our reach in some instances. There are certainly things we learned during the past year that will be incorporated into our offerings when we are able to return to a more normal way of working. Obviously, there are some normal activities that have not been possible this year, including open days and face-to-face support group meeting. Additionally, we had to suspend all hospital visiting for the time being. However, aside from this, we are pleased to report we were able to continue operating our other services more or less normally.

We also increased our support offering during the year with the introduction of 'live chat' on our website during office hours. This allows visitors to the site to communicate (by text) with a member of the office team. We also added a page to our website dealing specifically with the coronavirus and how it might impact people with stomas. Our private Facebook support group continued as normal. We continue to make all the literature we produce available to download free from our website, although hard copies can be requested by sending an email to: info@ColostomyUK.org. We are also pleased to report that we continued to publish Tidings, our quarterly magazine, through the entire year.

As always, our central message is a simple one: We at Colostomy UK are here ready to help and support you in any way we can. If you have a stoma-related question or need some experience-based advice or are just lonely and need to speak to someone, please don't hesitate to get in touch.

SUPPORT

Volunteers

It is clear the needs of ostomates continue regardless of pandemics and lockdowns. It is not an understatement to say that volunteers have always been at the heart of the charity, and this is as true as ever, possibly more so than in more 'normal' years, in 2020.

Our Volunteers Manager has been working hard this year to ensure we stayed connected with all our active volunteers, brought new volunteers onboard and prepared and delivered various training sessions, refresher training for existing volunteers and onboarding for new ones, to ensure they are trained with what they need to fulfil their role and develop. All training was delivered virtually.

2020 was the year when we implemented our virtual coffee mornings for volunteers. These were a great success and one of the new activities we intend continuing, as it allows us to connect with volunteers from all over the country

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Clap for our volunteers" stepping up and support the office team and ostomates

Colostomy UK's services, general activities and projects provide ostomates with support at every stage of their 'stoma' journey, from pre-operative fears and anxiousness to the post-operative recovery period and beyond. These services, activities and projects are detailed below:

Stoma Helpline

Our stoma helpline continued, uninterrupted, throughout the pandemic and various lockdowns. We offer 24-hour telephone support, 365 days-a-year. Calls are predominantly answered by volunteers, meaning people phoning the helpline can quickly access emotional and experience-based support from a fellow ostomate. In 2020 we answered **3,727** calls.

Befriending support service

Our telephone befriending service launched in December 2020 thanks to support from the National Lottery Coronavirus community support fund. The aim of the service is to provide regular telephone support for ostomates who may be struggling due to feeling lonely or isolated. The lockdown of 2020 had impacted many in the ostomate community with their normal support networks including stoma support groups, open days, and in person appointments with nurses no longer accessible. Individuals can refer themselves to the service through our website or telephone helpline. Stoma Nurses are also able to refer those they feel may benefit from regular support.

Live Chat

Early in the pandemic, we realised there might be a need for those living with a stoma to be able to access support in ways other than our existing offerings of the helpline or Facebook support group. As a result of this we increased our support offering with the introduction of 'live chat' on our website during office hours which allows those who need immediate support, but who can't pick up the phone or join a Facebook group, to the site to communicate (by text) with a member of the office team. From March until December we chatted with **418** people.

Tidings Magazine

Colostomy UK's flagship support magazine has been a familiar feature of the stoma world for over two decades. Fresh and modern in design, the magazine's ongoing success owes much to its varied and accessible content, which appeals not just to ostomates and their families, but also to healthcare professionals and carers. *Tidings* continues to buck broader trends in hardcopy print publications, with readership and distribution figures remaining healthy year-on-year.

Tidings' editor is an academic who has published widely in the field of medical humanities. The remainder of the editorial board is composed of members of the office team, as well as several volunteers. The latter all have stomas and include a previous editor of the magazine. The board's mix of skills and experience is a vital component of the publication's continued success.

Regular feedback indicates readers look forward to each edition, with some retaining their copies for many years and using them as a resource library for stoma issues. It is also clear that ostomates draw considerable comfort from the real lives' stories, which are a feature of each edition. Healthcare professionals are complimentary about *Tidings* too, contributing articles to the magazine, distributing copies to their patients, and keeping ready stocks of the magazine in hospital colorectal and stoma care departments.

Colostomy UK

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Tidings is free and is distributed without charge to readers. An electronic version of each edition is free to download on the Colostomy UK website. In 2020 we distributed **85,117** copies of *Tidings*.

Information and Advice literature

Colostomy UK's literature suite includes **19** advice booklets and a range of fact sheets. Although written in-house, they are peer-reviewed by ostomates and, where necessary, medical content is sourced from healthcare professionals.

In the first 6 weeks of the pandemic, we were not able to send out any support literature, due to the short notice move to remote working. However, as soon as we were able, we started a phased return to the office, the main purpose of which was to ensure our literature was still reaching the people who need it. As a result, in 2020 we posted **26,534** items of literature to ostomates, carers, stoma care nurses, healthcare professionals, and other organisations. All our titles are also available as free to download resources on our website.

Private Facebook group

Colostomy UK's Private Facebook group has been running since 2012 and is managed by the charity, with the support of volunteers who help to moderate the posts. It provides a safe, confidential space, where ostomates, carers, and family members can speak with thousands of other people who live with a stoma or care for someone with a stoma. The broader trend for patients seeking support and guidance online, is reflected in the continued growth of our Private Facebook group. By the end of 2020 membership stood at **9,097**, an increase of **12%** over 2019.

Open days

Open days, organised by hospital stoma care departments and by stoma care companies, were a victim of Covid in 2020. A handful took place before the scale of the pandemic became obvious, at which time they were all cancelled, as were our other face-to-face activities and events.

Support groups

Support groups have long been part of the stoma landscape, with good coverage having been developed across most of the UK. However, these were also suspended for most of 2020 due to the pandemic and social distancing measures. Nevertheless, we have done our best to keep in touch with support groups across the UK and have been able to join a few of them for virtual meetings. We hope, as social distancing measures relax, these groups will be able to meet in person again.

EMPOWERMENT

As well as supporting people with stomas, Colostomy UK runs projects to **empower** them to return to sports, hobbies and other interests and give them the confidence to take up fresh challenges.

Colostomy UK

(Previously Colostomy Association Ltd)

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Active Ostomates #ActiveOstomates

While the pandemic called a halt to community delivery of our Active Ostomates classes from March 2020, we successfully both transferred our art and chair yoga classes online and introduced a number of new activities including Mindfulness & Meditation, Yoga, and Pop to the 80's dance. All were offered free of charge via Zoom and proved very popular. We received nearly 500 registrations for the classes in 2020 and feedback highlighted the positive impact they had on both physical and mental health:

"The Zoom format has been a revelation. There have been some good sides to COVID-19 in terms of the new ways people are contacting each other and accessing information. A new connection it has been wonderful to be able to take classes in my own home."

"The classes are so gently restorative and relaxing and also a way of connecting during these difficult times."

"It's been adventurous and fun, especially during this whole Covid thing. It's been nice to talk to friends, old and new. I still wouldn't say I'm very good at drawing. But that's not the point. The point is about expression and believing that I have a right to try."

"For me the sessions have been incredible, I feel it is my safe space and a real time when I allow myself to focus on me. I get so much comfort knowing that I am 'virtually' with other ostomates, all with one thing in common: a stoma!"

Mindfulness and Meditation

These classes are suitable for complete beginners as well as regular meditators. Classes are fully guided and aim to support participants to find calm and ease in their life, no matter what is going on. Breathing techniques, body relaxation and mindfulness are a focus for each session.

Chair Yoga

While suitable for all, these classes are aimed at those where mobility may be more difficult. Core strengthening, movement and breathing technique are amongst the disciplines taught in the classes.

Art

Therapeutic and a lot of fun, our art classes give participants the opportunity to explore their creative side through a number of activities including water colours, pottery, deco patch, origami and much more.

Yoga

The classes are down to earth, accessible, and deeply nourishing, focusing on useful ways to move and breathe. A typical class will include body awareness, breathing techniques, preparing the joints, mindful slow flowing movements & postures, meditation, and relaxation.

Pop to the 80's dance

Music and movement are two proven ways to improve physical and mental health. Pop to the 80's combined the two to create a fun-filled fitness experience improving fitness levels while creating a real feel-good atmosphere.

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

ENGAGEMENT, CAMPAIGNING AND ADVOCACY

ENGAGEMENT

Website

The number of visitors to our website was down by 18% however we still reached nearly **100,000** new users.

A review of the demographics of visitors to the site shows 25-34's were the single largest age group that visited our website in 2020, though the spread from 25-64 year olds was quite even. 62% of visitors were female and 38% male.

When looking at what people used the site for, we see the five most popular pages visited were.

- Rectal Discharge information
- Stoma problems
- What is a stoma
- Support groups
- Our Covid-19 information hub.

We can see that over 60% of visitors found our website through internet searches, 26% direct through favourites, while 11% came via social media feeds, with Facebook being the largest of those.

Social media

Our reach via social media platforms has continued to increase in all areas during 2020. In addition to the increase in members of our private Facebook group we have also seen engagement increase in other media:

- Twitter followers **4,100**; an increase of **19%**
- Facebook followers **6,728**; an increase of **15%**
- Instagram followers **2,100**; an increase of **75%**
- LinkedIn followers **410**; an increase of **33%**

Fundraising events

Our supporters really stepped up in 2020, taking part in the 2.6 challenge during the last week of April and raising over £5,000 through a series of fundraising activities including walks, runs, musical marathons and art all based around the numbers 2 and 6.

Giveback2020 allowed us to showcase our Active Ostomates: at home virtual classes through Facebook live in December. Donations from participants helped generate over £2,200.

Stories from the Inside Live was streamed through Facebook Live on May 24th and 25th. Dietician Sophie Medlin and Ostomate Meshia Moinirad led a weekend of discussion and conversation with attendees donating to a number of charities including Colostomy UK.

We were humbled that when lockdown restrictions allowed it a number of individuals took on the challenge of climbing Snowdon or the Three Peaks, walking Hadrian's Wall or Running a mile an hour for twenty-four hours to support us, while many others contributed through Facebook birthday fundraising pages.

Colostomy UK

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Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

CAMPAIGNING AND ADVOCACY

Stoma-Friendly Society

Our Stoma-Friendly Society campaign has now been running for five years and will continue to do so for the foreseeable future. By focusing in three areas, we hope to move closer to our vision of a world where hidden conditions are understood and accepted by all. Firstly, we are working to ensure that facilities across the UK meet the needs of people living with a stoma. Secondly, we proactively offer training to organisations and their employees to ensure that the practical and emotional needs of ostomates are met. Thirdly, we attempt to raise public awareness of stomas and tackle what we refer to as the 'stoma stigma' or the 'poo taboo' by promoting positive and powerful stories of people living with a stoma. Part of this also involves encouraging brave voices in the ostomate community to share their stories and advocating for ostomates when they face discrimination in society. For obvious reasons, there has been limited progress on these initiatives during 2020 as other organisations we work with handled the challenges of the pandemic.

Stoma Friendly Toilet Campaign

Towards the end of 2020, we partnered with AccessAble as part of our Stoma Friendly Toilet Campaign. The plan is that every toilet they survey will be checked for stoma friendly facilities; if it doesn't meet the criteria then their surveyors will work with the organisation to make the necessary changes. Once the toilet fits the criteria, it will be shown on the Access Guide and searchable on the AccessAble website and app. This means Ostomates can see which shops, pubs, restaurants, cinemas, theatres, railway stations, hotels, colleges, universities, hospitals and more have Stoma Friendly Toilets.

People with a stoma have additional needs when using the toilet; even a day trip can be a potential source of anxiety. Because the condition is 'invisible', people living with a Stoma often face discrimination, being challenged, or criticised for using accessible toilets. In a recent survey more than 30 per cent of respondents stated that they had experienced problems of this nature in shops, sporting venues and visitor attractions.

All Party Parliamentary Rugby League annual dinner

We were delighted to attend the APPRL annual dinner at the Houses of Parliament in January, highlighting recognition of the growing awareness of our Team Colostomy UK team. This gave us the opportunity to raise awareness of our charity with politicians from all sides, rugby league dignitaries, and the media.

Advocacy

As has already been detailed, some ostomates suffer from a loss of confidence after their surgery. Although this is a transient phase for many, it should not be under-estimated how difficult the post-operative period can be, as the person wrestles not just with the day-to-day management of their stoma, but also come to terms with the altered way in which their body functions. It should be remembered too, that stoma surgery is also used in the treatment of chronic conditions, meaning that past symptoms of the disease, though helped by having a stoma may never fully resolve themselves. The degree to which a person is impacted by these things and how long it takes them to mentally as well as physically recover is often down to their experiences at work, while travelling, shopping, or taking part in other activities that require them to interact with others outside the security of their own home.

Colostomy UK

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

As will be clear from our **Stoma-Friendly Society** campaign, our role as advocates for people with stomas sees us working both pro-actively and re-actively with organisations to ensure the rights of ostomates are respected and understood. Much of this involves encouraging organisations to become stoma friendly.

Centre for Access to Football in Europe (CAFE)



We have been involved in the Centre for Access to Football in Europe's (CAFE) Expert Working Group on non-visible disabilities and long-term health conditions. CAFE is a UEFA Football Social Responsibility (FSR) partner and works to improve access and inclusion for disabled people and people with long-term health conditions across football.

The Expert Working Group have advised on the best practice in managing accessible services, stadium facilities, ticketing, terminology and on engaging non-visibly disabled spectators and those with long-term health conditions.

Life drawing

In late August we were contacted by medical students from the University of Bristol's Gastroenterology and General Surgery Society and the Arts in Medicine Society about the possibility of collaborating with them on a project aimed at promoting awareness and sensitivity about stoma care and life with a stoma. As medical students they are taught about stoma surgery and stomas as a treatment option, but there is little exploration of the *aftereffects* of stoma surgery on patients' lives, (positive or negative). The societies wanted to bridge this gap by running a series of online (ZOOM) 'life drawing' classes, in which an ostomate was the 'model' with the classes attended by medical students. The model's experiences of life with a stoma would then be explored through drawing and discussion. We were delighted to be involved.

A pilot took place in October, which led to a series of further life-drawing events being scheduled for quarter 1 2021. The benefits to Colostomy UK and the stoma community more widely are threefold. Most obviously, the classes are a great opportunity to enhance stoma awareness amongst soon-to-be-qualified surgeons. Secondly, we can exploit their output (e.g., drawings and participant feedback) for raising awareness more broadly, across our social media platforms and in Tiding's magazine. Finally, they hold the potential for future collaborations and relationship building with other university medical schools and societies.

Colostomy UK

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Participation in Industry Forums

Colostomy UK is also able to progress its advocacy work by contributing to various forums, albeit in a virtual format. In 2020 our continuing membership of the Patient Industry Professionals Forum (PIPS) and Scottish Stoma Forum enabled us to represent the views of ostomates alongside healthcare professionals, politicians, and the stoma industry. Our membership of the British Toilet consortium afforded us the opportunity of combining with other charities to present a 'louder voice' when representing the needs of people who rely on access to public toilets to be able to leave their homes.

Creating a 'Stoma Aware' society

We are campaigning to ensure facilities across the UK meet the needs of people living with a stoma. Our crusade to create a Stoma Aware society includes: Our 'Stoma Aware' training seeks to educate organisations about the needs of ostomates, and the nature of hidden conditions. We educate organisations about what a stoma is, why someone might have a stoma and talk about 'stoma stigma'. We talk about toilets, ostomates practical and emotional needs, infrastructure, and staff behaviour. At the end of the training, we act as a critical friend, supporting organisations to change their policies and procedures and overcome institutional prejudice.

Colostomy UK in the media

The increase in our media profile and visibility of recent years continued in 2020 on the back of our Stoma Aware campaign launch and continued interest in our Team Colostomy UK Rugby League team:

- The weekend of October 3rd and 4th saw us launch our new stoma aware day and campaign to coincide with the regular World Ostomy Day which falls on the first Saturday of October.
- Our previous contacts with Sky News proved invaluable as we were able to secure substantial coverage across the weekend on television and online.
- An interview promoting our campaign launch, with ostomate and Colostomy UK ambassador Sarah Smith was the most popular story on the Sky News website on the Saturday with over 551,000 unique visits. It was the most popular online feature of the weekend for the channel. The web story was backed up with a rolling interview on Sky News Television channel on the Sunday featuring Sarah again, and General Manager Libby Herbert.
- Interest in the campaign launch also generated interviews with BBC Radio London's popular Carrie & David Grant show, BBC Radio Leicestershire, BBC Radio Derbyshire, and Men's radio station.
- Despite not being able to make it on to the pitch because of the pandemic the personal stories of players and our new playing kit launch ensured a stream of regular coverage in both trade press and mainstream media.
- Both Rugby League Express and Forty-20 magazine kept the team fresh in the eyes of the sporting public with their coverage, while The Chorley Guardian, Lancashire Post and South of the River Magazine made sure that the team reached a wider audience.
- In September Rugby league star and Team Colostomy UK ambassador Paul Anderson's Three Peaks fundraising challenge for Colostomy UK saw him interviewed on both BBC Radio Leeds and True Radio.
- We also featured in and supported a short film produced by BBC Journalist Emma Snow titled 'Extra baggage- living with a stoma' which told the stories of three inspirational young people who are embracing life with a stoma.

Colostomy UK

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Thank you

Everyone who participated in events and raised funds for Colostomy UK. In a challenging year dominated by the pandemic your support really made a difference.

Special thanks to Lynda Newell who walked the length of Hadrian's Wall, Samantha Nevey who climbed Snowdon, Paul and Lisa Anderson who took on the Yorkshire Three Peaks challenge which also generated some important media coverage, Kerry Stafford, and to all those who contributed to our 2.6 Challenge and GiveBack2020 fundraising events.

Thank you to all the Charitable Trusts and Foundations that supported us in 2020 including the Weinstock Fund for supporting our new Active Ostomates: at Home campaign, The Ernest Hecht Charitable Foundation whose support enabled us to deliver our Caring for a person with a stoma workshop online, and The National Lottery Community Fund for supporting our new Telephone Befriending service. Their funding helped us react positively to the impact of the pandemic by finding *new ways to support ostomates*

Plans for the Future

We will always run our helpline, produce informative literature, manage our Facebook private group, publish Tidings, and attend open days to give face-to-face support. And we will continue – with the support of our volunteers – to work hard to partner, influence, and empower in the name of all ostomates. However, we are keenly aware of the need to keep evolving as a charity, so that we can reach more ostomates to offer them support and advice in new and effective ways. The challenges of this year have, perversely, provided us with tools to expand our reach virtually and forced us to open channels that may not have been explored as quickly in normal times. This landscape is new to us, but exciting and something we are keen to continue the momentum we have at the moment. We will continue to partner with other organisations to ensure people with stomas are treated with respect as they go about their daily lives. We call this our campaign for a 'stoma-friendly' society. We act as their 'critical' friend by helping them become more stoma aware. Encouraging organisations to make their facilities more inclusive and train their employees on the practical and emotional needs of ostomates. We plan to reach even more ostomates in 2020 through our Active Ostomates project by engaging with more support groups, individuals, stoma care nurses, stoma care companies, and care homes across the UK to empower ostomates to return to sports, hobbies, and other interests, and given them the confidence to take up new challenges. All of this work will help us spread the word those stomas have the capacity to improve the quality of people's lives. We will deliver more care workshops in care homes, agencies, nursing homes and local authorities will benefit from the project as will those family members who care for someone who has a stoma across the UK. To improve the knowledge of carers and their practical care of ostomates to ensure a better standard of care is given and deeper understanding of the needs someone living with a stoma.

We continue with our refresh of the board of Trustees. In autumn 2020 we welcomed Sarah Affleck to the board as our Fundraising Trustee and Preeti Johal as our HR Trustee. In 2021 we will be looking to fill the role of Healthcare Trustee.

Colostomy UK

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Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Income

Colostomy UK's work is funded by a mixture of regular supporters, one off donations, grants, trusts, and trading activities. Our total income for the year reached £497,046 comprising:

- Donations and Legacies £241,473 (2019 £353,120)
- Income from Charitable Activities £235,387 (2019 £280,384)
- Trading income £19,029 (2019 £15,156)
- Investment income £977 (2019 £1,550)

Expenditure

We spent £482,068 (2019 £555,167) to help improve the lives of ostomates.

Reserves Policy and Going Concern

The Trustees hold restricted reserves of £70,378

The Trustees review the level of reserves on a regular basis to ensure that the appropriate levels are maintained considering the main risks to the organisation and future developments. The following designated reserves are held at the year-end:

1. Fixed assets which cannot be used to fund expenditure without being sold of £8,251
2. To protect the charity's beneficiaries from unexpected falls in income, or unexpected expenditure, we have Risk based reserve of £150,000.
3. volunteer training and development fund of £34,600

The remaining reserves of £167,104 are held in the General Fund.

The Trustees have reviewed the circumstances of the Charity and consider that adequate resources continue to be available to fund its activities for the foreseeable future. The Trustees are of the view that the charity is a going concern.

Impairment Review Policy

Each year the Trustees physically review the assets of the Charity to consider whether there are any indicators of permanent impairment. If any impairment is found, the value of the impairment is taken to the Statement of Financial Activities in the year.

Management of Risk

The Trustees have identified that the main risks to the Charity are:

- Coronavirus - The charity has adopted initiatives to safeguard the health of its staff and volunteers and actions aimed at maintaining operational activity. In common with other charities the effect on our income is uncertain, we are reviewing our forecasts and cash flows.
- The charity is reliant on legacies to meet part of our core running costs, the charity will review its fundraising strategy and has set aside reserves to protect the charity in the short term.
- Loss of key staff.
- Security of our website and social media.

The Trustees manage the risk to cashflows by preparing and reviewing budgets on a regular basis and ensuring sufficient cash deposits are held to meet current spending commitments.

Colostomy UK

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 December 2020

Events after the end of the reporting period

Particulars of events after the reporting date are detailed in note 27 to the financial statements.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies' exemption.

The trustees' annual report was approved on 20th September 2021 and signed on behalf of the board of trustees by:



Mrs A Laing
Trustee

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Colostomy UK

Year ended 31 December 2020

I report to the trustees on my examination of the financial statements of Colostomy UK ('the charity') for the year ended 31 December 2020.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

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

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Colostomy UK *(continued)*

Year ended 31 December 2020

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



Catherine Williams ACA DChA
Thomas Westcott Chartered Accountants
Independent Examiner
47 Boutport Street
Barnstaple
Devon
EX31 1SQ

23rd September 2021

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Statement of Financial Activities
(including income and expenditure account)

Year ended 31 December 2020

| | | Unrestricted funds | 2020 Restricted funds | Total funds | 2019 Total funds |
|---|-------|--------------------|-----------------------|----------------|------------------|
| | Note | £ | £ | £ | £ |
| Income and endowments | | | | | |
| Donations and legacies | 5 | 209,647 | 31,826 | 241,473 | 353,120 |
| Charitable activities | 6 | 235,387 | – | 235,387 | 280,384 |
| Other trading activities | 7 | 18,909 | 300 | 19,209 | 15,156 |
| Investment income | 8 | 977 | – | 977 | 1,550 |
| Total income | | <u>464,920</u> | <u>32,126</u> | <u>497,046</u> | <u>650,210</u> |
| Expenditure | | | | | |
| Expenditure on raising funds: | | | | | |
| Costs of raising donations and legacies | 9 | 1,497 | – | 1,497 | 2,971 |
| Costs of other trading activities | 10 | 5,995 | – | 5,995 | 6,286 |
| Expenditure on charitable activities | 11,12 | 456,557 | 18,019 | 474,576 | 545,910 |
| Total expenditure | | <u>464,049</u> | <u>18,019</u> | <u>482,068</u> | <u>555,167</u> |
| Net income and net movement in funds | | <u>871</u> | <u>14,107</u> | <u>14,978</u> | <u>95,043</u> |
| Reconciliation of funds | | | | | |
| Total funds brought forward | | 359,084 | 56,271 | 415,355 | 320,312 |
| Total funds carried forward | | <u>359,955</u> | <u>70,378</u> | <u>430,333</u> | <u>415,355</u> |

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

The notes on pages 19 to 32 form part of these financial statements.

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Statement of Financial Position

31 December 2020

| | Note | 2020 | | 2019 | |
|---|------|----------------|----------------|----------------|----------------|
| | | £ | £ | £ | £ |
| Fixed assets | | | | | |
| Intangible assets | 18 | | 5,121 | | 5,861 |
| Tangible fixed assets | 19 | | 3,130 | | 3,838 |
| | | | <u>8,251</u> | | <u>9,699</u> |
| Current assets | | | | | |
| Debtors | 21 | 56,795 | | 97,629 | |
| Cash at bank and in hand | | 467,916 | | 359,906 | |
| | | <u>524,711</u> | | <u>457,535</u> | |
| Creditors: amounts falling due within one year | 22 | <u>102,629</u> | | <u>51,879</u> | |
| | | | 422,082 | | 405,656 |
| Net assets | | | <u>430,333</u> | | <u>415,355</u> |
| Funds of the charity | | | | | |
| Restricted funds | | | 70,378 | | 56,271 |
| Unrestricted funds | | | 359,955 | | 359,084 |
| Total charity funds | 24 | | <u>430,333</u> | | <u>415,355</u> |

For the year ending 31 December 2020 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 23/09/21, and are signed on behalf of the board by:



Ms A Laing
Trustee

The notes on pages 19 to 32 form part of these financial statements.

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 December 2020

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Enterprise House, 95 London Street, Reading, Berkshire, RG1 4QA.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The charity has taken advantage of the exemptions in the Charities SORP (FRS 102) including the requirement to produce a cashflow statement because it is classed as a small charity.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

3. Accounting policies *(continued)*

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Colostomy UK

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Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

3. Accounting policies *(continued)*

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Intangible assets

Intangible assets are initially recorded at cost, and are subsequently stated at cost less any accumulated amortisation and impairment losses.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

| | | |
|-----------------------|---|-------------------|
| Plant and machinery | - | 25% straight line |
| Fixtures and fittings | - | 20% straight line |
| Computer equipment | - | 20% straight line |
| Computer software | - | 10% straight line |

Colostomy UK

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Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

3. Accounting policies *(continued)*

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

4. Limited by guarantee

Colostomy UK is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while or she is a member, or within one year after he or she ceases to be a member.

5. Donations and legacies

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2020 £ |
|------------------|----------------------------|--------------------------|--------------------------|
| Donations | | | |
| Donations | 126,264 | 24,826 | 151,090 |
| Legacies | | | |
| Legacies | 58,795 | – | 58,795 |
| Grants | | | |
| Grants | 24,588 | 7,000 | 31,588 |
| | <u>209,647</u> | <u>31,826</u> | <u>241,473</u> |
| | | | |
| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2019 £ |
| Donations | | | |
| Donations | 154,150 | 16,104 | 170,254 |
| Legacies | | | |
| Legacies | 158,561 | 130 | 158,691 |
| Grants | | | |
| Grants | 24,175 | – | 24,175 |
| | <u>336,886</u> | <u>16,234</u> | <u>353,120</u> |

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

6. Charitable activities

| | Unrestricted Funds | Total Funds 2020 | Unrestricted Funds | Total Funds 2019 |
|-----------------------------|--------------------|------------------|--------------------|------------------|
| | £ | £ | £ | £ |
| Magazine advertising income | 125,247 | 125,247 | 127,727 | 127,727 |
| Mail out income | 78,129 | 78,129 | 116,699 | 116,699 |
| Other income | 1,595 | 1,595 | 12,091 | 12,091 |
| Open Day | – | – | 20,590 | 20,590 |
| Radar keys | 1,706 | 1,706 | 3,277 | 3,277 |
| Sponsored posts | 8,710 | 8,710 | – | – |
| Website advertising | 20,000 | 20,000 | – | – |
| | <u>235,387</u> | <u>235,387</u> | <u>280,384</u> | <u>280,384</u> |

7. Other trading activities

| | Unrestricted Funds | Restricted Funds | Total Funds 2020 |
|--------------------|--------------------|------------------|------------------|
| | £ | £ | £ |
| Merchandise sales | 3,315 | 300 | 3,615 |
| 500 Club Income | 919 | – | 919 |
| Raffle | 14,675 | – | 14,675 |
| Gala Dinner Income | – | – | – |
| | <u>18,909</u> | <u>300</u> | <u>19,209</u> |

| | Unrestricted Funds | Restricted Funds | Total Funds 2019 |
|--------------------|--------------------|------------------|------------------|
| | £ | £ | £ |
| Merchandise sales | 1,851 | – | 1,851 |
| 500 Club Income | 1,003 | – | 1,003 |
| Raffle | 11,892 | – | 11,892 |
| Gala Dinner Income | 410 | – | 410 |
| | <u>15,156</u> | <u>–</u> | <u>15,156</u> |

8. Investment income

| | Unrestricted Funds | Total Funds 2020 | Unrestricted Funds | Total Funds 2019 |
|-------------------|--------------------|------------------|--------------------|------------------|
| | £ | £ | £ | £ |
| Investment income | <u>977</u> | <u>977</u> | <u>1,550</u> | <u>1,550</u> |

Colostomy UK

(Previously Colostomy Association Ltd)

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

9. Costs of raising donations and legacies

| | Unrestricted Funds £ | Total Funds 2020 £ | Unrestricted Funds £ | Total Funds 2019 £ |
|---|----------------------------|-----------------------------------|----------------------------|--------------------------|
| Costs of raising donations and legacies | <u>1,497</u> | <u>1,497</u> | <u>2,971</u> | <u>2,971</u> |

10. Costs of other trading activities

| | Unrestricted Funds £ | Total Funds 2020 £ | Unrestricted Funds £ | Total Funds 2019 £ |
|-----------------------------------|----------------------------|-----------------------------------|----------------------------|--------------------------|
| Costs of other trading activities | <u>5,995</u> | <u>5,995</u> | <u>6,286</u> | <u>6,286</u> |

11. Expenditure on charitable activities by fund type

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2020 £ |
|-----------------------|----------------------------|--------------------------|-----------------------------------|
| Charitable activities | 350,633 | 15,370 | 366,003 |
| Support costs | <u>105,924</u> | <u>2,649</u> | <u>108,573</u> |
| | <u>456,557</u> | <u>18,019</u> | <u>474,576</u> |

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2019 £ |
|-----------------------|----------------------------|--------------------------|--------------------------|
| Charitable activities | 400,178 | 26,790 | 426,968 |
| Support costs | <u>114,916</u> | <u>4,026</u> | <u>118,942</u> |
| | <u>515,094</u> | <u>30,816</u> | <u>545,910</u> |

12. Expenditure on charitable activities by activity type

| | Activities undertaken directly £ | Support costs £ | Total funds 2020 £ | Total fund 2019 £ |
|-----------------------|---|--------------------|-----------------------------------|-------------------------|
| Charitable activities | <u>366,003</u> | <u>108,573</u> | <u>474,576</u> | <u>545,910</u> |

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Year ended 31 December 2020

13. Analysis of support costs

| | 2020 | 2019 |
|---------------------------|----------------|----------------|
| | £ | £ |
| Rent | 48,837 | 49,545 |
| Rates | 2,907 | 2,857 |
| Light, power & heating | 2,400 | 2,263 |
| Printing & stationery | 2,864 | 3,862 |
| Insurance | 6,160 | 3,834 |
| Cleaning | 977 | 1,198 |
| Repairs & maintenance | 320 | 201 |
| Entertainment | 72 | 517 |
| Travel | 1,977 | 12,732 |
| Legal expenses | - | 370 |
| Telephone | 3,212 | 2,459 |
| Bad debt provision | - | 2,275 |
| Depreciation | 2,551 | 2,887 |
| Bank Fees | 1,354 | 2,662 |
| Payroll services | 713 | 565 |
| Trustee expenses | 527 | 475 |
| Staff Training | 127 | 341 |
| Subscription | 1,324 | 863 |
| Bookkeeping | 15,903 | 14,605 |
| Audit & Accountancy | 2,120 | 3,539 |
| IT Software & Consumables | 12,040 | 8,267 |
| General Expenses | 2,188 | 2,625 |
| | <u>108,573</u> | <u>118,942</u> |

14. Net income

Net income is stated after charging/(crediting):

| | 2020 | 2019 |
|---------------------------------------|--------------|--------------|
| | £ | £ |
| Amortisation of intangible assets | 740 | 740 |
| Depreciation of tangible fixed assets | <u>1,811</u> | <u>2,147</u> |

15. Independent examination fees

| | 2020 | 2019 |
|--|--------------|--------------|
| | £ | £ |
| Fees payable to the independent examiner for: Independent examination of the financial statements | <u>2,120</u> | <u>3,539</u> |

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Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

16. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

| | 2020 | 2019 |
|---|----------------|----------------|
| | £ | £ |
| Wages and salaries | 210,489 | 211,002 |
| Social security costs | 14,226 | 15,064 |
| Employer contributions to pension plans | 4,092 | 3,808 |
| | <u>228,807</u> | <u>229,874</u> |

The average head count of employees during the year was 9 (2019: 8). The average number of full-time equivalent employees during the year is analysed as follows:

| | 2020 | 2019 |
|-----------------------|-------------|----------|
| | No. | No. |
| Charitable activities | <u>6</u> | <u>6</u> |

No employee received employee benefits of more than £60,000 during the year (2019: Nil).

17. Trustee remuneration and expenses

During the year no remuneration was paid to the Trustees (2019: £NIL)

During the year expenses were reimbursed to 1 Trustee totalling £527 (2019: £475 - 3 Trustees) for travel and subsistence and telephone.

18. Intangible assets

| | Computer software |
|--|--------------------------|
| | £ |
| Cost | |
| At 1 January 2020 and 31 December 2020 | <u>7,404</u> |
| Amortisation | |
| At 1 January 2020 | 1,543 |
| Charge for the year | 740 |
| At 31 December 2020 | <u>2,283</u> |
| Carrying amount | |
| At 31 December 2020 | <u>5,121</u> |
| At 31 December 2019 | <u>5,861</u> |

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Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

19. Tangible fixed assets

| | Plant and machinery £ | Fixtures and fittings £ | Computer Equipment £ | Total £ |
|----------------------------|-----------------------------|-------------------------------|----------------------------|---------------|
| Cost | | | | |
| At 1 January 2020 | 1,635 | 13,548 | 2,269 | 17,452 |
| Additions | – | – | 1,103 | 1,103 |
| At 31 December 2020 | <u>1,635</u> | <u>13,548</u> | <u>3,372</u> | <u>18,555</u> |
| Depreciation | | | | |
| At 1 January 2020 | 1,635 | 10,664 | 1,315 | 13,614 |
| Charge for the year | – | 1,602 | 209 | 1,811 |
| At 31 December 2020 | <u>1,635</u> | <u>12,266</u> | <u>1,524</u> | <u>15,425</u> |
| Carrying amount | | | | |
| At 31 December 2020 | <u>–</u> | <u>1,282</u> | <u>1,848</u> | <u>3,130</u> |
| At 31 December 2019 | <u>–</u> | <u>2,884</u> | <u>954</u> | <u>3,838</u> |

20. Investments

| | Shares in group undertakings £ |
|--|---|
| Cost or valuation | |
| At 1 January 2020 and 31 December 2020 | <u>1</u> |
| Impairment | |
| At 1 January 2020 and 31 December 2020 | <u>(1)</u> |
| Carrying amount | |
| At 31 December 2020 | <u>–</u> |
| At 31 December 2019 | <u>–</u> |

All investments shown above are held at valuation.

21. Debtors

| | 2020 £ | 2019 £ |
|------------------------------------|---------------|---------------|
| Trade debtors | 24,590 | 63,813 |
| Amounts owed by group undertakings | 8,639 | 8,870 |
| Prepayments and accrued income | 13,819 | 13,846 |
| Other debtors | 9,747 | 11,100 |
| | <u>56,795</u> | <u>97,629</u> |

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Notes to the Financial Statements (continued)

Year ended 31 December 2020

22. Creditors: amounts falling due within one year

| | 2020 | 2019 |
|---------------------------------|----------------|---------------|
| | £ | £ |
| Trade creditors | 7,474 | 24,512 |
| Accruals and deferred income | 4,900 | 2,540 |
| Social security and other taxes | 39,352 | 13,798 |
| Other creditors | 50,903 | 11,029 |
| | <u>102,629</u> | <u>51,879</u> |

23. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £4,092 (2019: £3,808).

24. Analysis of charitable funds

Unrestricted funds

| | At 1 January | | | | At |
|---------------|----------------|----------------|------------------|-----------|----------------|
| | 2020 | Income | Expenditure | Transfers | 31 December |
| | £ | £ | £ | £ | 2020 |
| | | | | | £ |
| General funds | 159,385 | 464,920 | (461,498) | 4,297 | 167,104 |
| Volunteers | 40,000 | – | – | (5,400) | 34,600 |
| Risk reserve | 150,000 | – | – | – | 150,000 |
| Fixed Assets | 9,699 | – | (2,551) | 1,103 | 8,251 |
| | <u>359,084</u> | <u>464,920</u> | <u>(464,049)</u> | <u>–</u> | <u>359,955</u> |

| | At 1 January | | | | At 31 |
|---------------|----------------|----------------|------------------|-----------|----------------|
| | 2019 | Income | Expenditure | Transfers | December |
| | £ | £ | £ | £ | 2019 |
| | | | | | £ |
| General funds | 249,459 | 633,976 | (524,351) | (199,699) | 159,385 |
| Volunteers | – | – | – | 40,000 | 40,000 |
| Risk reserve | – | – | – | 150,000 | 150,000 |
| Fixed Assets | – | – | – | 9,699 | 9,699 |
| | <u>249,459</u> | <u>633,976</u> | <u>(524,351)</u> | <u>–</u> | <u>359,084</u> |

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Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

24. Analysis of charitable funds *(continued)*

Designated funds

Volunteers - volunteer training and development.

Risk Reserve - protect the charity's beneficiaries from unexpected falls in income, or unexpected expenditure.

Fixed Assets - which cannot be used to fund expenditure without being sold.

Restricted funds

| | At 1 January 2020 | Income | Expenditure | Transfers | At 31 December 2020 |
|---------------------------------------|----------------------|---------------|-----------------|-----------|---------------------------|
| | £ | £ | £ | £ | £ |
| JOSH | 9,487 | – | – | – | 9,487 |
| Caring for Colostomates / Dementia | 21,780 | 3,000 | (891) | – | 23,889 |
| Active Ostomates | 10,083 | 23,726 | (13,962) | – | 19,847 |
| Bob Buckley | 4,076 | – | – | – | 4,076 |
| Newcastle Project | 10,777 | – | – | – | 10,777 |
| Otto Model | 68 | – | (68) | – | – |
| COVID-19 Response | – | 5,400 | (3,098) | – | 2,302 |
| | <u>56,271</u> | <u>32,126</u> | <u>(18,019)</u> | <u>–</u> | <u>70,378</u> |

| | At 1 January 2019 | Income | Expenditure | Transfers | At 31 December 2019 |
|---------------------------------------|----------------------|---------------|-----------------|-----------|---------------------------|
| | £ | £ | £ | £ | £ |
| JOSH | 11,488 | – | (2,001) | – | 9,487 |
| Caring for Colostomates / Dementia | 26,673 | – | (4,893) | – | 21,780 |
| Active Ostomates | 17,609 | 16,234 | (23,760) | – | 10,083 |
| Bob Buckley | 4,076 | – | – | – | 4,076 |
| Newcastle Project | 10,777 | – | – | – | 10,777 |
| Otto Model | 230 | – | (162) | – | 68 |
| COVID-19 Response | – | – | – | – | – |
| | <u>70,853</u> | <u>16,234</u> | <u>(30,816)</u> | <u>–</u> | <u>56,271</u> |

Colostomy UK

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Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

24. Analysis of charitable funds *(continued)*

Restricted reserves

JOSH - to support helpline and young people with a stoma.

Caring For Colostomates/Dementia- workshops for of local authority enablement teams, care and Nursing home staff, community carers, and informal carers (Family members or friends).

Active Colostomates- To promote active lifestyles.

Bob Buckley- to support people with a Colostomy who irrigate

Covid 19 Response - Our Telephone befriending service was launched in the autumn of 2020 thanks to initial funding from the Coronavirus Community Support Fund, distributed by The National Lottery Community Fund. This new service aims to support ostomates who may be experiencing loneliness or social isolation, by providing regular telephone contact with one of our specially trained volunteers (all of whom are ostomates themselves).

25. Analysis of net assets between funds

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2020 £ |
|----------------------------|----------------------------|--------------------------|--------------------------|
| Intangible assets | 5,121 | – | 5,121 |
| Tangible fixed assets | 3,130 | – | 3,130 |
| Current assets | 454,333 | 70,378 | 524,711 |
| Creditors less than 1 year | (102,629) | – | (102,629) |
| Net assets | <u>359,955</u> | <u>70,378</u> | <u>430,333</u> |

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2019 £ |
|----------------------------|----------------------------|--------------------------|--------------------------|
| Intangible assets | 5,861 | – | 5,861 |
| Tangible fixed assets | 3,770 | 68 | 3,838 |
| Current assets | 401,332 | 56,203 | 457,535 |
| Creditors less than 1 year | (51,879) | – | (51,879) |
| Net assets | <u>359,084</u> | <u>56,271</u> | <u>415,355</u> |

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Notes to the Financial Statements *(continued)*

Year ended 31 December 2020

26. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

| | 2020 | 2019 |
|--|---------------|---------------|
| | £ | £ |
| Not later than 1 year | 33,338 | 44,450 |
| Later than 1 year and not later than 5 years | – | 33,388 |
| | <u>33,338</u> | <u>77,838</u> |

27. Post balance sheet events

After the closure of the 2020 financial year, there were no events that could have significant effects on the charity's financial statements.

However, it should be noted that, at the date of preparation of the financial statements, the instability factor relating to the health emergency due to Coronavirus should not be underestimated.

Throughout the year the charity has reviewed the scenario and evaluated the management actions to mitigate the impact to their operations. The charity has adopted initiatives to safeguard the health of its people and actions aimed at maintaining operational activity. The repercussions on any adjustments to the financial statements are currently not determinable in light of the volatility of the scenario and the continuous evolution of the market, these will be reflected in the 2021 results.

28. Related parties

During the year ended 31 December 2020 the charity provided an interest free loan to its subsidiary company CA Commercial Ltd, registered in England and Wales. The amount owed by CA Commercial Ltd at the year end was £8,638 (2019: £8,870).

During the year ended 31 December 2020 £Nil (2019: £2,275) was written off as a bad debt by Colostomy UK.