

KEY CHANGES MUSIC THERAPY

England & Wales · Charity number 1124102

Details

Status Registered

Legal form Charitable company

Company number [06559536](#)

Registered 2008-05-17

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

Contact

Address Pavilion On The Park
1 Kingfisher Road
Eastleigh
Hampshire
SO50 9LH

Phone 07591 375524

Email enquiries@keychanges.org

Website www.keychanges.org

Activities

Objects: 1 THE RELIEF OF PHYSICAL AND MENTAL ILLNESS AND DISABILITY, CONGENITAL OR ACQUIRED, BY PROVIDING OR ASSISTING IN PROVIDING MUSIC;2 THE PROTECTION AND PROMOTION OF GOOD HEALTH, BOTH PHYSICAL AND MENTAL, BY THE USE OF MUSIC;3 THE ALLEVIATION OF DEVELOPMENTAL, EMOTIONAL AND SOCIAL DIFFICULTIES BY THE USE OF MUSIC;4 THE ADVANCEMENT OF THE EDUCATION OF THE PUBLIC CONCERNING MUSIC AS A MEANS OF THERAPY FOR PHYSICAL AND MENTAL ILLNESS AND DISABILITY, AND FOR DEVELOPMENTAL, EMOTIONAL AND SOCIAL DIFFICULTIES;5 THE PROMOTION AND PUBLICATION OF RESEARCH CONCERNING THE THERAPEUTIC USE OF MUSIC AS SET OUT IN THESE OBJECTS.

Activities: The provision of music therapy for the following purposes:Relief of physical and mental illness and disability, congenital or acquiredProtection and promotion of good health Alleviation of developmental, emotional and social difficulties Promotion and publication of research concerning the therapeutic use of music in connection with the above.

Classification

- **How:** Provides Services, Sponsors Or Undertakes Research
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, Arts/culture/heritage/science
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies

Geography

- **Area of benefit:** UNDEFINED. IN PRACTICE, NATIONAL.
- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-09-30	£275,652	£292,137	-	-
2024-09-30	£244,186	£253,418	-	-
2023-09-30	£220,814	£203,642	-	-
2022-09-30	£186,309	£183,148	-	-
2021-09-30	£152,268	£150,991	-	-

Trustees

Name	Role	Appointed
Darrell Porter		2021-02-07
Jim Squire		2020-09-17
Jonathan Edwards		2026-05-05
Madeleine Frances Withers		2024-12-17
Ratika Singh		2025-03-25

KEY CHANGES MUSIC THERAPY

England & Wales - Charity number 1124102

Accounts

COMPANY REGISTRATION NUMBER: 06559536
CHARITY REGISTRATION NUMBER: 1124102

**Key Changes Music Therapy
Company Limited by Guarantee
Unaudited Financial Statements
30 September 2025**

WALTER HUNTER & CO LIMITED

Chartered accountants
24 Bridge Street
Newport
South Wales
NP20 4SF

Key Changes Music Therapy
Company Limited by Guarantee
Financial Statements
Year ended 30 September 2025

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Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2025

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 30 September 2025.

Reference and administrative details

Registered charity name Key Changes Music Therapy

Charity registration number 1124102

Company registration number 06559536

Principal office and registered office Winnall Community Centre
Garbett Road
Winchester
SO23 0NY
Hampshire

The trustees

J Squire	
S Lewin	(Resigned 15 December 2025)
J Mullineaux-Davis	(Resigned 26 February 2025)
D Porter	
M Oxley	(Resigned 26 August 2025)
M Withers	(Appointed 17 December 2024)
R Singh	(Appointed 25 March 2025)

Independent examiner Mr Jonathan Rhodes BSc BFP FCA

Introduction from the Chair of Trustees

On behalf of the trustees, I present our report and accounts for the year ended 30 September 2025. It contains a directors' report as required by company law.

During the year under review, we progressed towards our vision by maintaining a diverse client base that ensures a robust future. Our music therapy activities delivered positive impact on the lives of our beneficiaries, on their families and on our community. We built on the foundation of the best possible professional standards to help sustain the case for the value of music therapy.

Despite the ongoing financial challenges (to us, our clients, funders and donors) we continued to deliver our objectives. Predictions about how difficult it might become to secure grant funding proved to be accurate, leading to some difficult decisions about provision of therapy to funded clients.

Constitution

Key Changes Music Therapy was incorporated on 8 April 2008 as a company limited by guarantee (registration number 6559536). The company operates as a registered charity (registration number 1124102) and is governed by its memorandum and articles of association. The Key Changes Handbook provides staff, therapists, trustees and volunteers with information on Policies, Processes and Guidance required to deliver operations efficiently, effectively, economically and safely.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2025

Objectives and activities

OBJECTIVES

Our Charitable Objectives have public benefit and as stated in the memorandum of association, are the:

- Relief of physical and mental illness and disability, congenital or acquired, by providing or assisting in providing music.
- Protection and promotion of good health, both physical and mental, by the use of music.
- Alleviation of developmental, emotional, and social difficulties by the use of music.
- Advancement of the education of the public concerning music as a means of therapy for physical and mental illness and disability, and for developmental, emotional, and social difficulties.
- Promotion and publication of research concerning the therapeutic use of music as set out in these objectives.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future objectives.

ACTIVITIES

Activities during the year include provision of music therapy services, fundraising, maintaining strategic priorities and operational plans, business development / relationship management, improvements to our business efficiency and marketing activities and raising awareness nationally of the benefits of music therapy. We remain focused on succession planning for key roles and on the importance of providing the best possible infrastructure and equipment as tools of the trade.

Financial management and fundraising

Continuing improvements were made throughout the year to financial reporting to the board which improved our ability to make informed decisions during the challenging fiscal conditions we were in and supported trustees to better comprehend the management information at our disposal. This proved vital as we worked towards maximising therapy provision within the constraints we impose around maintaining a suitable level of financial reserves.

The charity is partly enabled to meet its objectives by the philanthropy of grant-makers and donors whose support creates opportunities to support those who have a profound need, who are unable to directly fund our services. Our regular submissions for grants enables us to provide services to a range of clients and beneficiaries. We are grateful for the support received this year from all our grant-makers, including the Charlotte Bonham-Carter Foundation, The Belgae Trust, and Tesco.

Significant support was also received from several donations from organisations and individuals, including Thornden Wind Band and Rathbones; the trustees offer their gratitude for this generosity and for the commitment of all involved in raising donations on our behalf.

Recognising the enduring challenges of maintaining income from grants, trustees have proactively explored ways to diversify fundraising, including the appropriate use of Artificial Intelligence in submissions and other routes to increase the proportion of income from donations. We registered with The Fundraising Regulator this year to ensure we maintain appropriate standards in this part of the business and also so we reassure ourselves that we are exploring alternative approaches thoroughly.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2025

Therapy provision and development of the profession

The rigour with which we make decisions about how to disburse funds to provide therapy has, necessarily, been strengthened with the introduction of a board sub-committee focussed on forward planning for the affordability of as many clients as possible. The overriding aim is to maximise the use of funds available to provide therapy for as long as we can, within the constraints we maintain on our financial reserves. Despite the challenges of maintaining income from grants and donations, we have seen continued success in attracting clients who fund their own therapy.

We have extended our commitment to and investment in supporting the continuing professional development of our therapists, hosting a regular series of 'learning from experience' sessions open to all the team. The annual conference in November 2024, at the University of Winchester, attracted the usual diverse audience of therapists and students. The theme was 'Futures Healing; working with child mental health'. Dr Julie Sutton presented her keynote address, sharing insights from her career as a psychoanalyst and music therapist, alongside presentations from our therapy team and other practitioners.

People - staff, trustees, therapists, volunteers and patrons

The company employs four (latterly, three) part-time staff based in our small, rented office / therapy space in Winchester and between 10 and 15 contracted music therapists who deliver therapy sessions with clients either 1:1 or in small groups. Each music therapist has a master's degree in music therapy and is registered with The Health and Care Professions Council. Beccy Read (Lead Therapy Coordinator) provides day to day management and leadership, supervised by The Chair of Trustees. Reporting to Beccy are Julie Fullstone (Finance Administrator), Claire Simmons (Fundraising - before July 2025) and Jennie Bentley (Therapy Development Manager). Trustees remain grateful for the exceptional contributions from all the core staff who work enthusiastically and effectively as individuals and as members of the team to ensure the charity continues to succeed.

Sarah Lewin (Board Secretary), Jim Squire (Chair) and Darrell Porter (Treasurer) all continued as trustees. Jordan Mullineaux-Davis and Martin Oxley resigned as trustees in February and August 2025 respectively and the trustees record their thanks for their considerable contributions during their tenures. We welcomed Madeleine Withers and Ratika Singh as trustees in December 2024 and March 2025 respectively.

Our team of self-employed therapists continue to show huge loyalty and dedication to Key Changes and trustees would like to thank them for their enthusiasm and innovative approach to ensuring we maintain the highest standards of care and professionalism. Therapist numbers were increased so we can be more proactive in securing new clients in more parts of the geography in which we work.

We are also grateful for the ongoing voluntary support from Jess Ryall who supports our weekly social media drumbeat, Ewan Castle who focuses on our website, Charlotte Wilbourne who brings her graphic design expertise into the team and, most recently Adam Hall who advises us on our use of information technology and networks. It was also beneficial to have the support of The Operational Research Society pro-bono scheme this year, with their volunteer, David Woodcock, working with us over an extended period of time to critically review our business practices and offer potential improvements in our ways of working.

We continue to welcome the support from our two Patrons: Professor Helen Odell-Miller OBE, who is Emeritus Professor of Music Therapy at the Cambridge Institute for Music Therapy Research; and renowned baritone and composer Roderick Williams OBE.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2025

An emphasis has been placed during the year on succession planning for Beccy Read, our founder and Lead Therapy Coordinator. Her retirement planned for April 2026 will mark a significant change for the charity and we have focused on developing options for how to move Key Changes successfully into this next phase.

Business development and marketing

The new Therapy Development Manager role has started to demonstrate a return on this investment as we saw increased numbers and diversity of clients benefiting from our services.

Building on work to establish consistent branding guidelines in previous years, our marketing materials were updated and refreshed and we also redesigned our website and, most significantly, launched our new logo. Along with our ongoing circulation of a newsletter and weekly social media drumbeat, these changes have refreshed and renewed the way we present ourselves in line with the values that underpin our charity. Thanks are also due to our friends at the Hampshire Flags Company for their generous donation of our new roll out banner, used to raise awareness at public events.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2025

Structure, governance and management

Our trustees (who are also directors for the purposes of company law) are responsible for the overall operation of the company, ensuring that the objectives are maintained and for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the situation of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- 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 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. In so far as the trustees are aware:

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustees have been and will continue to be recruited, using a combination of inviting expressions of interest (using for example Reach Volunteering) and via existing personal and professional networks, from people with the skills and experience needed to strengthen the team. Prior to appointment, candidates will be interviewed by at least one trustee and member of staff, two references will be taken, and candidates offered the chance to observe a board meeting and talk informally with members of the team. Trustees are expected to adhere to the Trustees Basics, Code of Conduct, and declare any Conflicts of Interest.

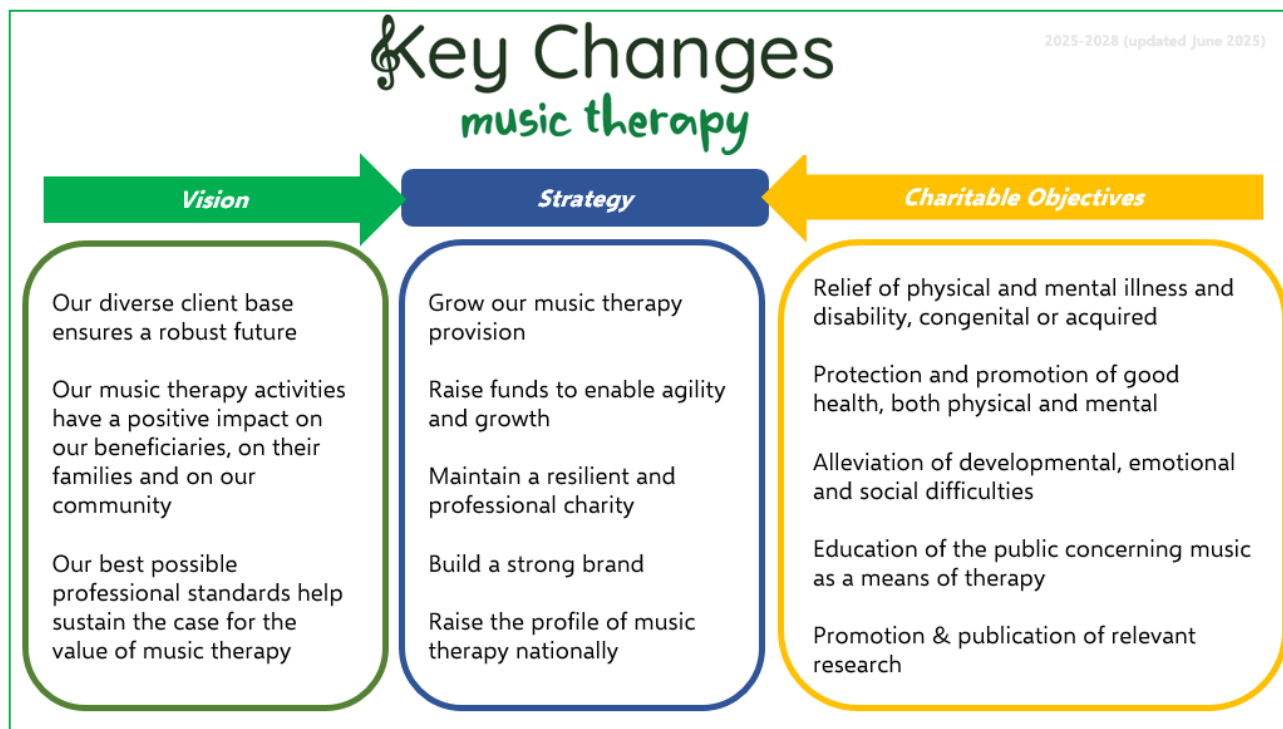
The trustees share common purpose and values to oversee and guide the charity to work towards our vision, to meet our charitable objectives and ensure plans are enacted effectively, efficiently and economically. Our "Strategy on a Page" is updated at least annually and provides the consistent framework to guide our actions and decisions.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2025



The board continue to lead the charity proactively, striving for continuous improvement and strengthening of governance. Steps taken include:

Development of operational plans to align with each element of strategy. Regular stocktakes of the Strategy on a Page.

Regular reviews of policies, processes and guidance for the core team, therapists, trustees and volunteers. Improved configuration control of the Key Changes Handbook. Proactive operational planning and risk management.

Annual reviews with each trustee and the chair to identify opportunities and concerns. Maintaining and developing the range of skills and experience in the trustees and the core team; for instance, the provision of guidance to all on cyber risk management approaches. Actively encouraging our members to attend and participate in the Annual General Meeting. Maintaining a therapist as a representative of the profession in attendance at our board meetings.

The Board met virtually each month and once face to face, in May 2025, for an extended stocktake and strategy refresh session. We also, during this session, carried out a business continuity exercise to help build confidence and teamwork between the newer and more established members of the team.

An Annual General Meeting took place as required in March 2025 where we presented our strategy and plan to members. The trustees share responsibilities of Company Secretary, supported by core team staff.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2025

Achievements and performance

PERFORMANCE

We have (previous year in brackets):

- Supported over 180 (170) individual clients who have benefited from our music therapy service;
- Provided our clinical expertise in partnership with 29 (22) organisations which supported adults and young adults with Profound and Multiple Learning Disabilities, the mental health needs of adults, children in special education including nurseries and adults requiring dementia care;
- Worked with 29 (11) families who have contracted our services directly;
- Provided our services in Ashstead, Basingstoke, Chandlers Ford, Farnborough, Farnham, Headley Down, Horndean, Kingsley, Lymington, Portsmouth, Purley, Reading, Southampton, Upham, Waterlooville, Winchester and Winchfield.

IMPACT AND ACHIEVEMENTS

Music therapy does not just provide benefit directly to our clients; our beneficiaries also include the friends, close and extended families of clients, the care teams providing the day-to-day care, the organisations and establishments we work in and the broader local communities in which our clients live, work and learn. All these extended groups of people benefit from the improved communication with and well-being of our clients.

The following case studies illustrate how our services have impact and highlight our achievements.

F's Story - Case Study One

F is a boy, aged 10, with special educational needs whose medical profile includes a structural brain abnormality, global developmental delay, nystagmus, cortical visual impairment, and sensory processing differences. His mother referred him to music therapy in December 2023, seeking a safe, supportive space where F could express himself freely and develop his communication skills. Following an initial observation period, F began weekly 30 minute sessions at school. The therapeutic aims focused on building a trusting relationship, encouraging expressive engagement, supporting communication, and nurturing F's confidence and self-awareness.

From the outset, F developed a warm and positive relationship with the therapist. He greeted her with smiles, eye contact, and clear gestures, often requesting the familiar "hello song" as soon as he arrived. This song became a meaningful ritual for him, offering predictability and emotional safety. F sang or vocalised parts of the melody, moving around the room with energetic, dancelike gestures that reflected his enjoyment. Although he sometimes struggled to transition away from the hello song, clear boundaries and gentle reassurance helped him move on to other musical activities. F demonstrated strong musical memory and initiative by starting songs himself. He frequently vocalised key words or hummed recognisable fragments, particularly from number songs such as Ten Green Bottles and Five Little Fish. The therapist used pauses to encourage F to fill in missing phrases or numbers, supporting his communication and turn-taking. Over time, F became increasingly confident in adapting songs creatively; changing numbers, adding movements, or inviting the therapist to sing about his actions. These playful exchanges strengthened his sense of agency and expressive freedom taking.

In early sessions, F found free improvisation challenging due to its lack of structure. The therapist supported him by embedding improvisation within familiar songs and by using repetitive musical patterns on guitar or keyboard to create a stable foundation. This helped F feel secure enough to explore his voice more freely, leading to call-and-response vocal interactions that resembled a musical conversation and response vocal interactions that resembled a musical conversation. These moments

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2025

were significant in developing F's expressive confidence and relational engagement. F also made growing use of the communication and emotions boards available in sessions. A particularly striking example occurred when he initiated a song and then selected "quiet" on the communication board, gesturing "shhh" to the therapist. This led to a playful, responsive musical sequence in which F tiptoed around the room, gradually shifting into larger marching movements as the therapist matched his dynamics and adapted the lyrics. This interaction demonstrated F's ability to communicate intentions, make choices, and lead shared musical experiences.

As therapy progressed, F became more confident exploring instruments, engaging in longer improvisations on drums, cymbals, and percussion. He frequently initiated turn-taking, signalling when it was the therapist's turn to play, and sustaining shared musical dialogues with increasing focus and enjoyment taking, signalling when it was the therapist's turn to play, and sustaining shared musical dialogues with increasing focus and enjoyment.

F's progress is reflected in his Music Therapy Star scores, which show improvement across all areas, particularly in play and creativity, use of voice, and relating. Music therapy has become a valued space where F can express himself physically, emotionally, and musically, while developing communication skills that support his wider learning.

D's Story - Case Study Two

D is a young adult living in residential care with Profound and Multiple Learning Difficulties (PMLD). The primary aim of music therapy was to support her emotional regulation through the use of her voice, while also nurturing communication, self-expression, creativity, attention, awareness, and social interaction.

Over the course of her sessions, music therapy became a meaningful space where she could safely explore her emotions, connect with another person, and experience a sense of agency and calm. From the outset, it was clear that D responded positively to the musical environment. She settled quickly in sessions and appeared able to let go of tension and difficulty through musical interaction. Because she preferred not to touch instruments and valued her personal space, the therapeutic work centred on her non-verbal communication; body movements, facial expressions, eye contact, and vocalisations. These cues became the foundation for a responsive musical dialogue and non-verbal communication.

D often began sessions seated on beanbags, using the frequency, tone, and volume of her vocalisations to signal her initial mood. High energy states were characterised by movement around the room, head swaying, and bursts of vocal sound. When the therapist mirrored these musically, she frequently responded with giggles, demonstrating recognition, connection, and enjoyment. She used increased vocalisation to request change and became quieter when she felt accurately met in the music. In more alert states she preferred single melodic instruments, which offered clarity and structure; in calmer or sleepier moods she welcomed the warmth of piano accompaniment, energy states were characterised by movement around the room, head swaying, and bursts of vocal sound, when the therapist mirrored these musically.

Supporting D's emotional wellbeing was central to the work. She often arrived calm, and at times sleepy, particularly in later sessions. On days when she had not slept well, she gradually learned to trust the music enough to relax rather than resist fatigue. Gentle, soothing musical patterns aligned with her breathing helped her release tension and settle. When difficult emotions surfaced, the therapist used music to validate and then gently deescalate heightened states, enabling D to process feelings safely. She consistently left sessions calmer, happier, or more regulated.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2025

Social interaction developed steadily. Although D often led the musical direction through her movements and vocal sounds, she also became increasingly comfortable with the therapist's physical proximity. While she sometimes used her voice to block out external stimuli, the music provided a safe way to reach her, helping her reengage. Over time, she initiated more eye contact and showed greater tolerance for shared musical moments, indicating growing trust and connection. D's self-expression and creativity were evident throughout. She used her voice expressively to shape the music and occasionally approached the keyboard, especially during high energy moments. In quieter states, her body movements guided rhythm and pacing, effectively placing her in the role of conductor - something that often brought visible delight. Expression and creativity were evident throughout.

Music therapy had a clear and positive impact on D. It offered her a safe, responsive space to explore emotions, communicate in her own way, and experience calm, connection, and joy. Her care staff observed the calming effect of sessions, reinforcing the value of this gentle, attuned approach in supporting D's well-being.

Financial review

During the year under review, the company received income of £275,652 (2024: £244,185) and recorded a deficit of £16,485 (2024: deficit of £9,233).

The cost-of-living crisis and overall economic outlook in the UK impacted on our decision making and on the accessibility of grants, but overhead costs remain closely managed and demand for our services strengthened.

Customer-funded therapy provision (where customers pay in full for therapy) covers its costs; grant-funded therapy provision (where Key Changes provides partial or complete funding) is only approved by the Board when adequate funds have been received from grant-makers and donations.

The reduction in Unrestricted Funds in the year was due to a conscious decision by the Board to deploy these monies to pay for certain clients, given the need and the strong financial position of the charity.

The charity's total reserves on 30 September 2025 were £63,077 (2024: £79,560) of which £2,829 (2024: £13,872) is restricted. The reserves policy requires trustees to aim to hold sufficient reserves equivalent to the costs of winding up the charity and does not include any period of further running.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2025

CONCLUSIONS

This year has been a testament to the dedication and hard work of everyone who makes Key Changes Music Therapy a successful charity. Despite the growing financial and operational challenges, we are incredibly proud of our achievements and impact across a growing range of clients and beneficiaries.

The trustees extend our heartfelt thanks to our donors, volunteers, staff, therapists, patrons, members and everyone who has supported the charity. Your contributions have been invaluable in progressing towards our vision and achieving our objectives. Our financial position remains robust, ensuring that we can continue to create meaningful impact, and we are excited and confident about the future and our plans for the coming year.

Looking ahead, to maintain the focus on our charitable objectives, our goals for the coming year include:

- Continued growth in our music therapy provision.
- Raising funds to enable this growth and maintain our agility.
- Maintaining a resilient and professional charity.
- Building a strong brand.
- Raising the profile of music therapy nationally.

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 24 February 2026 and signed on behalf of the board of trustees by:



J Squire
Trustee

Key Changes Music Therapy

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Key Changes Music Therapy

Year ended 30 September 2025

I report to the trustees on my examination of the financial statements of Key Changes Music Therapy ('the charity') for the year ended 30 September 2025.

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.

J Rhodes

Mr Jonathan Rhodes BSc BFP FCA
Independent Examiner

Walter Hunter & Co. Limited
Chartered Accountants
24 Bridge Street
Newport
South Wales
NP20 4SF

24 February 2026

Key Changes Music Therapy
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)
Year ended 30 September 2025

			2025		2024
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	4,839	5,395	10,234	29,467
Charitable activities	6	264,401	–	264,401	212,883
Investment income	7	1,017	–	1,017	1,836
Total income		<u>270,257</u>	<u>5,395</u>	<u>275,652</u>	<u>244,186</u>
Expenditure					
Expenditure on charitable activities	8,9	<u>275,699</u>	<u>16,438</u>	<u>292,137</u>	<u>253,418</u>
Total expenditure		<u>275,699</u>	<u>16,438</u>	<u>292,137</u>	<u>253,418</u>
Net expenditure and net movement in funds		<u>(5,442)</u>	<u>(11,043)</u>	<u>(16,485)</u>	<u>(9,232)</u>
Reconciliation of funds					
Total funds brought forward		<u>65,690</u>	<u>13,872</u>	<u>79,562</u>	<u>88,794</u>
Total funds carried forward		<u>60,248</u>	<u>2,829</u>	<u>63,077</u>	<u>79,562</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 14 to 23 form part of these financial statements.

Key Changes Music Therapy
Company Limited by Guarantee
Statement of Financial Position
30 September 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible fixed assets	15	—	100
Current assets			
Debtors	16	26,321	23,404
Cash at bank and in hand		55,790	74,557
		82,111	97,961
Creditors: amounts falling due within one year	17	19,034	18,499
Net current assets		63,077	79,462
Total assets less current liabilities		63,077	79,562
Net assets		63,077	79,562
Funds of the charity			
Restricted funds		2,829	13,872
Unrestricted funds		60,248	65,690
Total charity funds	20	63,077	79,562

For the year ending 30 September 2025 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 24 February 2026, and are signed on behalf of the board by:



J Squire
Trustee

The notes on pages 14 to 23 form part of these financial statements.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 30 September 2025

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 Winnall Community Centre, Garbett Road, Winchester, SO23 0NY, Hampshire.

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, rounded to the nearest pound.

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.

Income tax

The charity is exempt from tax on its charitable activities.

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.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2025

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.

Tangible assets

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

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2025

3. Accounting policies *(continued)*

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:

Office Equipment - 33% p.a. Straight Line

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.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as either financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

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

The charity is incorporated under the Companies Act 2006 and is limited by guarantee, each member having undertaken to contribute such amounts not exceeding ten pounds as may be required in the event of the company being wound up whilst he or she is still a member or within one year thereafter. There are 29 members of the company (2024: 29).

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2025

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Donations			
Donations and Friends	4,839	–	4,839
Martin Read Fund for Young People	–	270	270
	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Grants			
The Belgae Trust	–	1,000	1,000
The Charlotte Bonham-Carter Charitable Trust	–	3,000	3,000
Tesco Stronger Starts	–	1,125	1,125
St James Place	–	–	–
Tesco Community Grant Award	–	–	–
The Baily Thomas Charitable Fund	–	–	–
The Louis Ross Foundation	–	–	–
Hall & Woodhouse	–	–	–
Woodroffe Benton Foundation	–	–	–
The D'Oyly Carte Charitable Trust	–	–	–
	<u>4,839</u>	<u>5,395</u>	<u>10,234</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations			
Donations and Friends	5,342	–	5,342
Martin Read Fund for Young People	–	425	425
Grants			
The Belgae Trust	–	–	–
The Charlotte Bonham-Carter Charitable Trust	–	–	–
Tesco Stronger Starts	–	–	–
St James Place	–	10,000	10,000
Tesco Community Grant Award	–	1,000	1,000
The Baily Thomas Charitable Fund	–	5,000	5,000
The Louis Ross Foundation	–	1,250	1,250
Hall & Woodhouse	–	1,700	1,700
Woodroffe Benton Foundation	–	750	750
The D'Oyly Carte Charitable Trust	–	4,000	4,000
	<u>5,342</u>	<u>24,125</u>	<u>29,467</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2025

6. Charitable activities

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Therapy	263,065	263,065	210,216	210,216
Annual Conference	1,336	1,336	2,667	2,667
	<u>264,401</u>	<u>264,401</u>	<u>212,883</u>	<u>212,883</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Bank interest receivable	<u>1,017</u>	<u>1,017</u>	<u>1,836</u>	<u>1,836</u>

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Therapy	219,978	16,438	236,416
Salaries and related expenses	42,202	–	42,202
Office expenses	11,947	–	11,947
Governance - Accountancy	1,572	–	1,572
	<u>275,699</u>	<u>16,438</u>	<u>292,137</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Therapy	165,066	41,504	206,570
Salaries and related expenses	34,451	–	34,451
Office expenses	10,885	–	10,885
Governance - Accountancy	1,512	–	1,512
	<u>211,914</u>	<u>41,504</u>	<u>253,418</u>

9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Total funds 2025 £	Total fund 2024 £
Therapy	236,416	236,416	206,570
Salaries and related expenses	42,202	42,202	34,451
Office expenses	11,947	11,947	10,885
Governance - Accountancy	1,572	1,572	1,512
	<u>292,137</u>	<u>292,137</u>	<u>253,418</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2025

10. Taxation

As a charity, Key Changes Music Therapy is exempt from tax on income and gains, to the extent that such income or gains are applied exclusively to charitable purposes. No tax charges have arisen in the charity.

11. Net expenditure

Net expenditure is stated after charging/(crediting):

	2025	2024
	£	£
Depreciation of tangible fixed assets	<u>100</u>	<u>148</u>

12. Independent examination fees

	2025	2024
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>1,572</u>	<u>1,512</u>

13. Staff costs

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

	2025	2024
	£	£
Wages and salaries	41,078	33,699
Employer contributions to pension plans	<u>1,124</u>	<u>752</u>
	<u>42,202</u>	<u>34,451</u>

The average head count of employees during the year was 4 (2024: 4). The average number of full-time equivalent employees during the year is analysed as follows:

	2025	2024
	No.	No.
Management and administration	<u>1</u>	<u>1</u>

No employee received employee benefits of more than £60,000 during the year (2024: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £16,553 (2024: £16,304).

14. Trustee remuneration and expenses

No remuneration or expenses or other benefits from employment with the charity or a related entity were received by the trustees.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2025

15. Tangible fixed assets

	Equipment £
Cost	
At 1 October 2024 and 30 September 2025	1,839
Depreciation	
At 1 October 2024	1,739
Charge for the year	100
At 30 September 2025	1,839
Carrying amount	
At 30 September 2025	–
At 30 September 2024	100

16. Debtors

	2025 £	2024 £
Trade debtors	25,237	22,671
Prepayments and accrued income	674	323
Other debtors	410	410
	<u>26,321</u>	<u>23,404</u>

17. Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	17,134	16,737
Accruals and deferred income	1,674	1,593
Social security and other taxes	226	169
	<u>19,034</u>	<u>18,499</u>

18. Deferred income

	2025 £	2024 £
At 1 October 2024	81	2,009
Amount released to income	(81)	(2,009)
Amount deferred in year	102	81
At 30 September 2025	<u>102</u>	<u>81</u>

Deferred income contains payments from clients in advance held at the year end.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2025

19. 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 £1,124 (2024: £752).

20. Analysis of charitable funds

Unrestricted funds

	At 1 October 2024 £	Income £	Expenditure £	At 30 September 2025 £
General funds	65,690	270,257	(275,699)	60,248
Sponsored Walk	—	—	—	—
Portsmouth Choral Society	—	—	—	—
Rathbones	—	—	—	—
Persimmon	—	—	—	—
Arc Pensions Law Firm	—	—	—	—
Alton Community Choir	—	—	—	—
Northwood String Orchestra Collection	—	—	—	—
Diane Byrne Jungle Run	—	—	—	—
Round Table	—	—	—	—
NISA	—	—	—	—
The Pitchpipers	—	—	—	—
Fundraising	—	—	—	—
	<u>65,690</u>	<u>270,257</u>	<u>(275,699)</u>	<u>60,248</u>

	At 1 October 2023 £	Income £	Expenditure £	At 30 September 2024 £
General funds	49,886	220,061	(204,257)	65,690
Sponsored Walk	283	—	(283)	—
Portsmouth Choral Society	286	—	(286)	—
Rathbones	1,000	—	(1,000)	—
Persimmon	1,000	—	(1,000)	—
Arc Pensions Law Firm	2,000	—	(2,000)	—
Alton Community Choir	500	—	(500)	—
Northwood String Orchestra Collection	491	—	(491)	—
Diane Byrne Jungle Run	1,282	—	(1,282)	—
Round Table	155	—	(155)	—
NISA	200	—	(200)	—
The Pitchpipers	210	—	(210)	—
Fundraising	250	—	(250)	—
	<u>57,543</u>	<u>220,061</u>	<u>(211,914)</u>	<u>65,690</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2025

20. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 October 2024	Income	Expenditure	At 30 September 2025
	£	£	£	£
Martin Read Fund	1,827	270	(93)	2,004
D'Oyly Carte	4,000	—	(4,000)	—
St. James' Place Foundation	—	—	—	—
Arnold Clarke Community Fund	500	—	(500)	—
Baily Thomas	5,000	—	(5,000)	—
Hedley Foundation	236	—	(236)	—
Radcliffe Trust	—	—	—	—
Albert Hunt Trust	—	—	—	—
Edward Gostling Foundation	—	—	—	—
Waitrose Grant	—	—	—	—
HIWCF	—	—	—	—
HCC - Refugee funds	—	—	—	—
HCC Concert Grant	—	—	—	—
Winchester City Council grant	—	—	—	—
Ashley Family Foundation	—	—	—	—
Tesco Community Grant Award	711	—	(711)	—
The Louis Ross Foundation	200	—	(200)	—
Hall & Woodhouse	648	—	(648)	—
Woodroffe Benton Foundation	750	—	(750)	—
The Charlotte Bonham-Carter	—	—	—	—
Charitable Trust	—	3,000	(3,000)	—
Tesco Stronger Starts	—	1,125	(300)	825
The Belgae Trust	—	1,000	(1,000)	—
	<u>13,872</u>	<u>5,395</u>	<u>(16,438)</u>	<u>2,829</u>

	At 1 October 2023	Income	Expenditure	At 30 September 2024
	£	£	£	£
Martin Read Fund	2,480	425	(1,078)	1,827
D'Oyly Carte	—	4,000	—	4,000
St. James' Place Foundation	—	10,000	(10,000)	—
Arnold Clarke Community Fund	1,500	—	(1,000)	500
Baily Thomas	—	5,000	—	5,000
Hedley Foundation	575	—	(339)	236
Radcliffe Trust	3,000	—	(3,000)	—
Albert Hunt Trust	745	—	(745)	—
Edward Gostling Foundation	7,245	—	(7,245)	—
Waitrose Grant	350	—	(350)	—

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2025

20. Analysis of charitable funds *(continued)*

HIWCF	4,170	–	(4,170)	–
HCC - Refugee funds	245	–	(245)	–
HCC Concert Grant	350	–	(350)	–
Winchester City Council grant	5,000	–	(5,000)	–
Ashley Family Foundation	4,020	–	(4,020)	–
Tesco Community Grant Award	1,571	1,000	(1,860)	711
The Louis Ross Foundation	–	1,250	(1,050)	200
Hall & Woodhouse	–	1,700	(1,052)	648
Woodroffe Benton Foundation	–	750	–	750
The Charlotte Bonham-Carter Charitable Trust	–	–	–	–
Tesco Stronger Starts	–	–	–	–
The Belgae Trust	–	–	–	–
	<u>31,251</u>	<u>24,125</u>	<u>(41,504)</u>	<u>13,872</u>

21. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Tangible fixed assets	–	–	–
Current assets	79,282	2,829	82,111
Creditors less than 1 year	(19,034)	–	(19,034)
Net assets	<u>60,248</u>	<u>2,829</u>	<u>63,077</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	100	–	100
Current assets	84,089	13,872	97,961
Creditors less than 1 year	(18,499)	–	(18,499)
Net assets	<u>65,690</u>	<u>13,872</u>	<u>79,562</u>

22. Related parties

There are no related party transactions in the reporting period that require disclosure.



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Parties involved with this document

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Audit history log

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KEY CHANGES MUSIC THERAPY

England & Wales - Charity number 1124102

Accounts

COMPANY REGISTRATION NUMBER: 06559536
CHARITY REGISTRATION NUMBER: 1124102

**Key Changes Music Therapy
Company Limited by Guarantee
Unaudited Financial Statements
30 September 2024**

WALTER HUNTER & CO LIMITED

Chartered accountants
24 Bridge Street
Newport
South Wales
NP20 4SF

Key Changes Music Therapy
Company Limited by Guarantee
Financial Statements
Year ended 30 September 2024

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Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2024

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 30 September 2024.

Reference and administrative details

Registered charity name	Key Changes Music Therapy
Charity registration number	1124102
Company registration number	06559536
Principal office and registered office	Winnall Community Centre Garbett Road Winchester Hampshire SO23 0NY
The trustees	J Squire S Lewin J Mullineaux-Davis D Porter K Palmer (resigned 14/10/2023) M Oxley
Independent examiner	Mr Jonathan Rhodes BSc BFP FCA

Introduction from the Chair of Trustees, Jim Squire:

On behalf of the trustees, I present our report and accounts for the year ended 30 September 2024. It contains a directors' report as required by company law.

During the year under review, we made good progress towards our vision to maintain a diverse client base that ensures a robust future, where our music therapy activities have a positive impact on the lives of more beneficiaries, on their families and on our community. This vision is built on the foundation of the best possible professional standards to help sustain the case for the value of music therapy.

We continued, despite the ongoing challenges presented (to us, our clients and funders) by the cost-of-living crisis, to deliver our objectives.

Constitution

Key Changes Music Therapy was incorporated on 8 April 2008 as a company limited by guarantee (registration number 6559536). The company operates as a registered charity (registration number 1124102) and is governed by its memorandum and articles of association. The Key Changes Handbook provides staff, therapists, trustees, and volunteers with information on Policies, Processes and Guidance required to deliver operations efficiently, effectively, economically, and safely.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2024

Objectives and activities

Our Charitable Objectives have public benefit and as stated in the memorandum of association, are the:

- relief of physical and mental illness and disability, congenital or acquired, by providing or assisting in providing music.
- protection and promotion of good health, both physical and mental, by the use of music.
- alleviation of developmental, emotional, and social difficulties by the use of music.
- advancement of the education of the public concerning music as a means of therapy for physical and mental illness and disability, and for developmental, emotional, and social difficulties.
- promotion and publication of research concerning the therapeutic use of music as set out in these objectives.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future objectives.

Activities during the year include provision of music therapy services, fundraising, maintaining strategic priorities, business development / relationship management, improvements to our marketing activities and raising awareness nationally of the benefits of music therapy. We remain focused on succession planning for key roles and on the importance of providing the best possible infrastructure and equipment as tools of the trade.

Examples of specific activities

- Trustees improved the reporting of information needed to make sound decisions.
- The core team adapted to the arrival of our new therapy development manager role and worked collegiately with our landlord to ensure the fitness for purpose of our premises.
- Funding challenges continue and we work with clients to adapt how we continue to provide services under changing constraints.
- Therapists continue to contribute to the quality of services and to the advancement of the music therapy profession.
- Our volunteers provided invaluable support and helped us to expand what we can achieve.
- Improved marketing and outreach via our website, social media drumbeat and regular newsletters to members and subscribers. Branding guidelines were agreed to underpin a more consistent approach to our awareness-raising activities.
- Active participation of members at our Annual General Meeting.
- We continue to welcome the support from our two Patrons:
 - Professor Helen Odell-Miller OBE, who is Emeritus Professor of Music Therapy at the Cambridge Institute for Music Therapy Research; and
 - renowned baritone and composer Roderick Williams OBE.

Fundraising grants and donations

The charity is partly enabled to meet its objectives by the philanthropy of grant-makers and donors whose support creates opportunities for us to deliver services to new clients and organisations and to support those who have a profound need, who are unable to directly fund our services.

Our regular submissions for grants enables us to provide services to a range of clients and beneficiaries. We are grateful for the support received this year from all our grant-makers, including St James' Place Foundation, The Bailey Thomas Charitable Fund, The D'Oyly Carte Charitable Trust, The Louis Ross Foundation, Tesco's, Hall and Woodhouse, and Benton Woodroffe.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2024

Significant support was also received from several donations from organisations and individuals; the trustees offer their gratitude for this generosity and for the commitment of all involved in raising donations on our behalf.

Development of the music therapy profession

We have continued our commitment to support the continuing professional development of our therapists, hosting a regular series of 'learning from experience' sessions open to all the team.

Also, our latest annual conference in November 2023 attracted an excellent group of presenters and a healthy audience of therapists and music therapy students. The theme was *'Music therapy; the sooner the better'* and the conference was hosted at The University of Winchester. Our therapists played an active role, sharing their knowledge on working with refugees, with sight-impaired reception aged children and on how to manage referrals well. Our Keynote address was presented by Claire Flower, Consultant Music Therapist at Chelsea and Westminster Hospital NHS Trust, who shared her experience of music therapy pathways.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2024

Structure, governance and management

Our trustees (who are also directors for the purposes of company law) are responsible for the overall operation of the company, ensuring that the objectives are maintained and for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the situation of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- 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 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. In so far as the trustees are aware:

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustees have been and will continue to be recruited, using a combination of inviting expressions of interest (using for example Reach Volunteering) and via existing personal and professional networks, from people with the skills and experience needed to strengthen the team. Prior to appointment, candidates will be interviewed by at least one trustee and member of staff, two references will be taken, and candidates offered the chance to observe a board meeting and talk informally with members of the team. Trustees are expected to adhere to the Trustees Basics, Code of Conduct, and declare any Conflicts of Interest.

Sarah Lewin (Board Secretary), Jim Squire (Chair), Jordan Mullineaux-Davis (Vice-Chair), Darrell Porter (Treasurer) and Martin Oxley (Marketing) all continue as trustees. Kate Palmer (fundraising advice) resigned as trustee in October 2023, and the trustees would like to record their thanks for her considerable contributions whilst a trustee and the ongoing support she offers as a volunteer. The trustees share responsibilities of Company Secretary, supported by core team staff.

The trustees share common purpose and values to oversee and guide the charity to work towards our vision, to meet our charitable objectives and ensure plans are enacted effectively, efficiently and economically. Our "Strategy on a Page" is updated at least annually and provides the consistent framework to guide our actions and decisions.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2024



VISION AND STRATEGY: 2023-2026

Updated April 2024

Our Vision for Key Changes Music Therapy

1. A diverse client base that ensures a robust future, where our music therapy activities have a positive impact on the lives of more beneficiaries, on their families and on our community
2. The best possible professional standards help sustain the case for the value of music therapy

Our Charitable Objectives

1. The relief of physical and mental illness and disability, congenital or acquired, by providing or assisting in providing music.
2. The protection and promotion of good health, both physical and mental, by the use of music.
3. The alleviation of developmental, emotional and social difficulties by the use of music.
4. The advancement of the education of the public concerning music as a means of therapy for physical and mental illness, and for developmental, emotional and social difficulties.
5. The promotion and publication of research concerning the therapeutic use of music as set out in these objectives.

Our Strategy – how we intend to change

1. Develop and maintain relationships between our team and clients, to influence them to make an enduring commitment to, and grow music therapy.
2. Build a strong brand that makes the case for music therapy and for the Key Changes offering, with a focus on areas with greatest need.
3. Build a resilient and professional organisation, including our income, our team of therapists, our core staff and trustees, with strong governance and reliable infrastructure.
4. Raise funds to enable agility and growth.
5. Take opportunities as they arise to raise the national profile of music therapy and of Key Changes

Our Plan - what actions we will take to generate growth

1. Focus on therapy growth, supported by targeted marketing and promotion for our clients and funders.
2. Generate the funding we need to enable growth and agility, so we can create and take more opportunities to broaden our service provision.
3. Plan and actively prepare the team and the infrastructure for succession planning and for growth.
4. Build a persuasive marketing and promotions strategy to raise awareness among our target audiences of supporters and advocates.
5. Invest additional resources on improvements to organisational efficiency across all elements of the business operations.

The board continue to lead the charity proactively, striving for continuous improvement and strengthening of governance. Steps taken include:

- Regular stocktakes of the Strategy on a Page and reviews of policies, processes and guidance for the core team, therapists, trustees and volunteers;
- Proactive operational planning and risk management;
- Use of pro-bono legal advice to improve the agreements we maintain with therapists;
- Maintaining the range of skills and experience in the trustees and the core team.

The company employs four part-time staff based in our small, rented office / therapy space in Winchester and between 10 & 15 contracted music therapists who deliver therapy sessions with clients either 1:1 or in small groups. Each music therapist has a master's degree in music therapy and is registered with The Health and Care Professions Council. Beccy Read (Lead Therapy Coordinator) provides day to day management and leadership, supervised by The Chair of Trustees. Reporting to Beccy are Julie Fullstone (Finance Administrator), Claire Simmons (Fundraising) and Jennie Bentley (Therapy Development Manager).

Our team of self-employed therapists continue to show huge loyalty and dedication to Key Changes and trustees would like to thank them for their enthusiasm and innovative approach to ensuring we maintain the highest standards of care and professionalism.

The Board met virtually each month and once face to face, in Autumn 2023, for an extended stocktake and strategy refresh session, then again in Spring 2024 to develop operational planning. An Annual General Meeting took place as required in March 2024 where we presented our strategy and plan to members.

We are also grateful for the ongoing voluntary support from Jess Ryall who supports our weekly social media drumbeat, Ewan Castle who focuses on our website, Kate Palmer who continues to support our fundraising and Charlotte Wilbourne who brings her graphic design expertise into the team.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2024

Achievements and performance

Performance

We have:

- Supported over 170 individual clients who have benefited from our music therapy service;
- Provided our clinical expertise in partnership with 22 organisations which supported adults and young adults with Profound and Multiple Learning Disabilities, the mental health needs of adults, children in special education including nurseries, adults requiring dementia care and refugee families;
- Worked with 11 families who have contracted our services directly;
- Delivered 3,306 hours of music therapy;
- Provided our services in Ashstead, Basingstoke, Chandlers Ford, Farnborough, Farnham, Headley Down, Horndean, Kingsley, Lymington, Portsmouth, Purley, Reading, Southampton, Waterlooville, Winchester and Winchfield.

Impact and Achievements

Music therapy does not just provide benefit directly to our clients; our beneficiaries also include the friends, close and extended families of clients, the care teams providing the day-to-day care, the organisations, and establishments we work in and the broader local communities in which our clients live, work, and learn. All these extended groups of people benefit from the improved communication with and well-being of our clients.

The following case studies illustrate how our services have impact and highlight our achievements.

J's Story - a child, seen at school, in a group of 4.

Case Study 1

Why was J referred?

The school's aims for J included providing an enjoyable activity for him that supported his emotional and social development. Music therapy was chosen as a medium to help him express himself, interact and interrelate in a group environment, and provide a space where he could be heard and share with others.

What was involved in the sessions?

The sessions utilised various musical instruments including pianos, drums, cymbals, xylophones, shakers, and autoharps. These instruments provided a platform for J to explore sounds and rhythms, facilitating self-expression and interaction within the group.

How did J respond?

Throughout the sessions, J seemed to become more aware of others in the group, making eye contact and responding to musical cues and interactions. His responsiveness to musical activities seemed to indicate recognition and enjoyment. He would usually start clapping and smiling at the beginning of music therapy sessions. As the music started, his smile would become bigger, and he would move his body very expressively and in rhythm with the music.

How did his response demonstrate J's social and emotional development?

As the sessions progressed, J would stay longer with an instrument when offered to him. He explored different rhythms and participated in rhythmic sequences, such as clapping his hands together and tapping his body. He smiled when the formulation changed, indicating his understanding and enjoyment. He also engaged in increasingly longer musical dialogues/turn taking on the drum, expressing his feelings and relating to the therapists. J became more aware of his group members, making eye contact and turning to look at them when instruments were passed around. He showed awareness of others

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2024

through rhythmic joining or responding with clapping or beating with his hands on the drum. He increasingly responded to others in the group by picking up on different rhythms. He was patient, waiting for others, and often remembered a melody from the previous week, indicated by direct eye contact and laughter.

Conclusion:

Music therapy provided J with an important space to express himself and enjoy musical interaction. The sessions facilitated his emotional and social development, enhancing his ability to engage with others and explore music. J's increased willingness to participate, interact, and share, highlighted the positive impact of music therapy on his overall well-being. The team around J recommended that he continued with music therapy to support his development and enjoyment further.

Group sessions at Age Concern.

Case Study 2

The closed group of 5 provided access music therapy over 14 sessions in the small quiet room. 1 member named the group "Rock Solid"! Sessions were framed with a greeting song and an ending song. Music-making included songs, music games and improvisation. Musical tastes of the members were soon discovered, and sessions incorporated their favourite music. The group responded well to musical activities which involved listening and responding to the therapist, as well as to their peers and support staff. They were very open to creating improvised music together - responding well to both safe structures such as the blues as well free-flowing creations.

As the sessions developed, there was the sense that the group increasingly looked out for each other, encouraging and celebrating each other. Sessions adapted to respond to the energy and mood of individuals and the group as a whole. More often than not the group members entered the room with enthusiasm and the mood was often lively from the outset.

It was ensured that quieter members of the group were heard in the music and each person had opportunities to express themselves. Music therapy sessions enabled members to be playful, spontaneous, and enjoy each other's sense of humour. The therapist supported the sessions on the Piano, guitar, clarinet and voice. Group members were offered opportunities to play accessible percussion such as hand-held drums, tambourines, shakers, cymbal, wind-chimes, glockenspiel. They also engaged in singing in familiar songs, rounds and improvised call and response.

Observations by the support staff on individual group members responses:

Every week without fail he would ask 'am I going to music today?' He really enjoyed the togetherness that the group gave him. He now has photos of him taking part, which has helped him now that it's finished - he really didn't want it to come to an end.

I was really surprised by her response to music therapy, I thought she would be scared of the loud sounds, but she embraced it. On first appearance she might seem frail, but she was seen by fellow group members as a woman with strong voice. She shared her knowledge with us all.

He loved being part of the group. The sessions gave him opportunities to reminisce and share stories from his life - this then led into songs about the sea.

It was great that sessions inspired him to buy a mouth organ that he then brought into our sessions.

He can get anxious, but in the group, he always had a smile, he became instantly focused, and I noticed how much he would watch your playing and respond to it in his own.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2024

The music therapy group had a big positive impact on the group members - they now have shared experiences - and they continue to talk about these. It also had a big impact on me, and I feel I can bring what I've learnt to my work in the rest of the day centre. I didn't used to like using the instruments in the lounge, but I now see how they can be beneficial and used in creative ways. I've been given the confidence to be a bit silly - it is so important to be playful! I've learnt how to listen well to individuals and a group. It is interesting how music takes people back, it helps people connect with themselves, it allows humour. People can share their knowledge with others and be heard.

Future plans:

Age Concern Hampshire is applying for funding in the hope of not only continuing the music therapy input but expanding it to additional centres.

O's Story - Learning disabled adult in residential care Case Study 3

Why was he referred?

The referral process highlighted social interaction, attention and awareness, self-expression and creativity as O's particular areas of need.

What was the approach used in O's sessions?

Instruments made available included those O identified strongly with: keyboard and ukulele. He had two familiar staff members with him in the house during each session. He was able to interact with them freely during the session time. It was important for him to touch base with certain members of staff, especially if feeling anxious or frustrated. Very often there was a yo-yo effect, where he might come and go from the room. Sometimes he'd need verbal prompt to come back and sometimes he'd come back when ready but he always came back.

How did he respond in sessions?

O always smiled in recognition on the therapist's arrival at the house. He began to walk straight to the activity room and would watch the setting-up of the instruments. Words are important to O and he would lean in close for the therapist's responses to him. If he was happy with her reaction, he would often smile and laugh. If the reaction wasn't what he was expecting, he might seek reassurance from the staff members or come back and try again. Then music could be added to explore his thoughts further.

How did O show his emotional response?

Certain music and rhythmic patterns made him dance and bop up and down. He occasionally touched the keyboard buttons but it was mostly something he liked to watch the therapist play and his eye contact was very good during this. Some music encouraged a sing-along and the microphone attachment interested him greatly. There seemed a link to the way he used his voice and his mood and state of mind. A muttering and fast chatter seemed to show agitation, unease and an attempt to self-soothe. Pacing the halls and more movement would indicate difficult feelings. Longer words and expressive voices seemed to show more playfulness and excitement. He could stay for longer periods of musical interaction and focusing was easier for him, when happier with the music.

Conclusion and recommendations:

O is continuing to engage and respond positively in each session and he seems to have built a good relationship with the therapist. The recommendation was to maintain a weekly intervention to further his opportunities for musical exploration about his feelings.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2024

Financial review

During the year under review, the company received income of £244,186 (2023: £220,814)) and recorded a deficit of £9,232 (2023: surplus of £17,172).

The cost-of-living crisis and overall economic outlook in the UK impacted on our decision making and on the accessibility of grants, but overhead costs remain closely managed and demand for our services strengthened.

Customer-funded therapy provision (where customers pay in full for therapy) covers its costs; grant-funded therapy provision (where Key Changes provides partial or complete funding) is only approved by the Board when adequate funds have been received from grant-makers and donations.

The reduction in Unrestricted Funds in the year was due to a conscious decision by the Board to deploy these monies to pay for certain clients, given the need and the strong financial position of the charity.

The charity's total reserves on 30 September 2024 were £79,562 (2023: £88,794) of which £13,872 (2023: £31,251) is restricted. The reserves policy requires trustees to aim to hold sufficient reserves equivalent to the costs of winding up the charity and does not include any period of further running.

Conclusions

This year has been a testament to the dedication and hard work of everyone who makes Key Changes Music Therapy a successful charity, and we are incredibly proud of our achievements and impact across a growing range of clients and beneficiaries.

The trustees extend our heartfelt thanks to our donors, volunteers, staff, therapists, patrons, members and everyone who has supported the charity. Your contributions have been invaluable in progressing towards our vision and achieving our objectives. Our financial position remains robust, ensuring that we can continue to create meaningful impact, and we are excited and confident about the future and our plans for the coming year.

Looking ahead, our goals for the coming year include:

- Focus on therapy growth, supported by targeted marketing and promotion for our clients and funders;
- Generate the funding we need to enable growth and agility, so we can create and take more opportunities to broaden our service provision;
- Plan and actively prepare the team and the infrastructure for succession planning and for growth;
- Build a persuasive marketing and promotions strategy to raise awareness among our target audiences of supporters and advocates;
- Invest additional resources on improvements to organisational efficiency across all elements of business operations.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2024

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 25 February 2025 and signed on behalf of the board of trustees by:



J Squire
Trustee

Key Changes Music Therapy

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Key Changes Music Therapy

Year ended 30 September 2024

I report to the trustees on my examination of the financial statements of Key Changes Music Therapy ('the charity') for the year ended 30 September 2024.

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

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.

J Rhodes

Mr Jonathan Rhodes BSc BFP FCA
Independent Examiner

Walter Hunter & Co. Limited
Chartered Accountants
24 Bridge Street
Newport
South Wales
NP20 4SF

25 February 2025

Key Changes Music Therapy
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)
Year ended 30 September 2024

			2024		2023
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	5,342	24,125	29,467	40,455
Charitable activities	6	212,883	–	212,883	179,364
Investment income	7	1,836	–	1,836	995
Total income		<u>220,061</u>	<u>24,125</u>	<u>244,186</u>	<u>220,814</u>
Expenditure					
Expenditure on charitable activities	8,9	211,914	41,504	253,418	203,642
Total expenditure		<u>211,914</u>	<u>41,504</u>	<u>253,418</u>	<u>203,642</u>
Net (expenditure)/income and net movement in funds		<u>8,147</u>	<u>(17,379)</u>	<u>(9,232)</u>	<u>17,172</u>
Reconciliation of funds					
Total funds brought forward		57,543	31,251	88,794	71,622
Total funds carried forward		<u>65,690</u>	<u>13,872</u>	<u>79,562</u>	<u>88,794</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 14 to 25 form part of these financial statements.

Key Changes Music Therapy

Company Limited by Guarantee

Statement of Financial Position

30 September 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	15	100	248
Current assets			
Debtors	16	23,404	15,891
Cash at bank and in hand		74,557	87,111
		<u>97,961</u>	<u>103,002</u>
Creditors: amounts falling due within one year	17	<u>18,499</u>	<u>14,456</u>
Net current assets		<u>79,462</u>	<u>88,546</u>
Total assets less current liabilities		<u>79,562</u>	<u>88,794</u>
Net assets		<u><u>79,562</u></u>	<u><u>88,794</u></u>
Funds of the charity			
Restricted funds		13,872	31,251
Unrestricted funds		<u>65,690</u>	<u>57,543</u>
Total charity funds	20	<u><u>79,562</u></u>	<u><u>88,794</u></u>

For the year ending 30 September 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 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 25 February 2025, and are signed on behalf of the board by:



J Squire
Trustee

The notes on pages 14 to 25 form part of these financial statements.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 30 September 2024

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 Winnall Community Centre, Garbett Road, Winchester, SO23 0NY, Hampshire.

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, rounded to the nearest pound.

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.

Income tax

The charity is exempt from tax on its charitable activities.

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.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2024

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.

Tangible assets

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

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2024

3. Accounting policies *(continued)*

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:

Office Equipment - 33% p.a. Straight Line

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.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as either financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

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

The charity is incorporated under the Companies Act 2006 and is limited by guarantee, each member having undertaken to contribute such amounts not exceeding ten pounds as may be required in the event of the company being wound up whilst he or she is still a member or within one year thereafter. There are 29 members of the company (2023: 24).

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2024

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations			
Donations and Friends	5,342	—	5,342
Rathbones	—	—	—
Persimmon	—	—	—
Martin Read Fund for Young People	—	425	425
Arc Pensions Law Firm	—	—	—
Alton Community Choir	—	—	—
Northwood String Orchestra Collection	—	—	—
Diane Byrne Jungle Run	—	—	—
Round Table	—	—	—
NISA	—	—	—
The Pitchpipers	—	—	—
Grants			
HCC Concert Grant	—	—	—
Winchester City Council Grant	—	—	—
Radcliffe Trust	—	—	—
Ashley Family Foundation	—	—	—
Edward Gostling Foundation	—	—	—
St James Place	—	10,000	10,000
Tesco Community Grant Award	—	1,000	1,000
The Baily Thomas Charitable Fund	—	5,000	5,000
The Louis Ross Foundation	—	1,250	1,250
Hall & Woodhouse	—	1,700	1,700
Woodroffe Benton Foundation	—	750	750
The D'Oyly Carte Charitable Trust	—	4,000	4,000
	<u>5,342</u>	<u>24,125</u>	<u>29,467</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Donations			
Donations and Friends	1,471	—	1,471
Rathbones	1,000	—	1,000
Persimmon	1,000	—	1,000
Martin Read Fund for Young People	—	276	276
Arc Pensions Law Firm	2,000	—	2,000
Alton Community Choir	500	—	500
Northwood String Orchestra Collection	491	—	491
Diane Byrne Jungle Run	1,282	—	1,282
Round Table	155	—	155
NISA	200	—	200
The Pitchpipers	210	—	210

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2024

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Grants			
HCC Concert Grant	–	350	350
Winchester City Council Grant	–	5,000	5,000
Radcliffe Trust	–	3,000	3,000
Ashley Family Foundation	–	4,020	4,020
Edward Gostling Foundation	–	7,500	7,500
St James Place	–	10,000	10,000
Tesco Community Grant Award	–	2,000	2,000
The Baily Thomas Charitable Fund	–	–	–
The Louis Ross Foundation	–	–	–
Hall & Woodhouse	–	–	–
Woodroofe Benton Foundation	–	–	–
The D'Oyly Carte Charitable Trust	–	–	–
	<u>8,309</u>	<u>32,146</u>	<u>40,455</u>

6. Charitable activities

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Therapy	210,216	210,216	178,220	178,220
Annual Conference	<u>2,667</u>	<u>2,667</u>	<u>1,144</u>	<u>1,144</u>
	<u>212,883</u>	<u>212,883</u>	<u>179,364</u>	<u>179,364</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Bank interest receivable	<u>1,836</u>	<u>1,836</u>	<u>995</u>	<u>995</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2024

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Therapy	165,066	41,504	206,570
Salaries and related expenses	34,451	—	34,451
Office expenses	10,885	—	10,885
Governance - Accountancy	1,512	—	1,512
	<u>211,914</u>	<u>41,504</u>	<u>253,418</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Therapy	139,660	24,868	164,528
Salaries and related expenses	28,529	—	28,529
Office expenses	9,127	—	9,127
Governance - Accountancy	1,458	—	1,458
	<u>178,774</u>	<u>24,868</u>	<u>203,642</u>

9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Total funds 2024 £	Total fund 2023 £
Therapy	206,570	206,570	164,528
Salaries and related expenses	34,451	34,451	28,529
Office expenses	10,885	10,885	9,127
Governance - Accountancy	1,512	1,512	1,458
	<u>253,418</u>	<u>253,418</u>	<u>203,642</u>

10. Taxation

As a charity, Key Changes Music Therapy is exempt from tax on income and gains, to the extent that such income or gains are applied exclusively to charitable purposes. No tax charges have arisen in the charity.

11. Net (expenditure)/income

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

	2024 £	2023 £
Depreciation of tangible fixed assets	<u>148</u>	<u>148</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2024

12. Independent examination fees

	2024	2023
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,512	1,458

13. Staff costs

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

	2024	2023
	£	£
Wages and salaries	33,699	28,093
Employer contributions to pension plans	752	436
	34,451	28,529

The average head count of employees during the year was 4 (2023: 4). The average number of full-time equivalent employees during the year is analysed as follows:

	2024	2023
	No.	No.
Management and administration	1	1

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £16,304 (2023: £14,973).

14. Trustee remuneration and expenses

No remuneration or expenses or other benefits from employment with the charity or a related entity were received by the trustees.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2024

15. Tangible fixed assets

	Equipment £
Cost	
At 1 October 2023 and 30 September 2024	1,839
Depreciation	
At 1 October 2023	1,591
Charge for the year	148
At 30 September 2024	1,739
Carrying amount	
At 30 September 2024	100
At 30 September 2023	248

16. Debtors

	2024 £	2023 £
Trade debtors	22,671	15,244
Prepayments and accrued income	323	237
Other debtors	410	410
	23,404	15,891

17. Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	16,737	10,812
Accruals and deferred income	1,593	3,467
Social security and other taxes	169	177
	18,499	14,456

18. Deferred income

	2024 £	2023 £
At 1 October 2023	2,009	3,248
Amount released to income	(2,009)	(3,248)
Amount deferred in year	81	2,009
At 30 September 2024	81	2,009

Deferred income contains payments from clients in advance held at the year end.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2024

19. 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 £752 (2023: £436).

20. Analysis of charitable funds

Unrestricted funds

	At 1 October 2023 £	Income £	Expenditure £	Transfers £	At 30 September 2024 £
General funds	49,886	220,061	(204,257)	—	65,690
IBM	—	—	—	—	—
Flautissimo Concert	—	—	—	—	—
John Terry Funeral	—	—	—	—	—
Directors	—	—	—	—	—
Sponsored Walk	283	—	(283)	—	—
Portsmouth Choral	—	—	—	—	—
Society	286	—	(286)	—	—
Rathbones	1,000	—	(1,000)	—	—
Persimmon	1,000	—	(1,000)	—	—
Arc Pensions Law Firm	2,000	—	(2,000)	—	—
Alton Community Choir	500	—	(500)	—	—
Northwood String	—	—	—	—	—
Orchestra Collection	491	—	(491)	—	—
Diane Byrne Jungle Run	1,282	—	(1,282)	—	—
Round Table	155	—	(155)	—	—
NISA	200	—	(200)	—	—
The Pitchpipers	210	—	(210)	—	—
Fundraising	250	—	(250)	—	—
Gift Aid	—	—	—	—	—
	<u>57,543</u>	<u>220,061</u>	<u>(211,914)</u>	<u>—</u>	<u>65,690</u>

	At 1 October 2022 £	Income £	Expenditure £	Transfers £	At 30 September 2023 £
General funds	45,120	181,508	(177,165)	423	49,886
IBM	378	—	(378)	—	—
Flautissimo Concert	148	—	(148)	—	—
John Terry Funeral	—	—	—	—	—
Directors	225	—	(225)	—	—
Sponsored Walk	283	—	—	—	283
Portsmouth Choral	—	—	—	—	—
Society	286	—	—	—	286
Rathbones	—	1,000	—	—	1,000
Persimmon	—	1,000	—	—	1,000

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2024

20. Analysis of charitable funds *(continued)*

Arc Pensions Law Firm	—	2,000	—	—	2,000
Alton Community Choir	—	500	—	—	500
Northwood String Orchestra Collection	—	491	—	—	491
Diane Byrne Jungle Run	—	1,282	—	—	1,282
Round Table	—	155	—	—	155
NISA	—	200	—	—	200
The Pitchpipers	—	210	—	—	210
Fundraising	—	322	(72)	—	250
Gift Aid	786	—	(786)	—	—
	<u>47,226</u>	<u>188,668</u>	<u>(178,774)</u>	<u>423</u>	<u>57,543</u>

Restricted funds

	At 1 October 2023 £	Income £	Expenditure £	Transfers £	At 30 September 2024 £
Martin Read Fund	2,480	425	(1,078)	—	1,827
D'Oyly Carte	—	4,000	—	—	4,000
St. James' Place Foundation	—	10,000	(10,000)	—	—
HCC Grant	—	—	—	—	—
Arnold Clarke Community Fund	1,500	—	(1,000)	—	500
Greville School Advance	—	—	—	—	—
Baily Thomas	—	5,000	—	—	5,000
Hedley Foundation	575	—	(339)	—	236
Radcliffe Trust	3,000	—	(3,000)	—	—
Albert Hunt Trust	745	—	(745)	—	—
Edward Gostling Foundation	7,245	—	(7,245)	—	—
Waitrose Grant	350	—	(350)	—	—
Ukukaladies	—	—	—	—	—
HIWCF	4,170	—	(4,170)	—	—
HCC - Refugee funds	245	—	(245)	—	—
HCC Concert Grant	350	—	(350)	—	—
Winchester City Council grant	5,000	—	(5,000)	—	—
Ashley Family Foundation	4,020	—	(4,020)	—	—
Tesco Community Grant Award	1,571	1,000	(1,860)	—	711
The Louis Ross Foundation	—	1,250	(1,050)	—	200
Hall & Woodhouse	—	1,700	(1,052)	—	648
Woodroffe Benton Foundation	—	750	—	—	750
	<u>31,251</u>	<u>24,125</u>	<u>(41,504)</u>	<u>—</u>	<u>13,872</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2024

20. Analysis of charitable funds *(continued)*

	At 1 October 2022 £	Income £	Expenditure £	Transfers £	At 30 September 2023 £
Martin Read Fund	3,073	276	(869)	—	2,480
D'Oyly Carte	—	—	—	—	—
St. James' Place	—	10,000	(10,000)	—	—
Foundation	2,874	—	(2,874)	—	—
HCC Grant	—	—	—	—	—
Arnold Clarke	1,500	—	—	—	1,500
Community Fund	423	—	—	(423)	—
Greville School Advance	—	—	—	—	—
Baily Thomas	—	—	—	—	—
Hedley Foundation	575	—	—	—	575
Radcliffe Trust	—	3,000	—	—	3,000
Albert Hunt Trust	1,000	—	(255)	—	745
Edward Gostling	—	—	—	—	—
Foundation	5,532	7,500	(5,787)	—	7,245
Waitrose Grant	350	—	—	—	350
Ukukaladies	90	—	(90)	—	—
HIWCF	4,646	—	(476)	—	4,170
HCC - Refugee funds	4,333	—	(4,088)	—	245
HCC Concert Grant	—	350	—	—	350
Winchester City Council	—	5,000	—	—	5,000
grant	—	—	—	—	—
Ashley Family	—	4,020	—	—	4,020
Foundation	—	—	—	—	—
Tesco Community Grant	—	2,000	(429)	—	1,571
Award	—	—	—	—	—
The Louis Ross	—	—	—	—	—
Foundation	—	—	—	—	—
Hall & Woodhouse	—	—	—	—	—
Woodroffe Benton	—	—	—	—	—
Foundation	—	—	—	—	—
	<u>24,396</u>	<u>32,146</u>	<u>(24,868)</u>	<u>(423)</u>	<u>31,251</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2024

21. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	100	–	100
Current assets	84,089	13,872	97,961
Creditors less than 1 year	(18,499)	–	(18,499)
Net assets	<u>65,690</u>	<u>13,872</u>	<u>79,562</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	248	–	248
Current assets	71,751	31,251	103,002
Creditors less than 1 year	(14,456)	–	(14,456)
Net assets	<u>57,543</u>	<u>31,251</u>	<u>88,794</u>

22. Related parties

There are no related party transactions in the reporting period that require disclosure.



Issuer Walter Hunter

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Parties involved with this document

Document processed	Party + Fingerprint
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Fri, 7th Mar 2025 13:49:28 GMT	Georgia Turner - Copied In (7b4043addf1ce03d012b1ed7124a5273)

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KEY CHANGES MUSIC THERAPY

England & Wales - Charity number 1124102

Accounts



Key Changes

Trustees' Annual Report and Accounts 2023

On behalf of the trustees, I present our report and accounts for the year ended 30 September 2023. It contains a directors' report as required by company law.

During the year under review, despite the cost-of-living crisis, our recovery from the pandemic accelerated and Key Changes Music Therapy continued to deliver the required constitutional objectives, with a focus on delivering services of the highest professional standards to a wide range of clients. We also made time and space to celebrate our 15th year of delivering our services, with the whole team working together with a common purpose to continue having positive impact on our clients, their families, the care teams, and the communities in which they live and work:



Our innovative core team met some challenging objectives.



We changed the way we funded some services to ensure we could continue to deliver impact and benefit.



Service provision continued with long-standing clients and started with new ones, despite increasingly challenging funding restrictions.



Our volunteers provided invaluable support and helped us to expand what we can achieve.



Our trustees broadened their skills and experience as a team and adapted their aspirational, strategic targets for the long term alongside operational plans to maintain a robust foundation for the charity.



The therapists once again showed enormous dedication and brought their caring and innovative nature to the fore by creating new ways of delivering impact to as many people as we can, whilst pushing the boundaries of how to make music therapy improve the lives of the people we support.

Constitution

Key Changes Music Therapy was incorporated on 8 April 2008 as a company limited by guarantee (registration number 6559536).

The company operates as a registered charity (registration number 1124102) and is governed by its memorandum and articles of association.

The Key Changes Handbook provides staff, therapists, trustees, and volunteers with information on Policies, Processes and Guidance required to deliver operations efficiently, effectively, economically, and safely.

Objectives

Objectives of the charity have public benefit and as stated in the memorandum of association, are the:

- relief of physical and mental illness and disability, congenital or acquired, by providing or assisting in providing music.
 - protection and promotion of good health, both physical and mental, by the use of music.
 - alleviation of developmental, emotional, and social difficulties by the use of music.
 - advancement of the education of the public concerning music as a means of therapy for physical and mental illness and disability, and for developmental, emotional, and social difficulties.
 - promotion and publication of research concerning the therapeutic use of music as set out in these objectives.
-

Governance, structure, and management

One new, additional trustee has been appointed. The board team have taken continued steps to strengthen governance, including:

- Regular review of policies, processes and guidance for staff, volunteers, and trustees.
- Pro-Bono legal advice has been used to establish trademark and copyright protection, to review therapist agreements and update the contracts of employment with our core team of permanent employees.
- Maintenance of an appropriate balance of skills and expertise of the trustees.
- Stock-takes of strategic progress and direction.
- Proactive operational planning.
- Regular reviews of risk identification and mitigation.

Trustees



Jim Squire
Chair



Jordan Mullineaux
Vice Chair



Darrell Porter
Treasurer



Sarah Lewin
Board Secretary



Martin Oxley
Marketing



Kate Palmer
Fundraising

Trustees (who are also directors for the purposes of company law) are responsible for the overall operation of the company, ensuring that the objectives are maintained and for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- 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 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. In so far as the trustees are aware:

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustees have been and will continue to be recruited, using a combination of inviting expressions of interest (using for example Reach Volunteering, The Young Trustees Movement, LinkedIn) and via existing personal and professional networks, from people with the skills and experience needed to strengthen the team. Prior to appointment, candidates will be interviewed by at least one trustee and member of staff, two references will be taken, and candidates offered the chance to observe a board meeting and talk informally with members of the team. Trustees are expected to adhere to the Trustees Basics, Code of Conduct, and declare any Conflicts of Interest.

Our Team

In addition to Sarah Lewin (Board Secretary), Jim Squire (Chair), Jordan Mullineaux-Davis (Vice-Chair) and Darrell Porter (Treasurer) and Kate Palmer (fundraising advice) who all continue as trustees, Martin Oxley was appointed in July 2023, bringing his marketing expertise to our board considerations. The trustees share responsibilities of Company Secretary, supported by core team staff.

The company employs four part-time staff based in our small, rented office / therapy space in Winchester and between 10 & 15 contracted music therapists who deliver therapy sessions with clients either 1:1 or in small groups. Each music therapist has a master's degree in music therapy and is registered with The Health and Care Professions Council. Beccy Read (Lead Therapy Coordinator) provides day to day management and leadership, supervised by The Chair of Trustees. Reporting to Beccy are Julie Fullstone (Finance Administrator), Claire Simmons (Fundraising) and Leigh Warren-Thomas (Dementia Therapy Coordinator).

Our team of self-employed therapists continue to show huge loyalty and dedication to Key Changes and trustees would like to thank them for their enthusiasm and innovative approach to ensuring we maintain the highest standards of care and professionalism.

The Board met virtually each month and once face to face, in autumn 2022, for an extended stocktake and strategy refresh session, then again in Spring 2023 to develop operational planning. An Annual General Meeting took place as required in March 2023 where we presented our strategy and plan to members.

We are also grateful for the ongoing voluntary support to our information and communications technology from Ben Williams, from Jess Ryall who supports our weekly social media drumbeat, Ewan Castle who focuses on our website and Charlotte Willbourne who brings her graphic design expertise into the team.



Activities

Activities during the year include:

1. The ongoing provision of music therapy services.

See 'Achievements and Performance' for more details.

2. The ongoing raising of funds via direct client payments, grant-making bodies, events, and donations.

See 'Funders, donors, events, and financial supporters' for more details.

3. Maintaining strategic priorities.

The trustees maintained their focus on our priorities and planning activities that were set at the start of the reporting period (and updated at the end of it). We expect these targets to guide our decision making for the next 3-5 years and will keep them under review as part of our regular cycle of business.

- Build stronger relationships between our team and clients, to influence them to make an enduring commitment to music therapy.
- Build a strong brand that makes the case for music therapy and for the Key Changes offering, with a focus on areas with greatest need.
- Build a resilient and professional organisation, including our team of therapists, of core staff and trustees, with strong governance and reliable infrastructure.
- Raise funds to enable agility and growth.
- Take opportunities as they arise to raise the national profile of music therapy and of Key Changes

4. Enacting our plans

- Work with new and existing clients, with Patrons and Members both face to face and using our website, social media and newsletter, to influence more uptake of music therapy.
- Generate the funding we need to enable growth and agility, so we can create and take more opportunities to broaden our service provision.
- Actively prepare the team and the infrastructure for succession planning and for growth.
- Build a persuasive marketing and promotions strategy, supported by appropriate experts.
- Systematically identify and manage risks.

Annual updates to both the strategic priorities and the plans derived from these will be reported in next year's trustees report.

Achievements and performance

Our service users and beneficiaries

We have delivered
a total of over

3000

hours of
music therapy

We have
supported over

160

clients

We have
supported

10

families who contracted
our services directly

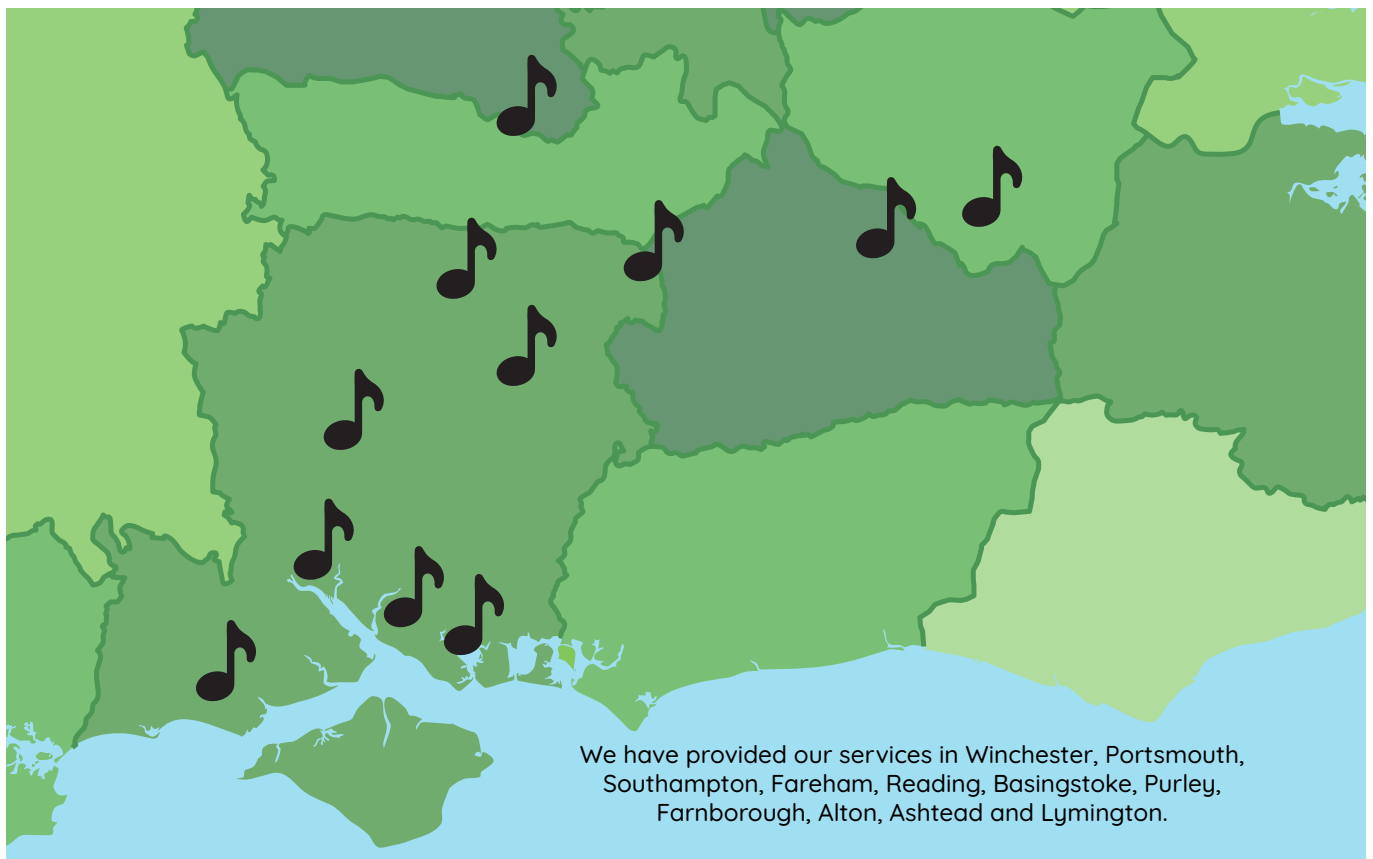
Provided our clinical expertise
in partnership with

17

organisations

These organisations support:

- Adults with Profound and Multiple Learning Difficulties
- The Mental Health Needs of Adults
- Children In Special Education Including Nurseries
- Dementia Care Organisations
- Ukrainian Refugee Adults and Children



Music therapy does not just provide benefit directly to our clients; our beneficiaries also include the friends, close and extended families of clients, the care teams providing the day-to-day care, the organisations, and establishments we work in

and the broader local communities in which our clients live, work, and learn. All these extended groups of people benefit from the improved communication with and well-being of our clients.

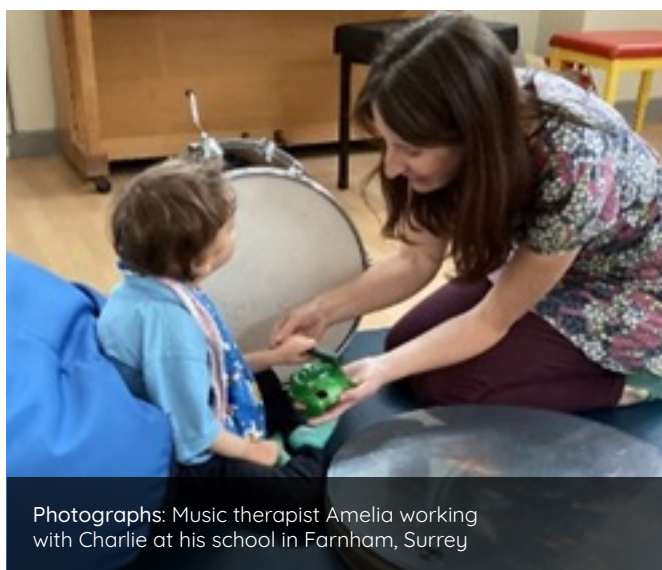
Charlie's music therapy experience

Case Study 1

Amelia (the music therapist who worked with Charlie) reports:

Supporting staff began commenting on how energetic Charlie was during our sessions and how his attention was sustained throughout our time each week. As time passed, we were able to find increasing choices of instruments he could access, and he began to vocalise increasingly in our sessions.

It seemed that Charlie had gained a real sense of confidence during our time together, always arriving with a big smile when he saw me and playing with an increasing sense of purpose each week. Encouragingly he also began to use some basic words such as 'go' when he wanted me to play.



Photographs: Music therapist Amelia working with Charlie at his school in Farnham, Surrey

Charlie had a diagnosis of Wolf-Hirschhorn syndrome, global developmental delay, epilepsy, hypotonia and both visual and hearing impairments. He was non-verbal and his mobility and strength were reduced. He was referred for music therapy predominantly for support with his communication, self-expression and to encourage creativity.

Charlie reacted very positively to the sessions, and soon began to indicate his preferences about the choices of instruments offered to him. He would often smile or laugh when Amelia played certain

instruments or styles, or conversely look more serious when he was less keen. These were very helpful communications which allowed them to work on finding ways to motivate and encourage him.

Music therapy also supported Charlie's co-ordination, voluntary movement and core strength, through the physicality of playing certain instruments and we started to use instruments that he clearly enjoyed playing, giving him motivation to reach out and tap or move the instruments and sounds around him. Charlie seemed to enjoy this challenge and would vary his choice, depending on his mood and energy levels.

Supporting staff began commenting on how energetic Charlie was during our sessions and how his attention was sustained throughout our time each week. As time passed, we were able to find increasing choices of instruments he could access, and he began to vocalise increasingly in our sessions.

It seemed that Charlie had gained a real sense of confidence during our time together, always arriving with a big smile when he saw me and playing with an increasing sense of purpose each week. Encouragingly he also began to use some basic words such as 'go' when he wanted me to play.



As music therapy ended, his teacher commented:

"If Charlie is quiet, withdrawn or lacking in energy, music therapy has always been the one thing that he is willing to participate in and that he enjoys. It has had the effect of increasing his motivation to engage afterwards, and as a result he will also tend to be more alert."

Age Concern

Case Study 2

Key Changes was delighted to feature in Age Concern Hampshire's on-line newsletter highlighting music therapy sessions to support physical and emotional wellbeing. We offered music therapy sessions to support clients' physical wellbeing, emotional wellbeing and quality of life, using music therapy group work at Lockwood Care & Wellbeing Centre in Locks Heath.

For many older people struggling with declined health or living with dementia, music therapy offers many benefits, including improving emotional wellbeing, quality of life and supporting psychological, emotional, cognitive, communicative and social needs. Observed benefits have included clients exploring, expressing and connecting with the world, through unique musical languages, where communication was previously difficult.

Music therapy provided older people an opportunity to interact and connect with others through music, using a wide range of musical styles and instruments. Sessions were tailored to individual needs, offering active participation, listening to familiar music, or engaging in group activities.



The Head of Care at Age Concern Hampshire said:

“We were delighted to offer music therapy sessions for our clients at Lockwood Care & Wellbeing Centre. Music therapy will help individuals discover new ways of communicating and open doors towards experiencing a more fulfilled life”

Izzy's music therapy experience

Case Study 3

We were recently delighted to feature in a write-up on social media, by the parent of a girl who has been receiving music therapy at Rosewood School, Southampton, through Key Changes.

Izzy's Mum wrote:

"Last school year Izzy enjoyed Music Therapy. Izzy was given several Star of the Week awards for doing amazing at drumming. Today I had the absolute privilege of watching her in a group session with two of her classmates. It was... magical!

The chap who ran the session was absolutely phenomenal at engaging the three girls. He matched the pace of how they played their instruments with his guitar, so when Izzy was slowly beating the drum, his playing was slower, but when another little girl got way excited with her tambourine, he sped up his playing. He also mirrored how the girls vocalised. So, when Izzy made a sound, he would lyrically use it whilst strumming away.

I watched Isobel hit a drum using a drumstick consistently without dropping it for about 40 beats... I believe that is the longest I have ever seen her hold something in her hands post brain injury. And talk about being engaged! Izzy seems to just love her music therapist. She was clearly enjoying every minute with huge smiles and chuckles throughout. This is why Izzy's school is so perfect for her... she is determining cause and effect beautifully, in a safe and encouraging environment. So proud of her today!"



Music therapy for Ukrainian refugees in Winchester

Case Study 4

Our innovative work, funded by Hampshire County Council, developed a new way of benefitting from music therapy for Ukrainian refugees arriving in Winchester. We worked with multiple age groups, from age 5 to 16 and over, and 25-30 people in total.

The aim was to provide emotional support for the Ukrainian refugees in Winchester. In collaboration with Winchester city of Sanctuary for planning and publicity, and The Arc, Winchester as the accessible venue, group sessions were offered to adult refugees, from October to December 2022, and entitled: Music for Soul, on advice from an English-speaking Ukrainian. Key Changes produced a short promotional film in Ukrainian, shared via Winchester City of Sanctuary. On average between 2 and 4 adults attended these weekly open group sessions. Music was used freely, incorporating Ukrainian musical culture – music and dance, and active playing, transcending language barriers. No interpreter was available, but those attending had varying understanding of English – one who had taught English in Ukraine helped translate for her peers. Some were therefore able to verbally share something of the feelings of anxiety on leaving their homeland and families. All appreciated the opportunity which the non-verbal medium of music provided for sharing their sense of loss and worries for the future.

As Christmas approached, we were recommended by Winchester City of Sanctuary to provide an input for Ukrainian children, who were now in school. Western Primary and Westgate through School were keen to take up this offer and the teachers felt that aim for this work was to enable the children to share and celebrate their Ukrainian culture. Two closed groups of five children were seen weekly. In June & July 2023 Ukrainian refugees from the secondary provision at Westgate through school took up the opportunity to form a small group of three. Again, this opportunity to use music and explore their culture freely was valued and welcomed by the children.

A teacher commented:

“We have seven Ukrainian children attending our school and were very pleased to receive the offer of music sessions to support these children. The children are always keen to attend these weekly sessions, they have been a very positive enjoyable experience for them all. We have noticed how they are learning to listen to each other in these sessions and work together as a supportive group, giving them an enjoyable opportunity to be together during the school day. Thank you for providing this extremely valuable opportunity and to Diane (the therapist) for her nurturing approach to the children. I look forward to seeing how these sessions develop over the coming months.”



Raising awareness

Promotion and marketing

Our website (www.keychanges.org) provides a stable, professional, and engaging ‘front door’ to access information about who we are, what we do, why we do it, the impact we have and how to support our work. Aligned with the website, we continue a weekly “Beating the Drum for Key Changes” social media campaign, that raises awareness more broadly and with immediacy about how we are taking forward our plans and introduces members of the team and the events we are planning. A regular newsletter is also circulated to our growing mailing list with updates and news of what’s happening at Key Changes.

We continue to welcome the advocacy of and support from our two Patrons, Professor Helen Odell-Miller OBE, who is Emeritus Professor of Music Therapy at the Cambridge Institute for Music Therapy Research; and renowned baritone and composer Roderick Williams OBE. We are looking forward to working with both our Patrons in future and record our gratitude to them for their support as part of this report.

We have maintained our membership numbers during the year in order to gain the benefit of their knowledge, support, advocacy, and advice as we set our aspirations for the future. A number of the members took an active part in our Annual General Meeting, and we welcome their ongoing input and enthusiastic engagement.



Professor Helen Odell-Miller OBE



Roderick Williams OBE



www.keychanges.org



enquiries@keychanges.org



01962 842269



Key Changes Music Therapy



www.facebook.com/KCmusictherapy/



@key_changes

Funders, donors, events, and financial supporters

Key Changes is enabled to meet our objectives by the philanthropy of grant-makers and donors.

Their support creates opportunities for us to deliver services to new clients and organisations and to support those who have a profound need, who are unable to directly fund our services.

A successful focus on regular submissions to grant-makers has enabled us to continue services in some schools in particular that would not otherwise have been able to afford to continue music therapy provision. An increase in securing unrestricted or less-restricted funding is also a key enabler to maintaining flexibility and responsiveness to needs that arise.

We have benefited from and are grateful for ongoing grant funding from:

- The Martin Read Fund
- Hampshire County Council
- Arnold Clarke
- Edward Gostling Foundation
- Hampshire and Isle of Wight Community Fund

We also received new grant funding from:

- St James's Place Charitable Foundation
- The Radcliffe Trust
- The Ashley Family Foundation
- Winchester City Council
- Tesco

As an example, the support we had from St James' Place enabled Key Changes Music Therapy to directly support 30 children and indirectly support up to 120 parents, family members and carers of those children. The music therapy provided helped to develop their; emotional well-being, ability to relate to others, use of voice, confidence in play and creativity and attention and awareness.

A series of fundraising events continued during the reporting year, including a concert to celebrate Key Changes Music Therapy's 15th anniversary.

Generous donations were also received from Arc Pensions Law, Rathbones, Persimmon and NISA; we were also grateful for the fundraising contributions from Diane Byrne (for her amazing jungle run), Alton Community Choir, Northwood String Orchestra, Round Table and Pitchpipers.



Research and education of the public

We have continued our commitment to support the continuing professional development of our therapists, hosting a regular series of 'learning from experience' sessions open to all the team.

Also, this year saw our latest in person annual conference in November 2022 which attracted an excellent group of presenters and a healthy audience of therapists and music therapy students.

The theme this year was '**Just when we thought it was safe**' and the conference was hosted at Itchen Abbas and Avington Village Hall, near Winchester.

Reflecting the rapidly changing times we find ourselves in, we heard from music therapists working in neonatal terminal care, homelessness, biodiversity & PMLD bereavement and we discussed what we needed to survive and thrive as therapists.

Our Keynote address was presented by Anna Seymour, Professor of Drama Therapy at The University of Roehampton, who focused on being with and coping with change.

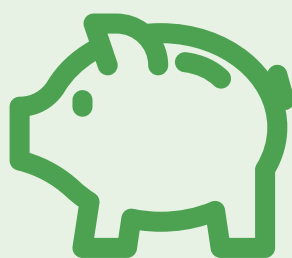


Financial review and performance

During the year under review, the company received income of

£220,814

(2022: £186,309)



The cost-of-living crisis impacted on our decision making but overhead costs remain closely managed and demand for our services strengthened.

The charity's total reserves at 30 September 2023 were

£88,794

(2022: £71,662)

of which

£31,251

(2022: £24,396) is restricted.

The reserves policy requires trustees to aim to hold sufficient reserves equivalent to the costs of winding up the charity and does not include any period of further running.

Future strategy and plans

In alignment with the plans derived from our 3-5-year strategy described previously and updated in Autumn 2023; in the coming 12 months we aspire to:

- Develop and maintain relationships between our team and clients, to influence them to make an enduring commitment to, and grow music therapy.
 - Build a strong brand that makes the case for music therapy and for the Key Changes offering, with a focus on areas with greatest need.
 - Build a resilient and professional organisation, including our income, our team of therapists, our core staff and trustees, with strong governance and reliable infrastructure.
 - Raise funds to enable agility and growth.
 - Take opportunities as they arise to raise the national profile of music therapy and of Key Changes.
-

Public Benefit

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future objectives.

Small company provisions

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

The Trustee's Annual Report was approved on 13th March and signed on behalf of the board of trustees by:



Jim Squire

Trustee

Key Changes Music Therapy

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Key Changes Music Therapy

Year ended 30 September 2023

I report to the trustees on my examination of the financial statements of Key Changes Music Therapy ('the charity') for the year ended 30 September 2023.

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

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.



Mr Jonathan Rhodes BSc BFP FCA
Independent Examiner

Walter Hunter & Co. Limited
Chartered Accountants
24 Bridge Street
Newport
South Wales
NP20 4SF

27 February 2024

Key Changes Music Therapy
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)
Year ended 30 September 2023

		2023		2022
		Unrestricted funds	Restricted funds	Total funds
	Note	£	£	£
Income and endowments				
Donations and legacies	5	8,309	32,146	40,455
Charitable activities	6	179,364	–	179,364
Investment income	7	995	–	995
Total income		188,668	32,146	220,814
Expenditure				
Expenditure on charitable activities	8,9	178,774	24,868	203,642
Total expenditure		178,774	24,868	203,642
Net income		9,894	7,278	17,172
Transfers between funds		423	(423)	–
Net movement in funds		10,317	6,855	17,172
Reconciliation of funds				
Total funds brought forward		47,226	24,396	71,622
Total funds carried forward		57,543	31,251	88,794

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

Key Changes Music Therapy
Company Limited by Guarantee
Statement of Financial Position
30 September 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible fixed assets	15	248	396
Current assets			
Debtors	16	15,891	19,118
Cash at bank and in hand		87,111	65,121
		103,002	84,239
Creditors: amounts falling due within one year	17	14,456	13,013
Net current assets		88,546	71,226
Total assets less current liabilities		88,794	71,622
Net assets		88,794	71,622
Funds of the charity			
Restricted funds		31,251	24,396
Unrestricted funds		57,543	47,226
Total charity funds	20	88,794	71,622

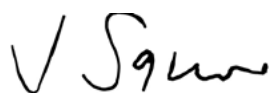
For the year ending 30 September 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the 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 27 February 2024, and are signed on behalf of the board by:



J Squire
Trustee

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 30 September 2023

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 Winnall Community Centre, Garbett Road, Winchester, SO23 0NY, Hampshire.

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, rounded to the nearest pound.

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.

Income tax

The charity is exempt from tax on its charitable activities.

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.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2023

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.

Tangible assets

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

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2023

3. Accounting policies *(continued)*

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:

Office Equipment - 33% p.a. Straight Line

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.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as either financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

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

The charity is incorporated under the Companies Act 2006 and is limited by guarantee, each member having undertaken to contribute such amounts not exceeding ten pounds as may be required in the event of the company being wound up whilst he or she is still a member or within one year thereafter. There are 24 members of the company (2022: 18).

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2023

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Donations			
Donations and Friends	1,471	–	1,471
Virgin Giving	–	–	–
Rathbones	1,000	–	1,000
Persimmon	1,000	–	1,000
Martin Read Fund for Young People	–	276	276
Arc Pensions Law Firm	2,000	–	2,000
IBM	–	–	–
Sponsored Walk	–	–	–
Portsmouth Choral Society	–	–	–
Adult Wellbeing Donation	–	–	–
Ukukaladies	–	–	–
Take Note Concert	–	–	–
Alton Community Choir	500	–	500
Northwood String Orchestra Collection	491	–	491
Diane Byrne Jungle Run	1,282	–	1,282
Round Table	155	–	155
NISA	200	–	200
The Pitchpipers	210	–	210
Grants			
HCC Concert Grant	–	350	350
Arnold Clarke Community Fund	–	–	–
Winchester City Council Grant	–	5,000	5,000
Radcliffe Trust	–	3,000	3,000
Ashley Family Foundation	–	4,020	4,020
Edward Gostling Foundation	–	7,500	7,500
Waitrose	–	–	–
HIWCF	–	–	–
HCC Grant - Refugee therapy	–	–	–
Aviva Community Fund	–	–	–
Foyle Foundation	–	–	–
St James Place	–	10,000	10,000
Tesco	–	2,000	2,000
	<u>8,309</u>	<u>32,146</u>	<u>40,455</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2023

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations			
Donations and Friends	772	–	772
Virgin Giving	1,961	–	1,961
Rathbones	–	–	–
Persimmon	–	–	–
Martin Read Fund for Young People	–	216	216
Arc Pensions Law Firm	–	–	–
IBM	379	–	379
Sponsored Walk	283	–	283
Portsmouth Choral Society	286	–	286
Adult Wellbeing Donation	20	–	20
Ukukaladies	–	90	90
Take Note Concert	834	–	834
Alton Community Choir	–	–	–
Northwood String Orchestra Collection	–	–	–
Diane Byrne Jungle Run	–	–	–
Round Table	–	–	–
NISA	–	–	–
The Pitchpipers	–	–	–
Grants			
HCC Concert Grant	–	–	–
Arnold Clarke Community Fund	–	1,000	1,000
Winchester City Council Grant	–	–	–
Radcliffe Trust	–	–	–
Ashley Family Foundation	–	–	–
Edward Gostling Foundation	–	7,500	7,500
Waitrose	–	350	350
HIWCF	–	4,925	4,925
HCC Grant - Refugee therapy	–	4,360	4,360
Aviva Community Fund	–	2,546	2,546
Foyle Foundation	–	5,000	5,000
St James Place	–	–	–
Tesco	–	–	–
	<u>4,535</u>	<u>25,987</u>	<u>30,522</u>

6. Charitable activities

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Therapy	178,220	178,220	154,792	154,792
Annual Conference	1,144	1,144	915	915
	<u>179,364</u>	<u>179,364</u>	<u>155,707</u>	<u>155,707</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2023

7. Investment income

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Bank interest receivable	<u>995</u>	<u>995</u>	<u>80</u>	<u>80</u>

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Therapy	139,660	24,868	164,528
Salaries and related expenses	28,529	—	28,529
Office expenses	9,127	—	9,127
Governance - Accountancy	1,458	—	1,458
	<u>178,774</u>	<u>24,868</u>	<u>203,642</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Therapy	125,094	21,809	146,903
Salaries and related expenses	25,548	—	25,548
Office expenses	9,347	—	9,347
Governance - Accountancy	1,350	—	1,350
	<u>161,339</u>	<u>21,809</u>	<u>183,148</u>

9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Total funds 2023 £	Total fund 2022 £
Therapy	164,528	164,528	146,903
Salaries and related expenses	28,529	28,529	25,548
Office expenses	9,127	9,127	9,347
Governance - Accountancy	1,458	1,458	1,350
	<u>203,642</u>	<u>203,642</u>	<u>183,148</u>

10. Taxation

As a charity, Key Changes Music Therapy is exempt from tax on income and gains, to the extent that such income or gains are applied exclusively to charitable purposes. No tax charges have arisen in the charity.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2023

11. Net income

Net income is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation of tangible fixed assets	148	49

12. Independent examination fees

	2023	2022
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	1,458	1,350

13. Staff costs

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

	2023	2022
	£	£
Wages and salaries	28,093	25,144
Employer contributions to pension plans	436	404
	28,529	25,548

The average head count of employees during the year was 4 (2022: 4). The average number of full-time equivalent employees during the year is analysed as follows:

	2023	2022
	No.	No.
Management and administration	1	1

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £14,973 (2022:£13,862).

14. Trustee remuneration and expenses

No remuneration or expenses or other benefits from employment with the charity or a related entity were received by the trustees.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2023

15. Tangible fixed assets

	Equipment £
Cost	
At 1 October 2022 and 30 September 2023	<u>1,839</u>
Depreciation	
At 1 October 2022	1,443
Charge for the year	148
At 30 September 2023	<u>1,591</u>
Carrying amount	
At 30 September 2023	<u>248</u>
At 30 September 2022	<u>396</u>

16. Debtors

	2023 £	2022 £
Trade debtors	15,244	17,988
Prepayments and accrued income	237	720
Other debtors	410	410
	<u>15,891</u>	<u>19,118</u>

17. Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	10,812	8,385
Accruals and deferred income	3,467	4,598
Social security and other taxes	177	30
	<u>14,456</u>	<u>13,013</u>

18. Deferred income

	2023 £	2022 £
At 1 October 2022	3,248	—
Amount released to income	(3,248)	—
Amount deferred in year	<u>2,009</u>	<u>3,248</u>
At 30 September 2023	<u>2,009</u>	<u>3,248</u>

Deferred income contains payments from clients in advance held at the year end.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2023

19. 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 £436 (2022: £404).

20. Analysis of charitable funds

Unrestricted funds

	At 1 October 2022 £	Income £	Expenditure £	Transfers £	At 30 September 2023 £
General funds	45,120	181,508	(177,165)	423	49,886
Virgin Giving	—	—	—	—	—
Winchester Collections	—	—	—	—	—
IBM	378	—	(378)	—	—
Flautissimo Concert	148	—	(148)	—	—
Southampton University Orchestra	—	—	—	—	—
Madding Crowd	—	—	—	—	—
John Terry Funeral Directors	225	—	(225)	—	—
Folks In Harmony	—	—	—	—	—
Sponsored Walk	283	—	—	—	283
Portsmouth Choral Society	286	—	—	—	286
Adult Wellbeing Donation	—	—	—	—	—
Take Note Concert	—	—	—	—	—
Rathbones	—	1,000	—	—	1,000
Persimmon	—	1,000	—	—	1,000
Arc Pensions Law Firm	—	2,000	—	—	2,000
Alton Community Choir	—	500	—	—	500
Northwood String Orchestra Collection	—	491	—	—	491
Diane Byrne Jungle Run	—	1,282	—	—	1,282
Round Table	—	155	—	—	155
NISA	—	200	—	—	200
The Pitchpipers	—	210	—	—	210
Fundraising	—	322	(72)	—	250
Gift Aid	786	—	(786)	—	—
	<u>47,226</u>	<u>188,668</u>	<u>(178,774)</u>	<u>423</u>	<u>57,543</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2023

20. Analysis of charitable funds *(continued)*

Unrestricted funds *(continued)*

	At 1 October 2021 £	Income £	Expenditure £	Transfers £	At 30 September 2022 £
General funds	45,782	156,560	(156,436)	(786)	45,120
Virgin Giving	160	1,961	(2,121)	—	—
Winchester Collections	74	—	(74)	—	—
IBM	1,236	378	(1,236)	—	378
Flautissimo Concert	298	—	(150)	—	148
Southampton University Orchestra	252	—	(252)	—	—
Madding Crowd	181	—	(181)	—	—
John Terry Funeral Directors	225	—	—	—	225
Folks In Harmony	35	—	(35)	—	—
Sponsored Walk	—	283	—	—	283
Portsmouth Choral Society	—	286	—	—	286
Adult Wellbeing Donation	—	20	(20)	—	—
Take Note Concert	—	834	(834)	—	—
Rathbones	—	—	—	—	—
Persimmon	—	—	—	—	—
Arc Pensions Law Firm	—	—	—	—	—
Alton Community Choir	—	—	—	—	—
Northwood String Orchestra Collection	—	—	—	—	—
Diane Byrne Jungle Run	—	—	—	—	—
Round Table	—	—	—	—	—
NISA	—	—	—	—	—
The Pitchpipers	—	—	—	—	—
Fundraising	—	—	—	—	—
Gift Aid	—	—	—	786	786
	<u>48,243</u>	<u>160,322</u>	<u>(161,339)</u>	<u>—</u>	<u>47,226</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2023

20. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 October 2022 £	Income £	Expenditure £	Transfers £	At 30 September 2023 £
Morrison Foundation	—	—	—	—	—
Martin Read Fund	3,073	276	(869)	—	2,480
Winchester Rotary	—	—	—	—	—
D'Oyly Carte	—	—	—	—	—
Eight Foundation	—	—	—	—	—
St. James' Place	—	—	—	—	—
Foundation	—	10,000	(10,000)	—	—
HCC Grant	2,874	—	(2,874)	—	—
Arnold Clarke	—	—	—	—	—
Community Fund	1,500	—	—	—	1,500
Greville School Advance	423	—	—	(423)	—
Round Table	—	—	—	—	—
Baily Thomas	—	—	—	—	—
Amanda Lapping	—	—	—	—	—
Hedley Foundation	575	—	—	—	575
Radcliffe Trust	—	3,000	—	—	3,000
Albert Hunt Trust	1,000	—	(255)	—	745
Edward Gostling	—	—	—	—	—
Foundation	5,532	7,500	(5,787)	—	7,245
Waitrose Grant	350	—	—	—	350
Ukukaladies	90	—	(90)	—	—
HIWCF	4,646	—	(476)	—	4,170
HCC - Refugee funds	4,333	—	(4,088)	—	245
Aviva Community Fund	—	—	—	—	—
Foyle Foundation	—	—	—	—	—
HCC Concert Grant	—	350	—	—	350
Winchester City Council grant	—	5,000	—	—	5,000
Ashley Family	—	—	—	—	—
Foundation	—	4,020	—	—	4,020
Tesco	—	2,000	(429)	—	1,571
	<u>24,396</u>	<u>32,146</u>	<u>(24,868)</u>	<u>(423)</u>	<u>31,251</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2023

20. Analysis of charitable funds *(continued)*

Restricted funds *(continued)*

	At 1 October 2021 £	Income £	Expenditure £	Transfers £	At 30 September 2022 £
Morrison Foundation	40	—	(40)	—	—
Martin Read Fund	3,395	216	(538)	—	3,073
Winchester Rotary	412	—	(412)	—	—
D'Oyly Carte	512	—	(512)	—	—
Eight Foundation	1,244	—	(1,244)	—	—
St. James' Place Foundation	731	—	(731)	—	—
HCC Grant	5,000	—	(2,126)	—	2,874
Arnold Clarke Community Fund	500	1,000	—	—	1,500
Greville School Advance	423	—	—	—	423
Round Table	2,500	—	(2,500)	—	—
Baily Thomas	200	—	(200)	—	—
Amanda Lapping	1,000	—	(1,000)	—	—
Hedley Foundation	575	—	—	—	575
Radcliffe Trust	2,686	—	(2,686)	—	—
Albert Hunt Trust	1,000	—	—	—	1,000
Edward Gostling Foundation	—	7,500	(1,968)	—	5,532
Waitrose Grant	—	350	—	—	350
Ukukaladies	—	90	—	—	90
HIWCF	—	4,925	(279)	—	4,646
HCC - Refugee funds	—	4,360	(27)	—	4,333
Aviva Community Fund	—	2,546	(2,546)	—	—
Foyle Foundation	—	5,000	(5,000)	—	—
HCC Concert Grant	—	—	—	—	—
Winchester City Council grant	—	—	—	—	—
Ashley Family Foundation	—	—	—	—	—
Tesco	—	—	—	—	—
	<u>20,218</u>	<u>25,987</u>	<u>(21,809)</u>	<u>—</u>	<u>24,396</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2023

21. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	248	–	248
Current assets	71,751	31,251	103,002
Creditors less than 1 year	(14,456)	–	(14,456)
Net assets	<u>57,543</u>	<u>31,251</u>	<u>88,794</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	396	–	396
Current assets	59,843	24,396	84,239
Creditors less than 1 year	(13,013)	–	(13,013)
Net assets	<u>47,226</u>	<u>24,396</u>	<u>71,622</u>

22. Related parties

There are no related party transactions in the reporting period that require disclosure.

Cover image by Freepik.



www.keychanges.org



enquiries@keychanges.org



01962 842269



Key Changes Music Therapy



www.facebook.com/KCmusictherapy/



[@key_changes](https://twitter.com/key_changes)

Accounts

**Key Changes Music Therapy
Company Limited by Guarantee
Unaudited Financial Statements
30 September 2022**

WALTER HUNTER & CO LIMITED

Chartered accountants
24 Bridge Street
Newport
South Wales
NP20 4SF

Key Changes Music Therapy

Company Limited by Guarantee

Financial Statements

Year ended 30 September 2022

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Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 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 30 September 2022.

Reference and administrative details

Registered charity name Key Changes Music Therapy

Charity registration number 1124102

Company registration number 06559536

Principal office and registered office Winnall Community Centre
Garbett Road
Winchester
SO23 0NY
Hampshire

The trustees

J Squire
N Dunne (Resigned 29 March 2022)
S Lewin
J Mullineaux-Davis
D Porter
Kate Palmer (Appointed 29 March 2022)

Independent examiner Mr Jonathan Rhodes BSc BFP FCA
Walter Hunter & Co. Limited
24 Bridge Street
Newport
South Wales
NP20 4SF

Introduction from the Chair of Trustees:

On behalf of the trustees, I present our report and accounts for the year ended 30 September 2022. It contains a directors' report as required by company law.

During the year under review, despite considerable residual impact of the pandemic, Key Changes Music Therapy continued to deliver the required constitutional objectives, with a focus on delivering services of the highest professional standards to clients wherever and however our therapists were able to, within some ongoing restrictions imposed on their access to the people and organisations who are our beneficiaries.

The whole team continued to work together with a common purpose to continue having positive impact on our clients, their families, the care teams, and the communities in which they live and work:

- Our trustees continued to build their skills and experience as a team and evolved their aspirational, strategic targets for the long term alongside operational plans to maintain a robust foundation for the charity.
 - Our core staff were flexible and agile in achieving challenging shorter-term plans and worked with long-standing clients to change the way we fund our services.
-

Key Changes Music Therapy

Company Limited by Guarantee

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Year ended 30 September 2022

- Our therapy team showed enormous dedication and brought its caring and innovative nature to the fore by creating new ways of delivering impact to as many people as we can, whilst pushing the boundaries of how to make music therapy improve the lives of the people we support.
- Our volunteers and interns provided invaluable support and helped us to expand what we can achieve by collating pertinent research, presenting ourselves professionally to a wider audience and by improving our computing and information infrastructure.

Constitution:

Key Changes Music Therapy was incorporated on 8 April 2008 as a company limited by guarantee (registration number 6559536). The company operates as a registered charity (registration number 1124102) and is governed by its memorandum and articles of association. The Key Changes Handbook provides staff, trustees, and volunteers with information on Policies, Processes and Guidance required to deliver operations efficiently, effectively, economically, and safely.

Objectives of the charity have public benefit and, as stated in the memorandum of association, are:

- The relief of physical and mental illness and disability, congenital or acquired, by providing or assisting in providing music.
- The protection and promotion of good health, both physical and mental, by the use of music.
- The alleviation of developmental, emotional, and social difficulties by the use of music.
- The advancement of the education of the public concerning music as a means of therapy for physical and mental illness and disability, and for developmental, emotional, and social difficulties.
- The promotion and publication of research concerning the therapeutic use of music as set out in these objectives.

Governance, structure, and management:

One new, additional trustee has been appointed and one trustee has resigned. The board team have taken significant steps to strengthen governance, including:

- Regular review of policies, processes and guidance for staff, volunteers, and trustees.
- Pro-Bono legal advice has been used to update the employment contracts of permanent staff.
- Maintenance of an appropriate balance of skills and expertise of the trustees.
- A review of the skills and experience of the current trustees with a view to appointing an additional trustee with marketing experience.
- Stock-takes of strategic progress and direction.
- Regular reviews of risk identification and mitigation.

Trustees (who are also directors for the purposes of company law) are responsible for the overall operation of the company, ensuring that the objectives are maintained and for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
 - Observe the methods and principles in the Charities SORP.
 - Make judgments and estimates that are reasonable and prudent.
 - State whether applicable UK Accounting Standards have been followed, subject to any material
-

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2022

departures disclosed and explained in the financial statements.

- 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 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. In so far as the trustees are aware:

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustees have been and will continue to be recruited, using a combination of inviting expressions of interest (using for example Reach Volunteering, The Young Trustees Movement, LinkedIn) and via existing personal and professional networks, from people with the skills and experience needed to strengthen the team. Prior to appointment, candidates will be interviewed by at least one trustee and member of staff, two references will be taken and candidates offered the chance to observe a board meeting and talk informally with members of the team. Trustees are expected to adhere to the Trustees Basics, Code of Conduct, and declare any Conflicts of Interest.

In addition to Sarah Lewin (Board Secretary), Jim Squire (Chair), Jordan Mullineaux-Davis (Vice-Chair) and Darrell Porter (Treasurer) who all continue as trustees, Kate Palmer was appointed as a trustee on 29th March 2022. Nial Dunne resigned as trustee on 29th March 2022 and the trustees would like to record their gratitude in this report for the contribution Nial made during the pandemic to support the growth of the charity. The trustees share responsibilities of Company Secretary, supported by core team staff.

The company employs four part-time staff based in our small, rented office / therapy space in Winchester and between 10 & 15 contracted music therapists who deliver therapy sessions with clients either 1:1 or in small groups. Each music therapist has a master's degree in music therapy and is registered with The Health and Care Professions Council. Beccy Read (Lead Therapy Coordinator) provides day to day management and leadership, supervised by The Chair of Trustees. Reporting to Beccy are Julie Fullstone (Finance Administrator), Claire Simmons (Fundraising and Finance Support) and Leigh Warren-Thomas (Dementia Therapy Coordinator).

Our team of self-employed therapists continue to show huge loyalty and dedication to Key Changes and trustees would like to thank them for their enthusiasm and innovative approach to ensuring we maintain the highest standards of care and professionalism.

The Board met monthly during school term times via remote platforms and once face to face, in August 2022, for an extended stocktake and strategy refresh session. An Annual General Meeting took place as required in March 2022 where we presented our strategy and plan to members.

We are also grateful for the ongoing voluntary support to our information and communications technology from Ben Williams and from Jess Ryall who supports our weekly social media 'drumbeat.'

Key Changes Music Therapy
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report)
Year ended 30 September 2022

Activities during the year include:

1. The ongoing provision of music therapy services.

See '**Achievements and Performance**' for more details.

2. The ongoing raising of funds via direct client payments, grant-making bodies, events, and donations.

See '**Funders, donors, events, and financial supporters**' for more details.

3. Maintaining strategic direction.

The trustees maintained their focus on the strategic priorities and planning activities that were set at the start of the reporting period (and updated at the end of it). We expect these targets to guide our decision making for the next 3-5 years and will keep them under review as part of our regular cycle of business.

- Enable new clients to understand the value of music therapy and help them make an ongoing commitment to provide the benefits music therapy offers.
 - Build our presence in areas of greatest need.
 - Proactively promote & market existing strengths.
 - Aspire to develop regional, cross-sector growth.
 - Seek to create new opportunities by raising the awareness of music therapy and of Key Changes Music Therapy.
4. Enacting the first phase of the emerging strategic plan with the key aspects of this plan being:
 - Seek to broaden our self-funded client base.
 - Bid for grants and raise funds focussed on providing access to music therapy for potential new clients in mainstream primary schools, dementia care and mental health services.
 - Develop the right sized and shaped Key Changes Headquarters in Winchester to enable growth and succession planning.
 - Promote our annual conference nationally.
 - Create and develop a diverse network of Members and Patrons across sectors.
 - Market our brand and raise visibility by refreshing our website and social media presence and enabling our Patrons and Members to raise awareness and advocate music therapy.

Following the stock-take of progress in August 2022, the Chair of Trustees on behalf of The Board, wrote to our members, patrons, and supporters to report good progress against these plans, pertinent aspects of which are discussed in more detail below. Annual updates to both the strategic priorities and the plans derived from these will be reported in next year's trustees report.

Achievements and performance – our service users and beneficiaries

We have maintained service to over 158 clients and our therapists have provided their clinical expertise into more than 23 organisations including care homes for adults with profound multiple disabilities, mainstream and special educational needs schools and nurseries and to more than 17 families contracting our services directly. In addition, the core team has continued to work around on-going access limitations to 6 dementia services, towards delivering up to 12 hours or more per week of therapy, working in groups, once these limitations are lifted.

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2022

Music therapy does not just provide benefit directly to our clients; our beneficiaries also include the friends, close and extended families of clients, the care teams providing the day-to-day care, the organisations, and establishments we work in and the broader local communities in which our clients live, work, and learn. All these extended groups of people benefit from the improved communication with and well-being of our clients.

A short precis of a case study follows to illustrate how our services have impact.

Rosewood Free School, Southampton caters for children and young people with Profound and Multiple Learning Disabilities, Severe Learning Disabilities, and complex physical, medical, and learning difficulties. This outstanding provision offers a truly personalised approach to learning, as illustrated by this summary from a music therapy case study - the impact on one student's well-being and engagement. This is provided by Tom Barber – teacher & Owain Clarke – music therapist. *The student's name has been changed.*

Tom introduces Jane:

Jane is 15 years of age, with complex physical, communication and learning difficulties. She has a visual impairment and epilepsy and is non-verbal. She had responded positively to musical activities in class which led to her being referred for music therapy.

During music therapy Jane consistently leaned in and towards the therapist when engaged. As the tempo of each session became established, Jane's movements appeared to become more rhythmical. When Jane was highly involved, she would remain engaged, and her well-being levels would remain high for some time afterwards.

Owain summarises:

When I first met Jane she seemed inward looking, she would self-stimulate (e.g.: rocking, biting the backs of her hands) seeming to attempt to shut out the world and to help her to deal with the physical pain she was in. At times she would hyper-ventilate, and this along with the rocking led me to feel shut out as well. However, these also provided a way to begin working with her musically. So, I framed these behaviours as musical ones, and synchronised my music-making with her breathing and rocking to help her to develop an interest in what was going on.

Often, she would be rocking when she arrived in her wheelchair. As I played music with her the quality of the rocking would change, becoming less chaotic, as if it was a way of dancing for her. She showed an interest in instruments and became still when given instruments such as bells or tambourine.

She explored these instruments both for their sounds and their physical feeling. Her head often turned to me, and she smiled in response to the music making. She liked to vocalise with me, sometimes almost in a "question and answer" way. Another aspect of the session I feel was useful for her was that as a non-verbal therapy Jane was freed from the struggle of making sense of words, especially as English is not her native language.

Tom summarises:

Music therapy allowed Jane the opportunity to celebrate and develop her innate musicality. It provided a framework to encourage her to regulate her emotions and express shared enjoyment and pleasure. It permitted her to explore novel ways to express a communicative intent, using her body movements and vocalisations. Most importantly, it allowed her the opportunity to develop agency - Jane learnt that if she modified her vocal responses or speed of movement then the therapist would in turn change his response. These 2 aspects of enjoyment and agency were the most beneficial for Jane, clearly improving her quality of life.

Thank you to our funders for helping to support this valued input for children at Rosewood.

Key Changes Music Therapy

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Year ended 30 September 2022

Raising awareness – promotion and marketing

Our website (www.keychanges.org) now provides a stable, professional, and engaging 'front door' to access information about who we are, what we do, why we do it, the impact we have and how to support our work. Aligned with the new website, we continue a weekly "Beating the Drum for Key Changes" social media campaign, that raises awareness more broadly and with immediacy about how we are taking forward our plans and introduces members of the team and the events we are planning. A regular newsletter is also circulated to our growing mailing list with updates and news of what's happening at Key Changes.

We continue to welcome the advocacy of and support from our two Patrons, Professor Helen Odell-Miller OBE, who is Professor of Music Therapy and Director of the Cambridge Institute for Music Therapy Research; and renowned baritone and composer Roderick Williams OBE who recorded an inspiring and enthusiastic video to introduce our annual conference in November 2021 where he shared his reflections on the importance of music to support health and well-being during the pandemic. We are looking forward to working with both our Patrons in future and record our gratitude to them for their support as part of this report.

We have maintained our membership numbers during the year in order to gain the benefit of their knowledge, support, advocacy, and advice as we set our aspirations for the future. A number of the members took an active part in our Annual General Meeting and we welcome their ongoing input and enthusiastic engagement.

Funders, donors, events, and financial supporters

Key Changes is enabled to meet our objective to advance the education concerning music as a means of therapy by the generosity and philanthropy of grant-makers and donors. Their support creates opportunities for us to deliver services to new clients and organisations and to support areas of profound need not able to directly fund our services.

The continued impact of the pandemic impacted negatively on donations in particular, but we remain committed to reach out to new and more diverse beneficiaries by investing grants and donations and in this reporting year, we are grateful to our regular donors, one-off donations from individuals and organisations and support from other music and arts organisations.

We have benefited from and are grateful for ongoing grant funding from Aviva Community Fund, Hampshire and Isle of Wight Community Fund and Arnold Clarke and received new grant funding from Edward Gostling, Hampshire County Council, and the Foyle Foundation.

An active series of fundraising events continued during the reporting year, including the annual carol concert and a sponsored walk.

Research and education of the public

We have continued our commitment to support the continuing professional development of our therapists, hosting a regular series of 'learning from experience' sessions open to all the team and sharing in particular the innovative and agile new ways of delivering therapy services necessitated by the pandemic restrictions to face to face engagement with clients. This year has seen a focus on maintaining the wellbeing of the therapists themselves as well as the quality of the service we provide to clients.

This year saw the return of an in person annual conference in November 2021 which attracted an excellent group of presenters and a healthy audience of therapists (as part of their continued

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2022

professional development) and students (as part of their education). The theme this year was "Opportunities from Crisis" and reflected the determination of the whole team to emerge stronger from the challenges we have dealt with as a result of the pandemic. Our 4 external presenters included Keynote presenter Dr Catherine Warner, programme leader, MA in Music Therapy, at The University of the West of England, on *Music Therapy International Skill-Sharing in relationship to childhood trauma*.

Partnerships

The Board wish to formally record their gratitude to:

- Winnall Community Centre which continues to provide our premises and meeting spaces.
- The University of Southampton Careers and Employability Service Team for securing three funded summer internships that enabled a meta-analysis of the music therapy body of research knowledge to support impactful grant submissions.
- The Careers and Employability Services of both the University of Winchester and the University of Portsmouth who have been proactive in supporting our ambitions to build our voluntary team, providing additional horsepower to the core team to provide some marketing advice and a stocktake of our outreach activities and internet presence.

Financial review and performance

During the year under review, the company received income of £186,309 (2021: £152,268) and recorded a surplus of £3,161 (2021: £1,277). Our activities continue to be impacted by COVID but overhead costs remain closely managed and signs of regrowth are starting to emerge.

The charity's total reserves at 30 September 2022 were £71,622 (2021: £68,461) of which £24,396 (2021: £20,907) is restricted. The trustees aim to hold sufficient reserves to be able to finance the charity's commitments for a period of 6 months.

Future strategy and plans

In alignment with the plans derived from our 3-5 year strategy described previously and updated in August 2022, in the coming 12 months we aspire to:

1. *Build stronger relationships between our team and clients, to influence them to make an enduring commitment to music therapy.* We want to free up capacity and potential to grow services into new areas of therapy provision and aim therefore to increase the proportion of unrestricted funding we secure, work with existing clients to increase the volume of provision and move towards a joint funding model wherever possible.
 2. *Build a strong brand that makes the case for music therapy and for the Key Changes offering, with a focus on areas with greatest need.* In order to build on the foundations we have built with respect to the professional way we speak to more people via various communications channels, we aim to secure a trustee with marketing expertise to develop a marketing plan to improve the impact and reach of our activities.
 3. *Build a resilient and professional organisation, including our team of therapists, of core staff and trustees, with strong governance and reliable infrastructure.* Long-term planning now includes proactive risk identification and management and our focus will shift towards managing these priority risks. This will involve having succession plans for key roles and will consider further improvements to governance with regular review of non-core policy and procedure alongside a specific plan for our future approach to fundraising.
 4. *Raise funds to enable agility and growth.* Our fundraising plan seeks to enable growth in volume
-

Key Changes Music Therapy

Company Limited by Guarantee

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

Year ended 30 September 2022

and coverage in service and to enable us to respond in a more agile way to emerging areas of need, with, if necessary taster sessions being offered without the need for specific bids for funding being made.

5. *Take opportunities as they arise to raise the national profile of music therapy and of Key Changes.* Trustees recognise the most powerful way to influence and have impact is to broadcast the stories, so we help our beneficiaries to talk about the positive effects of music therapy. We aim to share more case studies and make a personal commitment to act as advocates for the power of music therapy wherever opportunities to do so present themselves.

Public benefit

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

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 21 February 2022 and signed on behalf of the board of trustees by:



J Squire
Trustee



J Squire
Trustee

Key Changes Music Therapy

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Key Changes Music Therapy

Year ended 30 September 2022

I report to the trustees on my examination of the financial statements of Key Changes Music Therapy ('the charity') for the year ended 30 September 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

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.



Mr Jonathan Rhodes BSc BFP FCA
Independent Examiner

Walter Hunter & Co. Limited
24 Bridge Street
Newport
South Wales
NP20 4SF

21 February 2022

Key Changes Music Therapy
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)
Year ended 30 September 2022

		Unrestricted funds	2022 Restricted funds	Total funds	2021 Total funds
	Note	£	£	£	£
Income and endowments					
Donations and legacies	5	4,535	25,987	30,522	32,438
Charitable activities	6	155,707	–	155,707	119,826
Investment income	7	80	–	80	4
Total income		<u>160,322</u>	<u>25,987</u>	<u>186,309</u>	<u>152,268</u>
Expenditure					
Expenditure on charitable activities	8,9	161,339	21,809	183,148	150,991
Total expenditure		<u>161,339</u>	<u>21,809</u>	<u>183,148</u>	<u>150,991</u>
Net income and net movement in funds		<u>(1,017)</u>	<u>4,178</u>	<u>3,161</u>	<u>1,277</u>
Reconciliation of funds					
Total funds brought forward		48,243	20,218	68,461	67,184
Total funds carried forward		<u>47,226</u>	<u>24,396</u>	<u>71,622</u>	<u>68,461</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 12 to 23 form part of these financial statements.

Key Changes Music Therapy

Company Limited by Guarantee

Statement of Financial Position

30 September 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible fixed assets	15	396	–
Current assets			
Debtors	16	19,118	30,312
Cash at bank and in hand		65,121	53,540
		<u>84,239</u>	<u>83,852</u>
Creditors: amounts falling due within one year	17	13,013	15,391
Net current assets		<u>71,226</u>	<u>68,461</u>
Total assets less current liabilities		<u>71,622</u>	<u>68,461</u>
Net assets		<u>71,622</u>	<u>68,461</u>
Funds of the charity			
Restricted funds		24,396	20,218
Unrestricted funds		<u>47,226</u>	<u>48,243</u>
Total charity funds	20	<u>71,622</u>	<u>68,461</u>

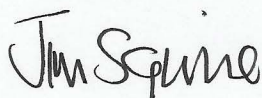
For the year ending 30 September 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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 21 February 2022, and are signed on behalf of the board by:



J Squire
Trustee

The notes on pages 12 to 23 form part of these financial statements.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 30 September 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 Winnall Community Centre, Garbett Road, Winchester, SO23 0NY, Hampshire.

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.

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.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 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.

Tangible assets

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

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

3. Accounting policies *(continued)*

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:

Office Equipment - 33% p.a. Straight Line

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.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as either financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

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

The charity is incorporated under the Companies Act 2006 and is limited by guarantee, each member having undertaken to contribute such amounts not exceeding ten pounds as may be required in the event of the company being wound up whilst he or she is still a member or within one year thereafter. There are 18 members of the company (2021: 18).

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations			
Gift Aid Rebates	—	—	—
Donations and Friends	772	—	772
Virgin Giving	1,961	—	1,961
John Terry Funeral Director	—	—	—
Morrisons	—	—	—
Martin Read Fund for Young People	—	216	216
Greville School Advance	—	—	—
IBM	379	—	379
Sponsored Walk	283	—	283
Portsmouth Choral Society	286	—	286
Adult Wellbeing Donation	20	—	20
Ukukaladies	—	90	90
Take Note Concert	834	—	834
Grants			
Julia & Hans Rausing Trust	—	—	—
HCC Grant for Adult Mental Health	—	—	—
Arnold Clarke Community Fund	—	1,000	1,000
Round Table	—	—	—
Amanda Lapping	—	—	—
Hedley Foundation	—	—	—
Radcliffe Trust	—	—	—
Albert Hunt Trust	—	—	—
Edward Gostling Foundation	—	7,500	7,500
Waitrose	—	350	350
HIWCF	—	4,925	4,925
HCC Grant - Refugee therapy	—	4,360	4,360
Aviva Community Fund	—	2,546	2,546
Foyle Foundation	—	5,000	5,000
	<u>4,535</u>	<u>25,987</u>	<u>30,522</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Gift Aid Rebates	786	—	786
Donations and Friends	2,093	—	2,093
Virgin Giving	160	—	160
John Terry Funeral Director	225	—	225
Morrisons	—	435	435
Martin Read Fund for Young People	—	290	290
Greville School Advance	—	2,349	2,349
IBM	—	—	—
Sponsored Walk	—	—	—
Portsmouth Choral Society	—	—	—
Adult Wellbeing Donation	—	—	—
Ukukaladies	—	—	—
Take Note Concert	—	—	—
Grants			
Julia & Hans Rausing Trust	12,000	—	12,000
HCC Grant for Adult Mental Health	—	5,000	5,000
Arnold Clarke Community Fund	—	500	500
Round Table	—	2,500	2,500
Amanda Lapping	—	1,000	1,000
Hedley Foundation	—	1,100	1,100
Radcliffe Trust	—	3,000	3,000
Albert Hunt Trust	—	1,000	1,000
Edward Gostling Foundation	—	—	—
Waitrose	—	—	—
HIWCF	—	—	—
HCC Grant - Refugee therapy	—	—	—
Aviva Community Fund	—	—	—
Foyle Foundation	—	—	—
	<u>15,264</u>	<u>17,174</u>	<u>32,438</u>

6. Charitable activities

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Therapy	154,792	154,792	119,826	119,826
Annual Conference	915	915	—	—
	<u>155,707</u>	<u>155,707</u>	<u>119,826</u>	<u>119,826</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

7. Investment income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	80	80	4	4

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Therapy	125,094	21,809	146,903
Salaries and related expenses	25,548	—	25,548
Office expenses	9,347	—	9,347
Governance - Accountancy	1,350	—	1,350
	<u>161,339</u>	<u>21,809</u>	<u>183,148</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Therapy	93,702	21,982	115,684
Salaries and related expenses	24,654	—	24,654
Office expenses	9,152	—	9,152
Governance - Accountancy	1,501	—	1,501
	<u>129,009</u>	<u>21,982</u>	<u>150,991</u>

9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Total funds 2022 £	Total fund 2021 £
Therapy	146,903	146,903	115,684
Salaries and related expenses	25,548	25,548	24,654
Office expenses	9,347	9,347	9,152
Governance - Accountancy	1,350	1,350	1,501
	<u>183,148</u>	<u>183,148</u>	<u>150,991</u>

10. Taxation

As a charity, Key Changes Music Therapy is exempt from tax on income and gains, to the extent that such income or gains are applied exclusively to charitable purposes. No tax charges have arisen in the charity.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

11. Net income

Net income is stated after charging/(crediting):

	2022	2021
	£	£
Depreciation of tangible fixed assets	<u>49</u>	<u>284</u>

12. Independent examination fees

	2022	2021
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>1,350</u>	<u>1,500</u>

13. Staff costs

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

	2022	2021
	£	£
Wages and salaries	25,144	24,242
Social security costs	—	221
Employer contributions to pension plans	<u>404</u>	<u>191</u>
	<u>25,548</u>	<u>24,654</u>

The average head count of employees during the year was 4 (2021: 4). The average number of full-time equivalent employees during the year is analysed as follows:

	2022	2021
	No.	No.
Management and administration	<u>4</u>	<u>4</u>

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

14. Trustee remuneration and expenses

No remuneration or expenses or other benefits from employment with the charity or a related entity were received by the trustees.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

15. Tangible fixed assets

	Equipment £
Cost	
At 1 October 2021	1,394
Additions	445
At 30 September 2022	<u>1,839</u>
Depreciation	
At 1 October 2021	1,394
Charge for the year	49
At 30 September 2022	<u>1,443</u>
Carrying amount	
At 30 September 2022	<u>396</u>
At 30 September 2021	<u>–</u>

16. Debtors

	2022 £	2021 £
Trade debtors	17,988	29,832
Prepayments and accrued income	720	70
Other debtors	410	410
	<u>19,118</u>	<u>30,312</u>

17. Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	8,385	10,279
Accruals and deferred income	4,598	4,832
Social security and other taxes	30	204
Other creditors	–	76
	<u>13,013</u>	<u>15,391</u>

18. Deferred income

	2022 £	2021 £
Amount deferred in year	<u>3,248</u>	<u>3,032</u>

Deferred income contains payments from clients in advance held at the year end.

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

19. 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 £404 (2021: £191).

20. Analysis of charitable funds

Unrestricted funds

	At 1 October 20 21 £	Income £	Expenditure £	Transfers £	At 30 September 2022 £
General funds	45,782	156,560	(156,436)	(786)	45,120
Julia & Hans Rausing Trust	—	—	—	—	—
National Lottery	—	—	—	—	—
Virgin Giving	160	1,961	(2,121)	—	—
Winchester Collections	74	—	(74)	—	—
IBM	1,236	378	(1,236)	—	378
Flautissimo Concert	298	—	(150)	—	148
Southampton University Orchestra	252	—	(252)	—	—
Madding Crowd	181	—	(181)	—	—
John Terry Funeral Directors	225	—	—	—	225
Folks In Harmony	35	—	(35)	—	—
Sponsored Walk	—	283	—	—	283
Portsmouth Choral Society	—	286	—	—	286
Adult Wellbeing	—	—	—	—	—
Donation	—	20	(20)	—	—
Take Note Concert	—	834	(834)	—	—
Gift Aid	—	—	—	786	786
	<u>48,243</u>	<u>160,322</u>	<u>(161,339)</u>	<u>—</u>	<u>47,226</u>

	At 1 October 20 20 £	Income £	Expenditure £	Transfers £	At 30 September 2021 £
General funds	29,758	122,709	(106,685)	—	45,782
Julia & Hans Rausing Trust	—	12,000	(12,000)	—	—
National Lottery	10,000	—	(10,000)	—	—
Virgin Giving	—	160	—	—	160
Winchester Collections	74	—	—	—	74
IBM	1,560	—	(324)	—	1,236

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

Flautissimo Concert	298	—	—	—	298
Southampton University Orchestra	252	—	—	—	252
Madding Crowd	181	—	—	—	181
John Terry Funeral Directors	—	225	—	—	225
Folks In Harmony	35	—	—	—	35
Sponsored Walk	—	—	—	—	—
Portsmouth Choral Society	—	—	—	—	—
Adult Wellbeing	—	—	—	—	—
Donation	—	—	—	—	—
Take Note Concert	—	—	—	—	—
Gift Aid	—	—	—	—	—
	<u>42,158</u>	<u>135,094</u>	<u>(129,009)</u>	<u>—</u>	<u>48,243</u>

Restricted funds

	At 1 October 2021	Income	Expenditure	Transfers	At 30 September 2022
	£	£	£	£	£
Morrison Foundation	40	—	(40)	—	—
Martin Read Fund	3,395	216	(538)	—	3,073
Winchester Rotary	412	—	(412)	—	—
D'Oyly Carte	512	—	(512)	—	—
Eight Foundation	1,244	—	(1,244)	—	—
St. James' Place Foundation	731	—	(731)	—	—
HCC Grant	5,000	—	(2,126)	—	2,874
Arnold Clarke	—	—	—	—	—
Community Fund	500	1,000	—	—	1,500
Greville School Advance	423	—	—	—	423
Round Table	2,500	—	(2,500)	—	—
Baily Thomas	200	—	(200)	—	—
Amanda Lapping	1,000	—	(1,000)	—	—
Hedley Foundation	575	—	—	—	575
Radcliffe Trust	2,686	—	(2,686)	—	—
Albert Hunt Trust	1,000	—	—	—	1,000

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

20. Analysis of charitable funds *(continued)*

Edward Gostling Foundation	—	7,500	(1,968)	—	5,532
Waitrose Grant	—	350	—	—	350
Ukukaladies	—	90	—	—	90
HIWCF	—	4,925	(279)	—	4,646
HCC - Refugee funds	—	4,360	(27)	—	4,333
Aviva Community Fund	—	2,546	(2,546)	—	—
Foyle Foundation	—	5,000	(5,000)	—	—
	<u>20,218</u>	<u>25,987</u>	<u>(21,809)</u>	<u>—</u>	<u>24,396</u>

	At 1 October 2020	Income	Expenditure	Transfers	At 30 September 2021
	£	£	£	£	£
Morrison Foundation	—	435	(395)	—	40
Martin Read Fund	3,297	290	(192)	—	3,395
Winchester Rotary	1,034	—	(622)	—	412
D'Oyly Carte	1,862	—	(1,350)	—	512
Eight Foundation	7,353	—	(6,109)	—	1,244
St. James' Place Foundation	9,293	—	(8,562)	—	731
HCC Grant	—	5,000	—	—	5,000
Arnold Clarke Community Fund	—	500	—	—	500
Greville School Advance	1,298	2,349	(3,224)	—	423
Round Table	—	2,500	—	—	2,500
Baily Thomas	889	—	(689)	—	200
Amanda Lapping	—	1,000	—	—	1,000
Hedley Foundation	—	1,100	(525)	—	575
Radcliffe Trust	—	3,000	(314)	—	2,686
Albert Hunt Trust	—	1,000	—	—	1,000
Edward Gostling Foundation	—	—	—	—	—
Waitrose Grant	—	—	—	—	—
Ukukaladies	—	—	—	—	—
HIWCF	—	—	—	—	—
HCC - Refugee funds	—	—	—	—	—
Aviva Community Fund	—	—	—	—	—
Foyle Foundation	—	—	—	—	—
	<u>25,026</u>	<u>17,174</u>	<u>(21,982)</u>	<u>—</u>	<u>20,218</u>

Key Changes Music Therapy

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

21. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	396	–	396
Current assets	59,843	24,396	84,239
Creditors less than 1 year	(13,013)	–	(13,013)
Net assets	<u>47,226</u>	<u>24,396</u>	<u>71,622</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	–	–	–
Current assets	63,634	20,218	83,852
Creditors less than 1 year	(15,391)	–	(15,391)
Net assets	<u>48,243</u>	<u>20,218</u>	<u>68,461</u>

22. Related parties

There are no related party transactions in the reporting period that require disclosure.

KEY CHANGES MUSIC THERAPY

England & Wales - Charity number 1124102

Accounts

KEY CHANGES MUSIC THERAPY

TRUSTEES' ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

YEAR ENDED 30 SEPTEMBER 2021

CHARITY NUMBER: 1124102

COMPANY NUMBER: 06559536

HOWARD SMITH & CO LIMITED

CHARTERED ACCOUNTANTS

FIRST FLOOR, BELLAMY HOUSE, WINTON ROAD, PETERSFIELD, HAMPSHIRE, GU32 3HA

**KEY CHANGES MUSIC THERAPY
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021**

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8	Report of the Independent Examiner
9	Principal Accounting Policies
10	Statement of Financial Activities
11	Balance Sheet
12-16	Notes to the Financial Statements

**KEY CHANGES MUSIC THERAPY
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021**

LEGAL AND ADMINISTRATIVE DETAILS

Trustees	James Squire Nial Dunne Sarah Lewin Jordan Mullineaux-Davis – appointed 26 November 2020 Darrell Porter – appointed 7 February 2021
Address	Winnall Community Centre Garbett Road Winchester Hampshire SO23 0NY
Independent Examiner	J R Stimpson FCA Howard Smith & Co Limited Chartered Accountants and Registered Auditors First Floor Bellamy House Winton Road Petersfield Hampshire GU32 3HA

KEY CHANGES MUSIC THERAPY FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021

REPORT OF THE TRUSTEES

The trustees present their report and accounts for the year ended 30 September 2021. The trustees' report contains a directors' report as required by company law.

CONSTITUTION

The company was incorporated on 8 April 2008 as a company limited by guarantee (registration number 6559536). The company operates as a registered charity (registration number 1124102). The company is governed by its memorandum and articles of association. The Key Changes Handbook provides staff, trustees, and volunteers with information on Policies, Processes and Guidance required to deliver operations efficiently, effectively, economically, and safely.

OBJECTIVES

The objectives of the charity are as follows:

1. The relief of physical and mental illness and disability, congenital or acquired, by providing or assisting in providing music;
2. The protection and promotion of good health, both physical and mental, by the use of music;
3. The alleviation of developmental, emotional and social difficulties by the use of music;
4. The advancement of the education of the public concerning music as a means of therapy for physical and mental illness and disability, and for developmental, emotional and social difficulties;
5. The promotion and publication of research concerning the therapeutic use of music as set out above.

GOVERNANCE, STRUCTURE, AND MANAGEMENT

Two new, additional trustees have been appointed to the board and we have taken significant steps to strengthen governance, including:

- A fundamental review of policies, processes and guidance for staff, volunteers and trustees and the establishment of a regular routine and ongoing review of existing and required policies.
- A review of our approach to assessment and evaluation of our services and impact.
- Formalising Board Officer roles based on the skills and expertise of the trustees.
- A review of the skills and experience of the current trustees with a view to succession planning.
- Stock-takes of strategic progress and direction.
- Securing additional pro-bono legal advice and data analytics capacity.
- Adopting a more structured approach to risk identification and mitigation.

Trustees have been and will continue to be recruited using a combination of inviting expressions of interest (using for example Reach Volunteering, The Young Trustees Movement, LinkedIn) and via existing personal and professional networks, from people with the skills and experience needed to strengthen the team. Prior to appointment, candidates will be interviewed by at least one trustee and member of staff, two references will be taken, and candidates offered the chance to observe a board meeting and talk informally with members of the team. Trustees are expected to adhere to the Trustees Basics and Code of Conduct and declare any Conflicts of Interest.

In addition to Sarah Lewin (Board Secretary), Nial Dunne (Trustee) and Jim Squire (Chair), who all continue as trustees, Jordan Mullineaux-Davis (Vice-Chair) and Darrell Porter (Treasurer) were appointed as trustees on 26 November 2020 and 7 February 2021 respectively. The trustees share the responsibilities of Company Secretary, supported by core team staff.

The company employs four part-time staff based in our small, rented office/therapy space in Winchester and between 10 and 15 contracted music therapists who deliver therapy sessions with clients remotely (due to the pandemic) and face to face increasingly and wherever possible as pandemic restrictions allow. Each music therapist has a master's degree in music therapy and is registered with The Health and Care Professions Council. Beccy Read (Lead Therapy Coordinator) provides day to day management and leadership, supervised by the Chair of Trustees. Reporting to Beccy are Julie Fullstone (Finance Administrator), Claire Simmons (Fundraising and Finance Support) and Leigh Warren-Thomas (Dementia Therapy Coordinator).

KEY CHANGES MUSIC THERAPY FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021

REPORT OF THE TRUSTEES – continued

Many of our therapy team have been with Key Changes for long periods of our existence and we recently bade a fond farewell to Debbie Mellors, after her many years of service to Key Changes. I am reiterating our gratitude and good wishes to her as part of this report in recognition of her huge contribution. We wish her well on her retirement but look forward to her continuing as a member of the charity and enjoyed hearing her reflections on her career as part of the 2021 annual conference.

The Board met monthly during school term times via remote platforms and has dealt successfully during the pandemic with the additional challenges of building a new team who have set an ambitious new direction whilst only being able to meet once face to face.

ACTIVITIES

During the year under review, despite the considerable ongoing impact of the pandemic, Key Changes Music Therapy continued to deliver the required constitutional objectives, with a focus on delivering services to clients wherever and however our therapists were able to, within some unprecedented restrictions imposed on their access to the people and organisations who are our beneficiaries.

The whole team has pulled together with a common determination to continue having a positive impact on our clients, their families, the care teams, and the communities in which they live and work:

- Our trustees formed a new, powerful team with aspirational strategic targets for the long term alongside a focused plan to emerge from the pandemic.
- Our core staff were flexible and agile in achieving challenging shorter-term plans and covering a huge workload to see us through a most unpleasant series of events.
- Our therapy team showed enormous dedication and brought its caring and innovative nature to the fore by creating new ways of delivering impact to as many people as we could, whilst pushing the boundaries of how to make music therapy improve the lives of the people we support.
- Our volunteers and interns provided invaluable support and helped us to expand what we can achieve by making us be more visible, presenting ourselves professionally to a wider audience and by improving our computing and information infrastructure.

Activities during the year included:

1. The ongoing provision of music therapy services.

Despite restrictions enforced by the pandemic, we have maintained service to over 150 clients and our therapists have provided their clinical expertise into more than 20 organisations including care homes for adults with profound multiple disabilities and dementia, mainstream and special educational needs schools and nurseries and to more than 20 families contracting our services directly. The team have worked around access limitations to deliver up to 100 hours or more per week of therapy to these clients.

Music therapy does not just provide benefit directly to our clients; our beneficiaries also include the friends, close and extended families of clients, the care teams providing the day to-day care, the organisations, and establishments we work in and the broader local communities in which our clients live, work, and learn. All these extended groups of people benefit from the improved communication with and well-being of our clients.

2. The ongoing raising of funds via direct client payments, grant-making bodies, events, and donations.

Key Changes is enabled to meet our objective to advance the education concerning music as a means of therapy by the generosity and philanthropy of grant-makers and donors. Their support creates opportunities for us to deliver services to new clients and organisations and to support areas of profound need not able to directly fund our services.

We remain committed to reach out to new and more diverse beneficiaries by investing grants and donations and in this reporting year, we are grateful to our regular donors, one-off donations from individuals and organisations, including The Round Table and Rotary Club, support from other music and arts organisations including Flautissimo, The University of Southampton and The Madding Crowd.

KEY CHANGES MUSIC THERAPY FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021

REPORT OF THE TRUSTEES – continued

We have benefited from and are grateful for ongoing grant funding from The National Lottery, St James's Place Charitable Foundation, The Eight Foundation, D'Oyly Carte Charitable Trust and The Martin Read Fund and received new grant funding from Hampshire County Council, The Hedley Foundation, The Radcliffe Trust, The Albert Hunt Trust and The Julia and Hans Rausing Trust.

An active series of fundraising events continued during the reporting year, including the annual carol concert, evening concerts hosted and performed by our therapists and a sponsored walk.

3. Setting a new strategic direction.

During the first half of the reporting year, the trustees established five new strategic targets that capture the aspirations of the whole team whilst remaining cognisant of the likely challenges to emerge as a result of the pandemic. We expect these targets to guide our decision making for the next 3-5 years and will keep them under review as part of our regular cycle of business.

- Enable new clients to understand the value of music therapy and help them make an ongoing commitment to provide the benefits music therapy offers.
- Build our presence in areas of greatest need.
- Proactively promote and market existing strengths.
- Aspire to develop regional, cross-sector growth.
- Seek to create new opportunities by raising the awareness of music therapy and of Key Changes Music Therapy.

An Annual General Meeting took place as required in March 2021 where we presented our strategy and plan to members, and The Board took stock of progress and direction in September 2021 at their away day held in the headquarters in Winchester.

A small team of volunteers is being built by reaching out to the student populations of three major Hampshire-based Universities – Portsmouth, Southampton and Winchester. We are also grateful for the ongoing voluntary support to our information and communications technology from Ben Williams.

Following the stock-take of progress in September 2021, the Chair of Trustees on behalf of The Board wrote to our members, patrons and supporters to report good progress against these plans, pertinent aspects of which are discussed in more detail below.

4. Enacting the first phase of the emerging strategic plan.

The key aspects of this plan are:

- Seek to broaden our self-funded client base.
- Bid for grants and raise funds focussed on providing access to music therapy for potential new clients in mainstream primary schools, dementia care and mental health services.
- Develop the right sized and shaped Key Changes Headquarters in Winchester to enable growth and succession planning.
- Promote our annual conference nationally.
- Create and develop a diverse network of Members and Patrons across sectors.
- Market our brand and raise visibility by refreshing our website and social media presence and enabling our Patrons and Members to raise awareness and advocate music therapy.

5. Raising awareness – promotion and marketing.

Our website (www.keychanges.org) was redesigned and relaunched over summer 2021 and now provides a professional and engaging 'front door' to access information about who we are, what we do, why we do it, the impact we have and how to support our work. Aligned with the new website, we launched a weekly "Beating the Drum for Key Changes" social media campaign that raises awareness more broadly and with immediacy about how we are taking forward our plans and introduces members of the team and the events we are planning. A regular newsletter is also circulated to our growing mailing list with updates and news of what's happening at Key Changes.

KEY CHANGES MUSIC THERAPY FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021

REPORT OF THE TRUSTEES – continued

This year, we welcomed our first Patron, Professor Helen Odell-Miller OBE, who is Professor of Music Therapy and Director of the Cambridge Institute for Music Therapy Research; closely followed by renowned baritone and composer Roderick Williams OBE. We are looking forward to working with both our Patrons in future and we are delighted that Roderick provided a pre-recorded introduction to the annual conference in November 2021.

We have increased our membership numbers during the year in order to gain the benefit of their knowledge, support, advocacy and advice as we emerge from the pandemic and set our aspirations for the future. Several members took an active part in our Annual General Meeting and we welcome their ongoing input and enthusiastic engagement.

We were grateful to both Andrew Langford (Chief Executive) and Jonathan Booth (Chair of Trustees) from the British Association for Music Therapy who attended our Annual General Meeting and talked to the team about their perspectives on the future landscape for music therapy in the UK following the pandemic.

6. Research and education of the public.

We have continued our commitment to support the continuing professional development of our therapists, hosting a regular series of ‘learning from experience’ sessions open to all the team and sharing the innovative and agile new ways of delivering therapy services necessitated by the pandemic restrictions to face to face engagement with clients.

An annual conference was not possible during the period reported due to the pandemic. The team have, however, proactively prepared for an annual conference which took place in November 2021. and was well attended by the broader community to understand the potential range of benefits of music therapy and the theme “Opportunities from Crisis” resonated with the positive determination to emerge from the pandemic renewed.

PARTNERSHIPS

The Board wish to formally record their gratitude to:

- Winnall Community Centre which continues to provide our premises and meeting spaces.
- The University of Southampton Careers and Employability Service Team for securing two funded summer internships that enabled a complete refresh of the website (Ayushi Lanke) and social media presence and provided additional resource to review our approach to marketing, promotion, and fundraising (Jess Ryall) who continued as a volunteer to manage our social media drumbeat.
- The Careers and Employability Services of both the University of Winchester and the University of Portsmouth who have been proactive in supporting our ambitions to build our voluntary team, providing additional horsepower to the core team to develop our storytelling and promotional activities (Amber-Rose Knowlton) and help embed an improved approach to risk management by the Board (Allen Vitug).
- The Hampshire Flag Company Limited who supported us by creating a promotional roll-out banner to make us more visible at public events.
- 104.3 The Flash FM local radio station in Waterlooville for inviting Key Changes Music Therapy to be interviewed as part of their regular ‘Chatterbox’ broadcasts.
- Our member, Professor Ed Rothead, Chair of Trustees at Blue Apple Theatre and Governor of The University of Winchester, for helping prepare and then facilitating our board away-day.

FUTURE STRATEGY AND PLANS

In alignment with the plans derived from our 3–5-year strategy described previously, in the coming 12 months we aspire to:

1. Broaden our self-funded client base.

We will engage with main-stream primary schools, mainly in Hampshire, and raise our profile via the Hampshire Music Hub with an intent to attract new clients. We will continue discussions with existing grant-funded clients to explore different funding options, including them self-funding, so we can accommodate more and new clients with any grant funding received where the constraints of the granting maker allow.

**KEY CHANGES MUSIC THERAPY
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FOR THE YEAR ENDED 30 SEPTEMBER 2021**

REPORT OF THE TRUSTEES – continued

2. Bid for grants and raise funds focussed on providing access to music therapy for potential new clients in mainstream primary schools, dementia care and mental health services.

We will seek out grant makers willing to fund a broader range of new projects with a broader range of client types in new geographic areas. We will also investigate new options for grants to cover core costs and unrestricted funds to provide Key Changes Music Therapy with more flexibility to offer ‘taster sessions’ that demonstrate the potential of music therapy to new clients.

3. Develop the right sized and shaped Key Changes Headquarters in Winchester to enable growth and succession planning.

Our focus is on resilience, affordability and flexibility of our existing core team in the short term as we emerge from the pandemic, but we remain mindful of the need to plan ahead and to build a bigger team in order to meet the full range of our aspirations.

4. Promote our annual conference nationally.

Our intent is to deliver an event that can accommodate higher numbers and more diverse delegates in 2022. We will continue to reach out to more than just the community of practising music therapists and include students, researchers, clients, and beneficiaries in future.

5. Create and develop a diverse network of Members and Patrons across sectors.

We will establish and build a long-term, mutually beneficial, professional relationship with our two Patrons and take stock in the latter stages of the coming year of whether additional Patrons will be sought out. We value our status as a membership organisation and will continue to welcome new members and the benefits they bring in raising awareness, offering additional support to the team, and providing a sounding board for emerging plans and ambitions for the charitable company.

6. Market our brand and raise visibility by refreshing our website and social media presence and enabling our Patrons and Members to raise awareness and advocate music therapy.

Our web presence will be maintained and enhanced with the support of our student volunteers as will the weekly “Beating the Drum for Key Changes” social media campaign. We will improve the circulation and professionalism of how we present our regular newsletter and, in response to our audit of trustee skills and experience, we will seek out additional trustees with strong connections into local businesses and the political and local government communities, in order to attract sponsorship, donations, general support and advocacy from a broader spectrum of the communities to which we bring benefit.

INCOME

The therapy projects continue to be variously funded by: school fundraising, pupil premium, companies providing residential care, charitable donations to clients, events proceeds for Key Changes, or through grants raised by users or Key Changes.

TRUSTEES

Trustees are responsible for the overall operation of the charitable company, ensuring that the objectives are maintained. They are provided with a folder containing information about the charity, policies and procedures, with documents from the Charities' Commission regarding the role of trustees.

During the year, the following people continued as trustees: Sarah Lewin
Nial Dunne
James Squire

The following people registered as trustees: Jordan Mullineaux-Davis – appointed 26 November 2020
Darrell Porter – appointed 7 February 2021

**KEY CHANGES MUSIC THERAPY
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021**

REPORT OF THE TRUSTEES – continued

Statement of Trustees' Responsibilities

The trustees (who are also directors of Key Changes Music Therapy 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).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

FINANCIAL REVIEW

During the year under review, the company received income of £152,268 and recorded a surplus of £1,277.

The company continued to be affected by the closure of schools and care homes because of the Coronavirus. Some work continued during lockdown but care home therapy was very reduced and only provided on a selected and agreed basis and occasionally remotely. As music therapy is delivered by professional music therapists on a contract basis, rather than by employees, the company is able to mitigate this expense but still requires a volume of contracted hours in order to generate sufficient income to meet central administrative costs. Core funding granted by the National Lottery and The Julia and Hans Rausing Trust underpinned the Charity during this period and so we are very grateful to them.

The principal financial management policies adopted are to provide therapy at a price which reflects the operational costs of the charity and to safeguard the continuation of the company. The majority of therapy users arrange their own funding for the cost of the therapy, but where necessary the company raises funds from charitable foundations and the like in order to cover this expense for those who cannot fully cover the costs themselves. Commitments to provide this funding are only made when we have the requisite financial resources.

The charity's total reserves at 30 September 2021 were £68,461 of which £20,907 is restricted. Reserves are held in accounts CAF Bank Ltd. In relation to reserves, the trustees aim to hold sufficient reserves to be able to finance the charity's commitments for a period of 6 months.

The financial statements have been prepared in accordance with the small company regime (Section 419(3)) of the Companies Act 2006 and the Charities (Accounts and Reports) Regulations 2008.

Signed by Trustees:


James Squire


Date

**KEY CHANGES MUSIC THERAPY
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021**

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
KEY CHANGES MUSIC THERAPY CHARITABLE COMPANY**

I report to the charity trustees on my examination of the accounts of the company for the year ended 30 September 2021, which are set out on pages 8 to 16.

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').

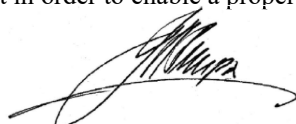
Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2001 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the trustees as a body for our work, this report or for any opinions we have formed.

INDEPENDENT EXAMINER'S REPORT

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

- 1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- 2) the accounts do not accord with those accounting 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.


J R Stimpson FCA
Howard Smith & Co Limited
Chartered Accountants and Registered Auditors
First Floor
Bellamy House
Winton Road
Petersfield
Hampshire
GU32 3HA

KEY CHANGES MUSIC THERAPY FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021

PRINCIPAL ACCOUNTING POLICIES

Key Changes Music Therapy is a public benefit entity and a charitable company limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found in the Trustees' Report.

BASIS OF PREPARATION

The financial statements have been prepared in Sterling under the historical cost convention, and in accordance with the Companies Act 2006 and the requirements of the Charities SORP (FRS 102), Accounting and Reporting by Charities: Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (effective 1 January 2015). The principal accounting policies of the charity are set out below.

GOING CONCERN

The accounts have been prepared on a going concern basis. The directors have not identified any material uncertainties about the Charity's ability to continue.

INCOMING RESOURCES

Income is recognised on an accruals basis. Where income is received in advance of a therapy session, income is deferred until the session has taken place. Interest is recognised when received.

Revenue grants are credited to the statement of financial activities in the year of receipt.

Capital grants are deducted from the cost of the fixed asset to which they relate.

Donations are credited to the statement of financial activities in the year of receipt.

RESOURCES EXPENDED

Liabilities are recognised when the charity is under an obligation to make a transfer of value to a third party.

Expenses are allocated to the relevant activity on the basis of income received, unless the expense can be directly attributed.

Expenses other than those arising from the charity's operations are charged to the statement of financial activities on the accruals basis.

FIXED ASSETS

Assets purchased for the continuing use of the charity are carried in the balance sheet at cost less capital grants received and depreciation. Fixed assets costing less than £500 are not capitalised.

Depreciation is charged at the following rates:

Office equipment - 33⅓ % on cost.

RESTRICTED FUNDS

Restricted funds arise when monies received by the charity are earmarked for specific purpose by the donor or grant-making body.

DESIGNATED FUNDS

Designated funds arise where the charity has received a donation to unrestricted funds and the trustees have decided on a particular use for the donation.

**KEY CHANGES MUSIC THERAPY
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021**

STATEMENT OF FINANCIAL ACTIVITIES
(including income and expenditure account)

	Notes	Restricted Funds 2021 £	Unrestricted Funds 2021 £	Total 2021 £	Total Funds 2020 £
Income and endowments from:					
Donations and legacies	1	17,174	15,264	32,438	48,201
Other trading activities		-	-	-	-
Investment income		-	4	4	15
Charitable activities – therapy income		<u>-</u>	<u>119,826</u>	<u>119,826</u>	<u>98,044</u>
Total incoming resources		<u>17,174</u>	<u>135,094</u>	<u>152,268</u>	<u>146,260</u>
Expenditure on:					
Raising funds	3	-	829	829	947
Charitable activities	2	<u>21,982</u>	<u>128,180</u>	<u>150,162</u>	<u>121,733</u>
Total resources expended		<u>21,982</u>	<u>129,009</u>	<u>150,991</u>	<u>122,680</u>
Net incoming resources for the year	6	(4,808)	6,085	1,277	23,580
Gross transfers between funds		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net incoming resources		(4,808)	6,085	1,277	23,580
Reconciliation of funds					
Balance at 1 October 2020		<u>25,026</u>	<u>42,158</u>	<u>67,184</u>	<u>43,604</u>
Balances carried forward at 30 September 2021		<u>£20,218</u>	<u>£48,243</u>	<u>£68,461</u>	<u>£67,184</u>

There were no other recognised gains or losses in the financial year.

**KEY CHANGES MUSIC THERAPY
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021**

BALANCE SHEET

	<u>Notes</u>	30 September <u>2021</u> £	30 September <u>2020</u> £
Fixed Assets			
Tangible assets	7	-	284
Current Assets			
Debtors	8	30,312	10,134
Cash at bank and in hand		<u>53,540</u>	<u>63,783</u>
		83,852	73,917
Creditors: Amounts falling due within one year	9	(15,391)	(7,017)
Net Current Assets		<u>68,461</u>	<u>66,900</u>
Total Assets less current liabilities		<u>£68,461</u>	<u>£67,184</u>
Represented by			
Unrestricted funds – General Fund		47,554	42,158
Restricted		<u>20,907</u>	<u>25,026</u>
Accumulated funds		<u>£68,461</u>	<u>£67,184</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 30 September 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 30 September 2021 in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

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

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Charities SORP (FRS102) 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 (effective 1 January 2015).

These financial statements were approved by the board of trustees on 22nd MARCH 2022 and signed on its behalf by:


James Squire

**KEY CHANGES MUSIC THERAPY
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021**

NOTES TO THE FINANCIAL STATEMENTS

1. Income from donations

	<u>Restricted</u>	<u>2021</u> <u>Unrestricted</u>	<u>Total</u>	<u>2020</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Grants received	14,100	12,385	26,485	39,853
General donations	<u>3,074</u>	<u>2,879</u>	<u>5,953</u>	<u>8,348</u>
	<u>£17,174</u>	<u>£15,264</u>	<u>£32,438</u>	<u>£48,201</u>

2. Expenditure on charitable activities

	<u>Restricted</u>	<u>2021</u> <u>Unrestricted</u>	<u>Total</u>	<u>2020</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Cost of therapists	21,982	93,702	115,684	94,956
Allocated support costs – note 4	<u>-</u>	<u>34,478</u>	<u>34,478</u>	<u>26,777</u>
	<u>£21,982</u>	<u>£128,180</u>	<u>£150,162</u>	<u>£121,733</u>

3. Expenditure on fundraising

	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Unrestricted		
Costs of fundraising	-	-
Allocated support costs – note 4	<u>829</u>	<u>947</u>
	<u>£829</u>	<u>£947</u>

4. Analysis of governance and support costs

	<u>Charitable</u> <u>Activities</u>	<u>Fundraising</u>	<u>Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>
Salaries and related costs	24,076	578	24,654
Office expenses	8,937	216	9,153
Governance – Accountancy	<u>1,465</u>	<u>35</u>	<u>1,500</u>
	<u>£34,478</u>	<u>£829</u>	<u>£35,307</u>

Governance and support costs are allocated on the basis of income received from charitable activities and fundraising.

5. Analysis of staff costs

	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Staff costs:		
Wages and salaries	24,242	17,298
Social security	221	-
Pension costs	<u>191</u>	<u>324</u>
	<u>£24,654</u>	<u>£17,622</u>

No expenses were reimbursed to the trustees during the year, and no trustee received any remuneration. The charity obtained indemnity insurance for the trustees. This insurance was part of a package of insurances and no separate cost is available.

The average number of employees, analysed by function, was:

	<u>2021</u>	<u>2020</u>
	<u>4</u>	<u>4</u>
Management and administration		

No employee received remuneration of more than £60,000. (2020: NIL).

**KEY CHANGES MUSIC THERAPY
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021**

NOTES TO THE FINANCIAL STATEMENTS

6. Net (outgoing)/incoming resources for the year are stated after charging:

	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Depreciation	<u>284</u>	<u>285</u>

7. Tangible Fixed Assets

	<u>Office Equipment</u>
	<u>£</u>
COST	
At 1 October 2020 and at 30 September 2021	1,394
DEPRECIATION	
At 1 October 2020	1,110
Charge for the year	<u>284</u>
At 30 September 2021	<u>1,394</u>
NET BOOK VALUE	
At 30 September 2021	<u>£ -</u>
At 1 October 2020	<u>£284</u>

8. Debtors

	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Trade debtors	29,832	9,724
Other debtors	410	410
Prepayments	<u>70</u>	<u>-</u>
	<u>£30,312</u>	<u>£10,134</u>

9. Liabilities: amounts falling due within one year

	<u>2021</u>	<u>2020</u>
	<u>£</u>	<u>£</u>
Trade creditors	10,279	4,785
Advance payment from clients	3,032	-
Social security and other taxes	204	22
Other creditors	76	
Accruals and deferred income	<u>1,800</u>	<u>2,210</u>
	<u>£15,391</u>	<u>£7,017</u>

**KEY CHANGES MUSIC THERAPY
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021**

NOTES TO THE FINANCIAL STATEMENTS

10. Analysis of charitable funds

Analysis of movements in unrestricted funds

	Balance at 1 October 2020	Income	Expenditure	Transfers	Balance at 30 September 2021
	£	£	£	£	£
General fund	29,758	122,709	106,685	-	45,782
Designated funds:					
Julia & Hans Rausing Trust		12,000	12,000	-	-
National Lottery	10,000	-	10,000	-	-
Virgin Giving	-	160	-	-	160
Winchester Collection	74	-	-	-	74
IBM	1,560	-	324	-	1,236
Flautissimo Concert	298	-	-	-	298
Southampton University Orchestra	252	-	-	-	252
Madding Crowd	181	-	-	-	181
John Terry Funeral Directors	-	225	-	-	225
Folks In Harmony	35	-	-	-	35
	<u>£42,158</u>	<u>£135,094</u>	<u>£129,009</u>	<u>£-</u>	<u>£48,243</u>

Analysis of movements in unrestricted funds – previous year

	Balance at 1 October 2019	Income	Expenditure	Transfers	Balance at 30 September 2020
	£	£	£	£	£
General fund	33,636	102,530	103,875	(2,533)	29,758
Designated funds:					
Martin Read Fund for Young People	3,129	-	-	(3,129)	-
National Lottery	-	10,000	-	-	10,000
Waitrose	-	205	391	186	-
Winchester Collection	74	402	402	-	74
IBM	-	1,560	-	-	1,560
Flautissimo Concert	-	298	-	-	298
Southampton University Orchestra	-	252	-	-	252
Madding Crowd	-	181	-	-	181
Phoenix Community Choir	-	187	187	-	-
Folks in Harmony	-	383	348	-	35
Waitrose Green Tokens	-	798	798	-	-
UKladies	57	-	150	93	-
George Heywood	-	500	500	-	-
Shelley Robinson Eales	-	451	451	-	-
	<u>£38,696</u>	<u>£117,747</u>	<u>£107,102</u>	<u>£(5,383)</u>	<u>£42,158</u>

The General fund is “free reserves” after allowing for all designated funds. The grants from the Julia & Hans Rausing Trust and the National Lottery are for core funding. Donations from Virgin giving and from the IBM Community fund are for Music Therapy. Amounts collected from Winchester collections and donations from Waitrose have been designated for therapy use in the local area. Donations collected through John Terry Funeral Directors are to be used in therapy for Dementia sufferers. Donations made in memory of Martin Read are used for working with young people. Proceeds from the Flautissimo concert, Phoenix Community Choir, Madding Crowd Waitrose Green tokens, George Heywood and Shelley Robinson Eales are used to provide therapy in the Winchester area. Donations from Southampton University Orchestra are used to provide therapy in the Southampton area. Donations from Folks In Harmony are for therapy at Rosewood School. Income from UKladies is used to provide therapy in South Hampshire.

KEY CHANGES MUSIC THERAPY FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2021

NOTES TO THE FINANCIAL STATEMENTS

10. Analysis of charitable funds – continued

Analysis of movements in restricted funds

	Balance at 1 October 2020	Income	Expenditure	Transfers	At 30 September 2021
	£	£	£	£	£
Morrison Foundation	-	435	395	-	40
Martin Read Fund	3,297	290	192	-	3,395
Lanterns – Winchester Rotary	1,034	-	622	-	412
D'Oyly Carte	1,862	-	1,350	-	512
Eight Foundation	7,353	-	6,109	-	1,244
St James Place Foundation	9,293	-	8,562	-	731
HCC Grant	-	5,000	-	-	5,000
Arnold Clarke Community Fund	-	500	-	-	500
Greville School	1,298	2,349	3,224	-	423
Round Table	-	2,500	-	-	2,500
Baily Thomas	889	-	689	-	200
Lapping – Osborne School	-	1,000	-	-	1,000
Hedley Foundation	-	1,100	525	-	575
Radcliffe Trust	-	3,000	314	-	2,686
Albert Hunt Trust	-	1,000	-	-	1,000
	<u>£25,026</u>	<u>£17,174</u>	<u>£21,982</u>	<u>£-</u>	<u>£20,218</u>

Analysis of movements in restricted funds – previous year

	At 1 October 2019	Incoming resources	Resources expended	Transfers	At 30 September 2020
	£	£	£	£	£
Morrison Foundation	2,822	-	4,038	1,216	-
Martin Read Fund	-	220	52	3,129	3,297
Lanterns – Winchester Rotary	-	2,500	1,466	-	1,034
D'Oyly Carte	-	3,000	1,138	-	1,862
Eight Foundation	-	10,000	2,647	-	7,353
St James Place foundation	-	10,000	707	-	9,293
Peter Harrison Foundation	1,197	-	1,415	218	-
Greville School	-	2,293	995	-	1,298
Andover Rotary	384	-	500	116	-
Baily Thomas	2,305	-	1,416	-	889
Musicathon	-	500	1,204	704	-
	<u>£6,708</u>	<u>£28,513</u>	<u>£15,578</u>	<u>£5,383</u>	<u>£25,026</u>

The donation from the Morrisons Foundation and donations for Lanterns are for work with pre-school children in Andover and Portsmouth. Donations made in memory of Martin Read are used for working with young people. Donations from D'Oyly Carte are for early years work at Osborne School in Winchester. Grants from the Eight Foundation are work at the Mary Rose School. Income from the St James Place Foundation is for early years work in 2021. The grant from Hampshire County Council is for therapy to help with mental health. Monies from the Arnold Clarke Community Fund are to be used in purchasing instruments for a school in Southsea. The donation from Round Table is for Norman Gate. The donation from Lapping is for use at Osborne School. The donation from the Hedley Foundation is for the purchase of a digital piano and other instruments. The donation from the Radcliffe Trust is for use at Rosewood Free School in Southampton. The donation from the Albert Hunt Trust is to part fund a project to reintroduce music therapy to Winchester Well Being Centre. Income from the Peter Harrison Foundation is for supporting early years therapy. Income from the Greville School is for work at that school. The donation from Andover Rotary is for work at the Norman Gate school in Andover. The grant from Baily Thomas is for early years work at Willows School. Funds raised from the Musicathon are to be used at Lanterns School.

**KEY CHANGES MUSIC THERAPY
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021**

NOTES TO THE FINANCIAL STATEMENTS

11. Analysis of net assets

	<u>Restricted</u>	<u>Unrestricted</u>	<u>2021 Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>
Fixed assets	-	-	-
Current Assets	20,907	62,945	83,852
Current Liabilities	<u>-</u>	<u>(15,391)</u>	<u>(15,391)</u>
	<u><u>£20,907</u></u>	<u><u>£47,554</u></u>	<u><u>£68,461</u></u>