

CANCER INFORMATION & SUPPORT SERVICES
(A COMPANY LIMITED BY GUARANTEE)
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

CHARITY NUMBER 1142883

COMPANY REGISTRATION NUMBER 07080573

CANCER INFORMATION & SUPPORT SERVICES
REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

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CANCER INFORMATION & SUPPORT SERVICES
TRUSTEES' REPORT (INCORPORATING DIRECTORS' ANNUAL REPORT)
FOR THE YEAR ENDED 31 MARCH 2021

Status: Company limited by guarantee

Principal Address: 2-2a Gwydr Crescent
Uplands
Swansea
SA2 0AA

Trustees:	Mrs C. Kirby (Chair)	- served throughout the year
	Mrs A. Gravell	- served throughout the year
	Mr M.J. Piper (Treasurer)	- served throughout the year
	Dr E. He	- served throughout the year
	Mr P. Hawkins	- served throughout the year
	Mrs. A. Dowd	- served throughout the year
	Mrs. O. Hodgson	- served throughout the year

The directors have pleasure in presenting their report and financial statements for the year ended 31 March 2021.

Principal Activities

The principal activity of the company throughout the year was to support individuals affected by cancer, whether they are a patient, family member, carer or friend.

Charitable Status

The company is a registered charity with the charity number 1142883 and is a company limited by guarantee.

Directors: Mrs C. Kirby
Mr M.J. Piper
Mrs A. Gravell
Mr P.N. Hawkins
Dr E. He
Mrs A. Dowd

CANCER INFORMATION & SUPPORT SERVICES
TRUSTEES' REPORT (INCORPORATING DIRECTORS' ANNUAL REPORT)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives of the charity

- To offer information, emotional support and one to one counselling to anyone of any age affected by cancer.
- To initiate, develop and maintain new projects which meet the need of local communities, enhance participation and improve the quality of people's lives.
- To identify and address the needs of local communities through its outreach service.
- To provide effective volunteering opportunities.
- To offer support by way of one to one counselling and emotional support at its information and support centre in Swansea and at Swansea Bay Local Health Board premises at Neath and Baglan.
- To work in partnership with other third sector organisations with the aim of supporting individuals through their cancer journey.
- To develop and maintain links with local hospices, hospitals, GP surgeries, businesses and industries.

Activities and Review of the year

- 7747 contacts were made during the year, including 4759 telephone and online support calls.
- The organisation continues to make its support available across Swansea, Neath Port Talbot and Bridgend.
- During the year CISS service was severely impacted by the Covid-19 pandemic, the total number of contacts for this year decreased by 43% compared to last year. Face-to-face counselling support at our centres, hospital wards, hospices and home visits halted in late March 2020 under the Government's Covid safe working guidelines. Our staff quickly adapted to working from home with counsellors supporting clients in line with BACP guidelines; this safe way of working has proven popular with both counsellors and clients alike and will be another means of providing support post pandemic.
- Shortly before the start of the financial year, CISS was forced to close its shops in line with Government guidelines for non-essential retail; staff were immediately placed on furlough until they were allowed to reopen in July. During the year we have also endured local lockdowns with another main lockdown between mid-December and the end of the financial year.

CANCER INFORMATION & SUPPORT SERVICES

TRUSTEES' REPORT (INCORPORATING DIRECTORS' ANNUAL REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

- The various lockdowns resulted in our retail income dropping by 68% during the year; luckily the various Government covid financial support (such as local authority business rate relief support grants and furlough scheme) made up for this shortfall during the year.
- The trustees would like to express their thanks to Swansea Bay Health Board for its continuing financial and operational assistance.
- They would also like to express their gratitude to all staff members and volunteers for their hard work and dedication during the unprecedented year.
- CISS would also like to express its thanks to all donors and shoppers for their support during this difficult year.
- CISS continued to receive grants from differing charitable trusts across the UK. The board would like to extend its thanks to these trusts for their continuing financial support.
- The Board reviews its reserve policy on an annual basis with the aim of retaining up to three months operating costs, together with premises decommissioning costs and staff redundancy payments, in the event of the winding up of the organisation.
- The trustees advertise on an ongoing basis for new members to join the organisation's board.

The board are pleased with the performance of the charity during the year and consider its affairs to be in good order for the foreseeable future.

Structure, Governance and Management

Cancer Information & Support Services is a company limited by guarantee governed by its Memorandum and Articles of Association dated 18th November 2009.

The staff consist of 12 paid staff and three sessional workers. Volunteers number 57 across the charity and are responsible for various duties including volunteering their time on our Board of Trustees, providing counselling or working in our charity shops. Their donation of time ensures CISS is able continue to deliver its vital support to our service users at what can be a difficult time of their lives.

Counselling trainees continue to be recruited from local colleges with whom CISS maintains excellent links; it is encouraging to see many carrying on volunteering with CISS after their training has been completed.

The Board meets every six weeks to ensure CISS progresses in line with their strategic direction. Staff meet bi-monthly to discuss operational developments or issues that may arise.

Staff and volunteer counsellors receive monthly supervision in line with BACP requirements.

CANCER INFORMATION & SUPPORT SERVICES
TRUSTEES' REPORT (INCORPORATING DIRECTORS' ANNUAL REPORT)
FOR THE YEAR ENDED 31 MARCH 2021

Management of the Charity

The day to day running of the organisation is performed by salaried staff.

Trustees and staff meet regularly where open and honest communication within the organisation is strongly encouraged.

Volunteers meet regularly to either receive training or communication on the charity's activities. Counselling supervision for staff and volunteer counsellors is undertaken within BACP guidelines.

Trustees

Trustees are appointed by the board.

Trustees/Directors' Responsibilities

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

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on a going concern basis unless it is inappropriate to assume that the charity will continue in business;
- state whether the applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- observe the methods and principles in the Charities SORP;

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

Amounts are presented within items in the statement of financial activities and balance sheet, the directors have had regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

CANCER INFORMATION & SUPPORT SERVICES

TRUSTEES' REPORT (INCORPORATING DIRECTORS' ANNUAL REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

Small Company Rules

The report of the directors has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006.

Approved by the Trustees on

15th November 2021 and signed on their behalf by

A handwritten signature in black ink, appearing to read 'C. Kirby', written over a horizontal line.

Chair of Trustees

Mrs C. Kirby

**INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF
CANCER INFORMATION & SUPPORT SERVICES**

I report on the accounts of the charity for the year ended 31 March 2021, which are set out on pages 7 to 15.

Respective Responsibilities of Committee Members and Examiner

The directors/trustees are responsible for the preparation of the accounts. They consider that an audit is not required for the year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:-

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that, in any material respect, the requirements:-
- to keep accounting records in accordance with section 386 and 387 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 of the Companies Act 2006 and with the methods and principles of the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Have not been met: or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



**ANDREW JONES ACA, FCCA
WILLIS JONES
64 WALTER ROAD
SWANSEA
SA1 4PT**

DATE: 15th November 2021

CANCER INFORMATION & SUPPORT SERVICES

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Restricted funds £	Unrestricted funds £	Total funds 2021 £	Total funds 2020 £
INCOMING RESOURCES					
Grants	3	3194	106407	109601	110829
CJRS HMRC Grants		-	27557	27557	745
Covid Grants		6602	73477	80079	-
<u>Fundraising</u>					
Charity Shops (including gift aid)		-	42069	42069	131396
Recycling		-	725	725	3151
Others		-	3404	3404	4687
Donations & legacies (including gift aid)		-	3966	3966	9662
Investment income		-	1499	1499	1539
Insurance Claim		-	2570	2570	-
		9796	261674	271470	262009
RESOURCES EXPENDED					
Fundraising and publicity		-	(739)	(739)	(1529)
NET INCOMING RESOURCES AVAILABLE		9796	260935	270731	260480
CHARITABLE EXPENDITURE					
Wages and Salaries inc pension costs	6	8648	174603	183251	192795
Supervision and Sessional fees		1125	1175	2300	2403
Training and recruitment		-	105	105	921
Travelling expenses		121	-	121	10094
Lottery prizes		-	1214	1214	1225
Repairs, renewals and maintenance		-	6612	6612	1307
Telephone, fax and email		294	2356	2650	3223
Printing, stationery and postage		-	1097	1097	1985
Refreshments		-	354	354	1872
Services		-	2049	2049	3896
Insurances		-	2951	2951	2646
Rent and rates		-	30205	30205	34585
Bank charges including Ebay		-	1438	1438	1851
Accountancy		-	1200	1200	1200
Depreciation		36	2167	2203	2012
Sundries		-	651	651	240
Consultancy and professional fees		-	4164	4164	2863
Cleaning and waste removal		-	2501	2501	3087
Subscriptions		-	1489	1489	1855
Computer expenses		-	53	53	51
TOTAL CHARITABLE EXPENDITURE		10224	236384	246608	270111
TOTAL RESOURCES EXPENDED		10224	236384	246608	270111
NET (EXPENDITURE)/ INCOME FOR THE YEAR		(428)	24551	24123	(9631)
B/FORWARD FUNDS		-	134543	134543	144174
TRANSFERS		2607	(2607)	-	-
FUNDS AT 31 MARCH 2021		2179	156487	158666	134543
		=====	=====	=====	=====

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

CANCER INFORMATION & SUPPORT SERVICES

(COMPANY REGISTRATION NUMBER 07080573)

BALANCE SHEET AS AT 31 MARCH 2021

	Note	2021 £	2020 £
FIXED ASSETS			
Tangible assets	7	6466	4028
CURRENT ASSETS			
Debtors	8	1532	4896
Cash at bank and in hand	9	176109	157483
		<u>177641</u>	<u>162379</u>
CURRENT LIABILITIES			
Amounts falling due within one year	10	(25441)	(31864)
NET CURRENT ASSETS		<u>152200</u>	<u>130515</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>158666</u>	<u>134543</u>
NET ASSETS		<u>158666</u>	<u>134543</u>
		=====	=====
REPRESENTED BY:-			
Unrestricted funds	13	156487	134543
Restricted funds	14, 15, 16	2179	-
		<u>158666</u>	<u>134543</u>
		=====	=====

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and in accordance with FRS 102 SORP. Approved by the Board of Directors on 15th November 2021. The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 and confirmed that the members have not required the company to obtain an audit of its accounts for the year in accordance with section 476 of the Companies Act 2006. The trustees/directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Companies Act 2006, and for preparing accounts which give a true and fair view of the company and of its profit for the year then ended in accordance with the requirements of section 394 and 395 of the Companies Act 2006 and which otherwise comply with the requirements of this Act relating to accounts, so far as applicable to this company.



Mrs C. Kirby
Chairman



M. Piper
Treasurer

CANCER INFORMATION & SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1. STATEMENT OF COMPLIANCE

These financial statements have been prepared in accordance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Charities Statement of Recommended Practice (SORP), FRS 102, and the Charities Act 2011.

2. ACCOUNTING POLICIES

(a) *Basis of accounting*

The accounts have been prepared under the limited cost conventions with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The accounts have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), and with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland, and with the Charities Act 2011.

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

(b) *Going Concern*

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

(c)

Voluntary income

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when received. Gifts in kind are valued at their estimated value to the charity and included under the appropriate headings.

(d) *Grants*

Grants including grants for the purchase of fixed assets are recognised in full in the Statement of Financial Activities in the year in which they are received.

(e) *Restricted funds*

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund.

(f) *Unrestricted funds*

Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.

CANCER INFORMATION & SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021 (CONT.)

(g) *Depreciation*

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over their estimated useful economic lives on a straight line basis, as follows:-

Fixtures and fittings: 20% on cost

Office equipment: 20% on cost

3. **GRANTS RECEIVABLE**

	2021 £	2020 £
<i>Unrestricted Funds</i>		
Local Health Groups and Charitable Trusts	106407	110829
	=====	=====
<i>Restricted Funds</i>		
Comic Relief VSEF	2000	-
NPTCVS	4602	-
Children and young peoples programme	3194	-
	=====	=====

4. **TRUSTEES AND DIRECTORS REMUNERATION AND EXPENSES**

None of the trustees were remunerated or paid expenses during the year. There were no related party transactions.

5. **INDEPENDENT EXAMINER'S FEES**

Fees paid to the independent examiner in the year were £1200 (2020: £1200).

CANCER INFORMATION & SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021 (CONT.)

6. EMPLOYEES

The average number of employees during the year was:-

	2021 Number	2020 Number
Manager	1	1
Co-ordinator	2	2
Out Reach Worker	5	5
Retail	5	4
Cleaner	-	1
	<u>13</u>	<u>13</u>
	=====	=====

Their total remuneration was:-

	2021 £	2020 £
Wages and salaries	166437	170286
Employers pension costs	2823	4402
Social security costs	13991	18107
	<u>183251</u>	<u>192795</u>
	=====	=====

No employee received employee benefits of more than £31,826 during the year (2020: 31,847).

7. TANGIBLE FIXED ASSETS

	Fixtures and fittings	Office equipment	Total
	£	£	£
<i>Cost</i>			
At 1 April 2020	8661	12247	20908
Additions	2393	2248	4641
Disposals	-	-	-
	<u>11054</u>	<u>14495</u>	<u>25549</u>
At 31 March 2021			
<i>Depreciation</i>			
At 1 April 2020	6710	10170	16880
Charge for the year	755	1448	2203
Disposals	-	-	-
	<u>7465</u>	<u>11618</u>	<u>19083</u>
At 31 March 2021			
<i>Net Book Value</i>			
At 31 March 2021	<u>3589</u>	<u>2877</u>	<u>6466</u>
	=====	=====	=====
At 31 March 2020	<u>1951</u>	<u>2077</u>	<u>4028</u>
	=====	=====	=====

As at 31st March 2021, fixtures and fittings held in a restricted fund have a carrying value of £2179 (2020: £Nil)

CANCER INFORMATION & SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021 (CONT.)

8. DEBTORS

	2021 £	2020 £
General fund	1532	1300
HMRC	-	3596
	<u>1532</u>	<u>4896</u>
	=====	=====

9. CASH IN HAND AND BANK ACCOUNTS

	2021 £	2020 £
General funds bank account	176088	157461
Cash in hand	21	22
	<u>176109</u>	<u>157483</u>
	=====	=====

10. CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	-	62
Other creditors	1368	4906
PAYE and NIC	-	2823
Deferred income	24073	24073
	<u>25441</u>	<u>31864</u>
	=====	=====

The amounts falling due within one year have the following split:-

	2021 £	2020 £
Unrestricted fund creditors	25441	28670
Restricted fund creditors	-	3194
	<u>25441</u>	<u>31864</u>
	=====	=====

CANCER INFORMATION & SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021 (CONT.)

11. FUNDS

	Restricted	Unrestricted	Total
	<u>£</u>	<u>£</u>	<u>£</u>
As at 1 April 2020	-	134543	134543
Movement in year	(428)	24551	24123
Transfer from unrestricted	2607	(2607)	-
As at 31 March 2021	<u>2179</u>	<u>156487</u>	<u>158666</u>
	=====	=====	=====

12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

CANCER INFORMATION & SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021 (CONT.)

13. UNRESTRICTED FUNDS

	2021 £	2020 £
INCOME		
Grants	106407	110829
CJRS HMRC Grants	27557	745
Covid Grants	73477	-
OTHER INCOME		
Charity Shops (including gift aid)	42069	131396
Others	3404	4687
Donations & legacies (including gift aid)	3966	9662
Recycling	725	3151
Bank Interest	1499	1539
Insurance claims	2570	-
	<u>261674</u>	<u>262009</u>
EXPENDITURE		
Fundraising and Publicity	739	1529
Wages and Salaries	174603	192795
Supervisory and Sessional fees	1175	2403
Training and recruitment	105	921
Travelling expenses	-	10094
Lottery prizes	1214	1225
Repairs, Renewals and Maintenance	6612	1307
Telephone, Fax and E-Mail	2356	3223
Printing, Stationery and Postage	1097	1985
Refreshments	354	1872
Services	2049	3896
Insurances	2951	2646
Rent and Rates	30205	34585
Bank Charges (including Ebay)	1438	1851
Accountancy	1200	1200
Depreciation	2167	2012
Sundries	651	240
Consultancy and Professional Fees	4164	2863
Cleaning and waste removal	2501	3087
Subscriptions	1489	1855
Computer expenses	53	51
	<u>237123</u>	<u>271640</u>
SURPLUS/(EXCESS) OF EXPENDITURE OVER INCOME	<u>24551</u>	<u>(9631)</u>
B/forward funds	134543	144174
Transfer to restricted funds	(2607)	-
BALANCE C/FWD	<u>156487</u> =====	<u>134543</u> =====

CANCER INFORMATION & SUPPORT SERVICES
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021 (CONT.)

14. COMIC RELIEF VSEF GRANT - RESTRICTED

	2021 £	2020 £
Grant received	2000	-
Transfer from unrestricted funds	215	-
Expenditure:-		
Depreciation	(36)	-
Excess of income over (expenditure)	<u>2179</u> =====	<u>-</u> =====

15. NPTCVS GRANT - RESTRICTED

	2021 £	2020 £
Grant received	4602	-
Transfer from unrestricted funds	781	-
Expenditure:-		
Salaries	(4690)	-
Supervision fees	(450)	-
Telephone	(243)	-
Excess of income over (expenditure)	<u>-</u> =====	<u>-</u> =====

16. CHILDREN AND YOUNG PEOPLES PROGRAMME - RESTRICTED

	2021 £	2020 £
Grant received	3194	-
Transfer from unrestricted funds	1611	-
Expenditure:-		
Salaries	(3958)	-
Telephone	(51)	-
Travelling	(121)	-
Supervision fees	(675)	-
Excess of income over (expenditure)	<u>-</u> =====	<u>-</u> =====