

**CANCER INFORMATION & SUPPORT SERVICES**

**(A COMPANY LIMITED BY GUARANTEE)**

**UNAUDITED FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2025**

**CHARITY NUMBER 1142883**

**COMPANY REGISTRATION NUMBER 07080573**

**CANCER INFORMATION & SUPPORT SERVICES**  
**REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**CANCER INFORMATION & SUPPORT SERVICES**  
**TRUSTEES' REPORT (INCORPORATING DIRECTORS' ANNUAL REPORT)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**Status:** Company limited by guarantee

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

<b>Trustees:</b>	Mrs C. Kirby (Chair)	- served throughout the year
	Mrs A. Gravell	- resigned 4 <sup>th</sup> February 2025
	Mr M.J. Piper (Treasurer)	- served throughout the year
	Dr E. He	- served throughout the year
	Mr P. N. Hawkins	- served throughout the year
	Mrs S. Harries	- served throughout the year

The directors have pleasure in presenting their report and financial statements for the year ended 31 March 2025.

**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 (resigned 4<sup>th</sup> February 2025)  
Mr P.N. Hawkins  
Dr E. He  
Mrs S. Harries

**CANCER INFORMATION & SUPPORT SERVICES**  
**TRUSTEES' REPORT (INCORPORATING DIRECTORS' ANNUAL REPORT)**  
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**Objectives of the charity**

- To provide 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 counselling 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, at Swansea Bay University Health Board premises in Neath and Baglan and Y Bwthyn Newydd specialist palliative care centre at Princess of Wales hospital, Bridgend.
- 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**

- 8912 contacts were made during the year, including 3573 telephone and online support calls.
- The organisation continues to make its support available across Swansea, and Neath Port Talbot, with limited support in Bridgend.
- Individuals now favour face to face support which is made available at the CISS centres and through our outreach home visit service in the community. Virtual support channels continue to be popular with some clients, allowing service users greater choice of how they access CISS support.
- The trustees would like to express their thanks to Swansea Bay University Health Board for its ongoing financial and operational assistance
- As part of the Swansea Bay University Health Board's third sector recommissioning programme, CISS was invited to tender for the renewal of its service agreement to provide counselling and information support for people affected by cancer. CISS was accepted on to the tendering programme after successfully completing the due diligence process in July 2022, and the application process was underway as at the end of this financial year.

## **CANCER INFORMATION & SUPPORT SERVICES**

### **TRUSTEES' REPORT (INCORPORATING DIRECTORS' ANNUAL REPORT)**

#### **FOR THE YEAR ENDED 31 MARCH 2025**

- CISS continues to provide counselling support to individuals and their families under the care of Y Bwthyn Newydd specialist palliative care centre at Princess of Wales hospital, Bridgend. This includes telephone support and weekly attendance by one of the CISS outreach counsellors. This is funded by Cwm Taf Morgannwg University Health Board.
- The Trustees would also like to express their gratitude to all staff members and volunteers for their hard work and dedication during the year.
- CISS would like to thank all donors and shoppers for their support of our retail operation during the year.
- CISS continued to seek grants from differing charitable trusts across the UK. The Board would like to extend its thanks to those trusts that gave their financial support during the year.
- The organisation's reserves policy is reviewed on an annual basis, with retention of up to three months operating costs, together with premises decommissioning costs, in the event of the winding up of the organisation.
- Advertisements are made 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 the organisation to be in a strong position 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 18<sup>th</sup> November 2009.

The staff consist of 13 paid staff and two sessional workers. We are also lucky to see 28 volunteers across the charity responsible for various duties including volunteering their time on our Board of Trustees and working in our charity shops. Their donation of time ensures CISS is able to continue to deliver its vital support to our service users at what can be a difficult time of their lives.

The Board meets every six weeks to ensure CISS progresses in line with their strategic direction. Staff meet quarterly (or more often if required) to discuss operational developments or issues that may arise.

Counselling staff receive monthly supervision in line with BACP (British Association of Counselling and Psychotherapy) requirements.



**CANCER INFORMATION & SUPPORT SERVICES**  
**TRUSTEES' REPORT (INCORPORATING DIRECTORS' ANNUAL REPORT)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

**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 2025**

**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 24<sup>th</sup> November 2025 and signed on their behalf by



Chair of Trustees

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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 2025, which are set out on pages 7 to 14.

**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.



**KATHRYN STALLARD, F.C.C.A.  
WILLIS JONES  
64 WALTER ROAD  
SWANSEA  
SA1 4PT**

**DATE: 24<sup>th</sup> November 2025**



# CANCER INFORMATION & SUPPORT SERVICES

## STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Restricted funds	Unrestricted funds	Total funds 2025	Total funds 2024
		£	£	£	£
<b>INCOMING RESOURCES</b>					
Grants	3	-	123605	123605	118441
<b>FUNDRAISING</b>					
Charity Shops (including gift aid)			97561	97561	109209
Recycling			1927	1927	3908
Others			8577	8577	5485
Donations & legacies (including gift aid)			3977	3977	38714
Investment income			5503	5503	6118
			<u>241150</u>	<u>241150</u>	<u>281875</u>
<b>RESOURCES EXPENDED</b>					
Fundraising and publicity			(1278)	(1278)	(1126)
<b>NET INCOMING RESOURCES AVAILABLE</b>			<u>239872</u>	<u>239872</u>	<u>280749</u>
<b>CHARITABLE EXPENDITURE</b>					
Wages and Salaries inc pension costs	6	-	213364	213364	187481
Training and recruitment		-	160	160	226
Travelling expenses		-	4473	4473	4551
Lottery prizes		-	1225	1225	1175
Repairs, renewals and maintenance		-	3032	3032	826
Telephone, fax and email		-	2253	2253	2468
Printing, stationery and postage		-	1361	1361	1542
Refreshments		-	504	504	504
Services		-	3181	3181	4178
Insurances		-	3417	3417	3016
Rent and rates		-	18295	18295	18299
Bank charges including Ebay		-	4315	4315	2928
Accountancy		-	1800	1800	1800
Depreciation		667	1748	2415	2150
Sundries		-	955	955	596
Consultancy and professional fees		-	1432	1432	712
Cleaning and waste removal		-	3886	3886	3485
Subscriptions		-	2430	2430	1459
Computer expenses		-	27	27	30
<b>TOTAL CHARITABLE EXPENDITURE</b>		<u>667</u>	<u>267858</u>	<u>268525</u>	<u>237426</u>
<b>TOTAL RESOURCES EXPENDED</b>		<u>667</u>	<u>267858</u>	<u>268525</u>	<u>237426</u>
<b>NET (EXPENDITURE)/ INCOME FOR THE YEAR</b>		<u>(667)</u>	<u>(27986)</u>	<u>(28653)</u>	<u>43323</u>
<b>B/FORWARD FUNDS</b>		1382	253664	255046	211723
<b>TRANSFERS</b>		-	-	-	-
<b>FUNDS AT 31 MARCH 2025</b>		<u>715</u> =====	<u>225678</u> =====	<u>226393</u> =====	<u>255046</u> =====

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 2025**

	Note	2025 £	2024 £
<b>FIXED ASSETS</b>			
Tangible assets	7	6002	5381
<b>CURRENT ASSETS</b>			
Debtors	8	4709	2738
Cash at bank and in hand	9	219817	249471
		<u>224526</u>	<u>252209</u>
<b>CURRENT LIABILITIES</b>			
Amounts falling due within one year	10	(4135)	(2544)
<b>NET CURRENT ASSETS</b>		<u>220391</u>	<u>249665</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>226393</u>	<u>255046</u>
<b>NET ASSETS</b>		<u>226393</u>	<u>255046</u>
		=====	=====
<b>REPRESENTED BY:-</b>			
Unrestricted funds	13, 14	225678	253664
Restricted funds	15	715	1382
		<u>226393</u>	<u>255046</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 24<sup>th</sup> November 2025. 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 2025

#### 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.

##### (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



**CANCER INFORMATION & SUPPORT SERVICES**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025 (CONT.)**

**3. GRANTS RECEIVABLE**

	2025 £	2024 £
<i>Unrestricted Funds</i>		
Local Health Groups and Charitable Trusts	123605 =====	118441 =====

**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 £1,800 (2024: £1,800).

**6. EMPLOYEES**

The average number of employees during the year was:-

	2025 Number	2024 Number
Manager	1	1
Retail	5	4
Lead counsellor	1	1
Out reach counsellor	5	4
	----- 12 =====	----- 10 =====

Their total remuneration was:-

	2025 £	2024 £
Wages and salaries	179449	153566
Employers pension costs	3057	3057
Social security costs	30858	30858
	----- 213364 =====	----- 187481 =====

No employee received employee benefits of more than £33,029 during the year (2024: £32,590).



**CANCER INFORMATION & SUPPORT SERVICES**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025 (CONT.)**

**7. TANGIBLE FIXED ASSETS**

	Fixtures and fittings	Office equipment	Total
	£	£	£
<i>Cost</i>			
At 1 April 2024	14430	9958	24388
Additions	179	2857	3036
Disposals	-	-	-
	<hr/>	<hr/>	<hr/>
At 31 March 2025	14609	12815	27424
	<hr/>	<hr/>	<hr/>
<i>Depreciation</i>			
At 1 April 2024	10452	8555	19007
Charge for the year	1362	1053	2415
Disposals	-	-	-
	<hr/>	<hr/>	<hr/>
At 31 March 2025	11814	9608	21422
	<hr/>	<hr/>	<hr/>
<i>Net Book Value</i>			
At 31 March 2025	2795	3207	6002
	=====	=====	=====
At 31 March 2024	3978	1403	5381
	=====	=====	=====

As at 31<sup>st</sup> March 2025, fixtures and fittings held in a restricted fund have a carrying value of £715 (2024: £1,382)

**8. DEBTORS**

	2025 £	2024 £
General fund	3804	2165
HMRC	905	573
	<hr/>	<hr/>
	4709	2738
	=====	=====

**CANCER INFORMATION & SUPPORT SERVICES**  
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**FOR THE YEAR ENDED 31 MARCH 2025 (CONT.)**

**9. CASH IN HAND AND BANK ACCOUNTS**

	2025 £	2024 £
General funds bank account	219713	249394
Cash in hand	104	77
	<u>219817</u>	<u>249471</u>
	=====	=====

**10. CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2025 £	2024 £
Other creditors	4135	2544
	<u>4135</u>	<u>2544</u>
	=====	=====

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

	2025 £	2024 £
Unrestricted fund creditors	4135	2544
	<u>4135</u>	<u>2544</u>
	=====	=====

**11. FUNDS**

	Restricted £	Unrestricted £	Total £
As at 1 April 2024	1382	253664	255046
Movement in year	(667)	(27986)	(28653)
Transfer from unrestricted	-	-	-
As at 31 March 2025	<u>715</u>	<u>225678</u>	<u>226393</u>
	=====	=====	=====

**12. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2025.

# CANCER INFORMATION & SUPPORT SERVICES

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025 (CONT.)

### 13. UNRESTRICTED FUNDS

	2025 £	2024 £
<b>INCOME</b>		
Grants	123605	118441
<b>OTHER INCOME</b>		
Charity Shops (including gift aid)	97561	109209
Others	8577	5485
Donations & legacies (including gift aid)	3977	38714
Recycling	1927	3908
Bank Interest	5503	6118
	<u>241150</u>	<u>281875</u>
<b>EXPENDITURE</b>		
Fundraising and Publicity	1278	1126
Wages and Salaries	213364	187481
Training and recruitment	160	226
Travelling expenses	4473	4551
Lottery prizes	1225	1175
Repairs, Renewals and Maintenance	3032	826
Telephone, Fax and E-Mail	2253	2468
Printing, Stationery and Postage	1361	1542
Refreshments	504	504
Services	3181	4178
Insurances	3417	3016
Rent and Rates	18295	18299
Bank Charges (including Ebay)	4315	2928
Accountancy	1800	1800
Depreciation	1748	1483
Sundries	955	596
Consultancy and Professional Fees	1432	712
Cleaning and waste removal	3886	3485
Subscriptions	2430	1459
Computer expenses	27	30
	<u>269136</u>	<u>237885</u>
<b>SURPLUS OF (EXPENDITURE) OVER INCOME</b>	<u>(27986)</u>	<u>43990</u>
B/forward funds	249244	205254
Transfer to restricted funds	-	-
<b>BALANCE C/FWD</b>	<u>221258</u> =====	<u>249244</u> =====

**CANCER INFORMATION & SUPPORT SERVICES**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2025 (CONT.)**

**14. WEST GLAMORGAN REGIONAL THIRD SECTOR FUNDING PROGRAMME - UNRESTRICTED**

	2025 £	2024 £
<b>Grant received</b>	-	-
<b>Excess of income over (expenditure)</b>	-	-
B/forward funds	4420	4420
<b>BALANCE C/FWD</b>	4420	4420
	=====	=====

**15. COMIC RELIEF VSEF GRANT - RESTRICTED**

	2025 £	2024 £
<b>Grant received</b>	-	-
Transfer from unrestricted funds	-	-
<b>Expenditure:-</b>		
Depreciation	(667)	(667)
<b>Excess of (expenditure) over income</b>	(667)	(667)
B/forward funds	1382	2049
<b>BALANCE C/FWD</b>	715	1382
	=====	=====