BRAIN TUMOUR SUPPORT

England & Wales · Charity number 1163856

Details

Status	Registered
Legal form	Charitable company
Company number	09718307
Registered	2015-10-06
Register	View on the Charity Commission register

Contact

Address	Brain Tumour Support 7a St Mary Street Thornbury Bristol Gloucestershire BS35 2AB
Phone	01454414355
Email	info@braintumoursupport.co.uk
Website	www.braintumoursupport.co.uk

Activities

Objects: CHARITABLE PURPOSES2.1 THE CHARITABLE PURPOSES OF THE CHARITY ARE:2.1.1 THE RELIEF OF ILLNESS OF PERSONS SUFFERING FROM BRAIN TUMOURS BY THE PROVISION OF SUPPORT, ADVICE AND INFORMATION FOR SUCH PERSONS AND TO OFFER SUPPORT, ADVICE AND INFORMATION TO THEIR CARERS AND FAMILIES; AND2.1.2 THE PROMOTION OF RESEARCH INTO THE EFFECTS AND CAUSES OF BRAIN TUMOURS AND THE PUBLIC DISSEMINATION OF THE USEFUL RESULTS THEREOF.

Activities: To provide support to those who are affected by a brain tumour.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Other Defined Groups, The General Public/mankind

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Geography

- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£574,659	£507,993	£77,627	13
2024-03-31	£495,470	£647,199	-	-
2023-03-31	£505,790	£591,797	£162,690	23
2022-03-31	£425,387	£411,931	-	-
2021-03-31	£618,032	£395,148	£235,241	20

Trustees

Name	Role	Appointed
Alison Woodhead		2024-04-26
JOHN PAUL STUART		2022-04-29
Samuel Derricourt		2024-04-26
Stephen Clive Bodley		2022-01-24
Stephen Mayers		2024-04-26

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BRAIN TUMOUR SUPPORT

England & Wales - Charity number 1163856

Accounts



BRAIN TUMOUR SUPPORT

TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS 31 MARCH 2025

Company Registration Number 09718307 | Registered Charity Number 1163856

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Registered charity name	Brain Tumour Support
Charity registration number	1163856
Company registration number	09718307
Registered and principal office	7a St Mary's Street, Thornbury, BS35 2AB

The Trustees

The Trustees (who are directors for the purpose of company law) who served during the year and since the year end were as follows:

Ms E Brereton (Chair until 31st January 2025)
Mr S Bodley (Chair from 31st January 2025)
Mr K Wilson
Ms S Lawless (Resigned 25th October 2024)
Mr J Stuart
Mrs A Woodhead
Mr S Derricourt
Mr S Mayers

Independent examiner	Joshua Kingston BSc ACA Burton Sweet Limited, Chartered Accountants The Clock Tower, 5 Farleigh Court, Old Weston Road, Flax Bourton, Bristol BS48 1UR



WELCOME



Steve Bodley
Our Chair of Trustees

2024/25 has been a year of considerable challenge, hard work and achievement that I feel proud to report on in the pages that follow. Having been appointed Chair of Trustees in January 2025, taking over from Emma Brereton, I can say with certainty that, as a board, we're incredibly grateful for the hard work, passion, and commitment that both the Brain Tumour Support team, and the charity's supporters have shown over the past 12 months. We can reflect on a year of challenge, and a year of change, but ultimately a year of progress, both with regard to the charity's financial position, and the support we've been able to offer. The sense of common purpose and teamwork has been palpable, driven always by the knowledge that the support we provide is so needed and makes such a crucial difference to families every day.

Our primary strategic focus for 2024/25 was to achieve financial stability and put the charity in a sustainable financial position for the future. This in a challenging fundraising climate (a trend that has continued into this financial year), with donations dropping across the charity sector amid rising living costs. With staff costs also increasing there has been a growing economic strain on UK charities, and Brain Tumour Support has been no exception.

Despite these challenges, the team have made significant progress, increasing the charity's free reserves over the past year, and crafting a strategy to further diversify our fundraising streams.

The year also saw our Founder, Tina Mitchell Skinner, stepping down from her role as CEO in July 2024 after a wonderful job leading the charity for 21 years. Former Deputy CEO Emma McKeown moved into the CEO role, maintaining the charity's ethos and values, and bringing her own professional expertise and personal commitment to the cause. In addition, there were changes on the Board of Trustees with Ali Woodhead, Stephen Mayers and Sam Derricourt joining the board, and long-term board member Steph Lawless stepping down in October.

Amidst this change the team continued to focus on expanding the reach and quality of our support services, with the community we support at the heart of everything.

The trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2025. We have referred to the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the charity and in planning future activities. All activities therefore reflect the trustees' desire to follow the purposes of the charity and to meet the requirements of general public benefit.



Emma McKeown
Our Chief Executive

Throughout a year of significant change for the charity, as we bid a fond farewell to Tina Mitchell Skinner, it was my greatest privilege to assume the role of Chief Executive to continue the incredible work started by Tina in 2003, in meeting the needs of the brain tumour community.

Starting the financial year with an essential need to focus on financial recovery, our incredible staff team and supporters set about exploring every opportunity to increase income to work towards financial stability, whilst looking at ways we could minimise expenditure, without impacting on the delivery of our support services.

I am beyond proud of our team, and everyone involved in supporting the charity, as we reflect on just how far we have come in this past year alone, and the incredible impact we have made to those affected by a brain tumour diagnosis. The passion, dedication, warmth and kindness shown has been inspiring.

A highlight for me is always meeting and talking to those individuals and families we have supported, getting to know their stories and how their diagnosis has impacted them, understanding their needs and striving, together with my team, to continually improve and develop our services to support them. To see the difference we make is simply remarkable, often words cannot sufficiently describe the impact we have had for families, but we feel it when we meet and talk with them, we see it in their faces, and hear it in their voices, and through their stories shared.

It is a pleasure to highlight within this report some of the key successes and programmes of work from this past year, and as we consider our strategic approach and aims for the year ahead, and beyond, I am excited to build upon the excellent foundations of this remarkable charity with our team. We truly believe that nobody should feel alone when impacted by a brain tumour, and we are passionate about working towards this by reaching more and more people each year.

> *For people who already have a good support system, Brain Tumour Support are the icing on the cake. For those without a strong support system, they are a lifeline.* Darren

THE CHANGE WE WANT TO BE FOR OUR BRAIN TUMOUR COMMUNITY

Our VISION is that no one feels alone when facing the effects of a brain tumour diagnosis.

Our MISSION

To support individuals, carers, friends and families impacted by a brain tumour by providing individualised and specialist information, guidance and emotional support, for as long as it is needed.

Our VALUES

Be **INCLUSIVE** – Together we are stronger, all embracing and available to anyone.

Be **SUPPORTIVE** – Together we are caring and always ready to come alongside to encourage and empower.

Be **COMPASSIONATE** – Together we are gentle and warm-hearted with a listening ear, yet incredibly resilient.

Be **PROFESSIONAL** – Together we are consistently reviewing and re-evaluating our services, so that they are personalised, proficient and rich with experience.

Be **INNOVATIVE** – Together we strive to bring new ideas to the way we approach all areas of our work and engage with our community.

Our STRATEGIC FOCUS

UNDERSTAND the support needs within the brain tumour community

RAISE AWARENESS of how Brain Tumour Support supports those affected by a brain tumour

PROVIDE SUPPORT to patients and families affected by any type of brain tumour

Underpinning these three strategic aims are our six strategic pillars and these drive our work forward and help to guide the planning in all areas of the charity to ensure that we are operationally making progress and enhancing our strategic plans.



OUR STRATEGY TO SERVE OUR COMMUNITY





OUR FINANCIAL STABILITY

Sustainability to ensure we are there for our community into the future

We are committed to operating sustainably and responsibly, giving our community confidence that we will be here to support you well into the future

OUR SERVICE EXCELLENCE

Meeting our community's needs

We are committed to delivering support services shaped by you, for you — meeting your needs when you need us most

OUR REACH

Ensuring our community know about us when they need us

We are dedicated to creating support services that you know about and can access easily, exactly when you need them

OUR IMPACT

The difference we make to our community

We show our donors the real impact of their gifts and share with our community the difference we are making through our services every day

OUR PEOPLE

The right people to support our community

Our highly trained and passionate staff, leaders, volunteers and trustees are dedicated to bringing you the best possible support and care

OUR OPERATIONAL EXCELLENCE

Providing the safety and structure to support our community

We make sure we have the right policies, procedures, systems, and governance in place to support you safely and securely





OUR SERVICE EXCELLENCE
MEETING OUR COMMUNITY'S NEEDS

AIM: Understanding our community's voice and unmet needs to review, develop and deliver quality programmes of support that meet their needs

Our **unique person-centred** support model has been developed with the insight and feedback of the individuals and families we support.



Surveys and focus groups within our community told us that they want and need:

- One-to-one, personalised emotional and practical support
- Expert guidance and specialist information they can trust
- Counselling by specialist Brain Tumour Support counsellors who understand the complexities they are facing
- Connection with others in their situation – both face-to-face and online
- 24/7 access to digital support online
- Support with the complex welfare benefits system

We proudly offer a broad range of support services designed to meet these needs, and in consultation with each individual or family, we create a bespoke package of support to suit their unique circumstances and the ever-changing nature of the journey faced by many following a brain tumour diagnosis.

OUR SERVICES ARE FREE TO ACCESS...



...WE WANT TO KEEP IT THAT WAY

HOW WE SUPPORT OUR COMMUNITY



Bespoke individual support

Our personalised one-to-one support is delivered with regular contact by phone, video call, email, or in person - a tailored approach to suit each individual.

> *The ability to really listen to someone is so rare. I feel so privileged that I have had you to listen to me for so many hours over the last two years. They say talking will help, and you think it won't do anything. But actually, it changes everything.*

Support for as long as it's needed

The impact of a brain tumour diagnosis for individuals and their loved ones can be unpredictable and long lasting, but our support will always be available at any point on this journey.

> *Thank you so much for not giving up on me and for calling to check in. You have cheered me up with this chat, I had been having such a bad week.*

> *Right from the start we knew that Brain Tumour Support was for both of us, not just Mike! That is so important as we are going through this together.*

Support for anyone affected

We know that the impact of a brain tumour diagnosis is far reaching, so we are here to support not only the individual with the brain tumour, but also their friends, family, colleagues and anyone connected who may be affected.

Support for any type or grade of brain tumour

Whether you have been affected by a high grade or low grade brain tumour, a primary or secondary (metastatic) tumour, we are here to support.

> *They helped me accept that even with a low grade tumour that was completely removed, I was just as important as everyone else.*

> *It's like you find your people, you find others who actually get it, you can help others with your own experience, and you can listen to people, and comfort them and sometimes even make them smile or laugh if you are lucky.*
> Polly

We continually listen to and are guided by the needs of our community and respond wherever possible to meet those needs.

Our High Grade Friends and Family group started as a monthly online meeting. It proved to be extremely popular and also, due to the intensity of experience and speed of change for this group of people, there was a desire expressed for the meetings to be held more often. As a result, it now runs twice a month and proves to be a lifeline of support for those attending.

OUR SUPPORT SERVICES

Named Support Professional

Every person referred to our support service is introduced to a named Support Professional who will remain their contact, offering a consistent point of connection during what can be an overwhelming and isolating time.

> *I will never forget how kind you were telephoning every week after my diagnosis. It was a great support for us. Thank you for what you did.*

Specialist welfare benefits service

Our dedicated Welfare Benefits Support Professional provides personalised guidance and assistance to help navigate the very complex benefits system.

> *It will absolutely change my life, for sure, thank you again for fighting my corner, it's meant such a lot.*

Bereavement support

We understand the enduring impact that losing a loved one to a brain tumour has, and our wraparound support is here to help family and friends at any time after their loss.

> *When I lost my mum, I felt utterly alone. Brain Tumour Support gave me a place to grieve, heal, and find hope again. The bereavement group became a lifeline when I needed it most.*

Information sessions and resources

Our online resources and information sessions are designed to equip people with practical information and cover key areas such as treatment, wellbeing, and navigating life after diagnosis.

> *Finding straightforward and relevant information is so important – otherwise it can all just be too overwhelming, especially just after the shock of getting a diagnosis.*

Specialist family and individual counselling

Our experienced in-house specialist counselling service offers a powerful extra layer of support to help anyone affected navigate their way through the impact of a brain tumour diagnosis and beyond.

> *The counselling is helping me to offload, just to have someone listen and not talk about someone else's experience is refreshing!! It gives some relief to be able to gain strength to continue to support my loved one.*

Online support groups

Brain Tumour Support offers a wide range of monthly online support groups designed to reduce isolation, foster meaningful connections, and empower individuals with knowledge.

> *Thank you for the invite to the zoom group today. It's been really helpful. I know I was a bit shy, but it was lovely to hear other journeys. I can't wait for the next one.*

Dedicated support line

Our confidential support line, staffed by our dedicated Support Co-ordinator, provides a listening ear, guidance and information. Further support needs are assessed and referrals efficiently made into our wider support services.

> *Thank you so much – I only discovered your charity this morning and contacted support about a group in Bristol in July. I had such a lovely response, I already feel 'seen' by your organisation and I can't tell you how much that means.*

Online forums for 24/7 support

We facilitate private groups on Facebook which are safe, protected spaces for members, moderated by our dedicated Digital Support Professional, and offering peer to peer support for people 24/7.

> *This group helped me so much. I was a mess after diagnosis. I felt so alone. To see and hear others experiencing the same or similar has made such a difference.*

Regional face-to-face support groups

Our face-to-face support groups meet regularly in a number of regions bringing vital connection and contact for people who often feel isolated in their experience.

> *My advice to anyone in the brain tumour community is to take a chance, go to a support group meet up if you have one near you. It may be difficult and scary at first, but I guarantee you will leave there feeling lighter, less stressed, and more importantly, not alone anymore.*

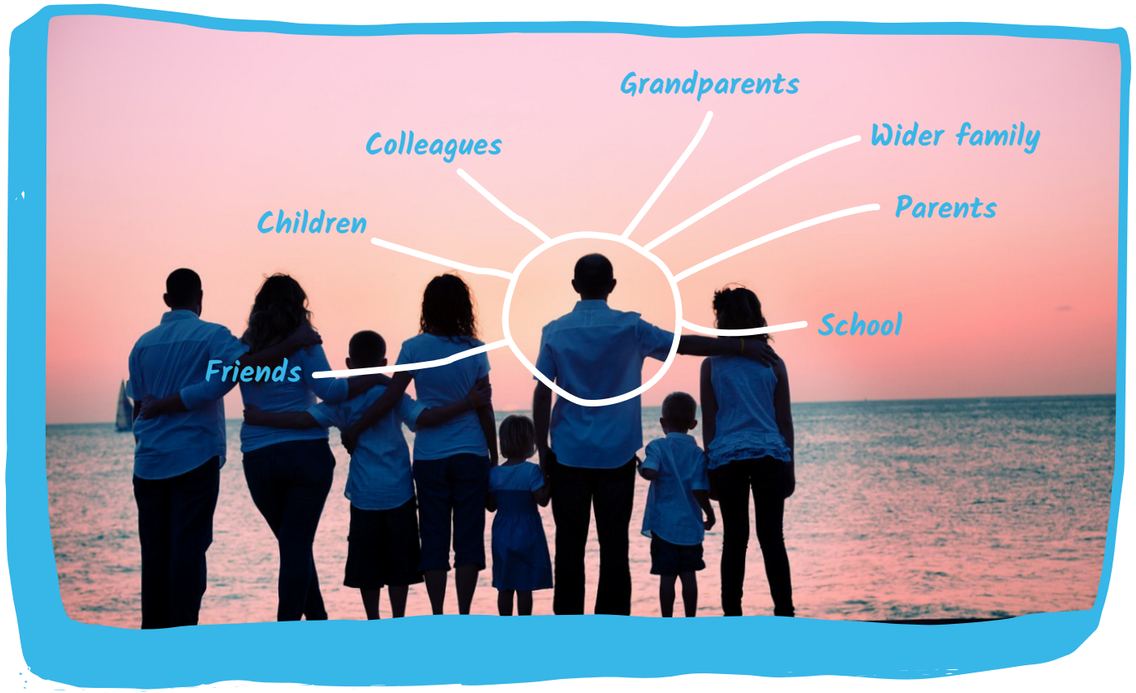
SUPPORT HIGHLIGHTS

Over the past year we have proudly continued to support everyone reaching out to our charity, alongside really honing and developing our support services to improve their impact for the families we support. Amongst the hundreds of invaluable and meaningful touchpoints of support, there is so much to be proud of and shout about. Here we share more about just some of our key programmes of support.

Our Family First programme

The Brain Tumour Support Family First programme recognises the profound impact a brain tumour diagnosis has on the entire family, not just the individual diagnosed, and often leads to:

- Loss of job and financial security
- Changes in relationships and friendships
- Changes in cognition, communication and decision making capacity in many cases
- Loss of mobility and independence often requiring care being given from within the family, or external support being brought in
- Anticipatory grief with short prognosis and poor survival rates of high grade tumours
- Lasting and long term deficits and impact from lower grade tumours



Our Family First programme is a **LIFELINE**, guiding families through the barrage of unique emotional and practical challenges facing them. Every family has their own set of circumstances and the support they need will be unique to them. Our Family First programme reflects this by offering a bespoke package of support to meet the complex and ever-changing needs, wrapping arms of support around the entire family.

How Family First supports families

Each family is assigned their own Support Professional who remains a consistent point of contact and is in regular contact throughout the journey with the family, ensuring support needs are met

We offer a course of specialist family counselling sessions, with individual sessions also running in parallel when needed, for parents or children to be able to speak confidentially about their own needs

Bespoke support as required – for example delivering a talk to a child's school, or an individual's work place

Guidance from our Welfare Benefits Support Professional to assist with financial support and access to practical help

Anyone connected to the family is welcome to join our face-to-face and online support groups

Access to our Facebook Forums (24/7 online support groups) for peer to peer support

The Family First programme ensures that families feel supported, included, and empowered, from diagnosis through every stage of the journey, providing them with space to talk, guidance to navigate challenges and resources to help them cope with the future that lies ahead for them.

How Family First helped Michelle and her family

Our Support Professional, Amy, talks about how support wraps around the whole family:

After Michelle was diagnosed with a high grade brain tumour, it was not just her but also her husband and teenage children who benefited from support.

Michelle attends the high grade zoom group regularly and says how much it helps her to speak to others who understand. She also comes along to her local in person groups, and takes a lot of comfort from these, sharing openly.

As Michelle's Support Professional, I'm also there for one-to-one support and, about 18 months after initial treatment, she reached out to me to say that she had regrowth, news shared ahead of telling her family. She said that she felt like she needed moral and emotional support to do this, and knew that she would find that by making contact with Brain Tumour Support.

Soon after, Michelle shared that she was worried that her 18 year old daughter was struggling with the diagnosis and what it might mean in the future. I spoke to her daughter, registered her with the charity and referred her to our specialist counselling service. A few weeks after she'd completed her counselling sessions, I checked in with her and she replied: 'I'm doing okay! Managing to stay on top of everything and the counselling was so useful and really helped me, I cannot thank you enough!!'

Michelle's husband was also struggling with stress and had handed in his notice at work. She brought him along to one of the face-to-face support groups so that he could meet others and feel supported. As a result of this, he has also had support from our Welfare Benefits Support Professional enabling him to apply for Carer's Allowance whilst he has been off work.

SUPPORT HIGHLIGHTS

Our Welfare Benefits support

In the midst of a cost of living crisis, financial uncertainty has impacted millions of families. Add in a brain tumour diagnosis and the financial burden can be all encompassing. 88% of our families say their finances have been affected following their brain tumour diagnosis.

Our Welfare Benefits programme is a lifeline to many families, guiding them through the challenges that financial uncertainty can bring. From the initial call into our support line, and every step of the way, our welfare benefits service offers practical guidance and support around finances and helps families to understand if they are receiving all the financial support they are entitled to.

Many brain tumour patients struggle with symptoms such as fatigue and poor memory or concentration, making the application forms for benefits such as Personal Independence Payment and Universal Credit overwhelming and inaccessible. Vicki, our dedicated Welfare Benefits Support Professional, is here to assist in navigating the benefits system, including help with the completion of forms right through to representation at tribunal hearings if necessary.

£382,426 of due benefits unlocked with our help for individuals and families

How our Welfare Benefits support changed life for Ian

Ian has an inoperable tumour and after he had tried to renew his Personal Independence Payment (PIP), which was essential to him and his young family, he was told that he would have to go to appeal. He was really worried about how he would cope with the application himself and so our Welfare Benefits Support Professional, Vicki, supported him to gather and read over the submissions to the Tribunal Service.

Once the DWP had received the evidence, they reversed their decision and awarded Ian his PIP, without the need to wait for a hearing.

Considering that sometimes the wait for a tribunal hearing can take over 12 months, this provided crucial support for Ian's whole family and avoided a lot of additional stress for them all. Ian expressed what a huge relief this was for him, and his family.

"I cannot tell you how greatly appreciated this is."

Longevity of our support

The impact of a brain tumour can be long lasting, and we understand. Our support services are available to individuals at any point in their journey, for as long as is needed.

Linda has been accessing our support since 2015, two years after her brain tumour diagnosis. She explains the mental challenges faced when living with a brain tumour and how our support has made such a difference to her outlook.

A brain tumour diagnosis, surgery and treatment can be extremely hard mentally. It feels like taking a detour on the road you had been on your whole life, and suddenly travelling down a new and unfamiliar one. This can make you feel very vulnerable – it is the feeling of being out of control, mixed with fatigue, anxiety, fear, anger and much more.

It feels like a grief of yourself. Perhaps you no longer recognise the way you look, you can no longer do all the things you used to do, or you have had to stop working and driving – it all adds up to feeling like you've lost a part of you and your identity.

I was already two years post diagnosis when I found Brain Tumour Support, and then suddenly, there you were; what I had been looking for!

It is transformative to have people there who understand what you are experiencing and feeling – the 'knowing' that Brain Tumour Support offers is priceless. They build trust and provide a space where you feel safe enough to say all of the things that have been laying heavy on your heart. After feeling like you have to bottle it all up; there is finally somewhere to let it out. For me, that is what their support is all about.



"Having people at Brain Tumour Support to help you explore, understand and reach acceptance – both in one to one, counselling and group sessions – allows you to feel more confident with yourself and keep building yourself back up. Acceptance comes with time, and that timeframe is different for each person. Linda"

Our Men Only support

Evidence shows that men are less likely to seek emotional or psychological support following a brain tumour diagnosis, and when speaking with our community we discovered this can be due to a combination of factors including stigma around vulnerability and seeking help, cultural expectations and a lack of tailored support. At Brain Tumour Support, we recognise the complexities and unmet need in this area, and one way we are having an impact is through our Men Only support groups. A monthly online safe space for men to share and find the much-needed emotional and practical support from peers and our Support Professional, Gavin, reducing isolation and fostering secure connections.

Chris has been living with a brain tumour for the last eight years and over that time has found group support a huge benefit. He finds the monthly men's group extremely helpful to chat and talk about his experiences with other men facing similar challenges to himself.



"It gives you a real insight into other people's brain tumour journeys and makes you feel like you're not alone. It also gives me the opportunity to talk to someone outside of my support network and I can talk to someone in a safe space. Chris"

OUR REACH

ENSURING OUR COMMUNITY KNOWS ABOUT US WHEN THEY NEED US

AIM: Maintain and expand nationwide awareness and access to our services through clinical partnerships, collaborative relationships, community outreach, and a strategic communications approach. We are also committed to reaching those who are not yet aware of the support we offer, while continuously seeking to understand how we can best connect with and serve them.

More than 30,000 people in the UK are diagnosed with a brain tumour every year – over 12,500 with a primary brain tumour and over 18,000 with a secondary, metastatic brain tumour.

We proudly support individuals and families from across the country with our online, virtual and telephone support and our Support Professionals offer face-to-face support groups and one-to-one sessions for those living locally to them, and via key neuro centres across the M5 and M4 corridor. As the demand for and the reach of our services expands, we hope to recruit more Support Professionals to offer greater geographical reach for our face-to-face services.



Every 33 minutes someone in the UK is diagnosed with a brain tumour

5,900

Over the course of 12 months we have provided support to over 5,900 people who have been impacted by a brain tumour

Reaching and supporting our community earlier – Our Early Intervention Programme



We regularly heard from people we support that they wish they had found out about our services much earlier in their clinical pathway. Sadly we know of many families that only found Brain Tumour Support following the bereavement of a loved one to a brain tumour, without accessing the vital support they needed during diagnosis, treatment and preparing for death. From surveys, focus groups and working closely with our clinical and brain tumour communities, we know that support at the earliest possible stage has the greatest impact for individuals with a brain tumour and their loved ones.

This understanding drove us to try and improve an individual's clinical pathway, by having earlier knowledge of, and access to, our support services. Working closely with the neuro oncology team at Southmead Hospital Bristol, we developed our **Early Intervention Pilot**. During the six month pilot, all newly diagnosed brain tumour patients were referred directly to Brain Tumour Support immediately following their diagnosis by the clinical team. Our Support Professionals were able to reach out in those early and overwhelming days to offer emotional and practical support in dealing with such a devastating diagnosis. Individuals and their families had access to welfare and benefits guidance, individual and family counselling, one-to-one, face-to-face and telephone support. They also benefited from our online support groups and our face-to-face support groups held at the hospital.

The positive impact and feedback has led to an agreement with the clinicians at Southmead Hospital to continue our **Early Intervention Programme** as a permanent part of the clinical pathway and we have recently secured funding from The National Lottery Awards for All Programme for a scoping project to explore delivering the programme in Wales, and we have clinicians from several key neuro centres across the country looking for us to bring this programme to support their patients.





80%

have found the ongoing support invaluable

93%

of people we support found it useful to be contacted by Brain Tumour Support so soon after their diagnosis

> *"Just to know the charity is there to guide and support us makes such a difference to us. Jane"*

Digital support

The online and social media space is an increasingly popular and important means to reach and connect with a wider community. This can often be an entry point for people discovering that support is available, and sometimes the visibility and interaction offered through contact on social media is in itself a direct and powerful form of support.

96% of our Facebook Forum members say that being in the group helps them feel less alone

> *Just feels good to rant at 4.38am to you amazing strong, good people who understand xx*
> *Kim*

Brain Tumour Support also facilitates private groups on Facebook offering peer to peer support for people 24/7. These are safe, protected spaces for members to talk about their experiences, raise questions, gain information, and share feelings and emotions within a supportive, understanding community. They also offer individuals the opportunity to post anonymously, to share their concerns and gain the support they need without divulging any personal information if they wish. Both groups are moderated by our dedicated Social Media Support Professional.

> *Being on this group has helped me too. I felt so alone and extremely terrified in the beginning.*
> *Jenni*

Our main Brain Tumour Support Forum, now provides this platform for more than 4,600 people who have been affected by a brain tumour diagnosis.

> *I found this group in my search of somewhere for support following my husband's diagnosis... I know there's no cure and there's no happy ending here, I just need somewhere to turn to try and get my head round it all.* Tania

The Family and Friends Facebook Group currently has over 400 members who are able to share the particular challenges which face loved ones and caregivers.

26,760

posts, comments and interactions in our online support forums over the past year





> *It's so wonderful to know that my messages are read and heard and that there is support if I need it. Thank you so much. I really do appreciate it and all you do.* Rachel

Website and information services

Our website plays an important role as an arm of our support service and is an area of work which we are keen to develop still further. We aim to provide accessible and easy to understand information and resources, shaped by our support team's depth of knowledge and experience, and their understanding of the overwhelm that can be felt when facing the impact of a brain tumour. It includes a downloadable series of 'Supporting you' leaflets, and guidance on welfare benefits and cost of living.

The sharing of personal stories through our website is also an enduring and rich source of encouragement, hope and understanding for people going through similar experiences.

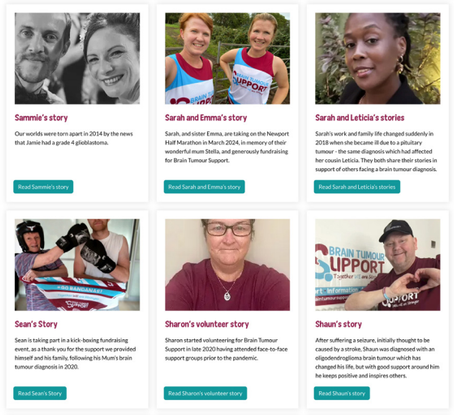
48K

active users on our website

154K

page views





Keeping in touch with our community

Talking with our community is at the heart of our work. Our communications strategy is led by a continuing desire to understand the support needs, provide connection and a voice for those affected, bring deeper understanding and awareness to the wider community of the impact of brain tumours and the vital importance of specialist support.

We publish monthly support e-newsletters giving news and information on upcoming support groups, and regular fundraising and charity updates via email.

Twice yearly our Support Matters News is published, both online and in print, which highlights the work we do, shares stories of those we support, and celebrates the many fundraisers and charity supporters who make our work possible.

We have built a strong and engaged audience across our social media platforms, extending our reach by 28% across the year and building our followers by 21%.







Two of our key social campaigns in the year captured great engagement. Our 'Month of Hope' in January and 'Living with' campaign for Brain Tumour Awareness Month both drew on moving and inspirational lived experience. The campaigns were designed to both support and bring hope to those within our community, and raise awareness in a broader audience of the realities around the day-to-day impact that a brain tumour diagnosis has.



The power of hope

The photograph 'Verdant' epitomises hope.

It is an award winning portrait of Charlie Bishop – now 38, diagnosed with a high grade brain tumour at the age of 19, and told on three separate occasions that he was approaching end of life.

The photographer is Stefania Distante, who lost her career due to a brain tumour, but transformed her life, studying to become a photographer. Brain Tumour Support helped Stefania through the years coming to terms with the impact of her diagnosis and she met Charlie whilst fundraising for us. They remain close friends and a source of inspiration to each other.

Make up is by Panda Cooper who sadly lost her dad to a brain tumour and volunteered her skills for this project.

Through the exotic artwork around Charlie's craniotomy scar, captured in this single image, their stories come together.

Titling the photograph 'Verdant', Stefania says of her friend, 'Like flora growing in some inhospitable places he keeps flourishing.'

Benign is not fine

This simple message received over 110,000 views, raising awareness of the life changing impact that low grade brain tumours can have and prompting many members of our community to further share the post alongside commenting on their own experiences.

"My meningioma, now 20 years ago was not given a grade. It was benign but I still had a craniotomy 11 hour surgery and am left with no peripheral vision, so can't drive, no sense of smell or taste, and chronic pain. The tumour didn't all come out and is still growing slowly, with the possibility of another close by. So benign might be 'not cancer for now' but still changes your life forever. Jackie"

Building support together

We see collaborative working as essential to achieving our aims and improving the lives of people affected by a brain tumour.

Coming together as one voice for our community

Brain Tumour Support is committed to working with clinicians and like-minded organisations to enhance support for individuals and families affected by a brain tumour diagnosis. This collaborative approach ensures greater reach, consistency of care, and a stronger collective voice when advocating for change.

Whilst delivering individualised support to anyone affected by a brain tumour is our priority focus at Brain Tumour Support, we will always seek out and get involved in opportunities to collaborate and be a part of much needed development and progress in the field of brain tumour treatment and care. We are passionately involved in many partnerships, collectives and advisory groups, where we advocate for individuals impacted by a brain tumour and their families, and ensure that support needs are highlighted as a priority. We regularly meet with the CEO's of other key charities in our sector to collaborate and work together to improve the lives of our community, these include national charities such as The Brain Tumour Charity, Brainstrust, Brain Tumour Research amongst many other local Bristol charities.

Other key activities this year have included:

- Working with other charities to compose a joint letter of appeal to NICE, asking them to reconsider their position on assessing a new treatment for glioblastomas called Optune.
- A joint call for support from new Labour MPs regarding unmet needs within the brain tumour community.
- Advisory involvement in the Delphi Panel Research ensuring expert input in improving patient care.
- Attendance at the 2024 British Neuro Oncology Society Annual Meeting, ensuring that we stay at the forefront of research and clinical developments.
- Attendance at the Somerset, Wiltshire, Avon and Gloucestershire Clinical Advisory Group.
- Presentation at the 2024 European Association of Neuro-oncology delivering findings on the importance of early intervention support for individuals and their loved ones.
- Considered submission to the National Cancer Plan, which was shared with NHS England's Cancer Programme Director.

Vital partnerships include strong relationships and working groups with patient organisations, key input and connection with the International Brain Tumour Alliance, and input to the All Party Parliamentary Group for Brain Tumours (APPGBT), which works with government and senior officials, local MPs and other decision makers on campaigning priorities, for which we offer individuals (patient) voice and experience.

Our campaigning priorities

1

Earlier awareness of and access to the support services which are available

2

Equity across the clinical and support pathway for all brain tumour types and grades

3

Recognition of equal need for support beyond the individual with the brain tumour – non-medical support services for all those whose lives are impacted by a diagnosis are an essential part of the pathway and wrap-around care

Our work with the Tessa Jowell Brain Cancer Mission

We are a proud founding member on the Joint Strategy Board for the Tessa Jowell Brain Cancer Mission and have an important part to play in working with hospitals to help to support the Tessa Jowell Centres of Excellence programme, feeding into better progress towards the common goals of the brain tumour community. We are also involved in delivering training to their academy members, which includes hundreds of nurses, doctors, consultants and allied health professionals, on the importance of support in the patient pathway.

The Tessa Jowell Brain Cancer Mission (TJBCM) brings together the UK government, 11 charity partners, NHS England, alongside hundreds of doctors, researchers and patient representatives to deliver a national strategy for brain tumour treatment, research, and care in the UK. Designed by and for the community, these programmes address urgent challenges — from accelerating new treatments to ensuring more equitable care.

Brain Tumour Support and TJBCM have continued to strengthen their strategic partnership over the past year with several key areas of collaboration:

1. **Amplifying voices in the South West and beyond:** With years of expertise in supporting patients and families, Brain Tumour Support provides key input into national work being done through membership of the TJBCM Joint Strategy Board. The charity helps shape the work of TJBCM and partners by highlighting key ongoing challenges and unmet needs, informing the data that TJBCM collects from the NHS brain tumour community, training provided via the Tessa Jowell Academy, and advocacy activity.
2. **Insights to inform Brain Tumour Support's work:** TJBCM's Centre of Excellence has created the UK's largest database on brain tumour treatment, care and research, enabling TJBCM to share insights with Brain Tumour Support which help to inform existing and new projects for maximum impact.
3. **Raising awareness of support services:** TJBCM's work with every UK brain tumour centre helps ensure clinicians connect patients and families with Brain Tumour Support's vital services.

Looking ahead, TJBCM, supported by Brain Tumour Support, will continue to focus on:

1. **Improving services:** Support neuro-oncology hospitals to continue with service improvements to deliver equitable care for adults and children with a brain tumour.
2. **Train and strengthen an NHS workforce:** The Tessa Jowell Academy and Fellows programmes continue to flourish, with Brain Tumour Support's input ensuring that the training, national projects and resources provided will be shaped by the priorities of those with a brain tumour.
3. **Expanding access to better treatments:** With the imminent launch of the NIHR Brain Tumour Consortium, advancing new treatment options through the Novel Therapeutics Accelerator and innovative clinical trials, Brain Tumour Support will play a crucial role in this work, collaborating with all TJBCM members to ensure that new trials reach as many people as possible.

The Tessa Jowell Brain Cancer Mission

Equality, Diversity, Equity and Inclusion (EDEI)

We understand that brain tumours do not discriminate, and any person can be affected regardless of race, ethnic origin, age, gender, socio-economic status, disability or faith and so our organisation puts huge importance on ensuring our support services are available to anyone. One of our core values is to Be Inclusive. People living with brain tumours can automatically be at a disadvantage due to the impact the tumour has on their life, and we are committed to supporting them to face these challenges.

Over the last year, with our staff team and input from our community we carried out a comprehensive review of our EDEI policy and have commitment from everyone in the organisation to continue to challenge ourselves in this area to ensure we are representative, fully inclusive, accessible and equitable for the diverse range of people affected by brain tumours.

OUR IMPACT
THE DIFFERENCE WE MAKE TO OUR COMMUNITY

AIM: Invest in how we invite, record, monitor and evaluate our community's voice to ensure our impact is effective, visible and understood by all for a sustainable future.

The most important voice in everything we do, is that of the community we serve. Here are some of the ways we have involved our community in this past year to listen to their voice, understand their needs and assess the effectiveness of our services:

- **Regular surveys** to understand their needs and assess how we are meeting those needs.
- Quick to answer **voting polls** in our Facebook Forum to gain further understanding for speedy evaluation.
- **Focus groups** when considering our strategy, development of services, or review of existing services.
- **Seeking feedback** at regular points of the individual's pathway at three months, six months, and annually to measure impact of the support services they have received and their needs.
- Distance travelled **assessments** for each support call, counselling session or meeting, to understand how our support is making a difference for the individuals.
- **Anecdotal quotes, stories and the voice of our community** offer unique insight into what our services truly mean for individuals and their loved ones.
- **Feedback from clinical partners** helps us understand our community's need from their point of view.

Long term positive impact for our community

Our support model is designed to provide support at any point in, and through, the brain tumour journey for any individual or family, so that they feel in control and knowledgeable and therefore can be themselves and not feel defined as a 'patient' or 'carer'. This is some of the positive long-term impact our community have shared:

- **The chance to participate more fully in life**, feel better able to live independently and feel useful, valuable and better about themselves.
- **Feeling less isolated and alone** through having a safe social space to talk freely and openly.
- **Developing greater self-confidence** and increased resilience.
- **Finding ways to cope better with the emotional impact** of a brain tumour and the challenges of loss and bereavement.
- **Alleviation of practical and financial worries** through welfare benefits advice and advocacy.



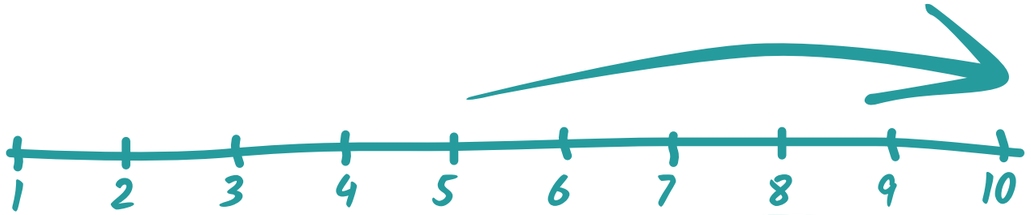
HOW WE EVALUATE THE IMPACT OF OUR SERVICES

One-to-one support



At the beginning of each one-to-one support session our Support Professionals ask the individual to rate their wellbeing on a scale 1 (negative) to 10 (positive). At the end of the support session, the individual is then asked to once again rate their wellbeing on the same scale.

The range of improvements individuals shared with us are between +1.5 to +5 in their wellbeing score, demonstrating the impact and effectiveness of the support. None of the individuals we asked reported no improvement in their wellbeing after a support session, demonstrating a consistent improvement in mood and wellbeing.



Average improvement in wellbeing score was +2

"You helped me at a really difficult time. You listened to me and helped me find a way through the darkness. I don't know what I'd do if I didn't have you at the other end of the phone."

Support for Adam and Ruth



When Adam was diagnosed with a schwannoma brain tumour, he was told that without surgery he would have just two months to live. The surgery itself was a high risk, 23-hour operation, followed by months of recovery at home.

"Brain Tumour Support helped a lot. They got involved and got everything sorted for when I was discharged from hospital. They arranged a care package and gave me all the proper information, set up the physio for me, helped get the equipment and gave me all the right contacts I may have needed. Without them I would have really struggled.

They supported my family from a psychological point of view. They have been there for us as a family when our whole world was turned upside down. Adam."

Counselling

9 out of 10 rated our specialist counselling as 'excellent' or 'good'

7 out of 10 perceived the counselling they had from us to be 'much better' or 'better' than they had experienced in the past



Brain Tumour Support Counsellors, Kate and Julie

"The counselling is helping me to offload, just to have someone listen and not talk about someone else's experience is refreshing!! It gives some relief to be able to gain strength to continue to support my loved one.

I am very grateful to have started my counselling sessions so promptly and that this amazing service is offered by the charity. Thank you again!"

Helping Stephen

Stephen was diagnosed with a grade 2 glioma and our counselling service has helped equip him with techniques to manage the ongoing challenges of living with a brain tumour.

'From my initial diagnosis through to my surgery, radiotherapy and ongoing chemotherapy, Kate was very supportive. I have found the tools to deal with my anxiety and talking to Kate helped me formulate these'.

"The sessions were very helpful, very professional and a valuable independent resource to call on when it's not always easy to talk with family, friends and other loved ones."

'The counselling has provided a valuable support to help guide me from initial diagnosis through different treatment stages, and I am able to manage my anxiety, for example around scan and test results, much more effectively.'

Helping Jane

Jane had support and contact through our Support Professionals as she and her family were caring for her husband John, who had been diagnosed with glioblastoma in December 2023. John sadly died in August 2024 and Jane was then grateful to have the counselling service to support her through this desperately hard period.

'Following the experience of 20 months of nursing my husband and then losing him, the BTS counselling has been essential. Just having someone who is so sympathetic and who understood my situation helped enormously. I feel life is more manageable, hard which I would expect, but some of the techniques Kate gave me have been so useful. It's helped me interact with others - ways to answer sometimes difficult or intrusive questions by well meaning people - and I understand the process of grief a little better'.

"The fact that you offer this service is amazing, and I'm so grateful."

HOW WE EVALUATE THE IMPACT OF OUR SERVICES

Support Groups

As part of our ongoing commitment to evaluate and enhance the support we provide, all attendees of Brain Tumour Support's face-to-face and Zoom groups were invited to complete a feedback questionnaire.

93%

of attendees felt the support group timings worked well for them.

4/5

When asked to rate the sessions on a scale of 1 to 5, the average score across all groups was 4, indicating a high level of satisfaction and perceived value.

93%

said they would attend a session again in the future.

> *Amazing support group, we all help each other. It's a safe place to chat, I am glad they are available.*

> *It was a very sharing group, even some humour! Being a large group the co-ordinator made sure everyone was given the chance to speak – well done.*

> *They helped me accept that even with a low level tumour that was completely removed I was just as important as everyone else.*

Key impact of our services identified by our community

- Feeling emotionally supported
- A sense of community
- Practical guidance
- Feeling empowered to make decisions
- Feeling more confident in tackling difficult conversations

The voice of our community

Key findings from our 'Your Voice' survey asking for our community's thoughts and perspectives on the support they had received from us in 2024.

Almost half of the respondents had attended at least one face-to-face support group, with a third having attended online support groups.

In addition, 1 in 3 of those had also accessed our specialist counselling service and 1 in 5 had received support from our Welfare Benefits Support Professional.

When asked whether Brain Tumour Support services met their needs, 98% shared that we had met or exceeded the majority of their needs.

3 out of 4 felt we had reduced their feelings of isolation and loneliness.

> *I don't mean to sound selfish, but nobody is thinking about me or how I feel, this is the only place I can be honest about how all of this is affecting me and be understood, without feeling guilty.* Allan



The impact of meeting others



Our Support Professional, Amy, recalls how a support group changed the outlook for Matt, who was diagnosed with a glioblastoma (GBM) brain tumour last year. We were contacted by his Clinical Nurse Specialist, who said that he was struggling, and they felt he needed our support.

He attended one of our face-to-face support groups in January, very upset when he arrived. He said that he was feeling depressed, and that he would wake up in the morning and think to himself 'what is the point'.

I sat Matt with someone else who had also recently had a GBM diagnosis, and the pair got chatting and sharing their experiences. When it came to sharing with the group, I went to Matt in the hope that he might start to share anything he felt comfortable with. He was clearly in a very difficult place mentally, looking down or directly across at me rather than to the rest of the group. As he talked about his story and how he was feeling, he shared that he had just been prescribed an anti-depressant, one often also used to combat panic attacks and PTSD. After he said this, almost all of the other people around the table nodded, and, as he hadn't noticed their reaction, I said 'You got a lot of knowing nods around the table then,' and Matt looked down towards the group for the first time. He saw many very welcoming and understanding faces, and his whole demeanour shifted.

A discussion opened up, with him being able to ask others questions about his treatment, his mood, his symptoms, and a lot of supportive advice was shared. 'If you ever need any support, talk to these guys,' one of the group told him, pointing to me and my support team colleague. 'They are amazing and know everything.' Suddenly Matt wasn't alone.

OUR PEOPLE

THE RIGHT PEOPLE TO SUPPORT OUR COMMUNITY

AIM: Successful transition and succession of the Founder CEO, governance review and succession within our Board of Trustees and maintaining staff morale in a difficult financial year, whilst focussing on wellbeing and development.

We are extremely proud of our team of people at Brain Tumour Support, we celebrate the diverse and rich backgrounds of work, educational and life experience that each and every member of the team brings to shaping the charity and delivering our specialist support services. We have considerable first hand knowledge of brain tumours in our team, both those who have been through a diagnosis themselves, or have supported family members in their devastating diagnosis, and this drives our passion in supporting anyone else who has been affected. The collective personal experience, skills, qualifications and professional background of our Senior Leadership Team (SLT) and Board of Trustees offers a passionate and trusted leadership of the charity in working towards and delivering our strategy.

We have been delighted to offer promotions and development to several members of the team as we have undergone a significant period of change and succession. This has included the succession of the CEO from within the team, welcoming two new members to the SLT and implementing a new Team Leader role within the support team.

During this last financial year where the focus has been on financial recovery, rewarding staff financially as we would wish to has not been possible. We have also carried restrictions in certain functions where we were unable to backfill roles, or recruit additional resource as needed. This has brought challenge and risk to staff retention at times. We have focussed on staff wellbeing, welfare, development and flexibility as a priority to offer as supportive a model of reward as we can for our staff. We are committed to offering a pay award to staff as soon as finances allow, and during this time we need to take the opportunity to benchmark our salaries to ensure we are offering a fair and rewarding package to our staff that reflects their commitment and delivery of our charitable services.

In our recent staff survey

96% of our team shared they felt very valued, or valued

83% rated the communication within the charity as excellent

> *It's a real privilege to work with Brain Tumour Support. I love the charity, believe deeply in its mission, and find my work meaningful and fulfilling. Thank you for creating such a supportive and values-led culture — it shines through in everything you do.* Staff Member

We have a robust performance management process in place with all staff having regular 1:1's and periodic appraisals against formal objectives. Staff are encouraged to focus on their own training and development with at least half a day a month of self-focussed learning, and access to paid and free training courses to support their role. We bring the whole charity team together once a year for our annual Team Away Days, a chance to celebrate success, share challenges and work together to bring focus to our future plans and objectives. Whilst our short term plans with our people have been somewhat halted by financial constraints, the longer term plan continues to be growth of our teams for both income generation and support delivery with a fair and appropriate reward package.

Volunteering

The Brain Tumour Support volunteering programme offers individuals, family members, and loved ones the opportunity to give back, share their experiences, and make a meaningful difference. For many, volunteering provides a renewed sense of purpose and connection, while helping to strengthen the support available to others affected by a brain tumour. A range of roles are available, including fundraising, awareness-raising, and support-based volunteering, allowing individuals to contribute in ways that suit their interests, skills, and availability. Volunteers are a vital part of the Brain Tumour Support community, and their involvement helps extend our reach and impact across the UK.

2,564 total volunteer hours

£53,520 total cost saving for the charity

Volunteering helps Jeanette



Jeanette has had a lot to face since being diagnosed with a high grade brain tumour in 2021. As well as lengthy surgery, chemotherapy and radiotherapy, she had to give up driving and her job, so she faced practical and financial worries as well as needing to move house in order to be closer to her daughter.

'I had to surrender my driving license and I sold my car as I didn't see any future to my life. I had lost my independence.'

It was seven months after her diagnosis that Jeanette found Brain Tumour Support. Initially she talked one-to-one with a Support Professional and later she connected with others through her local face-to-face support group. Both Jeanette and her daughter have also benefited from our specialist counselling service, helping them to cope with the anxiety and overwhelming emotions experienced as a result of the diagnosis.

Now, although her life has changed, Jeanette feels in a much better place, and is embracing life after the birth of her first grandchild. She has also started volunteering with Brain Tumour Support to help give other people the support which has made such a difference to her.

Sarah Richardson, our Data Services Manager, explained how valuable Jeanette's work is:

'Jeanette has been volunteering with us on data cleaning tasks, helping us keep our organisation data up to date and more recently also taking on online research to ensure we maintain full and accurate information for the many organisations we talk to. She is lovely to work with and is really helping with the tasks we need to do but struggle to have the time and resource for.'

> *I'm a lot stronger and more positive now and although my journey is still uncertain, I have a lot to look forward to.*

OUR OPERATIONAL EXCELLENCE

PROVIDING THE SAFETY AND STRUCTURE TO SUPPORT OUR COMMUNITY



Aim: Review and operate within procedural frameworks and governance that protect our staff and the community we support in all areas of the charity's operations.

Our structure, governance and management

Brain Tumour Support is a charitable company limited by guarantee registered at Companies House as a company and with the Charity Commission. The company was established under a Memorandum of Association which outlined the objects of the charitable company. It is governed by its Articles of Association.

Public benefit

The Trustees confirm that they have complied with the duty in the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission. The annual report contains a fuller description of the public benefit that the charity provides within the main body of the report.

Our charity's objects and activities

1. The relief of illness of persons suffering from brain tumours by the provision of support, advice and information for such persons and to offer support, advice and information to their carers and families.

2. The promotion of research into the effects and causes of brain tumours and the public dissemination of the useful results thereof.

The Board of Trustees

Brain Tumour Support has directors and members. The directors of the charity are also Trustees of the charity for the purposes of the Charities Act. The Board of Trustees makes up the governing body and oversees the governance of the charity, whilst the day-to-day management is led by Emma McKeown, the appointed Chief Executive Officer who took over from the outgoing Founder and CEO Tina Mitchell Skinner in July 2024.

The Chief Executive Officer, together with the charity's Senior Leadership Team, submit proposals and recommendations to the Board on a quarterly basis for approval of strategy and to review and officially sign off on-going implementation plans for each area of activity carried out by the charity. In between, all Trustees are sent comprehensive monthly management accounts and KPI reports, to update them on monthly activities.

The Trustees are all experienced business people in their individual fields and provide a sound authority on direction and governance. They willingly give up their time free of charge and none of them, without exception, receive any Trustee remuneration or expense reimbursement.

Recruitment and appointment of trustees

In accordance with the Articles of Association, Trustees are not required to retire by rotation each year. The number of elected Trustees shall not be less than three and subject to a maximum of 12. The elected Trustees may co-opt a maximum of up to one half of their number as Trustees.

Trustee training and induction

New Trustees undergo an induction to brief them on their legal obligations under charity law, the content of the Memorandum and Articles of Association, the structure and governance of the charity as well as all policies and procedures, their obligations under the Trustees' Code of Conduct, strategic and operational plans and budgets together with recent financial performance.

Risk management

A comprehensive risk register is held by the charity and is regularly reviewed by the Chief Executive and SLT, and shared with the Board of Trustees on a monthly basis for review. At each board meeting the top three, or any new concerning risks, are discussed and action plans created to mitigate, minimise or reduce the risk.

Robust policies and procedures are in place to support identified risks and governance, with adequate mandatory and regular training courses as required occurring.

Safeguarding and mandatory training

The Brain Tumour Support Safeguarding Policy is a vital framework designed to ensure the safety and wellbeing of both the individuals and families we support and our staff. It outlines clear guidelines and responsibilities for identifying, responding to, and reporting any concerns related to the abuse, self-harm or neglect of vulnerable individuals. By adhering to this policy, the organisation maintains a safe and professional environment, allowing staff to work confidently and effectively while prioritising the individual's welfare. Both the Safeguarding Policy and the Safeguarding Procedures are reviewed quarterly, and we hold a case conference following each safeguarding incident to ensure our policy was robust in supporting the staff member and individual. All staff have mandatory safeguarding training once a year, with our support staff receiving a more intense training and development using external providers and clinical supervision as required.

Our team also undertake appropriate GDPR, Health and Safety and EDEI training on an annual basis, as well as more role specific training required in their roles.

Chief Executive

The Chief Executive is responsible for setting the strategic direction for the charity with the Trustees, leading its implementation, and holds operational and financial authority within the set parameters. Having led the charity from its founding in 2003, Tina Mitchell Skinner stepped down as CEO at the end of July 2024. Tina's primary desire was to ensure that the charity's work would continue to thrive under new leadership – seeking a balance of continuity, stability and embracing of new opportunity.

With a fundraising speciality and an overall business and NHS background, Emma McKeown was appointed to the Deputy CEO position in June 2019, and worked closely with Tina on the review, setting and delivery of the charity's strategy whilst working towards the planned succession and move into the role of Chief Executive.

Emma's aforementioned professional background has provided an excellent foundation and this, together with her personal experience, with brain tumours affecting her own family, and her proven track record of persistence, resilience and overriding integrity has ensured confidence in a secure future and smooth transition, which officially took place on 1 August 2024.

During Emma's time in the role, she has focussed on financial recovery for the charity, and prioritised staff wellbeing to ensure the charity team were on board and alongside throughout. There have been many successes to be celebrated throughout the year, none more so than the shared positivity and determination to secure the future of the charity, in a very difficult financial climate for fundraising.

Emma's person-centred approach to service improvement and development, along with a keen focus on financial scrutiny and sustainable funding, has given funders and trustees alike faith and trust in the charity and continuation of the strategic approach in the coming year.



When my brother-in-law Jamie was diagnosed with a glioblastoma grade 4 brain tumour we were absolutely lost, in complete shock that there was nothing that could be done to save this legendary fella from our lives, and that we would face losing him. Brain Tumour Support swooped in offering support to our family and specialist counselling to help my sister navigate the impossible task of caring for Jamie and keeping family life going. Since Jamie's death, I have been passionate about making a difference to families like ours, and determined in ensuring Brain Tumour Support is a sustainable organisation to be there long into the future. Emma McKeown

OUR FINANCIAL STABILITY

ENSURING WE ARE THERE FOR OUR COMMUNITY INTO THE FUTURE

AIM: Use impactful data to secure multi-year funding and larger partnerships, while exploring diversification and growth across all income streams. Maintain considered and reduced expenditure to support financial recovery and rebuild charitable reserves.

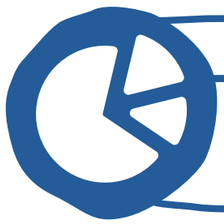
Brain Tumour Support receives very little government or statutory funding (less than 0.3% of our income), and we rely in the main on voluntary donations and fundraising. Our published statutory accounts for 2024/25 include the financial position of the charity as at 31 March 2025.

We entered the financial year with severely diminished cash reserves and a priority focus on financial recovery and striving for sustainability. Although this was a difficult time for the staff team, we adapted our approach in many areas of the charity, rallied and worked hard to ensure our support services were not impacted. The team have worked tirelessly to rebuild our financial security, and have significantly increased reserves in the last twelve months, in our continued efforts for financial stability and sustainability. Weekly financial analysis is in place as a senior team, alongside monthly monitoring with the board, ensuring we are on track, or ahead of budget, and to make impactful change as needed.

Our fundraising strategy for the next three years focuses on greater diversity in our income streams. Our focus is on achieving multi-year funding partnerships from larger funders, trusts and grants, long term support from corporates, major donors, statutory organisations, and a broader range of activity in the community and individual giving space to secure and develop our donor base.

We have continued with a focus on keeping expenditure to a minimum across all functions of the charity in order to support financial recovery and, together with considerable successes in fundraising, we are delighted with the year-end financial position in comparison to 12 months ago.

	2024–2025	2023–2024
Total Income	£574,659	£495,470
Total Expenditure	£507,993	£647,199

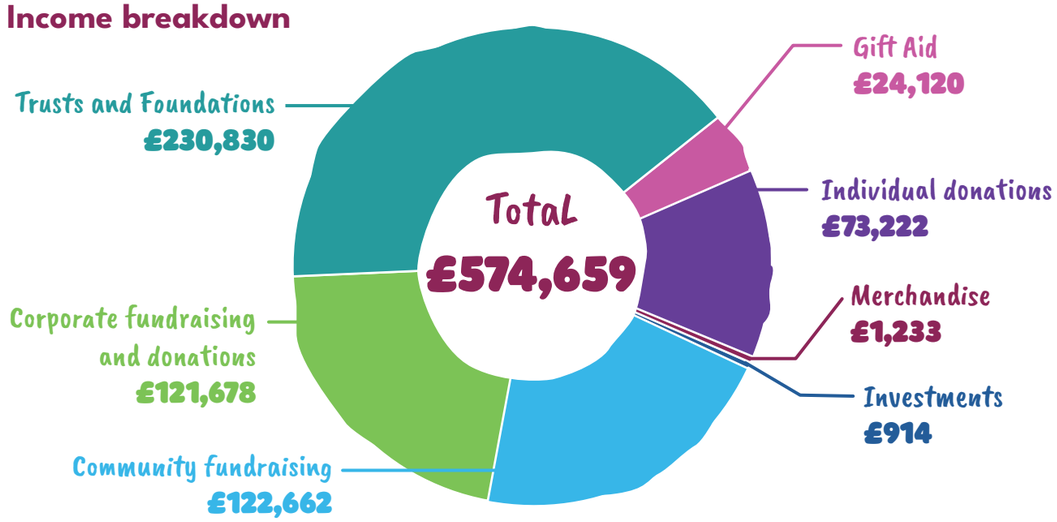


Pence in £ spent on delivering our support services

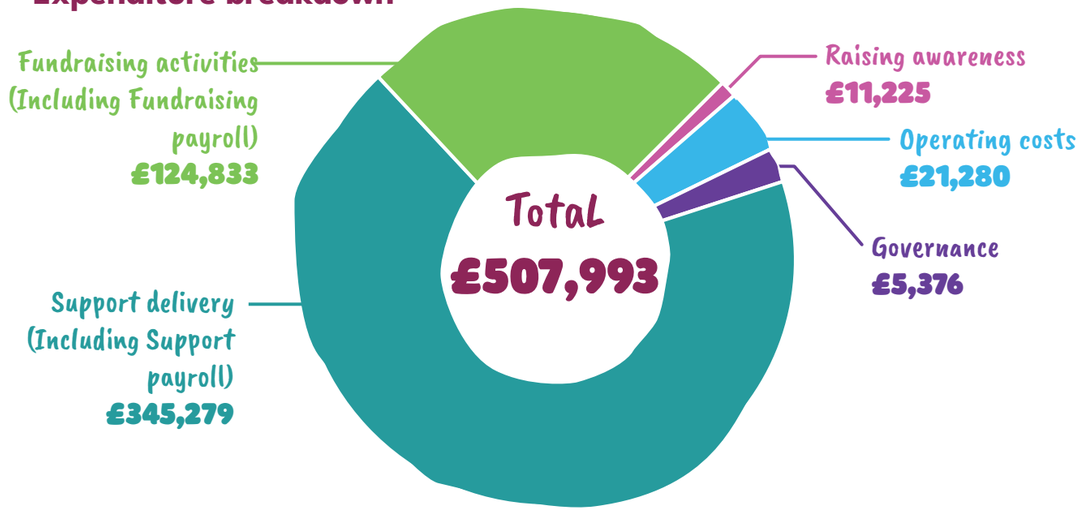
2025 **74p** in every **£1**

2024 **69p** in every **£1**

Income breakdown



Expenditure breakdown



Our fundraising focus

Our key areas of focus:

- Delivering excellent supporter care to ensure maximum income generation
- Maximise the potential of existing campaigns and events
- Increase fundraising from those we have supported and their families

This focus led to a total income for **2024/25 of £574,659 (against a target of £555,000)**, marking a **15.98%** increase from the previous year.

Corporate income increased by **143%**, reflecting great relationship management and new business activity.

Community fundraising grew by **23.91%**, with third party events bringing in over **50%** of the income and exceeding pre-covid sign up levels

While Trusts and Foundations continue to provide the largest share of income—growing by **5.56%**

Gift Aid rose by **40.43%**, highlighting improved donor data capture and Gift Aid processing

Individual donations increased by **5.12%**, largely down to the raffles and crowdfunders which have helped to increase our donor numbers

Average donation increased by **12% TO £100 FROM £91.**

Summary

In summary, gross income for the year ending March 2024/25 has increased by £79,189 from £495,470 to £574,659.



Cash position – **£114,251**

Restricted reserves **£35,929** compared to **£2,885** as at 31/3/24

Free reserves **£41,592** compared to **£7,536** as as at 31/3/24

The free reserves figure shown above factors in a deduction of £21,000 for our Covid 19 Bounce Back Loan. The repayment terms of this loan could be extended should the charity enter cash flow difficulties in the future.

Fundraising policy

Fundraising policy for Brain Tumour Support is regulated by the Fundraising Regulator. The charity primarily fundraises from community fundraising events, individual donations and trusts and grants.

The charity recognises the need to conduct its fundraising within the context of recognised standards set out in the Chartered Institute of Fundraising's Code of Fundraising Practice, the Data Protection Act 1998/ UKGDPR2021 and the CAP Code (Committee of Advertising Practice). We do not employ external professional fundraisers or companies.

Garnering the support of our community

Despite the ongoing cost of living crisis, our community remained steadfast in its commitment to our mission: that no one should face a brain tumour diagnosis alone. Every contribution, regardless of size, was recognised for the meaningful impact it had on the daily lives of individuals and families. Thanks to the dedication of our supporters, we achieved our highest percentage income growth since before the pandemic, ensuring the continued delivery of our vital support services.

The income generation strategy for this year was to provide excellent donor support alongside diversifying income and reducing the reliance on trusts and grants. This year's income growth reflects a stronger and more balanced funding model, with gains in corporate and community income significantly contributing alongside Trusts and Foundations. This diversification enhances financial resilience and reduces dependency on any single area, aligning with our long-term sustainability goals.

We are so thankful for every donation and show of support for our work from our community and the general public, we continue to be overwhelmed and filled with pride at the dedication and passion shown to support our work. Thank you.

Corporate partnerships

Continued efforts in increasing our corporate partnerships and pipeline have continued at pace and we had some incredibly meaningful partnerships across the year, bringing both income and awareness raising of our charity. We have proudly maintained some existing partnerships into multi-year support, and attracted a number of new key partners and we are so very grateful and thankful for their ongoing support.

Our partnership with Alpha FMC was a true highlight of the year. From the beginning, their goal was both ambitious and extremely meaningful: to raise enough funds to cover the cost of running our support line for an entire year. The Alpha team connected deeply with the stories shared and the tangible impact their support could make. Their flagship fundraising initiative — the 'One Hour, One Day' scheme, where staff donate between one hour and one day of their pay — became a powerful force. Driven by a shared understanding of the difference they could make together, the team exceeded their fundraising target for the entire partnership in just one day.

















Trusts and Foundations

Trusts and Foundations remain a vital source of income, and we take pride in the growth of this income stream particularly in the strength and depth of our relationships. By providing regular, detailed updates on our financial progress, we have built trust with key funders and maintained many of our multi-year and repeat funding relationships – as well as attracting new funders for our work.

This approach led to the Edward Gostling Foundation awarding a significant grant to support our operating costs over the next two years, with a real show of commitment and confidence in our achievements and progress over this past year, and the clarity of our plans and approach for the future. Their ongoing commitment reflects a deep understanding of the value of our services and inspires confidence among other funders to support Brain Tumour Support.

We are incredibly grateful to each and every Trust or Foundation that has supported our work over this past year and have shown comittment to our work for the year ahead and beyond.

INSPIRING FUNDRAISERS



The Peaky Climbers raised over **£18,000** from their Three Peaks Challenge

In June 2024, the 'Peaky Climbers', a team of eight climbers and three support crew, took on the gruelling Three Peaks Challenge – conquering the three highest peaks of Scotland, England and Wales over the course of 24 hours. Their motivation to take on such a demanding challenge was to raise funds following the family experiences of Ben Smart and his fellow climber, and brother-in-law, Jonathan Golder.

Back in 2004 Jonathan sadly lost his stepdad, aged just 49, to a glioblastoma brain tumour. Then in November 2023 Ben's dad, Geoff, received the same diagnosis, having had a huge seizure out of the blue. His sudden diagnosis brought into focus the reality that a brain tumour can affect anyone at any time, and the families and friends came together in a desire to do something positive and help others. They set themselves a target of £10,000.

On each of the ascents - Ben Nevis, Scafell Pike and finally Snowdon - they faced some brutal weather, but they battled through it all to complete their challenge with 25 minutes of the 24-hour timeframe remaining.

The Peaky Climbers not only succeeded in their challenge but hit their £10,000 fundraising target too. In fact they smashed it and, with more fundraising and donations achieved through a homecoming party in their local community, their final fundraising, including gift aid, reached £18,182.

Having done well through surgery, radiotherapy and chemotherapy, Geoff Smart was able to be at the homecoming party and celebrate the achievements of this inspiring challenge.

Sadly, Geoff passed away in October 2024, but the fundraising taken on in tribute to him has ensured other families affected have been able to find vital support when it was most needed.



Sian Norman raised over **£8,000** from her party night

Sian's busy life as a working mum of two young children, changed suddenly when a brain tumour was diagnosed after tests for an unrelated eye condition. Having experienced no symptoms from the brain tumour, in January 2024 Sian discovered that she had been 'walking around with this thing in my head for the last 10 years.'

She initially had to face the prospect of surgery. However further scans indicated that this was too risky and so she is on 'watch and wait' - monitored with six monthly MRI scans, and living with the uncertainty and anxiety that this brings.

It is an ongoing rollercoaster of emotion that comes with the knowledge that you have a brain tumour for which treatment cannot yet be determined.

Sian has had fantastic support from her partner, family and friends, but having the reassurance of specialist support, available when needed, has meant a lot to her throughout such a difficult and unpredictable time. She has had regular contact with her Brain Tumour Support Professional, Louise, and been able to draw on the expertise of our welfare benefits service to check on any financial help she'd be entitled to when her work was affected.

Sian has also found a huge benefit in focusing on something positive, to 'give back' and help others as a result of her own experience. With incredible support from family, friends and local businesses, she organised a sensational fundraising evening in March 2025 which raised over £8,000, and she is now continuing her fundraising through her own Brain Tumour Support Champion Fund.



Donna Naughton raised **£3,861** from a 56km Memory March in memory of her father

Donna lost her dad, John Lawton, to a brain tumour in 1992. She explained 'Dad was unfortunate to have had a few tumours over the course of approximately 25 years, meaning several operations which also lead to him losing his hearing. Despite struggling for those many years with illness, he kept going and never complained. He never lost his sense of humour, his love of life and his beautiful, beaming smile. Taken far too soon at only 58, my Mum was left heartbroken as were my sister and I.' So Donna wanted to pay special tribute to him by taking part in our Memory March.

'Your charity is so important to people because it offers support not only for sufferers of this horrible illness but also their families, something my Mum didn't have. She had some absolutely amazing friends who looked after her and my Dad's brother was fantastic. She had that love and support, but not the support and advice that Brain Tumour Support offers. What you do is invaluable.

'So, I'm going to walk for my Dad and for all the individuals and families who have been affected by brain tumours. The 58km is because my Dad was just 58 years old when he died and the date, 13th March, is his birthday. People are being so supportive and keep saying it's quite a challenge I have set myself. Yes it is, but what my Dad had to deal with was a challenge, this is just a walk!'

Donna completed her incredible challenge, setting out at 6.30am and finishing at 7.30pm. Her fundraising page raised a remarkable £3,860, and the generous donations and beautiful comments clearly showed the love and respect felt for her dad John. A wonderful tribute which also provides a lifeline of support for so many other families.

Investment for the future

In December 2024, we were thrilled to learn that we had been awarded 12 Gold Bond places for the TCS London Marathon from 2026, secured for a four-year period. This represents a significant investment for the charity, but one we are confident will deliver strong returns. We're excited about the opportunity to maximise both the fundraising potential and the awareness-raising power of this iconic event.

This will build on the wonderful achievements of our 2025 runners, who all took part with such commitment, together raising over £16,000. They included TV presenter and comedian Joel Dommett, our long-standing supporter and ambassador, who had set himself a personal challenge to run in under three hours, in spite of an incredibly busy work schedule.

With very hot conditions on race day, Joel explained it was 'Not the race I expected! I fainted at mile 17 – and woke up in an ambulance!'

However Joel was determined to complete the course: 'I really wanted to finish it. After a few hours my pulse was back and I got going again, at a very different pace but really got to soak it all in. Proud of myself for finishing.'

That pride was felt by the charity team too, as Chief Executive Emma expressed:



Image: John Walton/Alamy

"Joel's resilience and spirit to not give up when life suddenly changes under you is something we see every day in the incredible individuals and families that we support, so Joel's achievement yesterday has great resonance for the brain tumour community."

Our income growth targets for the next three years are ambitious yet achievable, following a strategic focus on financial sustainability. Key priorities include expanding our regular giving, philanthropy, and legacy programmes. We continue to concentrate our fundraising efforts on the areas that deliver the highest return, while also working to reduce reliance on any single income stream.

Our fundraising strategy is built around diversifying income sources and securing multi-year funding partnerships from major funders, trusts, and statutory organisations. We are also committed to building long-term relationships with corporate partners, major donors, and expanding our community and individual giving programmes to strengthen and grow our donor base.

With a structured strategic approach and a more confident demonstration of the impact of our service, supported by clear impact data, we aim to attract more sustainable funding. This will enable us to plan effectively and deliver the essential support services needed by those affected by a brain tumour diagnosis.

Investment policy

Free cash reserves, aside from operating cashflow, are invested on a monthly basis in a high interest yielding savings account. Trustee Sam Derricourt meets monthly with our Finance Assistant to agree our investment approach for the next month.

As our reserves continue to replenish, we will review our investment approach to consider longer-term investments for any designated funds or surplus amounts above our reserves policy.

Reserves policy

As charitable reserves reached a concerning low point at the start of 2024, key learnings have been made, and the need for greater financial risk planning and governance was identified. Following various discussions at board level, a review of our approach to reserves and financial management was carried out, with a new Reserves Policy being presented and signed off by the board in January 2025.

Our new reserves policy lays out our longer-term desire to reach three months free reserves as a charity, but recognises the historical trend that we have held a high % of restricted funds as part of our overall cash reserves, restricted and allocated for our core costs and service delivery in line with the funders' wishes and restrictions. In recent years, we have reviewed and developed a sophisticated approach to restricted funds, ensuring the allocation and drawdown is in line with monthly charitable spend and core costs, demonstrating sustainability and use of restricted funds in strict adherence to the funders' stipulations.

Whilst three months free cash reserves is optimal longer-term, we feel confident as a charity that holding a % of restricted funds within our reserves position still provides us with a sustainable approach as we deliver our services in agreed timeframes against spend, and can provide the historical data to demonstrate this.

Three months free cash reserves would equate to £126,998. As at 31 March 2025 we hold £41,592 in free cash reserves, and £35,929 in restricted funds.

The free reserves figure shown above factors in a deduction of £21,000 for our Covid 19 Bounce Back Loan. The repayment terms of this loan could be extended should the charity enter cash flow difficulties in the future.

The charity is still in a period of financial recovery as of April 2025, but considerable progress has been made throughout 2024 in the replenishment of free cash reserves and plans are in place for recovery and replenishment of reserves by the end of the 2026/2027 financial year in agreement with the board.

As we progress through our financial recovery plans, we have continued to hold on average 50% restricted funds, and expenditure is tracking well against these funds to provide confidence in our spending plans against budget, and delivery of services.

Spending approach and monitoring

All expenditure is planned and agreed at board level, with the sign off of annual budgets in January for the upcoming financial year commencing 1st April. Any significant variance from these budgets requires board agreement.

Monthly management accounts are produced and submitted to the board for review and scrutiny, with open dialogue to identify or address any concerns.

Quarterly board meetings are held with a fixed agenda item of 'Finance Review' where greater scrutiny is welcomed, with progress and forecasting being monitored against budget.

LOOKING TO THE FUTURE

STEVE BODLEY, CHAIR OF TRUSTEES

The board of trustees feel that the progress made this year, both in financial recovery, and also in our service and operational excellence across all functions of the charity, creates a hopeful sense of excitement for the future and the direction of the charity in the years to come.

We are planning a strategic review toward the end of the 2025/26 financial year to review and refine our charitable activities for the next 3-5 years. As always, we will consult with our community, key stakeholders, staff and volunteer teams to ensure their voice and need is driving our thoughts and strategic direction. The strategic investment and efforts in our systems, processes, people and governance over the last few years have provided an excellent foundation for us to consider our future plans.

We will focus on continuing the excellence of many of our support delivery programmes, whilst exploring the powerful connection and collaboration opportunities to bring about greater impact for our community. We will explore the development of our geographical and demographical reach, consider our outreach opportunities and continue our excellent clinical and stakeholder relationships to ensure we are bringing the best possible support to those that need us, at the right time for them. We will proudly continue to nurture the wonderful relationships we have with the generous individuals, organisations, trusts and foundations that have supported our work to date, and explore new opportunities to engage a wider audience to support the growth and continuation of our work for the future.

We will underpin this work with a focus on our team, prioritising their wellbeing, whilst investing in the mix of skills and expertise we have, and the technology and structures that are in place to give us all the best chance of success.

Our financial progress and organisational focus under Emma's leadership leave us well positioned and committed to continue to support the growing number of people affected by a brain tumour diagnosis who need our services.



Statement of Trustees' responsibilities

The Trustees (who are also directors of Brain Tumour Support for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom 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 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 charity will continue in business

The Trustees are responsible for keeping adequate 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.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Registered office: 7a St Mary's Street, Thornbury, South Gloucestershire, BS35 2AB

Approved by the Trustees on 18/08/2025

Signed by order of the Trustees

Mr Stephen Bodley

Chair of Trustees



Independent examiner's report to the Trustees of Brain Tumour Support (the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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 Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

Joshua N Kingston BSc., ACA
Burton Sweet Limited, Chartered Accountants
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton, Bristol
BS48 1UR

18/08/2025

BRAIN TUMOUR SUPPORT

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted Funds £	Restricted Funds £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and grants	**2**	368,258	204,255	572,513	489,689
Other trading activities	**3**	1,233	-	1,233	2,402
Investments		913	-	913	3,379
Total income		370,404	204,255	574,659	495,470
Expenditure on:					
Raising funds	**4**	131,746	-	131,746	194,319
Charitable activities	**5**	205,036	171,211	376,247	452,880
Total expenditure		336,782	171,211	507,993	647,199
Net income/(expenditure) and net movement in funds	**7**	33,622	33,044	66,666	(151,729)
Reconciliation of funds:					
Total funds brought forward	**15**	8,076	2,885	10,961	162,690
Total funds carried forward	**15**	41,698	35,929	77,627	10,961

The comparative funds are detailed in note 9.

The company has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the company are classed as continuing.

The notes on pages 54 to 63 form part of these financial statements

BRAIN TUMOUR SUPPORT

BALANCE SHEET

AT 31 MARCH 2025 **Company registration number: 09718307**

	Notes	£	2025 £	£	2024 £
Fixed assets					
Tangible assets	**10**		106		540
Current assets					
Debtors	**11**	8,107		2,232	
Cash at bank		114,251		57,094	
		122,358		59,326	
Creditors: Amounts falling due within one year	**12**	(27,593)		(27,979)	
Net current assets			94,765		31,347
Total assets less current liabilities			94,871		31,887
Creditors: Amounts falling due after more than one year	**13**		(17,244)		(20,926)
Total net assets			77,627		10,961
Funds					
Unrestricted Funds					
General funds	**16**		41,698		8,076
Restricted Funds	**16**		35,929		2,885
			77,627		10,961

For the year ending 31 March 2025 the company 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 accounts 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 accounts.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 144(2) of the Charities Act 2011.

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

The financial statements were authorised for issue, approved by the members of the committee on

Steve Bodley

Mr Stephen Bodley
Chair of Trustees 18 August 2025

The notes on pages 54 to 63 form part of these financial statements

BRAIN TUMOUR SUPPORT

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2025 **Company registration number: 09718307**

	Notes	2025 £	2024 £
Net cash inflow from operating activities	**17**	58,239	(161,095)
Non-operational cash flows:			
Investing activities			
Investment income		913	3,379
		913	3,379
Financing activities			
Loan repayments		(1,995)	(9,043)
		(1,995)	(9,043)
Net cash inflow/(outflow) for the year	**18**	57,157	(166,759)

Cashflow Restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

1 Accounting Policies

a) Basis of preparation

The financial statements have been prepared in accordance with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), and the Companies Act 2006.

The charity is a public benefit entity as defined under FRS102.

The financial statements have been prepared on a going concern basis. The trustees consider that there are no material uncertainties affecting the ability of the charity to continue as a going concern.

b) Income

All income is included in the Statement of Financial Activities when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants, including grants for the purchase of fixed assets, are recognised in the income and expenditure account as they become receivable.

Gifts in kind are valued at estimated open market value at the date of the gift, in the case of assets for retention or consumption, or at the value to the organisation in the case of donated services or facilities.

c) Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that activity. Central costs are equivalent to the SORP's definition of support costs and are where costs cannot be directly attributed to activities they have been allocated to activities on a basis consistent with the use of the resource.

Governance costs include the costs of governance arrangements which relate to the general running of the charity. These costs are associated with constitutional and statutory requirements and include costs associated with the strategic management of the charity's activities. These are included within central costs.

d) Fund accounting

Unrestricted funds contain accumulated surplus and deficits on general funds and can be used in accordance with the charity's objects at the discretion of the Trustees.

Restricted funds represent monies received for specific purposes. All income and expenditure relating to the restricted funds' movements is included in the income and expenditure account. Further details of restricted funds are shown in note 15.

1 Accounting Policies *(continued)*

e) Fixed assets

Fixed assets are held at cost less accumulated depreciation. Assets costing less than £500 are not capitalised.
Depreciation is calculated so as to write-off the cost of an asset, less its estimated residual value, over the useful economic life of the asset as follows:

Equipment	33% straight line
Fixtures & fittings	15% straight line

f) Trade debtors

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

g) Cash and cash equivalents

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

h) Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the company does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

i) Pensions

The charity has arranged a defined contribution scheme for its staff. Pension costs charged in the SOFA represent the contributions payable by the charity in the period.

j) Government Grants

Government grants are recognised in the period in which relevant expenses were incurred and deemed to be receivable.

2 Donations and grants

	Unrestricted Funds £	Restricted Funds £	Total 2025 £
Charitable trust donations	72,550	158,280	230,830
Fundraising and individual donations	295,708	45,975	341,683
	368,258	204,255	572,513

The above includes £1,700 of government grants.

Prior year comparative

	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Charitable trust donations	90,913	125,699	216,612
Fundraising and individual donations	259,312	13,765	273,077
	350,225	139,464	489,689

The above includes £9,850 of government grants.

3 Income from: Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2025 £
Merchandise and other sales	1,233	-	1,233
	1,233	-	1,233

Prior year comparative

	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Merchandise and other sales	2,402	-	2,402
	2,402	-	2,402

4 Expenditure on: Raising Funds

	Activities undertaken directly £	Central costs (note 6) £	Total 2025 £
Fundraising	124,833	6,913	131,746
	124,833	6,913	131,746

Prior year comparative

	Activities undertaken directly £	Central costs (note 6) £	Total 2024 £
Fundraising	184,550	9,769	194,319
	184,550	9,769	194,319

5 Expenditure on: Charitable activities

	Activities undertaken directly £	Central costs (note 6) £	Total 2025 £
Providing support	345,868	19,154	365,022
Raising awareness	10,636	589	11,225
	356,504	19,743	376,247

Prior year comparative

	Activities undertaken directly £	Central costs (note 6) £	Total 2024 £
Providing support	404,513	21,413	425,926
Raising awareness	25,599	1,355	26,954
	430,112	22,768	452,880

6 Central costs

	Charitable activities £	Raising funds £	Total 2025 £
Operating costs	15,761	5,519	21,280
Governance costs			
Accountancy fees	3,982	1,394	5,376
	19,743	6,913	26,656

Prior year comparative

	Charitable activities £	Raising funds £	Total 2024 £
Operating costs	21,014	9,017	30,031
Governance costs			
Accountancy fees	1,754	752	2,506
	22,768	9,769	32,537

7 Net income for the year

This is stated after charging:	2025 £	2024 £
Independent examiner's remuneration		
- Independent Examination	1,110	1,056
- Accounts preparation	1,386	1,320
Depreciation	434	434

8 Staff costs and emoluments

Total staff costs were as follows :	2025 £	2024 £
Wages and salaries	369,756	472,577
Social security costs	27,764	35,712
Pension contributions	7,445	9,211
	404,965	517,500

Particulars of employees:

The average number of employees during the year, calculated on the basis of average headcount, was 17 (2024: 24).

The average number of employees during the year, calculated on the basis of full time equivalents, was 12.5 (2024: 16.9).

No employee received remuneration of more than £60,000 (2024 - nil) during the year.

Employment benefits received by seven (2024: seven) key management personnel in the period were £150,637 (2024: £166,550).

9 Prior year comparative Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total funds 2024 £
Donations	350,225	139,464	489,689
Charitable activities			
Other trading activities	2,402	-	2,402
Investments	3,379	-	3,379
Total income	356,006	139,464	495,470
Expenditure on:			
Raising funds	194,319	-	194,319
Charitable activities	296,922	155,958	452,880
Total expenditure	491,241	155,958	647,199
Net income/(expenditure) and net movement in funds	(135,235)	(16,494)	(151,729)
Reconciliation of funds:			
Total funds brought forward	143,311	19,379	162,690
Total funds carried forward	8,076	2,885	10,961

10 Tangible fixed assets

	Equipment £	Fixtures & fittings £	Total £
Cost			
At 1 April 2024 and at 31 March 2025	8,634	1,390	10,024
Depreciation			
At 1 April 2024 and at 31 March 2025	8,094	1,390	9,484
Charge for the year	434	-	434
At 31 March 2025	8,528	1,390	9,918
Net book value			
At 31 March 2025	106	-	106
At 31 March 2024	540	-	540

11 Debtors

	2025 £	2024 £
Prepayments	8,107	2,232
	8,107	2,232

12 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	1,848	4,899
Accruals and deferred income	14,142	11,074
Taxation and social security	5,888	7,630
Other creditors	1,665	2,013
Bank Loan	4,050	2,363
	27,593	27,979

13 Creditors: amounts falling due after more than one year

	2025 £	2024 £
Bank Loan	17,244	20,926

The bank loans due within one year and after more than one year represent a 'Bounce Back' loan, taken out in 2020, at an interest rate of 2.5% per annum. The loan is unsecured and was repayable in instalments over 10 years.

In March 2024, in response to the client's request, the bank agreed to a six-month repayment holiday until August 2024 and to extend the loan term to 120 months from the original term of 72 months.

14 Operating lease commitments

At 31 March 2025 the company had total minimum commitments under non-cancellable operating leases for premises as follows:

	2025 £	2024 £
Payments due:		
Within 1 year	6,600	6,075
Between 2 to 5 years	23,650	30,250

15 Movement in funds

Year ended 31 March 2025	At 1 April 2024 £	Income £	Expenditure £	Transfers in/(out) £	At 31 March 2025 £
Restricted funds					
Regional support groups	2,339	204,255	- 170,747	-	35,847
Support for neuro team	82	-	-	-	82
Counselling	464	-	- 464	-	-
	2,885	204,255	- 171,211	-	35,929
Unrestricted funds					
General fund	8,076	370,404	- 336,782	-	41,698
Total funds	10,961	574,659	- 507,993	-	77,627

15 Movement in funds *(continued)*

Year ended 31 March 2024	At 1 April 2023 £	Income £	Expenditure £	Transfers in/(out) £	At 31 March 2024 £
Restricted funds					
Regional support groups	18,693	136,214	(152,568)	-	2,339
Support for neuro team	82	-	-	-	82
Counselling	604	3,250	(3,390)	-	464
	19,379	139,464	(155,958)	-	2,885
Unrestricted funds					
General fund	121,715	356,006	(469,847)	202	8,076
Designated funds					
Support salaries	17,158	-	(17,158)	-	-
IT for new employees	495	-	-	(495)	-
Fundraising salaries	3,585	-	(4,236)	651	-
Staff training day	358	-	-	(358)	-
	21,596	-	(21,394)	(202)	-
Total Unrestricted funds	143,311	356,006	(491,241)	-	8,076
Total funds	162,690	495,470	(647,199)	-	10,961

The 'Regional support groups' restricted fund is where donors have restricted their donation to be used specifically to support the running costs of one of the charity's many different regional support groups. The disclosure of these different restricted funds has been combined due to their similarity, however the individual restrictions of each donation are monitored and maintained.

The 'Support for neuro team' restricted fund is where donors have restricted their donations to be used in supporting hospital CNS neuro teams who treat brain tumour patients.

The 'Counselling' restricted fund is the provision of counselling services to the charity's service users.

16 Analysis of net assets between funds

As at 31 March 2025	Fixed assets £	Cash at bank £	Other net assets/ (liabilities) £	Total £
Restricted funds	-	35,929	-	35,929
Unrestricted funds				
General funds	106	78,322	(36,730)	41,698
	106	114,251	(36,730)	77,627

As at 31 March 2024	Fixed assets £	Cash at bank £	Other net assets/ (liabilities) £	Total £
Restricted funds	-	2,885	-	2,885
Unrestricted funds				
General funds	540	54,209	(46,673)	8,076
	540	57,094	(46,673)	10,961

17 Reconciliation of net movement in funds to net cash inflow from operating activities

	2025 £	2024 £
Statement of Financial Activities: Net movement in funds	66,666	(151,729)
Investment income	(913)	(3,379)
Depreciation	434	434
Decrease / (increase) in debtors	(5,875)	3,876
Increase /(decrease) in creditors: current liabilities	(2,073)	(10,297)
Net cash (outflow)/inflow from operating activities	58,239	(161,095)

18 Analysis of changes in cash during the year

	2025 £	2024 £	Change £
Cash at bank and in hand	114,251	57,094	57,157

	2024 £	2023 £	Change £
Cash at bank and in hand	57,094	223,853	(166,759)

19 Related party transactions

Trustee remuneration in the year was £nil (2024: £nil). No Trustee was reimbursed for any expenses during the year or the prior year. Total Trustee donations to the charity in the year were £1,381 (2024: £1,083). Trustees waived expenses of £974 (2024: £664) during the year.

There were no other related party transactions in either the current year or the prior year.



We would like to thank all those who shared their stories, pictures and quotes to help us bring to life the impact of a brain tumour diagnosis and the work of Brain Tumour Support. We would also like to thank everyone who has donated, raised funds or helped in any way to make this work possible.

If you, or someone you know, has been affected by a brain tumour diagnosis and need support, please reach out to us:

Support line: **01454 422 701**
Email: **support@braintumoursupport.co.uk**
Website: **www.braintumoursupport.co.uk**

BRAIN TUMOUR SUPPORT

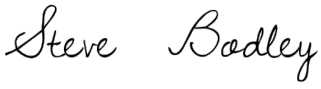
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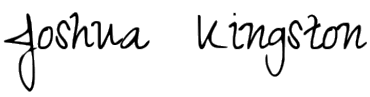
Audit Trail

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BRAIN TUMOUR SUPPORT

England & Wales - Charity number 1163856

Accounts

BRAIN TUMOUR SUPPORT
FINANCIAL STATEMENTS
31 MARCH 2024

Company Registration Number 09718307
Charity Number 1163856

BRAIN TUMOUR SUPPORT
Together WE are Stronger

BRAIN TUMOUR SUPPORT

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

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BRAIN TUMOUR SUPPORT

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2024

Registered charity name	Brain Tumour Support
Charity registration number	1163856
Company registration number	09718307
Registered and principal office	The Clock Tower Old Weston Road Flax Bourton Bristol BS48 1UR

The Trustees

The Trustees (who are directors for the purpose of company law) who served during the year and since the year end were as follows:

Mr A Chater (resigned 1 October 2023)
Mr K Wilson
Ms E Brereton
Ms S Lawless
Mr S Bodley
Mr JP Stuart
Mrs Alison Woodhead (appointed 26 April 2024)
Mr Sam Derricourt (appointed 26 April 2024)
Mr Stephen Mayers (appointed 26 April 2024)

Independent Examiner	Joshua Kingston BSc ACA Burton Sweet Limited, Chartered Accountants The Clock Tower 5 Farleigh Court Old Weston Road Flax Bourton Bristol BS48 1UR

INTRODUCTION

The Trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2024.

Brain Tumour Support is a registered charity, number 1163856.

Vision

Our vision is that no-one feels alone when facing the effects of a brain tumour diagnosis.

Objects and activities

The Objects of the charity are:

- The relief of illness of persons suffering from brain tumours by the provision of support, advice and information for such persons and to offer support, advice and information to their carers and families; and
- The promotion of research into the effects and causes of brain tumours and the public dissemination of the useful results thereof.

Strategic Goals

- UNDERSTAND the support needs within the brain tumour community
- RAISE AWARENESS of how Brain Tumour Support supports those affected by a brain tumour
- PROVIDE SUPPORT to patients and families affected by any type of brain tumour

Values

- Be INCLUSIVE – Together we are stronger, all embracing and available to anyone.
- Be SUPPORTIVE – Together we are caring and always ready to come alongside to encourage and empower.
- Be COMPASSIONATE – Together we are gentle and warm-hearted with a listening ear, yet incredibly resilient.
- Be PROFESSIONAL – Together we are consistently reviewing and re-evaluating our services, so that they are personalised, proficient and rich with experience.
- Be INNOVATIVE – Together we strive to bring new ideas to the way we approach all areas of our work and engage with our community.

Mission

To support patients, carers, friends and families by providing individualised and specialist information, guidance and emotional support, for as long as it is needed.

SUPPORT MATTERS - Together WE are stronger



Honestly, and this is no word of a lie, I wouldn't be here without you and the support groups. There's been some really dark times and you've helped so much.
Kimberley

After my diagnosis I reached out to Brain Tumour Support, and they have been by my side every step of the way.
Adam





From now on, when I am up in the middle of the night, I'll think of you all and know I'm not alone.
Malcolm

From the day I picked up the phone to Brain Tumour Support, the team have been instrumental in helping us through the toughest time of our lives.
Ruth



STRATEGIC REPORT

Turning challenges into success through learned experience and continuous improvement

The Trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the charity and in planning future activities. All activities therefore reflect the Trustees' desire to follow the purposes of the charity and to meet the requirements of general public benefit.

The Trustees are pleased that the achievements and performance of Brain Tumour Support, as set out below, demonstrate continued progress against strategic priorities. Our work in the last financial year, where our goal was to continue the reshape and the rebuild, has been successful in so many ways. The trajectory towards thrivability however has been increasingly challenged amidst the current economic landscape. Whilst we can still see a stronger, financially sustainable future for Brain Tumour Support within our reach, we can also see areas which need to be courageously addressed before the desired growth and stability can start to unfold to its fullest extent. The Office for National Statistics revealed that the UK entered into a technical recession in December 2023 and following the cost of living crisis, which plagued us in the previous year, we remain determined to ride the storm in order to attain a position capable of sustained growth. There is no doubt that we are frustrated at the overall results this year, feeling that we are at the cusp of what we know we can achieve.

This report sets out to explain why our financial resilience has been weakened, how our repeat performance in our final fundraising figures is astoundingly remarkable in the current climate and how we have achieved a huge shift in successful outcomes in our support service development and delivery.

Clearly, there will be ongoing challenges which have resulted from the recession and the cost of living crisis as well as the overall uncertainty of the economic climate. However, our careful planning in the year ahead underpins the financial health of Brain Tumour Support using our knowledge in the lessons learned and insights gained. The celebration of the 20th Anniversary of the charity continued into this financial year marking the outstanding support created and delivered across the UK for two decades. The longevity of this achievement is paramount and embodies all of the work we do. It gives us a renewed determination to successfully complete and strengthen our work project priorities, which we highlighted as a prerequisite to cementing our commitment to investment in the foundations of the charity for sustainability and future growth. Significant developments have been made in this area including the research, development and installation of a new website and CRM and the launch of an Early Intervention Pilot support programme with our flagship hospital, Southmead, Bristol. In addition to these projects, investment in other areas of operations, fundraising and our support delivery over the two years has been a part of the investment in infrastructure and all of these projects have been delivered successfully during this financial year.

We have had a clear plan for the past 24 months; a clear view for the future and we firmly believe that there is so much opportunity ahead of us.

30 Month Strategy (April 2022 – October 2024)

We have continued to work towards our three strategic aims which encompass the three key areas to help us to achieve our vision:-

- **UNDERSTAND the support needs within the brain tumour community**
- **RAISE AWARENESS of how Brain Tumour Support supports those affected by a brain tumour**
- **PROVIDE SUPPORT to patients and families affected by any type of brain tumour**

Underpinning these three strategic aims are our six goals and these drive our work forward and help to guide the planning in all areas of the charity to ensure that we are operationally making progress and enhancing our work priorities.

- **Operational Excellence**

We continue to make significant developments in all operational areas within the charity. Compliance remains a key feature which runs through all charity operations. During this past financial year, our framework for our support service governance has been developed into systems and flow charts. This includes support information being categorised and stored for easier retrieval by the support team and has helped to improve workflow and communication between the other teams. The Data Officer has carried out extensive work updating the database and we now have the ability to define and report on the service Key Performance Indicators. Health and safety remains a priority, with annual GDPR and safeguarding training.

The risk review register continues to be fully operational at a Senior Team and Board level and provides an overview for how we manage risk. Succession planning continues apace and three new trustees are onboarding as part of this exercise. The ongoing succession planning is key to how we make decisions about our charity structure going forward into 2025 with pivotal roles being backfilled in this next financial year.

- **Our People**

Our staff team continue to be the catalyst that engenders the positive change to service and operational excellence and therefore how we grow and develop them is paramount to the charity's success. Wellbeing remains high on the agenda and is a key priority for Brain Tumour Support, as we understand that working with those impacted by a brain tumour is a role which demands resilience and a deep core understanding of people. Regularly checking in with staff is part of the charity's on-going performance management governance and wellbeing work. It enables senior management to support staff in their mental and physical health, ensuring that individuals feel a sense of inclusion and job satisfaction, continuing to offer flexible working where possible. Staff are regularly informed about future plans for the charity in line with the strategy and they are integral to the forward succession planning. Quarter four of this past financial year has been difficult for our team as we have all been part of navigating the path of uncertainty around funding for the financial year ahead and the decision making around the reduction in resources.

The benchmarking exercise will continue to remain fundamental to the future growth of the organisation and, whilst it is still on hold, it will be crucial to any structural development in the next five years. The online HR system has a personalised help line, which continues to inform decision making within a safe environment, and manage training and development for staff.

- **Our Reach**

The charity's 20th Anniversary year has spanned the last two financial years, and the role allocated to this has been successful in maximizing the fundraising around the anniversary, re-connecting with past supporters and engaging with new ones. The role has now been been consolidated into philanthropy and the on-going needs of the fundraising team.

The brain tumour community has continued to work together collaboratively and the charity's reach into this space has been a really positive one. Our on-going collaborative work with the Tessa Jowell Brain Cancer Mission has been a significant inroad towards the joint work we are continuing to do with the Tessa Jowell Academy. Attendance at the Tessa Jowell five-year anniversary summit in May 2023 contributed to this continuing work and was an opportunity to further identify where the gaps in patient care and support lie. Brain Tumour Support contributed to the care boxes which were distributed to all the Tessa Jowell accredited paediatric Centres of Excellence in June 2024 and the continued reach to these hospitals is invaluable. Presenting at the annual BNOS (British Neuro Oncology Society) conference in July 2023, on breaking bad news to children, created other networking moments with members of the MDT (Multi Disciplinary Team). Whilst we were hoping to embark on nationwide campaigns to raise awareness of our work in this past financial year, it was decided that this would need to be put on hold until we have more resources and consolidated our marketing plan.

Our work with Novocure on the challenges in the patient pathway for glioblastoma patients across the UK using the Delphi Panel methodology has involved working with other charities and our patient database.

- **Our Service Excellence**

Our goal for service excellence is paramount to everything we accomplish in our delivery of support and it is two-fold. Firstly, to find out what support is needed from those we support to help to continue to shape our services appropriately. Secondly, to develop the skills and competence of the service staff - an essential part of any client-centered service. We ensure that our staff are of a high standard, and to this end, we have devised a competency and skills framework. As well as identifying what makes an 'excellent' Support Professional, it also formally encapsulates the training Support Professionals have had to date, and is now allowing us to identify further knowledge and skills which are essential as the service grows.

During this financial year, we have made individual supervision with an external supervisor and three monthly group supervision sessions mandatory, as well as monthly team reflective practice.

Our safeguarding policies and procedures are reviewed regularly and the role of our Support Co-ordinator this year has been to further develop the referral process and to ensure that the procedures align with our pioneering Early Intervention Pilot work which started at the beginning of the financial year. The success of this Pilot and associated work flows has lead to a greater focus on efficiency and given us a firm foundation upon which to continue this work and to fully integrate this support partnership into the clinical pathway. All of this foundational work is the basis for enabling us to apply for professional accreditation for our services in the future.

In the previous financial year, we developed the client-focused support model blueprint with its two 'at a glance' infographics, which continues to be well received. This financial year we have continued this service transformation to allow the best possible experience for those we support and also for our staff delivering the support. Our competency framework has been devised to focus on improving the underlying and often invisible operations that ensure that the service functions efficiently, as well as developing the skills, competencies and wellbeing of the team.

- **Our Impact**

Evidence garnered in the previous financial year from client surveys, through our Support Professionals and the clinical teams has clearly indicated that families wished they had known about the support available to them sooner following their diagnosis. As we are constantly striving to ensure that our services represent and cater to the needs of the families we support, we recognised that we had to bring together the strength of our support development and delivery and our progress in the formation of a comprehensive data capture and evaluation framework.

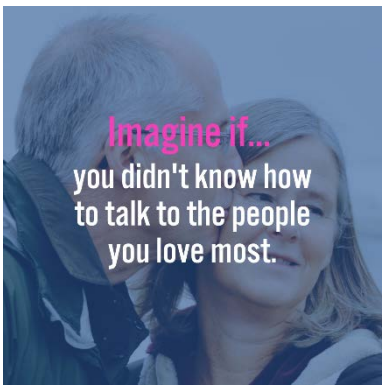
The outcome of this has culminated in an unrivalled support offering for families this year as we have launched the Early Intervention Pilot project work in tandem with this framework. We were aware that if we were going to launch this important pilot project, it was imperative that our planned investment in this project had to include making our impact more visible.

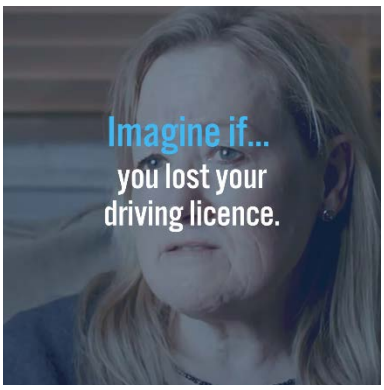
We now have raw data to demonstrate the significant and positive impact of our work and we are able to take learnings to further develop our services and steer us for the future. We have updated our CRM system and data storage processes and developed procedures to enable us to capture quantitative data, enabling us to report on KPIs in a timely manner. To capture qualitative data, we have trained the Support Professionals to identify case studies and relevant client quotes, and have conversations with clients that elicit useful evidence of need, and the benefits and impact of the support they have received.

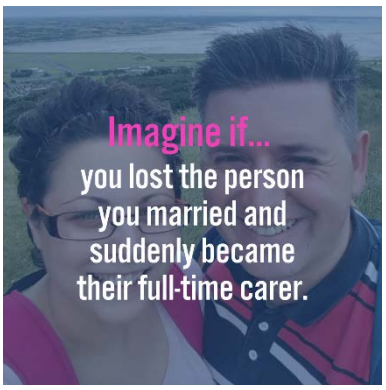
- **Our Financial Stability**

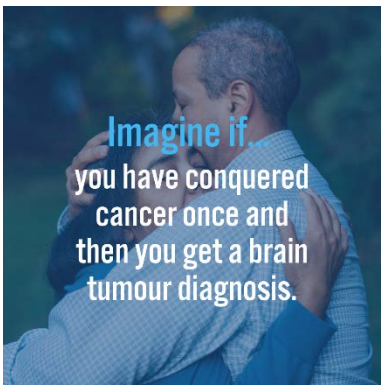
Succession planning for key roles across the organisation has continued apace this financial year and a succession planning and exit strategy proposal paper was submitted to the trustees at the July 2023 Board meeting for consideration and forward planning. In setting the budget in line with the charity's strategy, decisions were made to invest in the foundations of the charity for sustainability and future growth. Whilst this financial year has been challenging, the new data capture framework, which is now fully operational, is allowing us to demonstrate the impact our work is having within the brain tumour community.

The significant investment in our systems is the foundation for a solid approach to apply for further multi-year funding. As an organisation there still remains a strong sense of strategic vision for the longer term, and we continue to consider trends, work efficiencies and priorities. We have tightened our fundraising strategy to focus on greater diversity in our income streams to consolidate future financial stability. The Board continues to be aware and to consider the potential impact of environmental factors which may affect operations and performance in the future.









Why We Are Needed

Brain tumours can affect anyone regardless of age, sex, lifestyle or general health. With approximately 45 people every day in the UK receiving a diagnosis, and incidences of brain tumours increasing, support is needed more than ever.

Imagine being diagnosed with a brain tumour – the shock, the devastation and the horror. Then imagine being told that you will lose your driving licence, that you won't be able to work, that treatment options are so poor for high grade tumours that a palliative pathway is your only option.

Then imagine losing your word finding abilities, your speech, your mobility, your sight or hearing, your relationships and your life as you knew it. A brain tumour diagnosis is never just one shock to deal with. It is a series of compounding knocks to your life.

There is still little awareness of the complex and life-changing impact that any grade of brain tumour can have, and poor understanding of the often longterm support needed for those affected, including their family and friends.

Through 20 plus years as a charity, the continuing developments in science and treatment and care have still not been able to soften the fear and shock of receiving this diagnosis.

Brain Tumour Support was founded to ensure that no one faces this journey alone.

This will always be our challenge. We therefore commit to a continued focus on **our campaigning priorities** as follows:-

1. Earlier awareness of and access to the support services which are available.

2. Equity across the clinical and support pathway for all brain tumour types and grades.

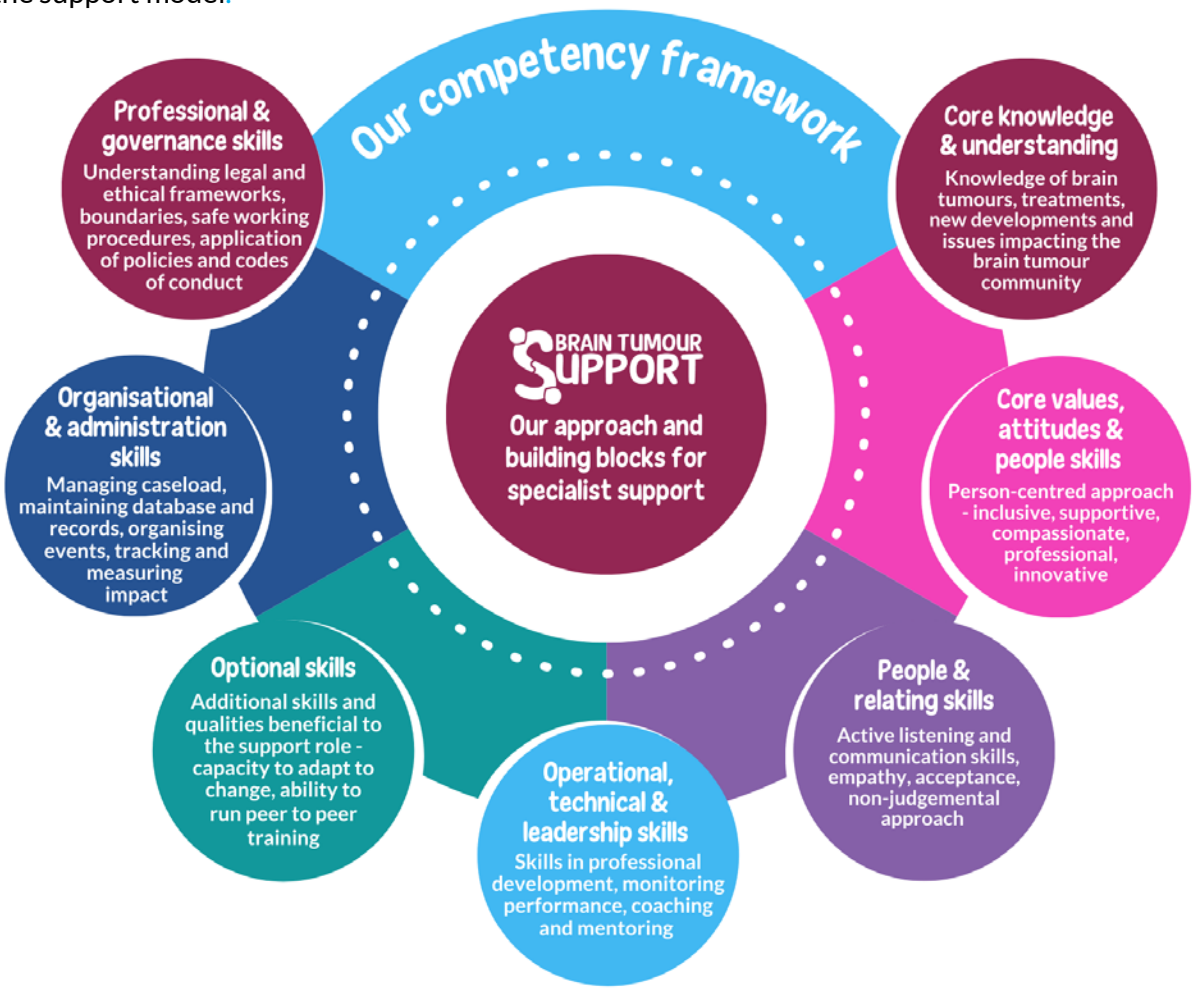
3. Recognition of equal need for support beyond the patient – non-medical support services for all those whose lives are impacted by a diagnosis are an essential part of the pathway and wrap-around care.



ACHIEVEMENTS AND PERFORMANCE

THE DIFFERENCE WE MAKE through our support service

2023-24 was the first full year of the support model being launched across the service and during this year, there have been a number of significant developments. Most notable, amongst these, has been the formation of **the new competency framework**, and its implemention in tandem with the support model.



1. Core knowledge and understanding of operating contexts – the background information that will help employees understand brain tumours, the clinical interventions they may experience, the impact of a brain tumour on their and other's lives around them, and the interventions that may support their well-being.
2. Core values, attitudes and people skills – ethical principles for employees that pertain to attitudes, behaviours and decision-making; principally person-centred.
3. People and relating skills – the ability to develop rapport and build relationships with clients, volunteers, staff and external stakeholders.
4. Professional and governance skills – functional competencies - that relate specifically to the Support Professional role.

5. Organisational and administration skills – functional competencies - that relate specifically to the Support Professional role.
6. Optional skills and competencies – additional qualities that are relevant and beneficial to a range of work environments but aren't directly required for employment in this role.
7. Operational, technical and leadership skills – organisational competencies - the skills that trustees, leaders, managers require in order to ensure competence/operational delivery.

This framework is fundamental to streamlining our delivery and striding towards excellence.

Our support model

Whilst our NHS provides excellent clinical care, they are unable to give the emotional and practical support that patients need to be able to face their brain tumour diagnosis, often leaving them scared and alone. There are so many unanswered questions as well as a significant reduction in choice and control for patients, and this is where our dedicated Support Professionals and Counsellors come to the fore.

Clients are able to self-refer to access our services, or be referred by a clinician, at any stage of their clinical pathway and are allocated a named Support Professional at the outset. We have received feedback from many people to say just how important this is to them. During their medical journey a patient can come into contact with a lot of health professionals, so to know that they can call their own Support Professional who is a consistent, friendly point of contact makes a world of difference.

The foundational work around the new person-centered support model was completed in the last financial year, identifying all the necessary key components which were required to produce a support model blue print. As a support lead organisation, we focus greatly on the most important factor for everything – our patients and families – and we strive for the highest standards. As a result of the feedback they have given us, we have continued to ensure that our services support them in the best way possible and is responsive to the needs of our community. This means tailoring our services to meet each person's need at whatever stage they are in their brain tumour journey.

Based on what they told us, we have defined groups of need, categories that have helped us to design services and track performance of services against these needs.

Client needs are for:

1. expert advice, guidance and emotional support

2. deeper psychological support

3. support through connection and sharing with others

4. specialist information



The model gives those impacted by a brain tumour, external professionals and Brain Tumour Support staff, a clear idea about what we offer, and a structure to the delivery of our services. It has also enabled us to define key KPIs and reporting for the service as a whole and to streamline the data gathering accordingly.

This unique model of support is bespokely delivered through:-

- **One-to-one support** – *Serving needs 1, 3 and 4*

The bulk of our work is one-to-one support and demand continues to rise, with an increase outside summer months. Support is delivered by telephone, email, text and video call. Here we have made several important improvements.

Having implemented a time and motion study to ascertain the optimal caseload per Support Professional, we are now able to monitor caseload numbers carefully to ensure that Support Professionals maintain health and wellbeing, and clients receive the attention they deserve. We also defined clients by their level of need i.e. high, medium and low. Once we have sufficient data this will be analysed to ascertain patterns (tumour type, time needed for support, type of support etc.) to inform our service improvements. In future, we aim to match this data against population and geographical demographics, health outcomes and incidence and prevalence data. We are also trialling new methods of measuring impact including collecting client reported outcomes data.

One-to-one support includes our welfare benefits service which offers expert advice and information. This service has been highly effective in gaining due benefits and financial support for clients, and an additional improvement is being able to attend tribunals with them when needed.

- **Face-to-face and online support groups** – *Serving needs 1, 3 and 4*

We reinstated face-to-face support groups, keeping within Brain Tumour Support's financial and staff capacity, to ensure wellbeing and effective safeguarding. We ran two groups per quarter, in, or within an hour from, neuro-oncology units in each of the five areas covered by our Support Professionals. However, the flexibility of the delivery model has enabled us to respond to unexpected opportunities in each geography. Owing to an excellent partnership work in Wales these ran once a month, and in the Midlands, an extra Brain Tumour Support group was co-facilitated with Clinical Nurse Specialists. All locations were chosen for accessibility, parking and public transport.

The online support groups, so popular during Covid-19 and excellent for reaching those who are time poor, disabled, live rurally or simply find in person groups difficult, continue to run and attendance remains consistent. Responding to feedback, we trialled new sessions such as:

- End of life
- Wellbeing
- Coffee and drop-in
- Fatigue and sleep
- Bereavement
- Anxiety
- Power of Attorney and funeral planning

We also continued the regular groups for:

- low grade tumours
- high grade tumours
- family and friends of high grade patients
- specific regions - Wales, Bristol and environs, Midlands, Dorset/ Hampshire and Cornwall/Devon
- young people

Operationally, to ensure good governance, safety and safeguarding, and to implement further improvements, we updated and implemented new events risk assessments and codes of conduct, new safeguarding and GDPR policy and procedures, new paper and digital feedback processes, buddying, booking and attendance procedures and checks, and specific KPIs.

- **Counselling** – *Serving need 2*

We employed a new specialist counsellor, thereby doubling our counselling provision, and increased the sessions from six to ten in cases where six is not quite enough for the particular psychological needs. This is a unique offer in today's general counselling provision by third sector and statutory bodies. Clients can also come back into the service later, and always free of charge, if they need to, even after finishing their allotted sessions.

We have implemented an efficient waiting list system to manage increasing number of referrals, and trained and given guidance to the support team in identifying who is appropriate for counselling. We have also updated the counselling terms and conditions to include a 'counselling contract', which sets out our expectation of commitment from clients. This is effective in reducing the number of short-notice cancellations and non-attendance (for which we still pay and is therefore a loss to Brain Tumour Support and another client).

- **Digital support** – *Serving need 3*

The Brain Tumour Support Forum and the Family and Friends Group on Facebook, as well as the charity presence through Instagram and Twitter pages, are important aspects of our online service. The Forum is particularly popular and the membership continues to grow. These monitored, peer-to-peer services are open 24 hours a day, thus enabling people to find guidance, comfort and connection with others when offices are closed or unreachable. We now have a designated Social Media Support Professional, who updates the groups with new information as well as monitors them for unsafe practice, abuse and safeguarding issues, and is skilled at providing online support.

- **Volunteering** – *Serving need 3*

We remain proud of our Queen's Award for Voluntary Services (now known as the King's Award) and our award-winning volunteers remain an integral and essential part of the Brain Tumour Support family. We recognise that people who have received support from the charity often want to give something back, or are seeking activities which are meaningful in their lives. Our dedicated Volunteer Co-ordinator continues to ensure that best practice guidelines and the safety and wellbeing of all our volunteers is paramount. Having now developed and implemented these robust guidelines, the hours required for this role have reduced over the past financial year, whilst still ensuring that our regular and active volunteers follow the full training and induction programme and receive suitable support.

Brain Tumour Support relies heavily on those who kindly volunteer in all areas across the charity, and, equally, volunteers have a real sense of purpose and achievement through the work they do.

Support volunteer Wendy Hayeck talked about her role at the Shropshire support group:



"I was delighted to get involved. It's only two hours of my time every six weeks and it gets me out of the house. In 2020 I was diagnosed with an aggressive brain tumour. I had an awake craniotomy, radiotherapy and chemotherapy. I am now recovered from all the treatment, but still have regular MRI scans. Unfortunately, I developed epilepsy as a result of my tumour, and my memory is shocking!

"My volunteer role has many aspects, from meet and greet, helping people to settle in and introducing them to others who are, or have been, treated for brain tumours, along with their lovely families who are also affected by the diagnosis. I help serve refreshments and talk to people who want to share their experiences - or chat about other things like pets, hobbies, work. I found out that one of the group lived down the road from me, so we've agreed to meet for a dog walk. It's a really sociable group and I love being involved and helping in any way I can."

Our Support Professional for Shropshire, Emily Hackworthy, explained what a difference volunteers like Wendy make:

"They are a huge asset to all Support Professionals. At groups they allow us to have that one-on-one time with people. If someone wants to discuss private matters, I can take time out with them, knowing everyone else will be in safe hands with wonderful volunteers like Wendy. I also see first hand, the peer-to-peer support that our volunteers can give. Often they have personal knowledge and understanding of going through a brain tumour journey themselves and that can be invaluable. Support volunteers make such a big difference to every person attending. The meetings really cannot run as smoothly without them."

- **Website and leaflets providing information** – *Serving need 4*

This service has undergone major improvements. We launched a new website in October 2023, with a fresh new, contemporary look and a significant increase in easily accessible resources for people affected by a brain tumour. The Support Professionals were specifically engaged to contribute, thereby sharing first-hand knowledge of client needs. To this end, a member of the support team has been designated as a website administrator, thus enabling quick information to flow between clients, Support Professionals and the site. A usability study was also conducted with clients, ensuring the site is fit for purpose.

The website also includes a direct link to the support line to facilitate access and entry into the support service, regular information on the support groups and an online booking system.

Brain Tumour Support also produces paper leaflets, which are included in information packs in hospitals. These have been digitised for the website, thereby ensuring the website is a one-stop shop for people affected by a brain tumour, including clinical professionals and external stakeholders.



RESPONDING TO FAMILIES and what they need

Feedback from individuals and families has told us that accessing our support from an early point in the diagnosis has a significant impact for them. So, how has Brain Tumour Support responded to this?

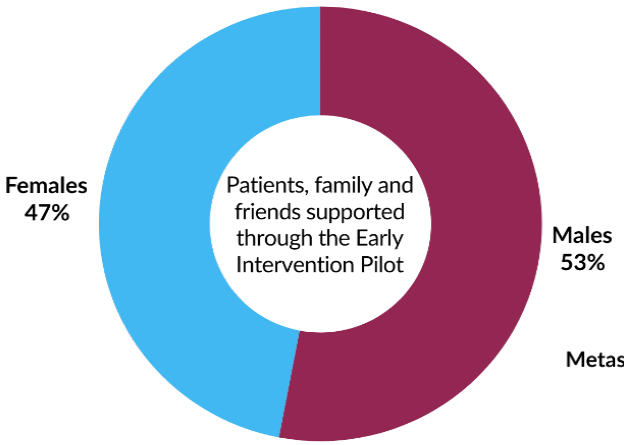
Pioneering Early Intervention Pilot – North Bristol NHS Trust

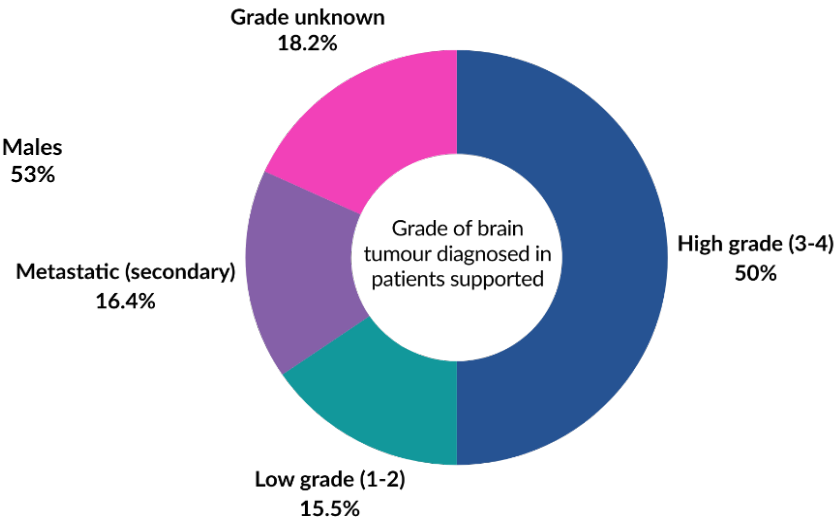
Evidence has consistently shown us that support needs tend to be greater around the time of the diagnosis of a brain tumour and the requirement for emotional support and practical advice at this time can also place huge demands on front line clinical staff. Recognising the benefits of offering early support, a pilot project was proposed, whereby Brain Tumour Support would form part of the patient pathway at Southmead Hospital, Bristol, and patients would be referred to us at the point of diagnosis. This would allow early access to our support services and relieve pressure on the clinical team.

The Early Intervention Pilot ran from April to October 2023 and support was delivered by two dedicated Support Professionals. Patients were automatically referred to Brain Tumour Support (opt out was possible) at the point of their diagnosis. They were subsequently contacted by their allocated Support Professional, their support needs were assessed and they were able to access the required support services. Support was also open to family members, carers and friends.

The people referred

Over the course of the pilot, there were 115 direct referrals from the Southmead clinical team to Brain Tumour Support.







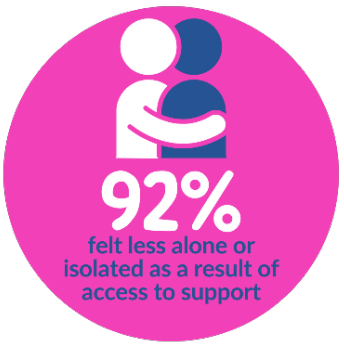
The Early Intervention Pilot delivered a 161% increase in referrals from the Southmead area compared to the previous six months.

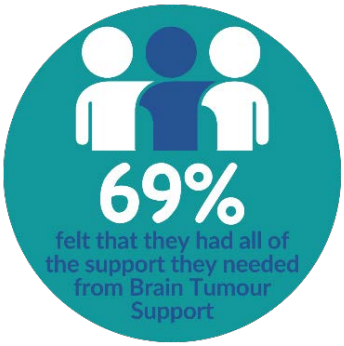
Evaluation of the Southmead Pilot

A survey was sent to all of those referred to Brain Tumour Support as part of the Southmead pilot, to assess the value of early access to support.

When asked what in particular was valued about the support delivered, there was a clear sense of the importance of knowing that emotional support and advice was there and easily accessible when needed, and the fact that it would continue to be available helped to make people feel less alone.

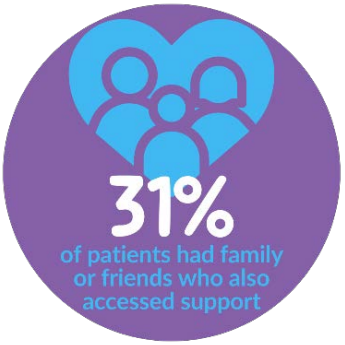






The caring nature of the support and the feeling that the Brain Tumour Support team really understand the impact of a diagnosis was also perceived as reassuring. Additionally there was acknowledgement of the value of shared experience through meeting other patients and families in the support groups, whether face-to-face or online.

In some instances, the patients themselves declined the early support, but instead it was taken up by a family member. Awareness that support was available for loved ones too, at any time, proved to be important.



Early access to our additional specialised services also proved beneficial. A brain tumour diagnosis presents financial pressures for patients and their families and often necessitates a reliance upon the welfare and benefits system, so the opportunity for referral to specialist welfare and benefit support is immensely valuable in alleviating financial pressures and associated emotional stresses from the outset. This applied also to the benefit felt from our specialist counselling services as seeing a counsellor helps to meet additional emotional needs of those impacted by a brain tumour diagnosis.



Over two thirds of individuals said that through this direct referral to Brain Tumour Support they had been able to get all the support they needed. Those whose needs could not be met by services offered by Brain Tumour Support sought support from other organisations such as hospices for "relaxation and therapy sessions" and "palliative care" (primarily services not currently offered by Brain Tumour Support), and also from friends and colleagues.

94% of the survey respondents did not know about Brain Tumour Support prior to being referred by the Southmead clinical team, thereby demonstrating the value of the automatic referral.

Furthermore clinicians at Southmead Hospital reported a 50% decrease in the number of calls requesting emotional support during the pilot study, freeing up a significant proportion of their own clinical resource.

This pilot project demonstrated clearly that early referral to the support services offered by Brain Tumour Support not only proved beneficial to the patients and families, but also relieved pressure on the clinical team in the provision of emotional support.

In agreement with the clinical team at Southmead we are continuing our early intervention work, making the automatic referral to Brain Tumour Support a permanent part of the clinical pathway for newly diagnosed patients.


Mr Neil Barua

"I have worked with the Brain Tumour Support Team for over 15 years and have seen first hand the positive impact the charity has on patients and families going through some of the hardest times of their lives.

"Brain Tumour Support's guiding principle is that no-one – patient or relative – should feel alone when dealing with the effects of a brain tumour.

As a brain tumour surgeon it is a huge privilege to look after patients with this diagnosis, but I am very aware that patients may not confide all of their fears and concerns in me – this is where the charity's role becomes so invaluable as Brain Tumour Support's team is there to answer any questions, however big or small.

"Together the Neuro Oncology team at North Bristol NHS Trust and the charity developed a pilot which aimed to give patients access to Brain Tumour Support's services at the earliest opportunity. By referring patients at the time of their first clinic appointment to the charity we hoped that patients and families would get the support they need from the very start of their journey.

"With the tireless hard work of Brain Tumour Support and North Bristol NHS Trust's brain tumour nurse specialist team, the project was a huge success. Patients contacted the charity for emotional support, family guidance, counselling and financial advice. This project helped not only our patients – with 87% telling us that they felt less alone – but also the clinical team with a 50% reduction in calls to the nursing team for emotional support. The results were really astounding and confirm what I have known for many years – that the contribution that Brain Tumour Support can make to patients can never be underestimated."

Testimonial from Mr Neil Barua – Consultant Neuro Surgeon, North Bristol NHS Trust

BUILDING SUPPORT TOGETHER - Partnerships, awareness and collaboration

Brain Tumour Support has continued to work hard this year to effectively collaborate with other organisations.

We have also developed and strengthened our relationships with clinical teams nationally.

Our team of Support Professionals is planned so that they work closely with, and offer support to, the neuro-centres in their region. We feed back to these clinical teams so patients and their families can be reassured that there is continued learning and deeper understanding of their needs. We also receive feedback that helps us to continually improve our own service and keep it up to date.

We see collaborative working as essential to bringing about change and to unite together as one voice to improve the lives of people affected by a brain tumour. Partnerships include other brain tumour charities and patient organisations, such as Macmillan England and Wales/Cymru, the Brain Cancer Network Alliance and International Brain Tumour Alliance, as well as attending the All Party Parliamentary Group for Brain Tumours (APPGBT), working with government and senior officials, local MPs and other decision makers on campaigning priorities.

We also have representation on the Joint Strategy Board for the Tessa Jowell Brain Cancer Mission, and have an important part to play within the Tessa Jowell Centres of Excellence programme, feeding into better progress towards the common goals of the brain tumour community. The Centres of Excellence designation has been a fundamental movement towards the Mission's vision to ensure that a certain level of expertise is held across all areas of neuro oncology and that each designated centre provides a comprehensive level of service and research activities. Brain Tumour Support has a significant role in working with hospitals to help to support this. As part of the continuing Centre of Excellence designation process, we were delighted to once again contribute to the care boxes distributed to the newly accredited peadiatric hospitals. This enabled us to include the clear messaging around how Brain Tumour Support can make a difference to these patients and families, outlining the services which can be delivered by the Brain Tumour Support team.

Our joint work with the teams at the neuro centres across the UK is increasing and further collaboration with others is planned for the future.



OUR STRUCTURE, GOVERNANCE AND MANAGEMENT

Brain Tumour Support is a charitable company limited by guarantee registered at Companies House as a company and with the Charity Commission. The company was established under a Memorandum of Association which outlined the objects of the charitable company. It is governed by its Articles of Association.

Public benefit

The Trustees confirm that they have complied with the duty in the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission. The annual report contains a fuller description of the public benefit that the charity provides within the main body of the report.

The Board of Trustees

Brain Tumour Support has directors and members. The directors of the charity are also Trustees of the charity for the purposes of the Charities Act.

The Board of Trustees makes up the governing body and oversees the governance of the charity, whilst the day-to-day management is led by Tina Mitchell Skinner, the appointed Chief Executive Officer, supported by the appointed Deputy CEO.

The Chief Executive Officer, together with the charity's Senior Leadership Team, submit proposals and recommendations to the Board on a quarterly basis for approval of strategy and to review and officially sign off on-going implementation plans for each area of activity carried out by the charity. In between, all Trustees are sent comprehensive monthly reports, produced by each function, to update them on monthly activities including additional financial management reports with commentary by the Finance Manager.

The Trustees are all experienced business people in their individual fields and provide a sound authority on direction and governance. They willingly give up their time free of charge and none of them, without exception, receive any Trustee remuneration or expense reimbursement.

The Board ensures that Brain Tumour Support operates effectively and efficiently through an understanding of charity income and expenditure. They take on a genuine responsibility of deciding how the charity's assets are best used to benefit all those people affected by the diagnosis of a brain tumour.

Andrew Chater, Chair of Brain Tumour Support, offered his resignation during the last financial year, and Trustee Emma Brereton was voted in as the new Chair. Following Andrew's departure, three new trustees Ali Woodhead, Steve Mayers and Sam Derricourt have joined the Board to bridge any skills gap and to provide an additional skill set as the planned growth of the charity is expected to accelerate over the next five to ten years.

Together with her professional background, which brings much-needed marketing expertise to the Board, Ali Woodhead's own family experience of accessing support from Brain Tumour Support adds to the significant lived experience of brain tumours across the charity team.

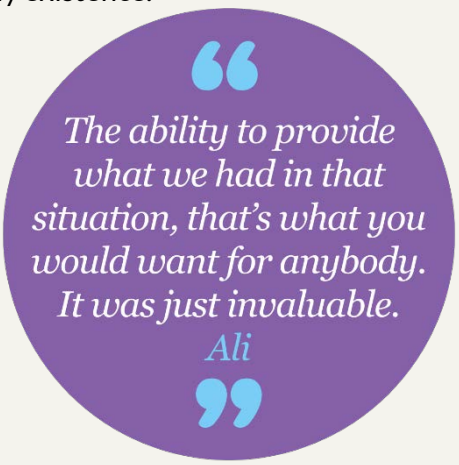
Ali sadly lost her mum Sylvia in April 2023 after a devastating terminal brain tumour diagnosis. Amongst the challenges of being a carer to a brain tumour patient, Ali was also a daughter losing her mum and a mother trying to support her teenage daughters through the changes they were seeing in their grandmother.

Sylvia, Ali and the girls had support throughout Sylvia's illness and, following her death, the family received bereavement support. Ali says having Brain Tumour Support to lean on has been and continues to be a huge comfort during a difficult time.

"We couldn't have been better supported. We were given our own counsellor, and a Support Professional who checked in with us weekly, invited us to support sessions, and help was just there if we wanted it. We didn't need everything but we were definitely more cushioned by the fact that support was there. It just felt like we were being looked after, which made a massive difference, because at that stage it's a very lonely existence."

Ali wants Sylvia's legacy to help raise awareness of the impact of a brain tumour diagnosis and of the help that Brain Tumour Support can provide.

"It is so important that Brain Tumour Support exists, because you don't realise what you need until you need it, and it was absolutely what we needed at the time. If others can get the help and support that we had, and are able to feel less scared, vulnerable and alone, then we will have done the best we possibly can to make a difference."



Recruitment and appointment of Trustees

In accordance with the Articles of Association, Trustees are not required to retire by rotation each year. Any member entitled to vote at the general meeting may propose one person for appointment or re-appointment as a Trustee. The number of elected Trustees shall not be less than three and subject to a maximum of 12. The elected Trustees may co-opt a maximum of up to one half of their number as Trustees.

Trustee training and induction

New Trustees undergo a comprehensive induction to brief them on their legal obligations under charity law, the content of the Memorandum and Articles of Association, the structure and governance of the charity as well as all policies and procedures, their obligations under the Trustees Code of Conduct, strategic and operational plans and budgets together with recent financial performance. Trustees are also provided by the Finance Manager with relevant information from the Charity Commission on a regular basis.

Chief Executive

The Chief Executive is responsible for setting the strategic direction for the charity with the Trustees, leading its implementation, and holds operational and financial authority within the set parameters.

Succession of the Chief Executive

Succession planning is paramount to good governance in any organisation and Brain Tumour Support is no exception.

For Tina Mitchell Skinner, as charity Founder, handing over the CEO role after two decades of commitment was always going to be a particular challenge. The primary desire being to ensure that the charity's work would continue to thrive under new leadership – seeking a balance of continuity, stability and embracing of new opportunity.

Discussions therefore started early and it was felt that advertising for the new role was not applicable to Brain Tumour Support in the same way that it applied to 'larger' charities. Thus a proposal was agreed by the Board back in February 2019 to introduce a Deputy CEO role for future succession planning and direct appointment of a new CEO. With a fundraising speciality and an overall business background, Emma McKeown was appointed to the Deputy CEO position in June 2019, to allow a seamless move within the team and give both Tina and Emma the opportunity to oversee fundraising and operations. This new structure was designed to give a strong and solid leadership to work with the wider team to start to successfully grow income, fully crystallize the support blue print model and to build up charity reserves.. This decision proved to be successful following the turbulent years of Covid-19 and the recovery which slowly but favourably transpired.

The succession planning proposal was submitted to the Trustees at the Board meeting on 28th July 2023, outlining the succession plan based on Emma taking on the new role of CEO. Therefore, the process which started back in June 2019 took a step forward with a more focused approach and continued execution of the strategy. It allowed for a timely exit for Tina, building on the work which they had already started to do together. It gave the opportunity to continue to build support together, to make decisions about the organisational structure and ultimately to make joint decisions about the future strategy.

The staff's involvement in this succession planning work was very important to the stability of the whole team, and the support which was needed from them in this journey has been integral for our future.

Emma's aforementioned professional background has provided an excellent foundation and this, together with her personal experience, with brain tumours affecting her own family, and her proven track record of persistence, resilience and overriding integrity has ensured confidence in a secure future and smooth transition, which officially took place on 1 August 2024.

Fundraising policy

Fundraising policy for Brain Tumour Support is regulated by the Fundraising Regulator. The charity primarily fundraises from community fundraising events and trusts and grants. The charity recognises the need to conduct its fundraising within the context of recognised standards set out in the Chartered Institute of Fundraising's Code of Fundraising Practice, the Data Protection Act 1998/ UKGDPR2021 and the CAP Code (Committee of Advertising Practice). We do not employ external professional fundraisers or companies.

Risk management

The Trustees have a risk management strategy, which comprises:

- An annual review of the risks the charity may face
- The establishment of systems and procedures to mitigate those risks identified in the annual review of risks
- The implementation of procedures designed to minimise the risks

The risk register is regularly reviewed by the Chief Executive and Deputy Chief Executive and the Senior Leadership team are responsible for their areas of risk in their functions. Following the monthly Senior Team meetings, the procedure would be for the Board to be alerted if there was an area of concern to be addressed.

Equality, Diversity, Equity and Inclusion (EDEI)

Brain Tumour Support has made significant inroads into the formalising and implementing of EDEI improvements. An EDEI steering group was established and strengths, weaknesses and key deficits across the organisation were identified. The group made recommendations for improvements based on these findings.

An EDEI Lead was appointed and underwent EDEI training, and in turn delivered awareness training to the entire organisation, both an EDEI policy and strategy were written and approved by the Trustees, and year one of the operational plan started in spring 2024. The strategy focuses on five key areas: disability and mental health, gender and sexuality, race and cultural difference/awareness, neurodiversity, and age (all ages). We also analysed our staff and volunteers and recognise that we have a diverse team with representation from all five key focus areas.

Operational improvements include: training for Support Professionals to deliver services to the deaf/hard of hearing (text service, transcript on ZOOM, BT relay service), venues are chosen for accessibility, including car parking, and attendees are asked about special needs in advance of booking rooms to ensure attendees can be accommodated. We understand and make provision for memory or speech loss, personality change and high anxiety, and the website is designed for accessibility. Following feedback, online group timings have been adjusted to suit specific group needs e.g. some groups changed to lunchtime to accommodate people at work and we trialled a run of the men's group between 5 and 6 pm.

Reasonable adjustments have been made for staff with both physical and mental health issues and we operate flexible work arrangements to support those with caring responsibilities (for children and adults) and attendance of medical appointments.

OUR FINANCIAL REVIEW

Brain Tumour Support receives very little government or statutory funding and we rely in the main on voluntary donations and fundraising. Our published statutory accounts for 2023/24 include the financial position of the charity as at 31 March 2024.

The previous financial year 2022/23 was one of reshape and rebuild across all functions with a trajectory of thriveability, and especially fundraising where we have increased our team in line with our strategic aim of financial stability. Decisions were made with the Board of Trustees to invest in the foundations of the charity for sustainability and future growth. The expenditure of this investment was predominantly to be supported by budgeted income targets, but with an agreed deficit to completion, based on some spend from reserves over a two-year period. However, varying internal and external factors have compounded the effect of this planned deficit, resulting in an overstretching pull on cash reserves.

Fundraising and donations

We have always had tremendously loyal and supportive fundraisers and donors, and this has been particularly evident in 2023-2024. As a charity we celebrated our 20th Anniversary with a number of key events including the Emerald Ball held at the beautiful DeVere Tortworth Court. Hosted by our ambassadors Joel Dommett and Hannah Cooper, it brought together 270 people for an evening of reflection, celebration and fun. We were delighted to raise over £28,000 to fund our pioneering Early Intervention Pilot with the neuro-oncology team at Southmead Hospital, Bristol. It was amazing to see the impact of collective giving.



There has continued to be an increase in the number of people taking on runs, challenges and community fundraising initiatives on our behalf, including Jane Powell's fashion show in collaboration with John Lewis which raised over £4,200. February saw the return of Move29 with four-year old Nell Lucas completing 29 star jumps a day for the 29 days of February and raising over £400.

A key focus for this year has been delivering gold standard supporter care to ensure fundraising opportunities are maximised across all income streams. We have been delighted to see high levels of retention in our regular gifts because of us sharing the impact of financial support. In October 2023 we implemented a new fundraising CRM system which has had a significant impact on the relationship management of our donors. Alongside this we launched our first online raffle and were delighted to raise over £2,000 towards our core services.

A significant challenge this year was matching the £125,000 raised by our ambassador, Joel Dommett, from his Who Wants to be a Millionaire win in the last financial year. An increase in Trust and Foundations income by 52% made a big impact on narrowing that gap and we were delighted to be awarded a £30,000 unrestricted award from Garfield Weston Trust in December.

As the financial year progressed it became increasingly difficult to raise the income needed to meet budgeted expenditure due to the cost of living crisis and the impact that this was having on the volume and monetary amount of voluntary donations. In March 2024, in response to this funding gap, we launched the Save our Support emergency appeal, aiming to create financial recovery and sustainability through raising £200,000 allowing us to rebuild our cash reserves.

We have been humbled and are so very grateful for those that have engaged with and financially supported our SOS Appeal. Through the month of March we raised just over £20,000 towards ensuring our support services are sustained, and many new supporters came on board whose invaluable fundraising continues.

Kimberley got involved to raise funds and awareness after her own life, as a busy mum and teacher, changed drastically in June 2023. After a week off work with a debilitating migraine she suffered a seizure at home. Two days later, after an MRI scan, Kimberley was told 'You have a brain tumour.'

She recalls, "The five words that changed our lives for the foreseeable future. In this moment, I felt like my world had shattered."

Kimberley had a craniotomy the next week which removed 95% of the tumour, however to combat regrowth of the grade 3 astrocytoma she also needed radiotherapy and chemotherapy.

Kimberley's treatment is going well but she knows that the future is uncertain. She has lost a lot of her independence, she cannot drive or work at present. She says her illness has at times taken away her main purposes in life – as a wife, daughter, granddaughter, mum, friend and teacher. Life has changed for her husband too, now being her carer, as well as working full time.

However, with support from her medical team and the help of Brain Tumour Support, Kimberley remains positive and is "slowly getting back to being me."

As well as having one-to-one contact with a Brain Tumour Support Professional, Kimberley has met others going through similar experiences - both online in the Brain Tumour Support Forum on Facebook, and face to face at local group meetings.

To support our work, Kimberley decided to take on an abseil challenge with her lifelong friend Raj. Ahead of the event in July 2024, their fundraising had already passed £5,000.

> *Without them I don't know where I'd be now, I think I'd still be in quite a dark place.*
> *Kimberley*



Andy Downes, was a Crew Manager for Thornbury Firefighters, serving for 14 years without a day's sick leave. Then in 2020 he failed a hearing test as part of a routine medical check, and further tests revealed a brain tumour, requiring emergency surgery. It was a terrifying time for the whole family, made even worse by it happening during Covid-19 lockdown.

The tumour turned out to be a grade 4 glioblastoma and so Andy then faced gruelling cycles of daily chemotherapy and radiotherapy, plus immunotherapy.

He went from running a successful building business and serving the community as a firefighter, to being unable to drive due to his condition, losing independence and struggling with everyday activities. Ultimately, in November 2022, he was forced to take medical retirement from his role with the fire service.

Being Thornbury locals, the Downes family had grown up knowing about Brain Tumour Support, with its office based in the town, but they never imagined ever needing the charity's services. However, in the time since Andy's diagnosis they have really felt the difference that the specialist support services make. They have been able to benefit from free counselling sessions, as well as some of the support groups. Andy has attended the men's support group online and daughter Izzy has been to the Bristol face-to-face support group.

Especially beneficial, with Andy being self-employed, was working with Brain Tumour Support's dedicated Welfare Benefits Support Professional, who could give financial advice that made a huge difference to the family during a really difficult time.

Andy and his family, took part in the Great Bristol Run 2024 to fundraise for Brain Tumour Support, and the level of support and respect for the family was clear when they received over £1,000 in donations within just 24 hours of launching their Just Giving page. With all of them taking on either the 10k or half marathon route around the city, it was an incredible family achievement and their fundraiser finished by raising over £3,800.

> *"It has been such a comfort to know the Brain Tumour Support team are there – they've always just been in touch, whenever we need them."*



Corporate support

Corporate fundraising continued to show encouraging growth. We were delighted with the ongoing support from Bath based legal firm RWK Goodman who increased their sponsorship of the salary costs of the Welfare Benefits Support Professional to £11,250.

Following the Emerald Ball, DeVere Tortworth Court chose Brain Tumour Support to be their Charity of the Year. They have undertaken a range of fundraising activities including sponsored cycle rides, firework evenings and raffles. Collectively they have raised over £13,000 to provide vital support to people affected by a brain tumour diagnosis.

Every corporate partnership plays a crucial part in funding our services, and their support often comes out of personal experience of brain tumours, making their involvement all the more meaningful.

The need for support in a cost of living crisis

A recurring issue faced after a brain tumour diagnosis is the devastating effect it can have on finances. Some people have to give up their careers completely, many face long periods of time off work and others are unable to return to a previous role. These added financial pressures, in tandem with the cost of living crisis, and complexities of the benefits system, place an unbearable burden on many people. RWK Goodman's sponsorship of our dedicated Welfare Benefits Support Professional, has therefore been invaluable.

IMPACT ACROSS THE YEAR -

Number of individuals or families helped:

102

Amount of benefits gained with help from our Welfare Benefits Service:

£283,263

Type of benefit and % of queries involving primarily this benefit:

Personal Independence Payment - 38%
Universal Credit - 8%
Employment and Support Allowance - 11%
Attendance Allowance - 7%
Carers Allowance - 4%
Blue Badge - 5%
Other (incl. Maternity Allowance & Statutory Sick Pay) - 5%
General Benefit Advice – all benefits - 22%

"I can't thank you enough for all the help and support you have given me with it all, I'm just so grateful...it means such a lot... Thank you for fighting my corner."

"The support you offer is fantastic. The whole charity has been absolutely amazing, especially Vicki who is an absolute gem. I would not be where I am now without her and the charity in general."

Other funding sources

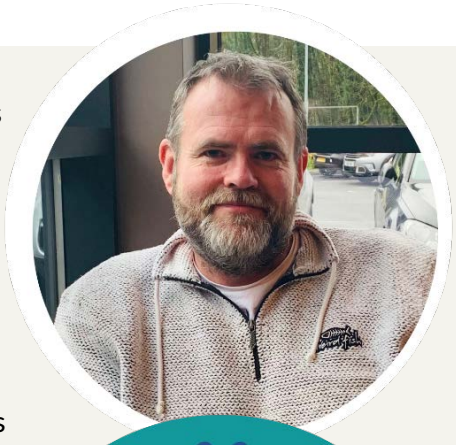
Over the last financial year, once again we report that a substantial portion of our income was derived from grant funding via grant making trusts.

As always we are very grateful to the many charitable trusts and foundations who help to fund our work but we want to highlight two charitable trusts this year who have made a particularly notable impact on our support services.

In December 2023 we were delighted to receive our first grant from Garfield Weston Foundation, an unrestricted grant which came at a crucial time for us as the cost of living crisis impacted our fundraising income.

Special thanks also to the Eveson Trust who have been incredible supporters of our work over many years, specifically helping our support services in Worcestershire, Herefordshire and West Midlands.

We were also delighted that a grant from The National Lottery Community Fund enabled us to do more community work in Wales and reach people who may otherwise struggle to access support. In areas where isolation can be a particular problem, and for someone like Martyn, it can make a crucial difference to health and wellbeing.



Martyn has been living with the impact of a brain tumour since 2016 when his life changed overnight and his diagnosis took a devastating physical and emotional toll on him and his family.

Happily married with three young children and busy with his business, he was diagnosed with a brain tumour after a seizure, and had further seizures after two brain surgeries. He was then diagnosed with epilepsy.

Martyn struggled with anxiety and depression having lost his driving licence and the business. His relationship suffered, resulting in a divorce and separation from his children.

After referral to Brain Tumour Support by his neuro-psychologist, Martyn was assigned to his local Support Professional, Gavin, who offers Martyn regular one-to-one support. Together they talk about his wellbeing and strategies for coping. This has been particularly important recently as Martyn's tumour has started to grow again and he may now face radiotherapy.

As for many people diagnosed with a brain tumour, the impact of the condition and the challenges faced are complex and life changing, but often not visible.

> *"Having someone who is a constant and knows your story helps put you at ease and provides continuity. This gives me the opportunity to talk when I need it."*
> *Martyn*

This year also brought the opportunity to work with high profile and major donors emanating from the work surrounding the charity's 20th Anniversary, as well as funding sources such as Gift Aid and Facebook fundraisers.

Summary

In summary, gross income for the year ending March 2023/24 has decreased by 2.04% from £505,791 to £495,470.

At 31 March 2024, the charity had unrestricted funds of £8,076 and restricted funds of £2,885.

With the favourable rate of interest on the Bounce Back Loan, the Board took the decision in the previous financial year to repay by instalments in order to continue to mitigate any risk and to remain cautious. In light of the climate in which we are still operating, we re-negotiated the loan payment term to extend the loan period a further four years (was 72 months and is now 120 months). We then entered into a six-month capital and interest payment holiday from 27 March 2024.

Whilst the Trustees were concerned about the levels of income against current expenditure, they conducted a thorough review of whether the charity was an on-going concern looking ahead both in the short term (i.e. next 12 months) and the longer term. Having scrutinised the budgeted forecast prepared for the coming 12 months, the trustees were able to make an informed decision based on the position of multi-year funds pending, a strong pipeline of trust and grants and a realistic programme of proven activities planned in all other areas of income generation. This aligned with the extensive work that was carried out on expenditure review, which included some staff reductions and cost saving measures, reassured the Trustees that the Charity was in a solid position to continue operating over the next 12 months at the very least.

Investment in support

In line with our vision, the charity's income is dedicated to being spent on the support services which we offer, free of charge, to any families affected by any type of brain tumour.

With the approved planned expenditure in reserves during this financial year in order to continue to build upon our foundational work, our investment in support included headline projects, such as the new website, the new CRM and the launch of the Early Intervention Pilot. All of these fundamental project plans proceeded at pace and were delivered successfully on time, with experienced personnel recruited to post as needed.

Our passionate and dedicated support team continue to deliver support in accordance with the new support model. A large demand on our service is supporting the mental health amongst those diagnosed or those caring for someone with a brain tumour.

Whilst we haven't been able to renew the temporary contracts in support during this financial year, we have considered additional options to enable us to continue to offer support to those that need us, whilst finely balancing the morale and welfare of our staff throughout this period, in line with our values. This has been manifested through harnassing the newly available and relevant support data, implementing our new competency framework and re-working the way in which we categorise the support needs of each client.

The agreed spend for our focus on retrieving good, clean data and monitoring impact outcomes has meant that, through the use of this impactful data, we have been able to widen our trust funding asks and it is allowing us to focus on those areas offering the best opportunity for a return to meet income targets.

Our Community Fund monies have allowed us to re-introduce our support presence in Wales. This has resulted in our Volunteer Co-ordinator hours being reduced in order to increase our support hours in Wales. This has worked well and has enabled us to deploy some additional hours to support other areas. Although the volunteer hours have reduced, we are still able to review and monitor our volunteer activity. We will continue to carefully oversee volunteer activity, including training and governance, and recruit new volunteers to help our Support Professionals where appropriate.

We may not be in the position of strength which we had hoped for, however we are confident that with the decisions taken to reduce cost and to re-focus fundraising efforts, we have most certainly achieved a robust support delivery function, and will reach a point of financial stability and set the solid foundation for growth.

Strategy day and future plans

Our financial year has been both rewarding and challenging in equal measure. Together the Board and Senior Leadership Team, in preparation for this financial year, made important decisions to invest in our support model and grow our income to reach a point of financial stability. We committed to diversifying our income streams to reduce the reliance on particular income lines and refocus fundraising resource to the areas offering us the best potential for return and income.

The annual meeting, where the Board join the Senior Leadership Team for a strategy day to discuss the key organisational priorities for the financial year ahead, was spent differently this year. The focus of the meeting on 6 March 2024 was for the CEO and Deputy CEO (rather than the whole Senior Leadership Team) to discuss with the Board a financial plan to rebuild reserves and to ensure that our fundraising priorities were clear and bold. The meeting resulted in an overall review and progress report of all the achievements which were realised throughout the year deriving from the monies raised at the Emerald Ball and the agreed planned deficit. We then discussed the areas in which further cost cutting needed to be focused, and the consideration of giving notice to end fixed term contracts which were due.

Our priority for the financial year ahead is to ensure that the Senior Leadership Team and the Board of Trustees work towards expenditure plans being maintained at minimal levels and that the activity within the fundraising team is focused on those areas offering the best opportunity for return to meet income targets.

Our aim is also to closely monitor income, expenditure and cash flow on a weekly basis whilst working on clear, operational plans to ensure focus remains in the right areas across all functions of the charity. We will strive to maintain clear focus on increasing income and re-building reserves by growing income lines, especially income streams which yield the best results for non-restricted income, and introducing new initiatives to expand our audience.

We plan to continue to carry out the excellent support delivery programme and to build on the data collection and impact work. We will also be focusing on our communications and social media strategy, and within this, formulating a marketing strategy for the charity. As we move forwards in all areas of the organisation, we will fully integrate the new Trustees and maintain our work on our project plans to continue the foundational work before embarking on the charity's strategy up to the year 2030.

Balance sheet

The surplus realised this year has increased our accumulated funds and cash reserves at year end.

Investment policy

The cash balance at 31 March 2024 was £57,094 compared to £223,853 at 31 March 2023. It is always the charity's aim to retain a prudent amount in reserves. Following a process of due diligence in previous years, the charity opened additional bank accounts to ensure all cash deposits are covered by the £85,000 Financial Services Compensation Scheme. The charity now has cash investments, deposited with NatWest Bank, The Co-operative Bank and the CAF Investment Portfolio which ensure we protect the principal sums invested whilst optimising the balance between flexibility and rate of return.

Remaining vigilant to improve the return on our cash resources and to not exceed our bank account indemnity is part of our risk management.

Reserves policy

The reserves policy of the charity is to maintain free reserves (defined as unrestricted funds less funds that can only be realised by disposing of tangible fixed assets) equal to three months operational costs which, at the date of signing these financial statements, equates to £151,000. To achieve this we will continue to closely monitor expense and income levels.

The charity ended the financial year with free reserves of £8,076, meaning that our reserves are below the level required by the policy. The charity has a robust fundraising strategy in place focussing on diversifying and increasing income from all streams, in an effort to work towards financial recovery of free cash reserves. The charity has held a 3 months' free cash reserves policy for some time, and this is being reviewed for the financial year ahead to account for the funding approach, our average percentage of restricted funds held for direct support delivery staffing which accounts for a large proportion of our monthly expenditure and replenishing desired levels of free cash reserves in line with this.

The charity has a robust fundraising strategy in place focussing on diversifying and increasing income from all streams, in an effort to work towards financial recovery of free cash reserves. The charity has held a 3 months free cash reserves policy for some time, and this is being reviewed for the financial year ahead to account for the funding approach, our average percentage of restricted funds held for direct support delivery staffing which accounts for a large proportion of our monthly expenditure, and replenishing desired levels of free cash reserves in line with this.

Statement of Trustees' responsibilities

The Trustees (who are also directors of Brain Tumour Support for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom 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 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 charity will continue in business

The Trustees are responsible for keeping adequate 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.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Registered office: The Clock Tower
Old Weston Road
Flax Bourton
Bristol
BS48 1UR

Approved by the Trustees on ..11 November 2024

Signed by order of the Trustees



Mrs E Brereton

Chair of Trustees

BRAIN TUMOUR SUPPORT

INDEPENDENT EXAMINER'S REPORT

YEAR ENDED 31 MARCH 2024

Independent examiner's report to the Trustees of Brain Tumour Support ('the Company')

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

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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 Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

Joshua Kingston

Joshua N Kingston BSc., ACA
Burton Sweet Limited, Chartered Accountants
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: 11 November 2024

BRAIN TUMOUR SUPPORT

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and grants	**2**	350,225	139,464	489,689	499,684
Other trading activities	**3**	2,402	-	2,402	3,565
Investments		3,379	-	3,379	2,541
Total income		356,006	139,464	495,470	505,790
Expenditure on:					
Raising funds	**4**	194,319	-	194,319	174,122
Charitable activities	**5**	296,922	155,958	452,880	417,675
Total expenditure		491,241	155,958	647,199	591,797
Net income/(expenditure) and net movement in funds	**7**	(135,235)	(16,494)	(151,729)	(86,007)
Reconciliation of funds:					
Total funds brought forward	**15**	143,311	19,379	162,690	248,697
Total funds carried forward	**15**	8,076	2,885	10,961	162,690

The comparative funds are detailed in note 9.

The company has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the company are classed as continuing.

The notes on pages 35 to 44 form part of these financial statements

BRAIN TUMOUR SUPPORT

BALANCE SHEET

AT 31 MARCH 2024 **Company registration number: 09718307**

	Notes	£	2024 £	£	2023 £
Fixed assets					
Tangible assets	**10**		540		974
Current assets					
Debtors	**11**	2,232		6,108	
Cash at bank		57,094		223,853	
		59,326		229,961	
Creditors: Amounts falling due within one year	**12**	(27,979)		(45,913)	
Net current assets			31,347		184,048
Total assets less current liabilities			31,887		185,022
Creditors: Amounts falling due after more than one year	**13**		(20,926)		(22,332)
Total net assets			10,961		162,690
Funds					
Unrestricted Funds					
General funds	**16**		8,076		121,715
Designated funds	**16**		-		21,596
Restricted Funds	**16**		2,885		19,379
			10,961		162,690

For the year ending 31 March 2024 the company 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 accounts 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 accounts.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 144(2) of the Charities Act 2011.

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

The financial statements were authorised for issue, approved by the members of the committee on 11 November 2024

.....

Mrs E Brereton
Chair of Trustees

The notes on pages 35 to 44 form part of these financial statements

1 Accounting Policies

a) Basis of preparation

The financial statements have been prepared in accordance with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), and the Companies Act 2006.

The charity is a public benefit entity as defined under FRS102.

The financial statements have been prepared on a going concern basis. The trustees consider that there are no material uncertainties affecting the ability of the charity to continue as a going concern.

b) Income

All income is included in the Statement of Financial Activities when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants, including grants for the purchase of fixed assets, are recognised in the income and expenditure account as they become receivable.

Gifts in kind are valued at estimated open market value at the date of the gift, in the case of assets for retention or consumption, or at the value to the organisation in the case of donated services or facilities.

c) Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that activity. Central costs are equivalent to the SORP's definition of support costs and are where costs cannot be directly attributed to activities they have been allocated to activities on a basis consistent with the use of the resource.

Governance costs include the costs of governance arrangements which relate to the general running of the charity. These costs are associated with constitutional and statutory requirements and include costs associated with the strategic management of the charity’s activities. These are included within central costs.

d) Fund accounting

Unrestricted funds contain accumulated surplus and deficits on general funds and can be used in accordance with the charity's objects at the discretion of the Trustees.

Restricted funds represent monies received for specific purposes. All income and expenditure relating to the restricted funds' movements is included in the income and expenditure account. Further details of restricted funds are shown in note 15.

1 Accounting Policies *(continued)*

e) Fixed assets

Fixed assets are held at cost less accumulated depreciation. Assets costing less than £500 are not capitalised.

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

Equipment	33% straight line
Fixtures & fittings	15% straight line

f) Trade debtors

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

g) Cash and cash equivalents

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

h) Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the company does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

i) Pensions

The charity has arranged a defined contribution scheme for its staff. Pension costs charged in the SOFA represent the contributions payable by the charity in the period.

j) Government Grants

Government grants are recognised in the period in which relevant expenses were incurred and deemed to be receivable.

2 Donations and grants

	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Charitable trust donations	90,913	125,699	216,612
Fundraising and individual donations	259,312	13,765	273,077
	350,225	139,464	489,689

The above includes £9,850 of government grants.

Prior year comparative

	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Macmillan funding	-	2,463	2,463
Charitable trust donations	59,450	70,711	130,161
Fundraising and individual donations	353,663	13,397	367,060
	413,113	86,571	499,684

The above includes £8,000 of government grants.

3 Income from: Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Merchandise and other sales	2,402	-	2,402
	2,402	-	2,402

Prior year comparative

	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Merchandise and other sales	3,565	-	3,565
	3,565	-	3,565

4 Expenditure on: Raising Funds

	Activities undertaken directly £	Central costs (note 6) £	Total 2024 £
Fundraising	184,550	9,769	194,319
	184,550	9,769	194,319

Prior year comparative

	Activities undertaken directly £	Central costs (note 6) £	Total 2023 £
Fundraising	165,026	9,096	174,122
	165,026	9,096	174,122

5 Expenditure on: Charitable activities

	Activities undertaken directly £	Central costs (note 6) £	Total 2024 £
Providing support	404,513	21,413	425,926
Raising awareness	25,599	1,355	26,954
	430,112	22,768	452,880

Prior year comparative

	Activities undertaken directly £	Central costs (note 6) £	Total 2023 £
Providing support	364,696	20,103	384,799
Raising awareness	31,158	1,718	32,876
	395,854	21,821	417,675

6 Central costs

	Charitable activities	Raising funds	Total 2024
	£	£	£
Operating costs	21,014	9,017	30,031
Governance costs			
Accountancy fees	1,754	752	2,506
	22,768	9,769	32,537

Prior year comparative

	Charitable activities	Raising funds	Total 2023
	£	£	£
Operating costs	20,337	8,478	28,815
Governance costs			
Accountancy fees	1,484	618	2,102
	21,821	9,096	30,917

7 Net income for the year

This is stated after charging:	2024	2023
	£	£
Independent examiner's remuneration		
- Independent Examination	1,056	895
- Accounts preparation	1,320	1,037
Depreciation	434	329

8 Staff costs and emoluments

Total staff costs were as follows :	2024 £	2023 £
Wages and salaries	472,577	418,389
Social security costs	35,712	32,503
Pension contributions	9,211	8,424
	517,500	459,316

Particulars of employees:

The average number of employees during the year, calculated on the basis of average headcount, was 24 (2023: 23).

The average number of employees during the year, calculated on the basis of full time equivalents, was 16.9 (2023: 15.6).

No employee received remuneration of more than £60,000 during the year (2023 - nil)

Employment benefits received by seven (2023: seven) key management personnel in the period were £193,415 (2023: £179,870).

9 Prior-year comparative Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total funds 2023 £
Donations	413,113	86,571	499,684
Charitable activities	-	-	-
Other trading activities	3,565	-	3,565
Investments	2,541	-	2,541
Total income	419,219	86,571	505,790
Expenditure on:			
Raising funds	174,122	-	174,122
Charitable activities	286,295	131,380	417,675
Total expenditure	460,417	131,380	591,797
Net income/(expenditure) and net movement in funds	(41,198)	(44,809)	(86,007)
Reconciliation of funds:			
Total funds brought forward	184,509	64,188	248,697
Total funds carried forward	143,311	19,379	162,690

10 Tangible fixed assets

	Equipment	Fixtures & fittings	Total
	£	£	£
Cost			
At 1 April 2023 and at 31 March 2024	8,634	1,390	10,024
Depreciation			
At 1 April 2023 and at 31 March 2024	7,660	1,390	9,050
Charge for the year	434	-	434
At 31 March 2024	8,094	1,390	9,484
Net book value			
At 31 March 2024	540	-	540
At 31 March 2023	974	-	974

11 Debtors

	2024	2023
	£	£
Trade debtors	-	2,337
Prepayments	2,232	3,321
Other debtors	-	450
	2,232	6,108

12 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	4,899	253
Accruals and deferred income	11,074	12,379
Taxation and social security	7,630	8,007
Other creditors	2,013	15,274
Bank Loan	2,363	10,000
	27,979	45,913

13 Creditors: amounts falling due after more than one year

	2024	2023
	£	£
Bank Loan	20,926	22,332

The bank loans due within one year and after more than one year represent a 'Bounce Back' loan, taken out in 2020, at an interest rate of 2.5% per annum. The loan is unsecured and was repayable in instalments over 10 years.

In March 2024, in response to the client's request, the bank agreed to a six-month repayment holiday until August 2024 and to extend the loan term to 120 months from the original term of 72 months.

14 Operating lease commitments

At 31 March 2024 the company had total minimum commitments under non-cancellable operating leases for premises as follows:

	2024	2023
Payments due:	£	£
Within 1 year	6,075	2,850
Between 2 to 5 years	30,250	-

15 Movement in funds

Year ended 31 March 2024	As at 1-Apr-23	Income	Expenditure	Transfers in/(out)	As at 31-Mar-24
	£	£	£	£	£
Restricted funds					
Regional support groups	18,693	136,214	(152,568)	-	2,339
Support for neuro team	82	-	-	-	82
Counselling	604	3,250	(3,390)	-	464
	19,379	139,464	(155,958)	-	2,885
Unrestricted funds					
General fund	121,715	356,006	(469,847)	202	8,076
Designated funds					
Support salaries	17,158	-	(17,158)	-	-
IT for new employees	495	-	-	(495)	-
Fundraising salaries	3,585	-	(4,236)	651	-
Staff training day	358	-	-	(358)	-
Small projects	-	-	-	-	-
	21,596	-	(21,394)	(202)	-
Total Unrestricted funds	143,311	356,006	(491,241)	-	8,076
Total funds	162,690	495,470	(647,199)	-	10,961

15 Movement in funds *(continued)*

Year ended 31 March 2023	As at 1-Apr-22 £	Income £	Expenditure £	Transfers in/(out) £	As at 31-Mar-23 £
Restricted funds					
Co-ordinators	-	2,463	(2,463)	-	-
Regional support groups	63,453	78,758	(117,539)	(5,979)	18,693
Support for neuro team	163	-	(81)	-	82
Counselling	572	2,000	(7,947)	5,979	604
IT	-	3,350	(3,350)	-	-
	64,188	86,571	(131,380)	-	19,379
Unrestricted funds					
General fund	184,509	419,219	(362,373)	(119,640)	121,715
Designated funds					
Support salaries	-	-	(37,491)	54,649	17,158
Website development	-	-	(15,000)	15,000	-
IT for new employees	-	-	(2,505)	3,000	495
Fundraising salaries	-	-	(37,694)	41,279	3,585
Staff training day	-	-	(1,442)	1,800	358
Small projects	-	-	(3,912)	3,912	-
	-	-	(98,044)	119,640	21,596
	184,509	419,219	(460,417)	-	143,311
Total funds	248,697	505,790	(591,797)	-	162,690

The 'Co-ordinators' restricted fund is where Macmillan Cancer Support have restricted their grant to be used specifically to create and support Co-ordinator posts in the charity.

The 'Regional support groups' restricted fund is where donors have restricted their donation to be used specifically to support the running costs of one of the charity's many different regional support groups. The disclosure of these different restricted funds has been combined due to their similarity, however the individual restrictions of each donation are monitored and maintained. During the year, a transfer of £5,979 was made from this fund to the Counselling Fund, to transfer funds received for counselling in a specific geographical area which had been used for counselling rather than the regional support groups.

The 'Support for neuro team' restricted fund is where donors have restricted their donations to be used in supporting hospital CNS neuro teams who treat brain tumour patients.

The 'Counselling' restricted fund is the provision of counselling services to the charity's service users.

The IT restricted fund represents funding received to purchase equipment.

16 Analysis of net assets between funds

As at 31 March 2024	Fixed assets £	Cash at bank £	Other net assets/ (liabilities) £	Total £
Restricted funds	-	2,885	-	2,885
Unrestricted funds				
Designated funds	-	-	-	-
General funds	540	54,209	(46,673)	8,076
	540	57,094	(46,673)	10,961

As at 31 March 2023	Fixed assets £	Cash at bank £	Other net assets/ (liabilities) £	Total £
Restricted funds	-	19,379	-	19,379
Unrestricted funds				
Designated funds	-	21,596		21,596
General funds	974	182,878	(62,137)	121,715
	974	223,853	(62,137)	162,690

17 Related party transactions

Trustee remuneration in the year was £nil (2023: £nil). No Trustee was reimbursed for any expenses during the year or the prior year. Total Trustee donations to the charity in the year were £1,083 (2023: £1.143). Trustees waived expenses of £664 (2023: £602) during the year.

There were no other related party transactions in either the current year or the prior year.

BRAIN TUMOUR SUPPORT

England & Wales - Charity number 1163856

Accounts

BRAIN TUMOUR SUPPORT

FINANCIAL STATEMENTS

31 MARCH 2023

Company Registration Number 09718307
Charity Number 1163856

BRAIN TUMOUR SUPPORT

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

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BRAIN TUMOUR SUPPORT

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2023

Registered charity name	Brain Tumour Support
Charity registration number	1163856
Company registration number	09718307
Registered and principal office	The Clock Tower Old Weston Road Flax Bourton Bristol BS48 1UR

The Trustees
The Trustees (who are directors for the purpose of company law) who served during the year and since the year end were as follows:

Mr A Chater
Mr K Wilson
Ms E Brereton
Ms S Lawless
Mr S Bodley
Mr JP Stuart (appointed April 2022)

Independent Examiner	Joshua Kingston BSc ACA Burton Sweet Limited, Chartered Accountants The Clock Tower 5 Farleigh Court Old Weston Road Flax Bourton Bristol BS48 1UR

INTRODUCTION

The Trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2023.

Brain Tumour Support is a registered charity, number 1163856.

Vision

Our vision is that no-one feels alone when facing the effects of a brain tumour diagnosis.

Objects and activities

The Objects of the charity are:

- The relief of illness of persons suffering from brain tumours by the provision of support, advice and information for such persons and to offer support, advice and information to their carers and families; and
- The promotion of research into the effects and causes of brain tumours and the public dissemination of the useful results thereof.

Strategic Goals

- UNDERSTAND the support needs within the brain tumour community
- RAISE AWARENESS of how Brain Tumour Support supports those affected by a brain tumour
- PROVIDE SUPPORT to patients and families affected by any type of brain tumour

Values

- Be INCLUSIVE – Together we are stronger, all-embracing and available to anyone.
- Be SUPPORTIVE – Together we are caring and always ready to come alongside to encourage and empower.
- Be COMPASSIONATE – Together we are gentle and warm-hearted with a listening ear, yet incredibly resilient.
- Be PROFESSIONAL – Together we are consistently reviewing and re-evaluating our services, so that they are personalised, proficient and rich with experience.

Mission

To support patients, carers, friends and families by providing individualised and specialist information, guidance and emotional support, for as long as it is needed.

STRATEGIC REPORT

Reshape, rebuild and the trajectory towards thrivability

The Trustees have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the charity and in planning future activities. All activities therefore reflect the Trustees' desire to follow the purposes of the charity and to meet the requirements of general public benefit.

The Trustees are pleased that the achievements and performance of Brain Tumour Support, as set out below, demonstrate continued progress against strategic priorities. The previous year's work, where our goal was to reshape and rebuild for the future, is starting to have an effect and has made a significant difference with how we have worked on and developed our strategy for this financial year. The rebuild following the Covid-19 period has been demanding, however this is also part of the on-going organic nature of the charity and we are consistently looking at ways in which to tap into our internal resources for skills, knowledge and experience.

Clearly, there have been new challenges which have resulted from the cost of living crisis and the overall economic outlook being uncertain. Costs remain high and, within the sector, fundraising has become more difficult across all income lines. However, despite this, our strategy is beginning to deliver improved performance across all of our operations but there still remain areas of work we need to complete, which sit comfortably within our control. Therefore, we have embraced the opportunity to increase our staff training and development and to focus further on the design of our support model and impact of our support delivery.

During this Financial Year, Covid was still present within our sector and, being a healthcare charity, we have been forever mindful of those we are supporting, with full consideration around their risk when delivering our support offering. The rules on wearing masks in healthcare settings were relaxed, but throughout this year, some hospitals re-instated them following individual hospital risk assessments. This has meant that the return of our Support Professional presence within hospital clinics has continued to be prolonged. We will however seek to re-engage with this in the next financial year.

Our primary focus continues to be to support families affected by any type of brain tumour, and following this recent period of uncertainty, vulnerability and isolation, our upward trajectory has unquestionably been to target the key areas of financial and structural sustainability of the charity.

There has emerged a renewed enthusiasm and raw determination within the Senior Team to truly reinforce the building and renewal work which was achieved in the financial year 2021/22.

We have also been propelled into the 20th year anniversary of the charity; absolutely a milestone to be celebrated, and whilst bringing additional work it also inspires a certain resoluteness to succeed still further. It has created an opportunity to consolidate the long and rich history of providing support to anyone affected by a brain tumour, and our approach to growth and thrivability continues to be shaped by the needs emanating from the families we support.

This perspective has enabled us to review the original purpose of the charity and to bring it into the reality of the present day and what that means for us and those we support. So, with a sharper focus and the ability to reflect on the deep-rooted nature of the past twenty years, the sense of pace and openness to change has resulted in a more defined way of thinking. At its core, our overall strategy is clear – to deliver an excellent service to those who need us within a safe and professional environment, underpinned by a support model which has been developed through clinical and patient input. To ensure that the infrastructure and the delivery of support remains sustainable, the future proofing which was embedded in the previous financial year 2021-22 continues apace with further strengthening work occurring in 2022-23. This included six clear strategic goals in a new –

30 Month Strategy (April 2022 – October 2024)

We have continued to be wise in how we approach our future and this has resulted in a new strategy encompassing key areas, which are the cornerstones of our work. Our three strategic goals remain the same and we continue to work towards them, remaining acutely aware of how important they are:-

- **UNDERSTAND the support needs within the brain tumour community**
- **RAISE AWARENESS of how Brain Tumour Support supports those affected by a brain tumour**
- **PROVIDE SUPPORT to patients and families affected by any type of brain tumour**

Underpinning the three strategic aims, our six strategic goals guide the planning in all areas of the charity. Our progress against key objectives aligned to these goals has been significant and undoubtedly outline why we are doing what we are doing.

- **Operational Excellence**

Our roadmap towards continuous improvement across all areas of the charity is now underway. We remain committed to increasing the controls of our governance and compliance frameworks. This has included onboarding a new trustee with a background of performance management and internal control frameworks. The risk review register is fully operational at a Senior Team and Board level and is providing an overview for how we manage risk. The ongoing succession planning is key to how we make decisions about our charity structure going forward into 2024.

- **Our People**

The last 12 months has seen significant focus on individuals' wellbeing within the staff teams, with time dedicated to team away training and development, as well as an emphasis on flexible working options to give staff the ability to organise their work around family life where necessary. Visits to every region, by the CEO and Deputy CEO, to see everyone face-to-face were driven by the wish to engender the culture of two way communication, giving staff the opportunity to talk openly and to tell senior staff what is important to them professionally and personally in line with charity growth.

The cost of living crisis was a real concern for many of the staff and, to mitigate stress and anxiety in this area, the charity responded to this with the Board agreeing to a small cost of living pay increase.

The benchmarking exercise which is fundamental to the future growth of the organisation is yet to be completed. The new online HR system has created a much more conducive approach to employee management and is a system which allows performance management and mandatory training and development to be more disciplined. New and updated contracts were issued to all staff.

- **Our Reach**

The 20th Anniversary has been key to this financial year, with the necessary planning formulated well ahead of time to ensure that major events were in the calendar for the forthcoming year. The role dedicated to this important anniversary was viewed as being crucial to our connection with current supporters as well as extending our reach to new supporters. Our work on the 'co-create a future beyond brain tumours' was collaborative in its nature and has cultivated working partnerships with other charities within the sector. A poster presentation at The Cancer Research UK conference raised our profile within the qualitative research field, and our on-going collaborative work with the Tessa Jowell Brain Cancer Mission has been a significant inroad towards the joint work we are now doing with the Tessa Jowell Academy. The Brain Tumour Support Care Boxes were distributed to all the Tessa Jowell accredited centres of excellence and the continued reach to these hospitals is momentous, as it is cultivating further growth in our partnership with neuro teams, clinicians and medical professionals across the NHS. Re-engagement with all of our ambassadors has been key this year, with further plans to work more closely in the next financial year. The Social Media Officer appointment has been part of the plan to work towards driving our digital, social media and campaign presence and we continue to shape this foundational work ahead of embarking on nationwide campaigns to raise awareness of our work.

- **Our Service Excellence**

The client voice project carried out in October 2022 has been pivotal in helping to shape our support delivery during this financial year. The zoom sessions and the face-to-face support meet ups have been determined by the results from this. Close links with our flagship hospital at Southmead and their work on patient feedback has helped us to design our services accordingly. Our safeguarding policies and procedures have been refreshed and our support co-ordination procedures have become even more stringent to allow for the embedding of additional service excellence and the firm foundation for professional accreditation over the ensuing years. Our support model blueprint has been officially launched and all our future support work will be closely aligned to this with appropriate measurement tools currently under review.

- **Our Impact**

Evidence from client surveys and through Support Professionals and the Clinical Teams indicate that the impact of our support offering is meaningful throughout the brain tumour journey. It is clear that families wished they had known about the support available to them sooner. In order to develop our evaluation tools to enable support services to flourish, scoping

work around database options has been necessary. The appointment of the Data Impact Officer has enabled this vital work to begin and our main focus has been to increase our capability in how data is

captured and to make it meaningful. With an on-going commitment to ensure that our impact is visible and that the support we offer is understood, we are now focusing on the best route forward. This will include investigative work to finalise next steps, which we will report on in the next financial year.

- **Our Financial Stability**

Succession planning for key roles across the organisation forms a large part of the enhancement to our financial stability. Meaningful and productive reporting to produce clear and precise data to the board in line with the approved budget and 30-month plan is critical. There is a strong sense of strategic vision for the longer term, and there remains aspirational planning until 2030 to increase the fundraising team for future sustainability and diverse income lines. However, a period of no more than 30 months has been considered for operational planning and measuring performance. The Board continues to be aware and to consider the potential impact of environmental factors which may affect operations and performance in the future.

Why We Are Needed

Brain tumours can affect anyone regardless of age, sex, lifestyle or general health. With approximately 45 people every day in the UK receiving a diagnosis, and incidences of brain tumours increasing, support is needed more than ever.
However there is still little awareness of the complex and life-changing impact that any grade of brain tumour can have, and poor understanding of the often longterm support needed for those affected, including their family and friends.

- ***Over 80%*** *of people with a brain tumour have to* ***reduce or give up their work completely*** *as a result of their diagnosis*
- ***Over 55%*** *of people with a brain tumour have to* ***give up their driving licence*** *and lose their independence*
- ***Over 65%*** *of people say a brain tumour has a* ***negative impact on their friendships***

Through 20 years as a charity, the continuing developments in science and treatment and care have still not been able to soften the fear and shock of receiving this diagnosis. So our vision has remained, that no-one feels alone when facing the effects of a brain tumour.

This is still our challenge.

Our Campaigning Priorities

1. Earlier awareness of and access to the support services which are available.
2. Equity across the clinical and support pathway for all brain tumour types and grades.

3. Recognition of equal need for support beyond the patient – non-medical support services for all those whose lives are impacted by a diagnosis are an essential part of the pathway and wrap-around care.

ACHIEVEMENTS AND PERFORMANCE

THE SHAPE AND IMPACT of our support

Online survey and focus groups carried out in November 2022 gave valuable insight into needs around awareness of services and how support is delivered.

It was striking that 78% of respondents self-referred to our support services rather than being referred by their clinical team or another organisation or individual. Of those who self-referred, 74% stated that they would have preferred to have been automatically referred, perceiving the benefits of this being faster access to support.

In exploring what would be an 'ideal' support package - 64% stated that they would like face-to-face support groups, 58% said they would value face-to-face social and friendship groups, 55% expressed a desire for telephone support and 35% wanted virtual support and topic-led groups.

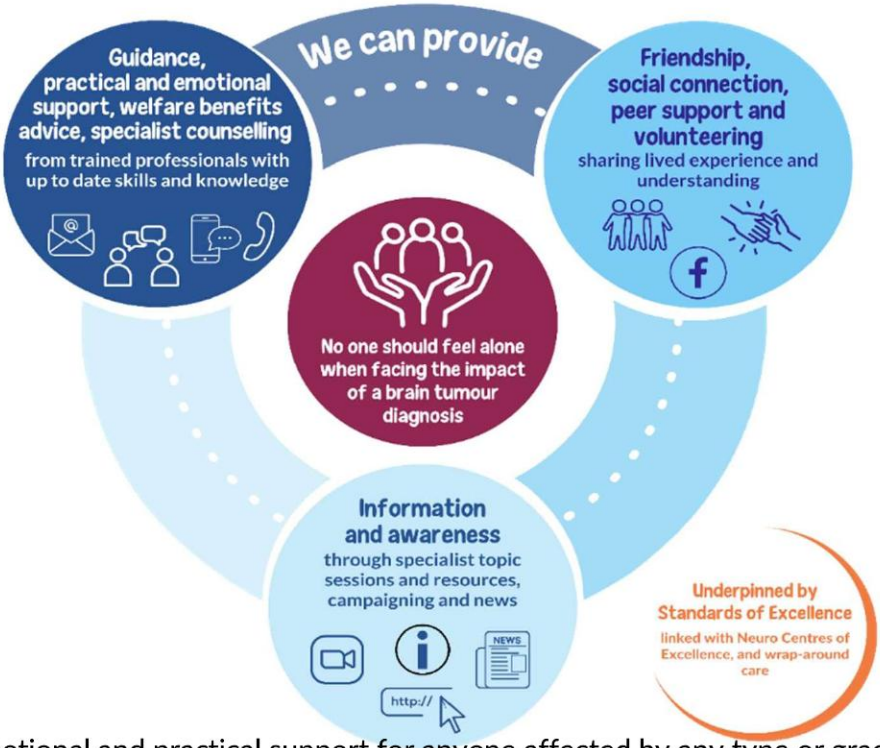
Desire for specialist counselling remains high with 67% of respondents saying 1:1 counselling is an important component of a support package and 38% requesting family counselling provision.

The key conclusions were:

- There is evidence of a need for the option to be referred, in addition to self-referral and to ensure faster referral with minimal barriers
- Awareness of Brain Tumour Support services is generally good, but there is some need for improvement, particularly for people who aren't active on social media or who would benefit from direct information from their neurosurgery/neuro-oncology centres
- Whilst the virtual support and topic-led groups are valued by many, there is an obvious desire for face-to-face support across the community, with a balance needing to be reached between the pros and cons of each method of delivering support

This work informed the development of Brain Tumour Support's specialist, person-centred model for support.

We working closely alongside the NHS clinical teams and our experienced team understands the complex impact a brain tumour has on all aspects of life. We provide a consistent point of contact, with help at any stage and for as long as support is needed - often for years and also after bereavement.



We offer emotional and practical support for anyone affected by any type or grade of brain tumour, whether as a patient, family member, friend, carer or colleague. Our service is free of charge and focused on each individual's needs, at whatever stage they are in the brain tumour journey.



Our support model is designed to provide support at any point in, and through, the brain tumour journey for any individual or family, so that they feel in control and knowledgeable and therefore can be themselves and not feel defined as a 'patient' or 'carer'.

The ability to access our services at any of these 'touch points' and to be able to dip in and out, with the security that support will be there as a safety net, is a crucial and unique feature of this model.

The comfort and reassurance of having a consistent, familiar point of contact has been stated as a particularly important aspect of support. The flexibilty to make our support formal or informal, whichever approach is of most benefit to someone at a particular time, is vital. Sometimes it might be simply listening, with no agenda.

Our surveys and focus groups told us that people impacted by
a diagnosis need:

- **One-to-one emotional support** delivered by a dedicated support professional
- **One-to-one expert guidance and specialist information** delivered by well trained, knowledgeable and up to date professionals
- **Deeper psychological support** delivered by specially trained and BACP accredited counsellors, with more sessions than most providers offer
- **Support through connection and sharing experience with others** through specialist online support sessions, face-to-face support groups, online friendship groups and social meeting

- *937 people received regular support from a dedicated Brain Tumour Support Professional*
- *In our support team of 14, over 50% have lived experience of the impact of a brain tumour diagnosis and this personal understanding is enhanced by knowledge development. In 2022 training included:*
  - Vicarious trauma for the support giver
  - Loss, grief and bereavement
  - Managing fatigue and sleep
  - Funeral planning, Power of Attorney and Will making
  - Anxiety First Aid
  - Treatments and the clinical pathway
  - Resilience and wellbeing
- *We now have two specialist counsellors on our team who provide up to 10 sessions, with the option to return to this service if needed*
- *4,398 people connected through our online forums, sessions and groups*

Our support services:

- Bespoke, tailored one-to-one support
- Online support groups and information sessions
- Face-to-face support groups
- Specialist counselling
- Specialist financial and benefits advice
- Dedicated UK support line
- Online support forums for 24/7 peer support - including new group for family and friends
- End of life and bereavement support

Our Support Team in 2022-23:

2 support service managers (job share)
7 regionally based Support Professionals (SP)
2 specialist counsellors
1 Welfare and benefits SP
1 Social media SP
1 Support services co-ordinator

Importance of support to suit the individual

The strength of our service is that it is offered at any stage from new diagnosis to post bereavement. No-one is excluded, and it is never too late to seek support.

This is some of the positive impact for people supported:

- **the chance to participate more fully in life,** feel better able to live independently and feel useful, valuable and better about themselves
- **feeling less isolated and alone** through having a safe social space to talk freely and openly
- **developing greater self-confidence** and increased resilience
- **finding ways to cope better with the emotional impact** of a brain tumour and the challenges of loss and bereavement
- **alleviation of practical and financial worries** through welfare benefits advice and advocacy

"The sessions are always helpful, thoughtful, empathetic and kind. Everyone listens. I felt better afterwards and much more empowered."
Annie

"The counselling service has been a lifeline. I am able to grieve in my own way and have learnt there is no time scale to how long the grieving process takes. I still have my 'ups' and 'downs' but it has helped me deal with various difficulties as they have come along and I am now able to look forward more."
Pam

"I want to thank you for what you have done to help me and my family move forward and have a fresh start. I really do appreciate everything you've done for us."
Nick



"I have felt quite isolated and alone after having my brain surgery.

Feelings and thoughts have been quite alien to me, and friends who I thought would be very supportive haven't been and others who I wouldn't have expected to be, have been. These topics were talked about on the call and the answers have helped me a lot.

I now don't feel alone, and I feel I'm in a community of like-minded people who truly understand where I'm coming from.

It's made a huge difference to me."











"A place to ask for help,

a place where people understand what you're going through,

a place that feels like home.

a place where you are never alone and nothing you say is silly or strange,

a place to express your every worry and thought.

Just having that person to listen is a gift that has helped me so much.

You really have and still are, making such a difference to my life."

VOLUNTEERING

In 2022-23: **1,960** hours of work / saving **£26,852**

Our award-winning volunteers remain an integral and essential part of the Brain Tumour Support family. In 2022 we appointed a dedicated volunteer co-ordinator who has updated the volunteer handbook with all relevant policies and the code of conduct, to provide a comprehensive framework to support and guide our volunteer team. Alongside this is a new induction process with one-to-one or group training in Brain Tumour Support's values and codes of conduct, plus GDPR and safeguarding, so that individuals and anyone they may work with are safe, and activities and conduct are appropriate.

Volunteers also receive a regular Volunteers E-newsletter, have regular one-to-one supervision and volunteer team catch-ups so that they can meet each other, stay updated on charity news and relevant issues, as well as chat and share stories and ideas on their volunteering roles.

The positive impact of volunteering is felt not only by us as a charity, but also by the volunteers themselves. Long standing volunteers Jeanette and Chris show how empowering involvement can be.

Jeanette has been volunteering since 2016, after her brain tumour diagnosis forced her to give up work that she loved.

She was determined to help in any way she could to fundraise and raise awareness, especially in the local community, and her positive outlook brings great energy to get others involved.

She has hosted fundraising events herself, and connected with local pubs, clubs and businesses to support their own events. Throughout 2022-23 she also co-ordinated bucket collection fundraising at Exeter Chiefs rugby matches, after Brain Tumour Support was chosen as one of the Charities of the Year by the Exeter Chiefs Foundation. Jeanette's involvement has been an important factor in securing this valuable support for successive years.

She says "Volunteering gives me such a lot of satisfaction. I have always been a firm believer that you cannot just take, it's important to give back. It's my way of saying "thank you" to Brain Tumour Support and making sure that the charity is there for all those diagnosed in the future."



Chris began volunteering in 2011, with just a few hours a week helping in the charity office. He has Asperger's Syndrome and his volunteer role has helped him gain confidence and new skills, so that now he is also able to be out in the community promoting fundraising events.

He says "Twelve years ago, I could never have imagined attending events and helping with fundraising, but now I really enjoy it. It's only been in the last few years that I can interact with people more and can hold a conversation. While some of the jobs I do may seem small, when you add up the number of hours I have saved the charity, it actually makes a big difference.

"Volunteering is the most rewarding thing you will ever do. Giving up your own time to help other people is so satisfying."



BUILDING SUPPORT TOGETHER - Partnerships, awareness and collaboration

We have also developed and strengthened our relationships with clinical teams nationally. Our team of Support Professionals is planned so that they work closely with, and offer support to, the neuro-centres in their region. We feed back to these clinical teams so patients and their families can be reassured that there is continued learning and deeper understanding of their needs. We also receive feedback that helps us to continually improve our own service and keep it up to date.

"Thank you so much for not giving up on me and for calling to check in. I had been having such a bad week. You have cheered me up with this chat."

We see collaborative working as essential to achieving our aims and improving the lives of people affected by a brain tumour. Partnerships include other brain tumour charities and patient organisations, such as Macmillan England and Wales/Cymru, the Brain Cancer Network Alliance and International Brain Tumour Alliance, as well as attending the All Party Parliamentary Group for Brain Tumours (APPGBT), working with government and senior officials, local MPs and other decision makers.

We also have representation on the Joint Strategy Board for the Tessa Jowell Brain Cancer Mission, and have an important part to play in working with hospitals to help to support The Tessa Jowell Centres of Excellence programme, feeding into better progress towards the common goals of the brain tumour community. This programme has continued apace, being led by Professor Bushby. The Centres of Excellence designation has been a fundamental movement towards the Mission's vision to ensure that a certain level of expertise is held across all areas of neuro oncology and that each designated centre provides a comprehensive level of service and research activities. Brain Tumour Support has an important part to play in working with hospitals to help to support this. As part of the Centre designation accreditation award ceremony in May 2022, we were delighted to once again deliver our care boxes to the neuro teams. This was accompanied with the clear messaging around how Brain Tumour Support can make a difference to their patients and families, outlining the services which can be delivered by the Brain Tumour Support team.

Our joint work with the teams at the neuro centres across the UK is increasing and further collaboration with Southmead Hospital, Bristol has started to take shape. It is a vital area of work which we are progressing and plan to continue to build upon in the next financial year.

OUR STRUCTURE, GOVERNANCE AND MANAGEMENT

Brain Tumour Support is a charitable company limited by guarantee, registered at Companies House as a company and with the Charity Commission. The company was established under a Memorandum of Association which outlined the objects of the charitable company. It is governed by its Articles of Association.

Public benefit

The Trustees confirm that they have complied with the duty in the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission. The annual report contains a fuller description of the public benefit that the charity provides within the main body of the report.

The Board of Trustees

Brain Tumour Support has directors and members. The directors of the charity are also Trustees of the charity for the purposes of the Charities Act.

The Board of Trustees makes up the governing body and oversees the governance of the charity, whilst the day-to-day management is led by Tina Mitchell Skinner, the appointed Chief Executive Officer, supported by the appointed Deputy CEO.

The Chief Executive Officer, together with the charity's Senior Leadership Team, submit proposals and recommendations to the Board on a quarterly basis for approval of strategy and to review and officially sign off on-going implementation plans for each area of activity carried out by the charity. In between, all Trustees are sent comprehensive monthly reports, produced by each function, to update them on monthly activities including additional financial management reports with commentary by the Finance Manager.

The Trustees are all experienced business people in their individual fields and provide a sound authority on direction and governance. They willingly give up their time free of charge and none of them, without exception, receive any Trustee remuneration or expense reimbursement.

The Board ensures that Brain Tumour Support operates effectively and efficiently through an understanding of charity income and expenditure. They take on a genuine responsibility of deciding how the charity's assets are best used to benefit all those people affected by the diagnosis of a brain tumour.

In 2022-23 Brain Tumour Support's Board comprised Andrew Chater (Chair), Ken Wilson, Emma Brereton, Stephanie Lawless, Stephen Bodley, and we welcomed and John Stuart as a new trustee.

John Stuart's long-standing link to the charity brings valuable insight through his own lived experience.

"Nineteen years ago, I spent a life-changing three weeks in hospital being diagnosed with, and having surgery for, a brain tumour. On being discharged, my wonderful Neuro-Oncology Clinical Nurse Specialist gave me a pack of information including a simple leaflet about a charity, Hammer Out (now Brain Tumour Support). It said:

> *Hammer Out would like people experiencing the shock and bewilderment of the diagnosis of a brain tumour to know they have others to turn to.*

"My family and I 'turned to' and hugely appreciated the support we received, knowing we were not alone. We have met some wonderful, inspiring people over the years and that has driven my own wish to help as best I can. As a result, I've shared my story, been a patient representative and acted as a volunteer project manager for the charity. So it was a pleasure and honour for me to be invited to become a Trustee.

"Whilst I hope that my professional skills complement those of the other Trustees, I think my key responsibility is to ensure we can respond to our community's needs and keep delivering the 'you are not alone' support for patients and families."

Recruitment and appointment of Trustees

In accordance with the Articles of Association, Trustees are not required to retire by rotation each year. Any member entitled to vote at the general meeting may propose one person for appointment or re-appointment as a Trustee. The number of elected Trustees shall not be less than three and subject to a maximum of 12. The elected Trustees may co-opt a maximum of up to one half of their number as Trustees.

Trustee training and induction

New Trustees undergo a comprehensive induction to brief them on their legal obligations under charity law, the content of the Memorandum and Articles of Association, the structure and governance of the charity as well as all policies and procedures, their obligations under the Trustees Code of Conduct, strategic and operational plans and budgets together with recent financial performance. Trustees are also provided by the Finance Manager with relevant information from the Charity Commission on a regular basis. We are currently undergoing a review of the induction programme.

Chief Executive

The Chief Executive is responsible for setting the strategic direction for the charity with the Trustees, leading its implementation, and holds operational and financial authority within the set parameters.

Fundraising policy

The Fundraising policy for Brain Tumour Support is regulated by the Fundraising Regulator. The charity primarily fundraises from community fundraising events and trusts and grants. The charity recognises the need to conduct its fundraising within the context of recognised standards set out in the Chartered Institute of Fundraising's Code of Fundraising Practice, the Data Protection Act 1998/ UKGDPR2021 and the CAP Code (Committee of Advertising Practice). We do not employ external professional fundraisers or companies.

Risk management

The Trustees have a risk management strategy, which comprises:

- An annual review of the risks the charity may face
- The establishment of systems and procedures to mitigate those risks identified in the annual review of risks
- The implementation of procedures designed to minimise the risks

The risk register is regularly reviewed by the Chief Executive and Deputy Chief Executive and the Senior Leadership team are responsible for their areas of risk in their functions. Following the monthly Senior Team meetings, the procedure would be for the Board to be alerted if there was an area of concern to be addressed.

OUR FINANCIAL REVIEW

Brain Tumour Support receives very little government or statutory funding and we rely in the main on voluntary donations and fundraising. Our published statutory accounts for 2022/23 include the financial position of the charity as at 31 March 2023.

The previous financial year 2021/22 was one of reshape and rebuild across all functions, and especially fundraising where we have increased our team in line with our strategic aim of financial stability. Thanks to careful monitoring of income and expenditure, our agreed spend into reserves to support and continue the rebuild has allowed us to enhance our fundraising portfolio. Realising that a different approach to fundraising was needed to continue to weather the storm of covid, cost of living, Ukrainian war and general economic downturn, the 20th Anniversary year was a good place to start. The thinking behind this was about evolution, the need to keep changing and being relevant to those who fundraise for us. So, in considering how and why people give to charity, we dedicated a role to the 20th Anniversary year with a view to then moving it into a dedicated supporter and philanthropic approach. Brain Tumour Support ends this 2022/23 Financial Year with an increase in overall income and it is a very pleasing result, as we are beginning to see a renewed connection with our supporters and an increase in new connections with supporters.

Fundraising and donations

The impact of our fundraisers and donors cannot be overstated, particularly as we receive no government funding. 2022 brought a return to mass participant events after Covid and we saw a buoyant year for people taking part in runs and challenges, as well as individuals fundraising. People hosted events to re-connect with family, friends and communities, continuing the spirit of wanting to make a difference in their neighbourhood, and we saw events such as Penny Dommett's Open Garden raise over £3,000. Alongside this uplift in community engagement came a dramatic reduction in online fundraising (especially on social media) and individual donations, which had been such a large part of income during the previous year, when fewer options were available to people.

However, the level of community involvement across the year has been a wonderful indicator of the support and inspiration that so many families find through fundraising. The desire to 'give something back' and the satisfaction gained in helping others is powerful. Every pound makes a difference and the stories behind those pounds can be incredibly meaningful.

Volunteer and Champion Fundraiser **Dave Stubbs** recalls a very special donation made at Port Vale FC when the club supported Brain Tumour Support with match day collections.

"A young lad, just 15 years of age, came over and explained he lost his father to a brain tumour when he was only nine. He said that his father had been having headaches over a number of years and kept going to his doctors but he was ignored. A new doctor then started at the surgery and took his complaint seriously and sent him for a scan. Sadly, the scan revealed a brain tumour which was too advanced for treatment, and he was given just six months to live. His father only lived for a further 11 weeks before he died. He said that the loss of his dad had a really big impact on him and he wanted to make a donation.

As a 15 year old he only had £2.50 for his half time pie at the match, but instead he donated it. He would not take no for an answer."

Rita was diagnosed with a slow growing acoustic neuroma in 2009. After radiotherapy and regular MRI scans over 13 years showing it was under control, she faced a shock in November 2022 when her latest scan revealed significant growth.

Rita explains: "It's a low grade tumour, but it's been forefront of my mind since I was advised that the only treatment option now is to have it removed. Since receiving this news my thoughts have moved on to others suffering more serious tumours who have to undergo complex treatmen the anxieties and devastating effects of their diagnosis. So, because of my own personal experience, as well as having lost two family friends (brothers age 44 and 54), I have some insight into the impact brain tumour diagnosis can have on individuals and families.

"As I'll be having surgery to remove my tumour in the coming weeks. I want to bring something positive out of this situation and raise money to help to continue Brain Tumour Support's good work and hopefully raise some awareness too."



Rita decided to fundraise by having 'an extreme haircut', having not just the area of the incision, but her whole head shaved. As a result, she raised an incredible £4,062.

The main hurdle we face has always been the general awareness of our work and the need to support what we do. We have relied primarily on community fundraising and the extreme generosity and loyal supporter base which we have attracted over the years. However, we realise that in order to get on that pathway of thrivability, as well as focusing on the 20th Anniversary events, we need to consolidate the talent in the fundraising team, ensuring a more joined-up approach. This has entailed careful stewarding across all income lines and working together on initiatives to help us to meet our planned budgeted income. This has included re-launching ideas, recruiting new fundraising volunteers, and re-engaging with supporters to help raise awareness of what we do as a charity. It has included the implementation of cross-function working to ensure that the support needs of the families are clearly understood hence clarifying the fundraising asks. The support from our high profile Ambassadors has contributed to our income this year, with a substantial win from celebrity Joel Dommett on 'Who Wants to be a Millionaire'. This has resulted in a carefully planned spend on how to improve our support and brain tumour information provision through a new website and database as well as general funding of our Support Professionals.

The Superhero for Support fundraiser was a huge success at the start of our financial year as was the annual Hilly Helmet Challenge in August, organised by Robin Mark-Schols and both of these events were back to being face to face. Move28, which was a new event introduced last year, took place again and whilst the engagement wasn't as strong as in its first year, it is an event which the charity has adopted to firmly secure in the fundraising calendar to build and grow. 'Sparkle up your day', - a fundraising campaign inspired by the idea of bringing sparkle in what can be a very grey space - delivered a marginal increase in income this financial year, as well as raising a lot of smiles.

The CEO wrote to all the bereaved families on the database to re-engage with them and to send them her personal best wishes during a year which has been significant in her own grief journey.

Corporate support

Within corporate fundraising, our challenge this year was to keep our corporate relationships strong, and to build on them. This has been an incredible area of growth for us, seeing an increase of 34%. We have continued to develop meaningful corporate partnerships which have bolstered both fundraising and awareness of our services. The securing of £10k sponsorship from Bath-based legal firm RWK Goodman, to cover the basic salary costs of our Welfare Benefits Support Professional, has been crucial. The company's values align well with ours and we continue to work together to maximise the added benefits they can give with regards to supporting clients with information about key legal topics.

Another partnership highlight was Charity of the Year support from Cirencester based Moore, Allen and Innocent. Their support followed the sad loss due to a brain tumour of one of their team. Activities and challenges throughout the year, plus match funding by the business, led to a final donation of £18,234.

Through 2022-23 our long-standing volunteer in Devon, Jeanette Hackwell, continued working on our behalf with some key local businesses. This included ongoing support from the Exeter Chiefs Foundation, which brought an invaluable £7,413 from the 2022 season. Jeanette also locally managed a relationship with Otter Nurseries, helping them raise £3,309 (and £7,940 in total over three years) in memory of a colleague. Every corporate partnership plays a vital part in funding our services, and they often come out of personal experience of brain tumours, making them all the more important to all involved.

Making a difference in difficult times

A recurring issue faced after a brain tumour diagnosis is the devastating effect it can have on finances. Some people have to give up their careers completely, many face long periods of time off work and others are unable to return to a previous role. These added financial pressures, in tandem with the cost of living crisis, and complexities of the benefits system, place an unbearable burden on many people. RWK Goodman's sponsorship of our dedicated Welfare Benefits service, has therefore been invaluable.

The need for this specific and targeted support has been clear as Welfare Benefits Support Professional Steve Miller explained: "It has certainly been my experience over the last three years that there are specific issues which make the benefit procedure especially difficult for brain tumour patients. There is also a quite alarming lack of understanding on behalf of the Department of Work and Pensions, and especially the medical assessment companies, on the physical and psychological consequences of brain tumour diagnosis and surgery. As a result, I feel a specialist support service is crucial."

Number of individuals or families helped:

65

Number of separate queries dealt with:

81

Amount of benefits gained with help from our Welfare Benefits Service:

£77,999

Type of benefit and % of queries involving primarily this benefit:

Personal Independence Payment - 26%
Universal Credit - 13%
Employment and Support Allowance - 10%
Carers Allowance - 4%
General Benefit Advice – all benefits - 32%
Other (incl. Blue Badges) - 15%

With this support, individuals and families receive benefits they are entitled to, renegotiate loans and debts if required, and apply for grants and other help available. This is what people we supported said:

"I wanted to thank you for your help and support with my PIP application. I am being awarded enhanced rate for both, and I could not have done it without you, so thank you again very, very much."

"Thanks so much for your vast amount of help and time in dealing with me. It was lovely to have someone like you to talk to about all of this. It makes a HUGE DIFFERENCE. I feel so much better about the whole situation now."

"Thank you so much for fighting my corner again! After three calls to DWP, requesting my missing P60, I finally received it this morning."

As stated, the fundraising team have continued to work relentlessly to keep the charity's fundraising income at a level to progress our plan to flourish and to widen our portfolio of supporters. In line with the decision made to increase the fundraising team and to consolidate their skill set, community fundraising increased by 18% and the high profile and major donor work has started to embed into our new portfolio of supporters whilst yielding a high proportion of this year's income. Engagement at these levels has been key and is the platform from which we are now operating. Expanding our reach is essential to our work and future and, together with the agreed spend on a data analyst, we have realised much of this impact work during this financial year. This in turn has enabled us to focus our fundraising handles.

Other funding sources

During this financial year, extremely significant funding sources for Brain Tumour Support continue to be charitable trusts and funds, alongside the usual income streams from community fundraising, third party events, corporate partnership and, for the first time, we have high profile and major donor income vastly increasing. Other funding sources include Gift Aid, Christmas cards and Facebook fundraisers. Whilst fundraising across all income lines remains a challenge, we are truly grateful to all those who fund our work. Every Trust and Foundation we work with – big or small – helps us provide Brain Tumour Support services throughout our regions. We could not do what we do without their support.

These are just some of our valued funders that make our work possible.

St James's Place Foundation has provided essential funding this year towards our support services throughout Cornwall.

The Higgs Charity has valued our work throughout the West Midlands with a grant towards our Support Professional's salary.

The Eveson Trust has provided generous grants over many years for our support services in the West Midlands, Hereford, and Worcestershire.

E F Bulmer Trust are wonderful supporters of our work throughout Herefordshire.

All of our Macmillan grant funding for our Support Professional costs throughout the UK has now ceased.

In summary, gross income for the year ending March 2022/23 has increased by 18.9% to £505,790 from £425,387.

At 31 March 2023, the charity had unrestricted funds of £143,311 and restricted funds of £19,379.

With the favourable rate of interest on the Bounce Back Loan, the Board took the decision to repay by instalments in order to continue to mitigate any risk and to continue to remain cautious due to the current climate within which we are operating.

Investment in support

In line with our vision, the charity's income is dedicated to being spent on the support services which we offer, free of charge, to any families affected by any type of brain tumour.

With the approved planned expenditure in reserves during this financial year, it has meant that we are now in the position of creating a post-Covid high performing support team who are passionate about the support we deliver and how we deliver it, and always at the forefront is putting the patient and family first.

Achieving the right structure for the support team, responding to staff changes, and finding new staff with the right skill set has been challenging. This resulted in some temporary contracts to trial how a potential job share might work and that has proven successful. Bringing two people into a management role to complement one another has meant that staff training and development has improved, and that, very importantly, it has provided a structure to collaboratively gather evidence of the impact and difference we are making in the lives of the families we are supporting. Furthermore, the agreed spend for data analysis and impact outcomes has meant that, through the use of impactful data, we have been able to widen our trust funding asks. The restricted funds for counselling have required us to increase our counselling offering, an area of our support which is growing. The expansion of the counselling team has been successfully realised this year.

We have also had a focused volunteer recruitment drive this financial year. Following the appointment of a new Volunteer Coordinator in the last financial year, there has been renewed activity amongst our volunteers. This included a training and connection event for volunteers. There is still a vast amount of recruitment which needs to happen before we have a strong volunteer base who are equipped to provide the support to the Support Professionals. This will be an on-going project which requires a further investment in time.

We continue to monitor our level of reserves as we strive to achieve our planned budgeted income. We will ensure that the changes we are making with the spend on the new database and website are all in line with our strategic aims. This forms part of our foundation for growth and thrivability, and yet we remain aware of the undulating landscape within which we are operating.

The external factors are undoubtedly having an effect and the necessity of aligning our communications more closely with our fundraising targets is becoming more apparent. We will continue to make this transition whilst safeguarding the position of the charity to ensure that our future is certain. We remain confident that the decisions we are making and the partnerships we are forming will take us into the new financial year in a position of strength.

Strategy Day and Future Plans

The Board met with the Senior Leadership Team for a strategy day on 8th March 2023 and this was an opportunity for the Board to receive feedback from the team as a whole and for us all to review the way forward to plan our strategy work into the next financial year 2023/24.

It resulted in a summary review and progress reporting of the key priorities from the previous financial year, including agreed further spend from reserves in order to continue the foundational work and progress already made with the post-Covid rebuild. Completion of the website and CRM functionality project work is paramount, with the governance heatmap work progressing alongside the daily operational work in which it sits. The key priorities for spend still lie with the database and website project and with a new data role firmly in place, the charity is already seeing the impact of good and clean data and what this means not only for funding applications, but also for communications with all those supporting or receiving support from us. Nearly all of the plans which were mapped out for this past year have been realised, including the very significant work on the support model.

Other priority areas which were identified during this strategy day included an action to ensure that equity, diversity and inclusion are areas we are committed to exploring in the next financial year. In addition, our commitment to further staff training and development for our loyal and hard-working staff teams, and our bi-annual staff survey forms part of this. Additional spend around the 20th Anniversary was highlighted, both from a fundraising perspective and very importantly re-engagement with supporters from over the last 20 years. The work on identifying the most effective quality measurement tools within the support model is still on-going and will remain a focus for the next financial year, as is the consideration of succession planning across the organisation. There is a robust strategic plan in place for the next financial year with clear organizational goals and the future priorities lie in achieving the challenging income lines and completing the key projects in parallel.

Investment policy

The cash balance at 31 March 2023 was £223,853 compared to £300,929 at 31 March 2022. The charity's aim is to retain a prudent amount in reserves. Following a process of due diligence, the charity opened additional bank accounts to ensure all cash deposits are covered by the £85,000 Financial Services Compensation Scheme. The charity now has cash investments, deposited with NatWest Bank, The Co-operative Bank and the CAF Investment Portfolio (Cambridge & Counties Bank Ltd) which ensure we protect the principal sums invested whilst optimising the balance between flexibility and rate of return.

Remaining vigilant to improve the return on our cash resources and not to exceed our bank account indemnity is part of our risk management.

Reserves policy

The reserves policy of the charity is to maintain free reserves (defined as unrestricted funds less funds that can only be realised by disposing of tangible fixed assets) equal to three months operational costs which, at the date of signing these financial statements, equates to £147,949. To achieve this we will closely monitor expense and income levels. During this financial year, our reserves remain lower than our policy level. The charity ended the financial year with free reserves of £120,741.

Statement of Trustees' responsibilities

The Trustees (who are also directors of Brain Tumour Support for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom 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 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 charity will continue in business

The Trustees are responsible for keeping adequate 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.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Registered office: The Clock Tower
Old Weston Road
Flax Bourton
Bristol
BS48 1UR

Approved by the Trustees on Oct 24 2023

Signed by order of the Trustees

Andrew Chater

Mr A Chater
Chair of Trustees

BRAIN TUMOUR SUPPORT

INDEPENDENT EXAMINER'S REPORT

YEAR ENDED 31 MARCH 2023

Independent examiner's report to the Trustees of Brain Tumour Support ('the Company')

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

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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 Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

BRAIN TUMOUR SUPPORT

INDEPENDENT EXAMINER'S REPORT

YEAR ENDED 31 MARCH 2023

Joshua Kingston BSc., ACA
Burton Sweet Limited, Chartered Accountants
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol
BS48 1UR

Joshua Kingston

Date: Oct 24 2023 .....

BRAIN TUMOUR SUPPORT

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and grants	**2**	413,113	86,571	499,684	424,383
Other trading activities	**3**	3,565	-	3,565	1,004
Investments		2,541	-	2,541	-
Total income		419,219	86,571	505,790	425,387
Expenditure on:					
Raising funds	**4**	174,122	-	174,122	138,461
Charitable activities	**5**	286,295	131,380	417,675	273,470
Total expenditure		460,417	131,380	591,797	411,931
Net income/(expenditure) and net movement in funds	**7**	(41,198)	(44,809)	(86,007)	13,456
Reconciliation of funds:					
Total funds brought forward	**15**	184,509	64,188	248,697	235,241
Total funds carried forward	**15**	143,311	19,379	162,690	248,697

The comparative funds are detailed in note 9.

The company has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the company are classed as continuing.

The notes on pages 30 to 40 form part of these financial statements

BRAIN TUMOUR SUPPORT

BALANCE SHEET

AT 31 MARCH 2023 **Company registration number: 09718307**

	Notes	£	2023 £	£	2022 £
Fixed assets					
Tangible assets	**10**		974		-
Current assets					
Debtors	**11**	6,108		7,091	
Cash at bank		223,853		300,929	
		229,961		308,020	
Creditors: Amounts falling due within one year	**12**	(45,913)		(27,297)	
Net current assets			184,048		280,723
Total assets less current liabilities			185,022		280,723
Creditors: Amounts falling due after more than one year	**13**		(22,332)		(32,026)
Total net assets			162,690		248,697
Funds					
Unrestricted Funds					
General funds	**16**		121,715		184,509
Designated funds	**16**		21,596		-
Restricted Funds	**16**		19,379		64,188
			162,690		248,697

For the year ending 31 March 2023 the company 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 accounts 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 accounts.

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

The financial statements were authorised for issue, approved by the members of the committee on 24 Oct 2023 and signed on their behalf, by

.....
Mr A Chater
Chair of Trustees

Andrew Chater

The notes on pages 30 to 40 form part of these financial statements

BRAIN TUMOUR SUPPORT

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
Net cash inflow from operating activities	**17**	(75,773)	3,611
Non-operational cashflows:			
Financing activities			
Purchase of fixed assets		(1,303)	-
Net cash inflow for the year	**18**	(77,076)	3,611

Cash flow restrictions

Charity law forbids the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own Objects, except on special authority. In practice this restriction has not had any effect on cash flows for the year.

The notes on pages 30 to 40 form part of these financial statements

1 Accounting Policies

a) Basis of preparation

The financial statements have been prepared in accordance with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), and the Companies Act 2006.

The charity is a public benefit entity as defined under FRS102.

The financial statements have been prepared on a going concern basis. The trustees consider that there are no material uncertainties affecting the ability of the charity to continue as a going concern.

b) Income

All income is included in the Statement of Financial Activities when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants, including grants for the purchase of fixed assets, are recognised in the income and expenditure account as they become receivable.

Gifts in kind are valued at estimated open market value at the date of the gift, in the case of assets for retention or consumption, or at the value to the organisation in the case of donated services or facilities.

c) Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that activity. Central costs are equivalent to the SORP's definition of support costs and are where costs cannot be directly attributed to activities they have been allocated to activities on a basis consistent with the use of the resource.

Governance costs include the costs of governance arrangements which relate to the general running of the charity. These costs are associated with constitutional and statutory requirements and include costs associated with the strategic management of the charity's activities. These are included within central costs.

d) Fund accounting

Unrestricted funds contain accumulated surplus and deficits on general funds and can be used in accordance with the charity's objects at the discretion of the Trustees.

Restricted funds represent monies received for specific purposes. All income and expenditure relating to the restricted funds' movements is included in the income and expenditure account. Further details of restricted funds are shown in note 15.

1 Accounting Policies *(continued)*

e) Fixed assets

Fixed assets are held at cost less accumulated depreciation. Assets costing less than £500 are not capitalised.

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

Equipment	33% straight line
Fixtures & fittings	15% straight line

f) Trade debtors

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

g) Cash and cash equivalents

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

h) Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the company does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

i) Pensions

The charity has arranged a defined contribution scheme for its staff. Pension costs charged in the SOFA represent the contributions payable by the charity in the period.

j) Government Grants

Government grants for Coronavirus Job Retention Scheme were recognised in the period to which employment expenses were incurred and deemed to be receivable.

2 Donations and grants

	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Macmillan funding	-	2,463	2,463
Charitable trust donations	59,450	70,711	130,161
Fundraising and individual donations	353,663	13,397	367,060
	413,113	86,571	499,684

Prior year comparative

	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Macmillan funding	-	43,780	43,780
Charitable trust donations	55,600	98,680	154,280
Fundraising and individual donations	202,143	645	202,788
Government grants:			
Coronavirus Job Retention Scheme (Furlough)	-	23,535	23,535
	257,743	166,640	424,383

3 Income from: Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Merchandise and other sales	3,565	-	3,565
	3,565	-	3,565

Prior year comparative

	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Merchandise and other sales	1,004	-	1,004
	1,004	-	1,004

4 Expenditure on: Raising Funds

	Activities undertaken directly £	Central costs (note 6) £	Total 2023 £
Fundraising	165,026	9,096	174,122
	165,026	9,096	174,122

Prior year comparative

	Activities undertaken directly £	Central costs (note 6) £	Total 2022 £
Fundraising	113,780	24,681	138,461
	113,780	24,681	138,461

5 Expenditure on: Charitable activities

	Activities undertaken directly £	Central costs (note 6) £	Total 2023 £
Providing support	364,696	20,103	384,799
Raising awareness	31,158	1,718	32,876
	395,854	21,821	417,675

Prior year comparative

	Activities undertaken directly £	Central costs (note 6) £	Total 2022 £
Providing support	179,861	39,013	218,874
Raising awareness	44,864	9,732	54,596
	224,725	48,745	273,470

6 Central costs

	Charitable activities	Raising funds	Total 2023
	£	£	£
Operating costs	20,337	8,478	28,815
Governance costs			
Accountancy fees	1,484	618	2,102
	21,821	9,096	30,917

Prior year comparative

	Charitable activities	Raising funds	Total 2022
	£	£	£
Operating costs	47,217	23,907	71,124
Governance costs			
Accountancy fees	1,528	774	2,302
	48,745	24,681	73,426

7 Net income for the year

This is stated after charging:	2023	2022
	£	£
Independent examiner's remuneration		
- Independent Examination	895	895
- Accounts preparation	1,037	1,037
Depreciation	329	198

8 Staff costs and emoluments

Total staff costs were as follows :	2023 £	2022 £
Wages and salaries	418,389	305,726
Social security costs	32,503	6,768
Pension contributions	8,424	4,905
	459,316	317,399

Particulars of employees:

The average number of employees during the year, calculated on the basis of average headcount, was 23 (2022: 18.2).

The average number of employees during the year, calculated on the basis of full time equivalents, was 15.6 (2022: 12.1).

No employee received remuneration of more than £60,000 during the year (2022 - nil)

Employment benefits received by seven (2022: seven) key management personnel in the period were £179,870 (2022: £112,322).

9 Prior-year comparative Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total funds 2022 £
Income from:			
Donations	257,743	166,640	424,383
Other trading activities	1,004	-	1,004
Total income	258,747	166,640	425,387
Expenditure on:			
Raising funds	128,963	9,498	138,461
Charitable activities	95,184	178,286	273,470
Total expenditure	224,147	187,784	411,931
Net income/(expenditure) and net movement in funds	34,600	(21,144)	13,456
Reconciliation of funds:			
Total funds brought forward	149,909	85,332	235,241
Total funds carried forward	184,509	64,188	248,697

10 Tangible fixed assets

	Equipment	Fixtures & fittings	Total
	£	£	£
Cost			
At 1 April 2022	7,331	1,390	8,721
Additions	1,303	-	1,303
At 31 March 2023	8,634	1,390	10,024
Depreciation			
At 1 April 2022	7,331	1,390	8,721
Charge for the year	329	-	329
At 31 March 2023	7,660	1,390	9,050
Net book value			
At 31 March 2023	974	-	974
At 31 March 2022	-	-	-

11 Debtors

	2023	2022
	£	£
Trade debtors	2,337	4,585
Prepayments	3,321	1,569
Other debtors	450	937
	6,108	7,091

12 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	253	2,111
Accruals and deferred income	12,379	11,090
Taxation and social security	8,007	3,041
Other creditors	15,274	1,055
Bank Loan	10,000	10,000
	45,913	27,297

13 Creditors: amounts falling due after more than one year

	2023	2022
	£	£
Bank Loan	22,332	32,026
	22,332	32,026

14 Operating lease commitments

At 31 March 2023 the company had total minimum commitments under non-cancellable operating leases for premises as follows:

	2023	2022
Payments due:	£	£
Within 1 year	2,850	5,700
Between 2 to 5 years	-	2,850

15 Movement in funds

Year ended 31 March 2023	As at 1-Apr-22 £	Income £	Expenditure £	Transfers in/(out) £	As at 31-Mar-23 £
Restricted funds					
Co-ordinators	-	2,463	(2,463)	-	-
Regional support groups	63,453	78,758	(117,539)	(5,979)	18,693
Support for neuro team	163	-	(81)	-	82
Counselling	572	2,000	(7,947)	5,979	604
IT	-	3,350	(3,350)	-	-
	64,188	86,571	(131,380)	-	19,379
Unrestricted funds					
General fund	184,509	419,219	(362,373)	(119,640)	121,715
Designated funds					
Support salaries	-	-	(37,491)	54,649	17,158
Website development	-	-	(15,000)	15,000	-
IT for new employees	-	-	(2,505)	3,000	495
Fundraising salaries	-	-	(37,694)	41,279	3,585
Staff training day	-	-	(1,442)	1,800	358
Small projects	-	-	(3,912)	3,912	-
	-	-	(98,044)	119,640	21,596
Total Unrestricted funds	184,509	419,219	(460,417)	-	143,311
Total funds	248,697	505,790	(591,797)	-	162,690

15 Movement in funds *(continued)*

Year ended 31 March 2022	As at 1-Apr-21 £	Income £	Expenditure £	Transfers in/(out) £	As at 31-Mar-22 £
Restricted funds					
Co-ordinators	-	43,780	(43,780)	-	-
Regional support groups	76,967	94,625	(108,139)	-	63,453
Support for neuro team	-	500	(337)	-	163
Counselling	8,365	4,200	(11,993)	-	572
Coronavirus Job Retention Scheme (Furlough)	-	23,535	(23,535)	-	-
	85,332	166,640	(187,784)	-	64,188
Unrestricted funds					
General fund	149,909	258,747	(224,147)	-	184,509
	149,909	258,747	(224,147)	-	184,509
Total funds	235,241	425,387	(411,931)	-	248,697

The 'Co-ordinators' restricted fund is where Macmillan Cancer Support have restricted their grant to be used specifically to create and support Co-ordinator posts in the charity.

The 'Regional support groups' restricted fund is where donors have restricted their donation to be used specifically to support the running costs of one of the charity's many different regional support groups. The disclosure of these different restricted funds has been combined due to their similarity, however the individual restrictions of each donation are monitored and maintained. During the year, a transfer of £5,979 was made from this fund to the Counselling Fund, to transfer funds received for counselling in a specific geographical area which had been used for counselling rather than the regional support groups.

The 'Support for neuro team' restricted fund is where donors have restricted their donations to be used in supporting hospital CNS neuro teams who treat brain tumour patients.

The 'Counselling' restricted fund is the provision of counselling services to the charity's service users.

The 'Coronavirus Job Retention Scheme (Furlough)' restricted fund relates to a government grant received in response to the effects of UK lockdown and employees' inability to work. The grants related to the costs of the majority of their wages and therefore had been fully spent within the year.

The IT restricted fund represents funding received to purchase equipment.

During the year, the trustees designated funds of £119,640 for specific projects as set out above. The remaining funds will be carried forward to be spent next year.

16 Analysis of net assets between funds

As at 31 March 2023	Fixed assets £	Cash at bank £	Other net assets/ (liabilities) £	Total £
Restricted funds	-	19,379	-	19,379
Designated funds	-	21,596	-	21,596
General funds	974	182,878	(62,137)	121,715
	974	223,853	(62,137)	162,690

As at 31 March 2022	Fixed assets £	Cash at bank £	Other net assets/ (liabilities) £	Total £
Restricted funds	-	64,188	-	64,188
Unrestricted funds	-	236,741	(52,232)	184,509
	-	300,929	(52,232)	248,697

17 Reconciliation of net movement in funds to net cash inflow from operating activities

	2023 £	2022 £
Statement of Financial Activities: Net movement in funds	(86,007)	13,456
Depreciation	329	198
Increase/(Decrease) in current liabilities	18,616	(1,790)
Decrease in debtors	983	1,388
Decrease in non-current liabilities	(9,694)	(9,641)
Net cash (outflow)/inflow from operating activities	(75,773)	3,611

18 Analysis of changes in cash during the year

	2023 £	2022 £	Change £
Cash at bank and in hand	223,853	300,929	(77,076)

	2022 £	2021 £	Change £
Cash at bank and in hand	300,929	297,318	3,611

19 Related party transactions

Trustee remuneration in the year was £nil (2022: £nil). No Trustee was reimbursed for any expenses during the year or the prior year. Total Trustee donations to the charity in the year were £1,143 (2022: £303).

Trustees waived expenses of £602 (2022: £nil) during the year.

There were no other related party transactions in the year or the prior year other than those disclosed elsewhere in these financial statements.

BRAIN TUMOUR SUPPORT

England & Wales - Charity number 1163856

Accounts



BRAIN TUMOUR SUPPORT

Together WE are Stronger

Annual Review 2021-22

"Be positive no matter what. Surround yourself with supportive family and friends, and remember that Brain Tumour Support are there to help. The support they give is fantastic."

Dave

'You can't go back and change the beginning, but you can start where you are and change the ending.' ***CS Lewis***

Not only do I feel passionately about the work that we do at Brain Tumour Support, but I strongly believe that it is our duty to seize this opportunity to improve how we do it.

This is the time to rebuild the charity for our future, and the future for those we support. We can't change what has happened over the past two years, but we can change how we want it to look as we joyfully enter into our 20th year of delivering support.

Tina Mitchell Skinner
CEO and Founder, Brain Tumour Support



Brain Tumour Support Annual Review 2021-22

Incorporating the Trustees' Annual Report and examined accounts for the year ended 31st March 2022

> "I connected with Brain Tumour Support during the pandemic when I was really struggling, and I don't think I can ever repay them for the support they gave me."
>
> Helen

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Introduction by our Chair

I am pleased to present the Trustees' Annual Report together with the financial statements of the charity for the year ending 31 March 2022.

As we started the 2021-22 financial year we faced a challenging landscape as a result of the Covid-19 pandemic. The incredibly hard work of the charity team in the previous year had enabled our adapted support services to continue for the brain tumour patients and families which mean so much to us. I am proud to report that this fantastic effort continued through the year to March 2022, as we focussed on stabilising the charity and commencing work on our operational plan for services going forward.

I want to express my thanks and continued admiration, to all those involved with Brain Tumour Support. To Tina and her team for their outstanding commitment and support of each other in delivering the vital support service we provide. To all our supporters who were just fantastic in how they kept donations and fundraising income in line with the previous year. Also to the wonderful volunteers for their help in administration, fundraising and support, as well as to my fellow trustees whose commitment to the charity has been unwavering. We have also been delighted to welcome Steve Bodley and John Stuart, joining as trustees in the past year, and we are already benefitting from their input.

The period of the pandemic revealed the importance of our team being both resilient and adaptable. These combined qualities have enabled the charity to remain a constant for people facing the uncertainty and confusion that a brain tumour diagnosis throws into life. It is that consistency, allied to breadth of knowledge and depth of understanding and care, that brings a unique quality to the support that we offer. We have also seen how the necessity to find new ways of delivering our services has resulted in Brain Tumour Support's reach expanding, and it demonstrates how new approaches can help us move closer to our vision that no-one feels alone and without support when facing the impact of a brain tumour diagnosis.

Rebuilding the charity with a wide reaching support model which is sustainable from a funding perspective is critical however, and despite the progress made over the last couple of years, we cannot relax. We are now living with Covid-19, but there is still a significant degree of uncertainty about the future, particularly for fundraising, as we deal with the biggest cost of living crisis in 40 years. We have done well to rebuild the finances of the charity and now need to move forward with cautious optimism. I am confident we can do this when we look at the Brain Tumour Support team and how well they have responded to the challenges of the last three years.



Andrew Chater,
Chair of Trustees



Rebuilding the charity as we look towards our 20th year

We would certainly not have invited the many challenges that the past two years have brought due to Covid-19, however I feel proud and gratified to say that we have emerged from the pandemic a stronger charity.

We are a stronger team with an indomitable spirit and a determination to learn from the crisis management that has been necessary to survive this extraordinary period. It is important that we continue that trajectory, to enable Brain Tumour Support to reach its full potential, and meet the complex needs within our community.

The people we support are at the centre of everything we do and our key messaging for Brain Tumour Awareness Month in March 2022 encapsulated the heart and purpose behind Brain Tumour Support. Our message was simple: #SupportMatters #BecauseYouMatter

Therefore, much of this year has been about continuing to provide support and counselling services on virtual platforms, listening to what our community wants, introducing new online groups, growing our Facebook Forum support, and re-engaging with health professionals. We are further developing our support strategy under the watchful eye of our new Support Services Manager and our aim is the restoration of face-to-face service delivery in the next financial year.

#SupportMatters #BecauseYouMatter

We have further work to do on our longer term strategy and we constantly strive for improvement and development as we seek to remain true to our values. Brain Tumour Support has always been about providing an indiviualised human response to the needs of people faced with a brain tumour diagnosis, and now our challenge is to establish the best way of realising that across the UK.

Over the past year we have been able to rebuild, thanks to the passion and commitment of our Trustees, staff, ambassadors and volunteers across all aspects of the charity.

We are truly grateful for the commitment of our loyal supporters and fundraisers, and we continue to grow our supporter base which is also wonderful to see.

It gives me both pleasure and pride to be looking forward and taking Brain Tumour Support into its 20th year in 2023. It is both a milestone and an impetus to continue our work to build a thriving support service for all who need it.



Tina Mitchell Skinner,
CEO and Founder



Our purpose

This year gave an insight into some of the challenges faced by brain tumour patients for whom isolation, loss of independence, fear and uncertainty are part of 'normal' life.



Our Vision

That no-one feels alone when facing the effects of a brain tumour diagnosis.



Our Mission

To provide patients, carers, friends and family individualised and specialist information, guidance and emotional support for as long as it is needed.



Our Values

We believe in the power of working together, and everything we do is driven by our values:

Be inclusive – together we are stronger, all-embracing and available to anyone

Be supportive – together we are caring and always ready to come alongside to encourage and empower

Be compassionate – together we are gentle and warm-hearted with a listening ear, yet incredibly resilient

Be professional – together we are consistently reviewing and re-evaluating our services, so that they are personalised, proficient and rich with experience

Our motivation

The facts about brain tumours are shocking. The impact of a brain tumour, even low grade and slow growing, can be complex and often hidden, and it can steal a life in so many ways. This is why #SupportMatters

"When we had the original diagnosis, it was just like having a hand grenade thrown into your life."
Louise



Approximately 45 people each day in the UK face a brain tumour diagnosis

"I was really outgoing and confident before this happened and now I'm just a shadow of myself."
Julian



Around a quarter of patients experience seizures, leading to anxiety, fear and risk



Over **65% of people** say a brain tumour has a **negative impact on friendships**

"Tumours can take the essence of the person you love away. Memory, mobility and personality can all be affected."
Lizzie



Over 40% of people have to give up work as a result of their diagnosis

"You have to learn to live again, as somebody else."
Nick

The shape and impact of our support

Our one-to-one approach enables patients and their loved ones to receive support in a way that suits them. Trained Support Professionals, who bring with them a wide range of knowledge and expertise, offer a personal assessment and give ongoing support by telephone, email, text and online.

All our services are free to access and include:

- One-to-one support
- Telephone support
- Online information
- Support sessions and groups
- Support Forums on Facebook
- Social and support events
- Specialist welfare and benefits advice
- Counselling
- End of life support
- Bereavement support



> "Counselling has helped enormously. I am able to start looking forward, and plan for the future, something that was impossible before."
>
> Pam

Counselling

Our counselling service is available to anyone who has been affected by a brain tumour diagnosis, whether a patient, family member or friend. It is there to provide additional support to our Support Professionals, and is another confidential and secure place to process any feelings or issues which are difficult to handle.

Within a safe setting it allows the opportunity to explore feelings, working at an individual pace over a series of weeks and months. It is a unique and personalised service which we are seeking to grow in the next financial year.

Keeping services relevant

Our range of services is guided by the needs and preferences that people have when facing their individual brain tumour journey. We listen and gather information from our community in order to provide services that are relevant and useful.

We collect quantitative data from those who contact the charity, and qualitative feedback from client surveys, comments, conversations and case studies, to monitor our impact.

Our support is as unique and complex as each experience of facing a brain tumour diagnosis, so numbers form only a fraction of the picture. However, along with feedback received, they do indicate the impact of the charity's work across the year and help shape our support for the future.

An insight into our year

3,452
people used our Facebook Forum

339
specialist counselling sessions for individuals or families

1055 people
received regular support from a Support Professional

339
new referrals to our services

300
specialist topic support session attendances

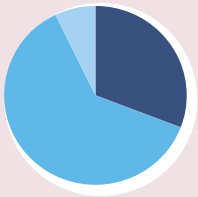
709
friendship group attendances

190
average number of support team contacts per week

24.9 minutes
average time spent for each support contact

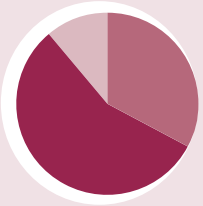
£62,500
of benefits gained with help from our welfare/ benefits service

> I don't allow my focus to be solely on my tumour. I plan things and look forward to quality time which was something I didn't do before.
> Sandra



Who accessed our services?

Patients	31%
Loved ones and carers	62%
Bereaved	7%



What type of brain tumour?

High grade	33%
Low grade/non malignant	56%
Not yet graded	11%

Lives touched and the difference we made

Adam's story

In September 2021 Adam was diagnosed with a brain tumour after he collapsed with a seizure at his young son's football game.

The tumour was initially thought to be low grade but, after surgery to remove it, histology confirmed that it was in fact highly malignant, grade 4 astrocytoma, and therefore needed further intensive treatment. Adam started radiotherapy Monday-Friday, alongside oral chemotherapy every day for six weeks. He then faced a further six cycles of chemotherapy to try and prevent tumour regrowth.

The support that Adam received throughout his treatment has been incredibly important to him. He says "As soon as the diagnosis was confirmed, I reached out to Brain Tumour Support and they have been by my side every step of the way! The virtual support groups are great - supportive, caring and inspiring hearing from others in my situation."

Giving back

Even whilst in the middle of his chemotherapy Adam wanted to give something back to say thanks for the support he was receiving. In February 2022 he took on Brain Tumour Support's Move 28 Miles challenge and raised almost £500. The fundraiser was not only a good motivation for Adam throughout that month, it was also inspiring and encouraging to others to see his determination and achievement.

Unfortunately due to his diagnosis and treatment, and being unable to drive for two years, Adam had to resign from his job as deputy head teacher at a special school. However, his most recent scan was very positive, with no sign of regrowth, and he is starting a new job in a more local school, and looking forward with optimism. The day of rejoining his son on the football pitch was particularly special: "When first diagnosed I didn't think I would ever play football again, and certainly not with my youngest - but I did!"

> "This wonderful charity have provided me with someone to talk to, support groups to attend and arranged counselling for me. They are amazing!"



Tony and Stacey's story

Tony started experiencing vision problems and headaches in May 2020. Six months later, after numerous appointments and specialist opinions, and in the midst of the Covid lockdown, he was told he had a brain tumour.



From feeling everything was good as a successful business owner, Tony was suddenly faced with two weeks' isolation followed by major surgery, and life instantly changed for him, wife Stacey and their family.

"Our emotions were all over the place – I was scared and worried. It was a low grade tumour, meningioma on my optic nerve. I was angry that no-one had diagnosed it before. It was like a whirlwind, everything happened so fast. Covid had taken hold of the whole world, everything was shut and I wasn't in control!"

The operation wasn't able to remove all of the tumour and Tony started suffering very badly with seizures. The physical and psychological impact of all he was going through was very hard. "My headaches crept back in and I felt lost, broken, when I thought I would be on the mend and back to work."

Planned radiotherapy treatment was halted when it was discovered that the remaining tumour was regrowing and had doubled in size, and so Tony faced a second more aggressive surgery to remove the tumour and save what sight he had left. The damage to his eyesight and the seizures that Tony continues to suffer mean that he cannot go back to driving, which was his job, and his life.

"I wouldn't have got through this without the amazing support of my wife, she is an angel, she has stayed by my side the whole time. Also from my wonderful family and Brain Tumour Support, who were at the end of the phone when we needed them, and provided counselling to keep me going."

As a thank you for the support that both Tony and Stacey received, they joined our 5K fundraising challenge Superheroes for Support as a family, and raised an incredible total of over £8,900.

> "Our way of giving a little back was to raise money for such a great charity who have helped us so much. This charity was my lifeline!"

Simone's story

Simone was diagnosed with a low grade brain tumour and has had to have several surgeries to remove as much of the tumour as possible and limit further growth and damage.

Despite being a primary school teacher, as a parent she struggled to know how to explain to her own six year old son what she was going through. Simone had the idea to write a poem for young children to guide such conversations.

"It was a couple of years after my diagnosis that I was signposted to Brain Tumour Support. Having previously attended group sessions early in my recovery, I had decided I didn't need any personal support. However, later I had to accept that the problems caused by my tumour meant I could no longer continue with my 20+ year career as a primary school teacher. That's when I had my first one-to-one chat with a Support Professional.

"It was such an uplifting conversation. I hadn't even noticed what a considerable weight I had been carrying around until it was released. I'd been working so hard to put a brave face on things so as not to upset my family, that having someone who I could talk with easily, like a catch-up with a friend, without worrying about upsetting them or being judged, was a terrific gift.

"It was through these conversations that I mentioned my idea – I wanted to create something to help parents going through similar experiences to mine. From these conversations, Simone was encouraged to develop it into a picture book to help other parents in a similar position.

"I'm normally such a private person, I remember saying 'I can't believe I'm telling you' - but I'm so glad I did, because it is now a reality."

> *"I can't stress how much your support meant to me at a time when I needed it a lot more than I realised. I think we keep going for family sometimes, but to do that, we have to let someone in to help take care of us!"*



Helen's story

In July 2017 Helen's husband David had a tonic-clonic seizure and was diagnosed with an anaplastic oligodendroglioma.

The tumour was aggressive and two weeks later David underwent a craniotomy which removed around 75% of the tumour, followed by radiotherapy and chemotherapy. The cancer treatment halted the tumour growth, but a year after treatment ended David was diagnosed with severe acquired brain injury – the result of the tumour, surgery and radiotherapy.

Helen recalls the immediate and ongoing impact of David's diagnosis:

"The second I saw David after his operation I knew that as much as my husband was alive, the man I had married and had chosen to spend my life with, was gone. He was no longer easy-going, extroverted and independent David, and I overnight became his carer.

"David has communication deficits, mobility issues and an inability to control his emotions. He struggles to speak and hold a conversation, his memory is bad, he can't make decisions or plan ahead, and needs a strict routine alongside constant supervision to keep him safe.

"Whilst still working myself, my life is shaped completely now by being David's carer – getting him dressed in the morning, helping him eat, pushing him in his wheelchair. And the man I care for isn't the man I married, nor is he the dad that our son had as a nine year old. The family life we have isn't the one we planned. It's like caring for someone you are also grieving for.

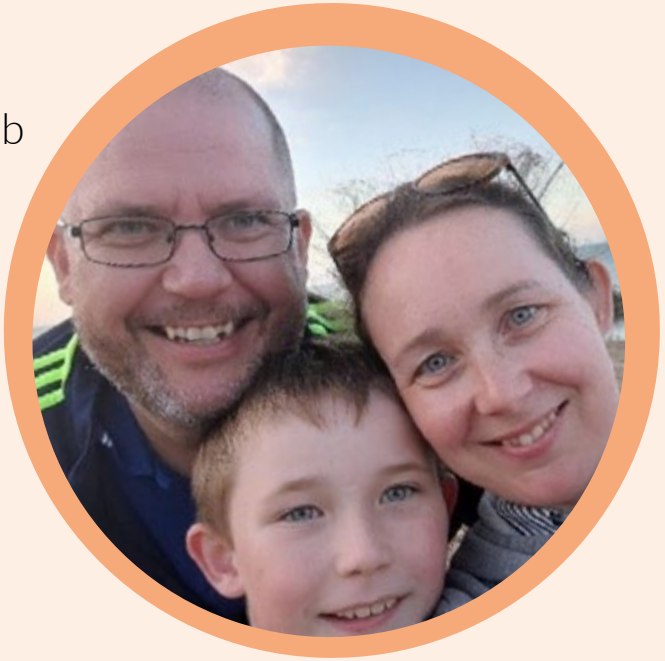
"I found Brain Tumour Support during the Covid lockdown. I saw an online post about a virtual Friendship Group meeting and signed up. Within five minutes of being on my first call with the group, I felt at ease and we all understood each other – never underestimate the positivity of the brain tumour community! I've joined more virtual meetups and I receive calls from one of the Support Professionals who simply listens. And for me, in my 40s and caring for my husband, it can be a very lonely place and really tough to keep going without that support."



> "Brain Tumour Support understand what it's like to live with and care for someone with a brain tumour. Life is becoming more difficult for David and he is relying on those around him more, so the support from the charity really helps us keep going."

Dave's story

Dave was a detective with Staffordshire Police, doing a complex and stressful job so the headaches he had been suffering from for a number of years were put down to stress from his heavy work load.



Some weeks after testing positive for Covid in June 2021, persistent symptoms and a particularly violent headache caused him to worry about long Covid and he contacted his GP who sent him for a CT scan. Dave was stunned to received a phone call with the news that he had a brain tumour.

"This news was absolutely devastating and completely floored me. I had gone in a split second from a hard working guy with a whole future mapped out to realising very quickly that my life would never be the same again for me, or my family."

The tumour was the size of a satsuma and the only appropriate treatment was surgery. Dave's wife Rachel and young son Elijah also had to quickly come to terms with the risks that were involved in such a major operation. The surgery revealed that the tumour was a low grade meningioma, but due to its position a small amount couldn't be removed.

> *"You hear the phrase 'hidden disability' all the time, and I never really understood it until now. I often appear fine to people but it's when I get back home and close the door that I struggle."*

Important awareness

"I was told that due to the tumour being wrapped around the main vein, I was only months if not weeks away from collapse. I am one of the very few people that can say Covid saved me – if I had not caught it I would have continued to ignore my symptoms. I know I am in a fortunate position and have been very lucky to get a second chance.

"I want to get the message out about my story to raise awareness so people don't ignore their symptoms and seek help and advice as early as possible from their GPs.

"I also want to raise awareness about the life changing impact brain tumours can have. Although I look physically well and healthy the impact on my day-to-day life is massive and the issues are not always obvious to other people. Staffordshire Police have been extremely supportive, and I have had a lot of help from Brain Tumour Support which fills a massive void which can't be met by the NHS.

"The charity has also given me a new lease of life by fundraising for them. As a Detective my passion was keeping the public safe but, since I'm unlikely to return to the frontline police, I am directing that passion into raising awareness and fundraising for the charity."

Stories from our Support Professionals

Our Support Professionals have so much experience and offer a vital, individualised service to our patients and their families. These stories highlight just how invaluable their support is.

Emotional support, counselling and peer support

Rose found out she had a low grade tumour by chance during a scan for something else.

She had to wait three months to see a specialist and was struggling with a range of symptoms, including nausea, extreme fatigue, headaches and lack of balance. Rose was self-employed and struggling to keep work going. As a result her mental health suffered.

Rose felt that nobody was listening and she had nobody to turn to. I contacted the low-grade Clinical Nurse Specialist at the hospital on her behalf, and they have since offered regular contact and support. She now attends our regional and low grade groups online, and has found these really useful and supportive. She is active on the regional Facebook friendship group, led by a Brain Tumour Support volunteer, and has both received and given peer support to other members of the group. She has also started Brain Tumour Support counselling sessions, which are really helping.

"I don't know what I'd do without you. You're the first people I turn to when things get tough."

Advocacy and financial guidance

Marvin has no family and few friends. He was diagnosed with glioblastoma grade 4 a year ago.

Marvin can no longer read or write as a result of losing most of his sight, and he regularly suffers blackouts. Currently on palliative care, he has been really struggling with nobody to help him. I referred him to our benefits support service to help with pension credits. Marvin had been paying for a carer to come twice a day, but this hadn't included the personal care which he needed and was entitled to.

After speaking to Marvin's carer and a palliative care nurse and persisting, over a number of weeks, to speak directly to his social worker, daily personal care was finally put in place.

An hour a day, seven days a week, has meant a daily shower is possible, and feeling cared for has made such a difference.

"I cannot thank you enough. When it feels like everyone else is just ignoring me, the people who work at this charity are the only ones who have been there."

Re-engaging our wonderful fundraisers and volunteers

A few of the many special moments and activities from the year, when we could welcome back some events in the community and re-introduce direct involvement of our volunteers.




BRAIN TUMOUR SUPPORT
7707



Developing our volunteer programme

The continuing rebuild of the charity has included the recruitment of a Volunteer Co-ordinator. The remit of this role was to reconnect with existing volunteers and to start work on a new volunteer programme.

Learning about how our existing volunteers have contributed to the charity over the past two years has been a key foundation of this important work. Being inclusive is one of our key values and volunteer engagement forms part of this value, enabling them to feel they have a purpose in helping us to achieve our goals.

Many volunteers have not been able to engage with us during the pandemic and as one of our key volunteers describes, "My confidence had been severely knocked during the pandemic and I have really missed volunteering and meeting people." This highlighted to the Volunteer Co-ordinator the impact of the last two years, how the changes caused by the pandemic had affected volunteers and the adverse effect it had on their mental wellbeing.

Our new volunteer programme is well underway with the foundation work aiming to be completed by the end of the next financial year. New volunteers will be recruited with a solid training plan being implemented as part of this project.

> *"Some of our most active volunteers are living with brain tumours and numerous physical and mental challenges. Their motivation is very inspiring and the work they do is incredible."*
>
> *Gavin, Volunteer Co-ordinator*

Our partnerships and colloboration

Working collaboratively with other organisations means we can be more effective in achieving our aims and improving the lives of people affected by a brain tumour.

Partnerships include other brain tumour charities and patient organisations, such as Macmillan England and Wales/Cymru. We work very closely with the NHS neuro teams and social care professionals, and support and attend the All Party Parliamentary Group for Brain Tumours (APPGBT), working with government and senior officials, local MPs and other decision makers.

As a member of a number of organisations and alliances, including the Brain Cancer Network Alliance and International Brain Tumour Alliance, we also have representation on the Joint Strategy Board for the Tessa Jowell Brain Cancer Mission. We believe that this collaboration leads to better progress towards common goals.

The Tessa Jowell Centres of Excellence programme has continued apace, with the programme being led by Professor Bushby. The Centres of Excellence designation has been a fundamental movement towards the Mission's vision to ensure that a certain level of expertise is held across all areas of neuro oncology and that each designated centre provides a comprehensive level of service and research activities for brain tumour patients and families. Brain Tumour Support has an important part to play in working with hospitals to help to support this.

Showing we care

Our joint work with the teams at the neuro centres across the UK has recommenced and this has been integral to our re-engagement with the centres post-Covid. It is a vital area of work which we are seeking to build upon and as part of this we were delighted to once again deliver our care boxes to these teams. This was accompanied with the clear messaging around how Brain Tumour Support can make a difference to their patients and families, outlining the services which can be delivered by the Brain Tumour Support team.







Support service pilot project to reduce isolation

Evaluation of a three-year pilot for people in Wales

Brain Tumour Support established a new, three-year support service pilot in South East Wales in 2019 as a response to feedback from patients and clinicians who had highlighted high levels of local support needs. Macmillan Cancer Support funded the pilot and an independent evaluation of the service, completed in December 2021.

Purpose

A key theme of the project was to reduce isolation, reflecting Brain Tumour Support's vision to ensure *'That no-one feels alone when facing the effects of a brain tumour diagnosis.'* Cognitive impairment is common among people living with a brain tumour and for this reason no-one can be considered as easy to reach, and loneliness and isolation are common issues for people needing support. The aim of the pilot was to gather and evaluate the service's impact in this region, and to give time to raise the funds to keep it operating should it prove successful.

The service and how it developed

The service initially comprised counselling, social media and website access, information resources, a monthly in-person support group and 1:1 support with two Support Professionals. As awareness of the service grew, referrals from secondary care increased significantly. Clinicians reported not only how patients found it beneficial but also that, when they were under enormous pressure within the NHS, they felt reassured that BTS was picking up and helping to address the non-clinical needs of their patients. Additionally the service was able to support clients from organisations offering health or cancer support but without specialist knowledge of the complex impact of a brain tumour.

> "It's important to be able to signpost patients to a support group that will have far more specialist knowledge and information than I can offer."
>
> Health care professional

Just as the service was making headway it was severely impacted by the Covid-19 pandemic with face-to-face support suspended. However the need and determination to continue support throughout this challenging period meant that online Zoom support sessions evolved. These proved to be a popular and effective way of reaching people, particularly those who would struggle to attend in person for various reasons such as lack of mobility or transport, having caring responsibilities or being housebound.

The online support groups further developed into 'topic sessions', focussing on particular areas of interest, including high grade and low grade tumour support, carers' support, proton beam therapy, relaxation techniques, and 'ask the expert' sessions with participating Neuro Consultants and Clinical Nurse Specialists.

In addition, one of the Support Professionals has been able to offer specialist support with welfare benefits and finance issues caused by a brain tumour diagnosis. There is a high, and increasing, need for this.

Impact and feedback

When the two Support Professionals in Wales began their work in April 2019 their case load was 19. By the time of evaluation in October 2021, and in spite of the impact of Covid-19, the service supported 137 clients.

> I find it easier to talk to family now I can talk to my Support Professional, it's not like I'm dumping on my partner.
>
> Service user

Offering different means of support revealed that people value choice and that we can meet a range of preferences. Feedback evidenced that while some people find it very helpful to share their challenges and experiences, others may prefer to discuss 'normal life' and issues not relating to their condition. Equally, some feel more comfortable with one-to-one conversations.

"What I get out of the remote sessions depends on the dynamic of the group. We talk about different things including the latest Bond movie. They are positive and friendly."

The emotional support offered by Brain Tumour Support was particularly valued and many people said that it helped them considerably in their day-to-day life. Some previously had nobody else to turn to for such support. Others did have support from friends or family but nevertheless appreciated a conversation with someone outside their familial unit. Commonly they didn't wish to burden loved ones with issues that they might not be able to help with. All spoke very highly of the benefits of this and the skills of the Support Professionals themselves in providing this service.

> Being at home makes it easier to speak about normal life than in a more clinical setting.
>
> Service user

Over the period of the pilot, specialist welfare benefits support was provided to 101 patients and/or family members. It included assistance with housing issues, benefits applications and appeal hearings, and has resulted in benefits and financial help totalling over £136,000 which may otherwise not have been received. There is clear demand for this area of expert support and we anticipate developing it further.

Many people also expressed a huge sense of gratitude towards the Support Professionals and stated that they would like to give back in some way, whether through sharing their story, volunteering or fundraising. This in itself creates well-being through a sense of purpose and helping others.

Plenty of research shows that being connected is very important to mental health. Many service users reported that a valuable part of the Brain Tumour Support service was the sense of being a part of the BTS community, helping to alleviate feelings of isolation and loneliness.

Moving forward

By completion of the pilot, and through embracing the challenges posed by Covid-19, the South East Wales project was undoubtedly successful. It is now funded by BTS, and the learnings from the pilot have helped us develop and extend our service delivery across the UK.



Our strategy: reshape and rebuild for the future

The Trustees have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the charity and in planning future activities. All activities therefore reflect the Trustees' desire to follow the purposes of the charity and to meet the requirements of general public benefit.

The Trustees are pleased that the achievements and performance of Brain Tumour Support, as set out below, demonstrate continued progress against strategic priorities despite the on-going post-Covid-19 challenges which we have faced. It is important to note that Covid-19 was still having a significant and negative impact on our lives, including from a clinical perspective where hospital admissions were still acute and neuro staff shortages apparent due to them being called upon to cover Covid wards or staff having to self-isolate under government guidelines.

Adopting a 100-day strategic plan within the remaining third and fourth quarters of the previous financial year 2020/21 was essential to provide clear focus on our immediate priorities and was the springboard we needed to bring us securely into this current financial year 2021/22. Continuously acknowledging that the main priority was to keep supporting families affected by a brain tumour, particularly during a time of uncertainty, vulnerability and isolation was key for us. The sad reality is that those feelings of fear and loneliness which so often accompany a brain tumour diagnosis has meant that this key priority remains just as true now as it was during the periods of lockdown.

Following a remarkably financially successful year end, during what was notably the most difficult period for the charity thus far, we enthusiastically entered the new financial year with a solid and ambitious strategy. The financial year 2021/22 was the first year emerging from the initial harsh impact of Covid-19 which brought with it a new and fresh determination from the Senior Team to rebuild and reshape the future of our charity. At the start of April 2021, we were just finalising the outputs of our 100-day strategic plan which had taken the charity through the most difficult periods of the pandemic.

Aware of the many challenges which were waiting for us in the ensuing months, we had embedded some key changes to futureproof our work, both in terms of the charity organisation and our support provision. This included the investigation and implementation of a new HR system, work around identifying gaps which we know exist in the support model, investment in the fundraising team, carrying out a comprehensive risk, governance and compliance review and the onboarding of new trustees. Most significantly, the impact from the previous year of a different way of working and moving support to online virtual platforms, has resulted in the creation of a new roadmap for the provision of support services and fundraising engagement for Brain Tumour Support.

Strategic goals

As part of this roadmap, we have three strategic goals:

Understand the support needs within the brain tumour community

Raise awareness of how BTS supports those affected by a brain tumour

Provide support to patients and families affected by any type of brain tumour

Key priorities

Underpinning those strategic goals, our four key priorities guide the planning in all areas of the charity.
Our progress against key objectives aligned to these operational plans has been significant:

Structure and sustainability for growth

- Begin to rebuild staff and volunteer teams post Covid
- New Volunteer Co-ordinator role to support the rebuild of the volunteer user engagement
- Continue to use the Staff Retention Scheme to sustain income
- Review charity structure to take us into 2022/23 and beyond
- Move from temporary to permanent office space
- Continuous monitoring of governance and compliance frameworks
- Regular and established financial reporting to all stakeholders
- Planned spend on website/CRM development still in progress, to be developed further in 2022/23

People and wellbeing

- Embed new hybrid style of working
- Implement new online HR system
- Focus on staff and volunteer wellbeing to ensure they are being cared for in line with charity values
- Review staff job roles and rates competitively within third sector
- Full remit of HR policies and procedures updated
- Develop leadership charters and behavioural frameworks

Increase profile and income

- Develop new income and funding streams post-Covid
- Continue to implement PR strategy to communicate with all audiences
- Re-engagement with ambassadors where possible
- Continuation of virtual and in-person fundraising events
- Introduction of new community fundraising event Move 28 Miles
- Build upon corporate fundraising work
- Build a strong and diverse fundraising team to secure the our rebuild
- Drive forward our digital, social and campaign presence
- Continuous involvement with the Tessa Jowell Brain Cancer Mission and work within the brain tumour community for progress
- Collaboration and partnership working with neuro teams, clinicians and medical professionals across the NHS

Conduct support research (to start to rebuild our support delivery)

- Continue to use survey results to help shape our support delivery
- Re-evaluate support sessions based on client feedback
- Add further topic specific zoom sessions in response to client need
- Continue to develop the client review process to establish further need
- Develop evaluation tools to enable support services to flourish
- Understand the Welsh service pilot evaluation results to continue support delivery in South East Wales
- Monitor and grow our Facebook Forum through newly appointed Digital Support Professional
- Re-connect with clinical staff to redefine the charity's key deliverables

Our structure, governance and management

Brain Tumour Support is a charitable company limited by guarantee registered at Companies House as a company and with the Charity Commission. The company was established under a Memorandum of Association which outlined the objects of the charitable company. It is governed by its Articles of Association.

Public benefit

The Trustees confirm that they have complied with the duty in the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission. The annual report contains a fuller description of the public benefit that the charity provides within the main body of the report.

The Board of Trustees

Brain Tumour Support has directors and members. The directors of the charity are also Trustees of the charity for the purposes of the Charities Act.

The Board of Trustees makes up the governing body and oversees the governance of the charity, whilst the day to day management is led by Tina Mitchell Skinner, the appointed Chief Executive Officer, supported by the appointed Deputy CEO.

The Chief Executive Officer, together with the charity's Senior Leadership Team, submit proposals and recommendations to the Board on a quarterly basis for approval of strategy and to review and officially sign off on-going implementation plans for each area of activity carried out by the charity. In between, all Trustees are sent comprehensive monthly reports produced by each function to update them on monthly activities including additional financial management reports with commentary by the Finance Manager.

The Trustees are all experienced business people in their individual fields and provide a sound authority on direction and governance. They willingly give up their time free of charge and none of them, without exception, receive any Trustee remuneration or expense reimbursement. The Board ensures that Brain Tumour Support operates effectively and efficiently through an understanding of charity income and expenditure. They take on a genuine responsibility of deciding how the charity's assets are best used to benefit all those people affected by the diagnosis of a brain tumour.

Recruitment and appointment of Trustees

In accordance with the Articles of Association, Trustees are not required to retire by rotation each year. Any member entitled to vote at the general meeting may propose one person for appointment or re-appointment as a Trustee. The number of elected Trustees shall not be less than three and subject to a maximum of 12. The elected Trustees may co-opt a maximum of up to one half of their number as Trustees.

Trustee training and induction

New Trustees undergo a comprehensive induction to brief them on their legal obligations under charity law, the content of the Memorandum and Articles of Association, the structure and governance of the charity as well as all policies and procedures, their obligations under the Trustees Code of Conduct, strategic and operational plans and budgets together with recent financial performance. Trustees are also provided by the Finance Manager with relevant information from the Charity Commission on a regular basis. We are currently undergoing a review of the induction programme.

Chief Executive

The Chief Executive is responsible for setting the strategic direction for the charity with the Trustees, leading its implementation, and holds operational and financial authority within the set parameters.

Fundraising policy

Fundraising policy for Brain Tumour Support is regulated by the Fundraising Regulator. The charity primarily fundraises from community fundraising events and trusts and grants. The charity recognises the need to conduct its fundraising within the context of recognised standards set out in the Chartered Institute of Fundraising's Code of Fundraising Practice, the Data Protection Act 1998/ UKGDPR2021 and the CAP Code (Committee of Advertising Practice). We do not employ external professional fundraisers or companies.

Risk management

The Trustees have a risk management strategy, which comprises:

- An annual review of the risks the charity may face
- The establishment of systems and procedures to mitigate those risks identified in the annual review of risks
- The implementation of procedures designed to minimise the risks

Due to the serious nature of the Coronavirus Covid-19 and its impact in our sector, during the previous financial year, the Trustees reported the pandemic to the Charity Commission as a serious incident. We clearly demonstrated that we identified the risk and were consequently taking prudent and appropriate actions to overcome the possible loss of income.

However, the Charity Commission later decided that it was not a requirement for charities to refer incidents such as this if related to the pandemic. Serious incident reports are not deleted, and therefore it remains on record, despite this change.

The charity has continued to respond carefully to the fall out of Covid during this financial year and is actively being cautious in its decision making, having agreed a planned spend of its reserves in order to successfully rebuild.

> "As a board we're so proud of where we are as a charity, especially following the pandemic, and we're excited to see how we will continue to grow in the coming years."
>
> Stephanie Lawless, Trustee

Our financial review

Brain Tumour Support receives very little government or statutory funding and we rely in the majority on voluntary donations and fundraising. Our published statutory accounts for 2021/22 include the financial position of the charity as at 31 March 2022.

The previous financial year 2020/21 was one of rapid decision-making considering the anticipated severity of the effects of the pandemic. Evidence within the sector indicates that there has been a varied experience with fundraising income lines in both larger and smaller charities. Understandably it will take a while for the charitable sector to recover from the onslaught of Covid-19 and now with the cost of living crisis rearing its ugly head, although it is difficult to know exactly what impact there will be, it certainly makes for more challenges ahead. Although Brain Tumour Support ends this 2021/22 Financial Year with a decrease in overall income, it is in balance, a very pleasing result after we were forced to face further imposed lockdowns and continued restrictions, that once again impacted on available fundraising opportunities. As previously, we have sought different ways to maintain and increase our digital and virtual offerings in order to remain engaged with our supporters, whilst also offering our supporters the opportunity to meet for events within the current Covid guidelines.

The 2021 Superhero for Support fundraiser was a huge success at the start of our financial year as was the annual Hilly Helmet Challenge in August, and both were available to join 'virtually' as well as in person. As the year continued, there were clear indicators from our supporters that exercise and physical activity remained an important focus following the restrictions of the pandemic, and so for the start of 2022 we introduced Move 28 Miles, an activity based fundraiser which encouraged supporters to clock 28 miles using any form of exercise throughout the month of February. We had amazing engagement with this fundraiser and we will be holding it again in 2023.

As lockdown began to cease and meeting up with others once again became the norm, we also saw the beginning of people having the desire to get involved with third party events and this income has more than doubled. As various workforces have returned under a hybrid model, our challenge has been to keep our corporate relationships strong, and we have successfully kept this income buoyant. We have built relationships for further growth in the next financial year and this is an area which we anticipate will augment over time.

Our strength in good decision making was apparent as we entered into this financial year, having made use of the Job Retention Scheme provided by the government, together with the Bounce Back Loan, which gave us the safety net we needed at that time. We continued to use the Job Retention Scheme until it ceased and over those few months brought the remaining furloughed staff back. With the favourable rate of interest on the Bounce Back Loan, the Board has taken the decision to repay by instalments in order to continue to mitigate any risk and remaining cautious due to the current climate within which we are operating. We would like to put on record our thanks for the government support during these difficult times.

In summary, gross income for the year ending March 2021/22 has dropped by 31% to £425,387 from £618,032. It is important to note that the Coronavirus related items included in the year ending March 2020/21 were one-off grants. Therefore, the income from donations (without the Coronavirus related income) is a more meaningful comparison to make. Year ending March 2021/22 was £400,848 and year ending March 2020/21 was £436,530, which is only an 8% reduction.

Donations for year end 31 March 2022

	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Donations	257,743	143,105	400,848
Government grants:			
Coronavirus Job Retention Scheme		23,535	23,535
Coronavirus Community Support Fund	-		
Other trading activities	1,004		1,004
	258,747	**166,640**	**425,387**

Prior year comparative

	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Donations	284,831	151,699	436,530
Government grants:			
Coronavirus Job Retention Scheme		131,107	131,107
Coronavirus Community Support Fund		50,000	50,000
Other trading activities	395		395
	285,226	**332,806**	**618,032**

We have presented this table to show that the Coronavirus specific income in 2021/22 was £23,535 and in 2020/21 was £181,107 which accounts for 23% of the change. This table is an extract from Note 2 of these accounts.

The fundraising team have continued to work tirelessly to keep the charity's fundraising income at a level to continue our rebuild. However the overall fundraising and individual donations have unsurprisingly fallen this financial year, with a 9.6% decrease on the previous year. We continued to receive Macmillan grant funding for our Support Professional costs in Wales throughout this year, with funding from Macmillan England having now ceased.

At 31 March 2022, the charity had net unrestricted funds of £184,509 and net restricted income fund reserves of £64,188.

In line with our vision, the charity's income is dedicated to being spent on the support services which we offer, free of charge, to any families affected by any type of brain tumour. The Board had previously approved expenditure in reserves as part of the charity's transition to rebuild the support services team. Throughout this year however, there were some key staff changes which necessitated swift decision making in certain areas to enable the service to continue apace. It also gave us the opportunity to press the 'pause' button and to reflect on how to structure the team to form our strategy for the next five years. The period of transition included new staff training and time spent strengthening the team to maintain seamless service delivery. It has been a year of stabilisation and the start of a rebuild and the realisation that this will take longer than perhaps originally anticipated.

The Board have now approved expenditure in reserves to support this year's new strategic aims. This has included the 'rebuilding' of the support team to ensure that we are in a position to successfully progress along our strategic roadmap, with restricted funds in the reserves being expended over the course of the next year on support and counselling service delivery within specified geographical areas. Approval was also given for plans to increase the fundraising team to take us solidly into the start of our 20th anniversary year.

In addition, our vision for the volunteer programme has started to take shape with the appointment of a new Volunteer Co-ordinator. The volunteers at Brain Tumour Support have always been a solid base to the work which we do but during the pandemic, their contribution was restricted due to Covid guidelines. However, the programme is progressing and we expect to see exciting results from this during 2023/24.

We will continue to monitor our level of reserves as we make this transition whilst safeguarding the position of the charity to ensure that our future is certain. We are now facing additional external factors which is not just Brexit and the lingering impact of Covid-19, but also a cost of living crisis along with the invasion of Ukraine, and we anticipate some fall out as a result of these wider economic factors. The impact of this will show in donor behaviour and in turn may have an overall effect on charity giving income. However, with the changes which we are making, we feel confident that we are in a strong position.

Future Plans

The Board met with the Senior Leadership Team for a strategy day in March 2022 which was an opportunity for the Board to receive feedback from the team as a whole, and for us all to review the way forward to plan our strategy work into the next financial year 2022/23. It resulted in some key sign offs for the next year, which included agreed spend into reserves in order to continue the remarkable progress which has already been made on the rebuild of the charity post-Covid.

The key priorities for spend have been agreed for database and website evaluation and planning; continued work on the governance project and Trustee and staff induction training programme; data analysis and impact outcomes. This will involve scoping work and therefore new roles to move these vital projects forward. The support model development will include obtaining measurable feedback from patients and carers on the value of face-to-face versus virtual support. The continuation of the rebuild of the support services delivery will necessitate new roles for our digital offering.

Balance sheet

The surplus realised this year has increased our accumulated funds and cash reserves at the year end.

Funding sources

During this financial year, the principal funding sources for Brain Tumour Support continue to be charitable trusts and funds, with the income streams from community fundraising and third party events with corporate partnerships remaining in equilibrium. Other funding sources include Gift Aid, Christmas cards and Facebook fundraisers. Our Facebook fundraisers were up by 150%. As outlined in last year's Annual Report, it was anticipated that the full economic impact of Covid-19 would be realised throughout all sectors and especially within the third sector, thus predicting a difficult year in fundraising in the next financial year 2021/22. With the emergency trust funds dissipating, and the intermittent lockdown scenarios, this financial year has suffered once again. In the absence of the Macmillan England funding, reduced Job Retention Scheme assistance, and the drop in community fundraising, this has resulted in a small decrease in overall income.

Our work is supported by some wonderful charitable trusts and foundations who have supported us so that we can in turn support some of the most vulnerable people in our community.

Special thanks to

The Childwick Trust
The Clare Milne Trust
The Edward Gostling Foundation
The Eveson Trust
Gloucestershire Masonic Charity Action
Herefordshire Community Foundation
James Tudor Foundation
John James Bristol Foundation
Lillie C Johnson Charitable Trust North
Somerset Community Foundation

Investment policy

The cash balance at 31 March 2022 was £235,241 compared to £297,318 at 31 March 2021. The charity's aim is to retain a prudent amount in reserves. Following a process of due diligence, the charity opened additional bank accounts to ensure all cash deposits are covered by the £85,000 Financial Services Compensation Scheme. The charity now has cash investments, deposited with NatWest Bank, The Co-operative Bank and the CAF Investment Portfolio (Cambridge & Counties Bank Ltd) which ensure we protect the principal sums invested whilst optimising the balance between flexibility and rate of return. Remaining vigilant to improve the return on our cash resources and not to exceed our bank account indemnity is part of our risk management.

Reserves policy

The reserves policy of the charity is to maintain free reserves (defined as unrestricted funds less funds that can only be realised by disposing of tangible fixed assets) equal to three months operational costs. During this financial year, our reserves remain higher than our policy level. The charity ended the financial year with £184,509 of unrestricted reserves and £64,188 of restricted income.

Statement of Trustees' responsibilities

The Trustees (who are also directors of Brain Tumour Support for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom 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 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 charity will continue in business

The Trustees are responsible for keeping adequate 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.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Registered office:
The Clock Tower, Old Weston Road, Flax Bourton, Bristol BS48 1UR

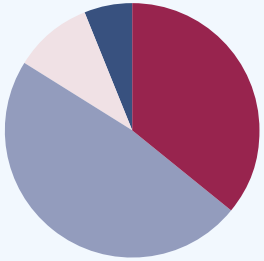


Andrew Chater - Chair of Trustees

Approved by the Board of Trustees and signed on its behalf on 28 October 2022

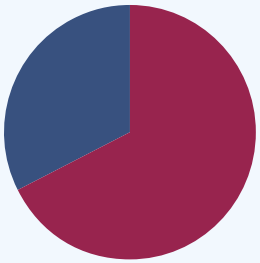
Finance summary

Income



Charitable trust donations	36%
Fundraising and individual donations	48%
Macmillan funding	10%
Government grants (Coronavirus Job Retention Scheme)	6%

Expenditure



Charitable activities (support provision and raising awareness)	67%
Raising funds	32%

Independent examiner's report

To the Trustees of Brain Tumour Support ('the Company'), year end 31 March 2022

I report to the charity trustees on my examination of the accounts of the Company for the year ended insert 31 March 2022.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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 Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

Joshua Kingston BSc ACA

Burton Sweet Limited, Chartered Accountants, The Clock Tower, 5 Farleigh Court, Old Weston Road, Flax Bourton, Bristol BS48 1UR

Date: 28 October 2022

Statement of financial activities

(Including income and expenditure account) year ended 31 March 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and grants	2	257,743	166,640	424,383	617,637
Other trading activities	3	1,004	-	1,004	395
Total income		**258,747**	**166,640**	**425,387**	**618,032**
Expenditure on:					
Raising funds	4	128,963	9,498	138,461	103,835
Charitable activities	5	95,184	178,286	273,470	291,313
Total expenditure		**224,147**	**187,784**	**411,931**	**395,148**
Net income/(expenditure) and net movement in funds	7	**34,600**	**(21,144)**	**13,456**	**222,884**
Reconciliation of funds:					
Total funds brought forward	15	149,909	85,332	235,241	12,357
Total funds carried forward	15	**184,509**	**64,188**	**248,697**	**235,241**

The comparative funds are detailed in note 9.
The company has no recognised gains or losses other than the results for the year as set out above.
All of the activities of the company are classed as continuing.
The notes on pages 32 to 40 form part of these financial statements.

Balance sheet

As at 31 March 2022

	Note	£	2022 £	£	2021 £
Fixed assets					
Tangible assets	10		-		198
Current assets					
Debtors	11	7,091		8,479	
Cash at bank		300,929		297,318	
		308,020		305,797	
Creditors					
Amounts falling due within one year	12	(27,297)		(29,087)	
Net current assets			280,723		276,710
Total assets less current liabilities			280,723		276,908
Creditors					
Amounts falling due after more than one year	13		(32,026)		(41,667)
Total net assets			**248,697**		**235,241**
Funds					
Unrestricted Funds	16		184,509		149,909
Restricted Funds	16		64,188		85,332
			248,697		**235,241**

The notes on pages 32 to 40 form part of these financial statements.

For the year ending 31 March 2022 the company 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 accounts 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 accounts.

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

The financial statements were authorised for issue, approved by the members of the committee on 28 October 2022 and signed on their behalf, by



Mr A Chater
Chair of Trustees

Cash flow statement

Year ended 31 March 2022

	Note	2022 £	2021 £
Net cash inflow from operating activities	17	**3,611**	**265,473**
Net cash inflow/(outflow) for the year	18	**3,611**	**265,473**

Cash flow restrictions

Charity law forbids the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own Objects, except on special authority. In practice this restriction has not had any effect on cash flows for the year.



Notes to the financial statements

Year ended 31 March 2022

1 Accounting Policies

a) Basis of preparation

The financial statements have been prepared under the historical cost convention and in accordance with the Companies Act 2006, Charities Act 2011, Financial Reporting Standard 102 and the Charities Statement of Recommended Practice based thereon (SORP FRS102).

The charity is a public benefit entity as defined under FRS102.

The financial statements have been prepared on a going concern basis. The trustees consider that there are no material uncertainties affecting the ability of the charity to continue as a going concern.

b) Income

All income is included in the Statement of Financial Activities when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants, including grants for the purchase of fixed assets, are recognised in the income and expenditure account as they become receivable.

Gifts in kind are valued at estimated open market value at the date of the gift, in the case of assets for retention or consumption, or at the value to the organisation in the case of donated services or facilities.

c) Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that activity. Central costs are equivalent to the SORP's definition of support costs and are where costs cannot be directly attributed to activities they have been allocated to activities on a basis consistent with the use of the resource.

Governance costs include the costs of governance arrangements which relate to the general running of the company. These costs are associated with constitutional and statutory requirements and include costs associated with the strategic management of the company's activities. These are included within central costs.

d) Fund accounting

Unrestricted funds contain accumulated surplus and deficits on general funds and can be used in accordance with the company objects at the discretion of the Trustees.

Restricted funds represent monies received for specific purposes. All income and expenditure relating to the restricted funds' movements is included in the income and expenditure account. Further details of restricted funds are shown in note 15.

e) Fixed assets

Fixed assets are held at cost less accumulated depreciation. Assets costing less than £500 are not capitalised.

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

Equipment 33% straight line

Fixtures & fittings 15% straight line

f) Trade debtors

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the company will not be able to collect all amounts due according to the original terms of the receivables.

g) Cash and cash equivalents

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

h) Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the company does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

i) Pensions

The charity has arranged a defined contribution scheme for its staff. Pension costs charged in the SOFA represent the contributions payable by the charity in the period.

j) Government grants

Government grants for Coronavirus Job Retention Scheme were recognised in the period to which employment expenses were incurred and deemed to be receivable.

2 Donations and grants

	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Macmillan funding	-	43,780	43,780
Charitable trust donations	55,600	98,680	154,280
Fundraising and individual donations	202,143	645	202,788
Government grants:			
Coronavirus Job Retention Scheme (Furlough)	-	23,535	23,535
	257,743	**166,640**	**424,383**

Prior year comparative

	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Macmillan funding	-	34,925	34,925
Charitable trust donations	49,351	116,774	166,125
Fundraising and individual donations	235,480	-	235,480
Government grants:			
Coronavirus Job Retention Scheme (Furlough)	-	131,107	131,107
Coronavirus Community Support Fund	-	50,000	50,000
	284,831	**332,806**	**617,637**

3 Income from: Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Merchandise and other sales	1,004	-	1,004
	1,004	**-**	**1,004**

Prior year comparative

	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Merchandise and other sales	395	-	395
	395	**-**	**395**

4 Expenditure on: Raising Funds

	Notes	Activities undertaken directly £	Central costs £	Total 2022 £
Fundraising	6	113,780	24,681	138,461
		113,780	**24,681**	**138,461**

Prior year comparative

	Notes	Activities undertaken directly £	Central costs £	Total 2021 £
Fundraising	6	77,866	25,969	103,835
		77,866	**25,969**	**103,835**

5 Expenditure on: Charitable activities

	Notes	Activities undertaken directly £	Central costs £	Total 2022 £
Providing support	6	179,861	39,013	218,874
Raising awareness		44,864	9,732	54,596
		224,725	**48,745**	**273,470**

Prior year comparative

	Notes	Activities undertaken directly £	Central costs £	Total 2021 £
Providing support	6	194,356	64,819	259,175
Raising awareness		24,100	8,038	32,138
		218,456	**72,857**	**291,313**

6 Central costs

	Charitable activities £	Raising funds £	Total 2022 £
Operating costs	47,217	23,907	71,124
Governance costs			
Accountancy fees	1,528	774	2,302
	48,745	**24,681**	**73,426**

Prior year comparative

	Charitable activities £	Raising funds £	Total 2021 £
Operating costs	71,383	25,444	96,827
Governance costs			
Accountancy fees	1,474	525	1,999
	72,857	**25,969**	**98,826**

7 Net income for the year

This is stated after charging:

	2022 £	2021 £
Independent examiner's remuneration		
- Examination services	895	790
- Accounts preparation	1,037	914
Depreciation	198	1,462

8 Staff costs and emoluments

This is stated after charging:

	2022 £	2021 £
Wages and salaries	305,726	306,505
Social security costs	6,768	15,119
Pension contributions	4,905	4,846
Redundancy costs	-	3,452
	317,399	**329,922**

Particulars of employees:

The average number of employees during the year, calculated on the basis of average headcount, was 18.2 (2021: 19.8).

The average number of employees during the year, calculated on the basis of full time equivalents, was 12.1 (2021: 13.5).

No employee received remuneration of more than £60,000 during the year (2021 - nil)

Employment benefits received by seven (2021: six) key management personnel in the period were £112,322 (2021: £109,831).

9 Prior-year comparative Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Income from:			
Donations	284,831	332,806	617,637
Other trading activities	395	-	395
Total income	**285,226**	**332,806**	**618,032**
Expenditure on:			
Raising funds	74,158	29,677	103,835
Charitable activities	66,792	224,521	291,313
Total expenditure	**140,950**	**254,198**	**395,148**
Net income/(expenditure) and net movement in funds	144,276	78,608	222,884
Reconciliation of funds:			
Total funds brought forward	5,633	6,724	12,357
Total funds carried forward	**149,909**	**85,332**	**235,241**

10 Tangible fixed assets

	Equipment £	Fixtures & fittings £	Total 2022 £
Cost			
At 1 April 2021	7,331	1,390	8,721
At 31 March 2022	**7,331**	**1,390**	**8,721**
Depreciation			
At 1 April 2021	7,133	1,390	8,523
Charge for the year	198	-	198
At 31 March 2022	**7,331**	**1,390**	**8,721**
Net book value			
At 31 March 2022	**-**	**-**	**-**
At 31 March 2021	**198**	**-**	**198**

11 Debtors

	2022 £	2021 £
Trade debtors	4,585	6,465
Prepayments	1,569	1,042
Other debtors	937	972
	7,091	**8,479**

12 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	2,111	1,482
Accruals and deferred income	11,090	13,933
Taxation and social security	3,041	4,149
Other creditors	1,055	1,190
Bank Loan	10,000	8,333
	27,297	**29,087**

13 Creditors: amounts falling due after more than one year

	2022 £	2021 £
Bank Loan	32,026	41,667
	32,026	**41,667**

14 Operating lease commitments

At 31 March 2022 the company had total minimum commitments under non-cancellable operating leases for premises as follows:

	2022 £	2021 £
Payments due:		
Within 1 year	5,700	285
Between 2 to 5 years	2,850	-

15 Movement in funds

Year ended 31 March 2022	As at 1 Apr 2021 £	Income £	Expenditure £	Transfers in/(out) £	As at 31 Mar 2022 £
Restricted funds					
Co-ordinators	-	43,780	(43,780)	-	-
Regional support groups	76,967	94,625	(108,139)	-	63,453
Support for children	-	500	(337)	-	163
Counselling	8,365	4,200	(11,993)	-	572
Coronavirus Job Retention Scheme (Furlough)	-	23,535	(23,535)	-	-
	85,332	**166,640**	**(187,784)**	**-**	**64,188**
Unrestricted funds					
General fund	149,909	258,747	(224,147)	-	184,509
	149,909	**258,747**	**(224,147)**	**-**	**184,509**
Total funds	**235,241**	**425,387**	**(411,931)**	**-**	**248,697**

Year ended 31 March 2021	As at 1 Apr 2020 £	Income £	Expenditure £	Transfers in/(out) £	As at 31 Mar 2021 £
Restricted funds					
Co-ordinators	697	34,925	(35,622)	-	-
Regional support groups	2,481	105,924	(31,438)	-	76,967
Support for children	3,507	750	(4,257)	-	-
Counselling	-	10,100	(1,735)	-	8,365
Coronavirus Job Retention Scheme (Furlough)	-	131,107	(131,107)	-	-
National Lottery - Covid-19 response	-	50,000	(50,000)	-	-
Patient and family weekend	39	-	(39)	-	-
	6,724	**332,806**	**(254,198)**	**-**	**85,332**
Unrestricted funds					
General fund	5,633	285,226	(140,950)	-	149,909
	5,633	**285,226**	**(140,950)**	**-**	**149,909**
Total funds	**12,357**	**618,032**	**(395,148)**	**-**	**235,241**

The 'Co-ordinators' restricted fund is where Macmillan Cancer Support have restricted their grant to be used specifically to create and support Co-ordinator posts in the charity.

The 'Regional support groups' restricted fund is where donors have restricted their donation to be used specifically to support the running costs of one of the charity's many different regional support groups. The disclosure of these different restricted funds has been combined due to their similarity, however the individual restrictions of each donation are monitored and maintained.

The 'Support for children' restricted fund is where donors have restricted their donations to be used in supporting Brain Tumour patients who are children or the children of Brain Tumour patients.

The 'Counselling' restricted fund is the provision of counselling services to the charity's service users.

The 'Coronavirus Job Retention Scheme (Furlough)' restricted fund relates to a government grant received in response to the effects of UK lockdown and employees' inability to work. The grants related to the costs of the majority of their wages and therefore had been fully spent within the year.

The 'National Lottery' restricted fund is a government grant administered by the Big Lottery covering the extra costs of the charity's response to the changes in the service provision due to the COVID-19 crisis.

The 'Patient and family weekend' restricted fund is where donors have restricted their donations towards the costs of providing an education, information and support event for patients and their families.

16 Analysis of net assets between funds

	Fixed assets £	Cash at bank £	Other net assets £	Total £
As at 31 March 2022				
Restricted funds	-	64,188	-	64,188
Unrestricted funds	-	236,741	(52,232)	184,509
	-	**300,929**	**(52,232)**	**248,697**
As at 31 March 2021				
Restricted funds	-	85,332	-	85,332
Unrestricted funds	198	211,986	(62,275)	149,909
	198	**297,318**	**(62,275)**	**235,241**

17 Reconciliation of net movement in funds to net cash inflow from operating activities

	2022 £	2021 £
Statement of Financial Activities: Net movement in funds	13,456	222,884
Depreciation	198	1,462
Decrease in current liabilities	(1,790)	(21,238)
Decrease in debtors	1,388	20,698
Increase/(Decrease) in non-current liabilities	(9,641)	41,667
Net cash inflow/(outflow) from operating activities	**3,611**	**265,473**

18 Analysis of changes in cash during the year

	2022 £	2021 £	Change £
Cash at bank and in hand	**300,929**	**297,318**	**3,611**

	2021 £	2020 £	Change £
Cash at bank and in hand	**297,318**	**31,845**	**265,473**

19 Related party transactions

Trustee remuneration in the year was £nil (2021: £nil). No Trustee was reimbursed for any expenses during the year or the prior year. Total Trustee donations to the charity in the year were £303 (2021: £303).

There were no other related party transactions in the year or the prior year other than those disclosed elsewhere in these financial statements.

Legal and administrative details

Brain Tumour Support

Registered Charity 1163856

Incorporated on 31st March 2015

Company registration number 09718307

Registered office

The Clock Tower
Old Weston Road
Flax Bourton
Bristol
BS48 1UR

Bankers

National Westminster
Thornbury, Bristol

Trustees and Directors 2021-2022

The Trustees (who are directors for the purpose of company law) who served during the year and since the year end were as follows:

Andrew Chater, Chair

Emma Brereton

Ken Wilson

Stephanie Lawless

Steve Bodley (appointed January 2022)

John Stuart (appointed April 2022)



"Just carry on the brilliant work. You make a difference."

Carolyn

Contact us

Brain Tumour Support
7a St Mary Street, Thornbury
South Gloucestershire
BS35 2AB

Telephone 01454 414355

Email info@braintumoursupport.co.uk

Get support

Support direct line 01454 422701

Support email support@braintumoursupport.co.uk

www.braintumoursupport.co.uk

Registered with FUNDRAISING REGULATOR

The Queen's Award for Voluntary Service

In partnership with MACMILLAN CANCER SUPPORT

BRAIN TUMOUR SUPPORT
Together WE are Stronger



BRAIN TUMOUR SUPPORT

England & Wales - Charity number 1163856

Accounts

BRAIN TUMOUR SUPPORT

Together WE are Stronger

Annual Review 2020-21



> One day I hope to be brain tumour free, but for now I'm brain tumour strong thanks to friends, family and Brain Tumour Support.
>
> Sharon

"What is the bravest thing you've ever said?" asked the boy

"Help." said the horse

"When have you been at your strongest?" asked the boy.

"When I have dared to show my weakness."

"Asking for help isn't giving up." said the horse.

"It's refusing to give up."

From the book 'The Boy, the Mole, the Fox and the Horse' by Charlie Mackesy



These words upheld me during such uncertain times.

Being a CEO in the midst of a pandemic ranks as being one of my scariest experiences. When I really thought we might not get through, a video from me asking our community for help was the beginning of our Together We Are Stronger Appeal. I urge you to read this Annual Report about how we continued to professionally deliver our support services to those needing a lifeline at this time, and then how successfully we ended our financial year.

Tina Mitchell Skinner – CEO and Founder, Brain Tumour Support

Brain Tumour Support Annual Review 2020-21

Incorporating the Trustees' Annual Report and examined accounts for the year ended 31 st March 2021

"For us who are chronically ill and fatigued, lockdown is normal life.

When everybody else got to join us and realise that actually life isn't so easy, I think they got a little taste of what it's like to live like this."

Jen

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Introduction by our Chair

I am pleased to present the Trustees' Annual Report together with the financial statements of the charity for the year ending 31 March 2021.

This report and the financial statements cover one of the most challenging periods of recent times as the world battles with the impact of Covid-19. How the charity has responded has been revealing, as challenge so often is, of the underlying character and values of the team and its mission.

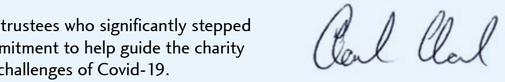
The report demonstrates how every part of the Brain Tumour Support family pulled together, and I want to express a huge personal thank you, and my admiration, to all those involved. Their tremendous efforts enabled us to continue to provide our support, albeit in new ways, throughout this period.

- To Tina and her team who never cease to amaze me with their dedication and support of each other in delivering the vital support service we provide.
- To my fellow trustees who significantly stepped up their commitment to help guide the charity through the challenges of Covid-19.
- To all our supporters who were just fantastic in how they responded to our fundraising appeals.
- To our greatly valued volunteers who have shown such loyalty and generosity.
- To the medical professionals for what they have delivered during this extremely difficult period.

I am constantly impressed by the charity's resilience in the face of challenge. The ability to find something positive, to change and adapt whilst never compromising the values that have always been at its heart.

We have made good progress since March 2020, and done well to rebuild the finances of the charity, but we cannot relax. There is still a degree of uncertainty about the future, particularly fundraising, as we come out of this pandemic.

We therefore need to move forward with cautious optimism – and I am confident we can do this when we look at all involved with the charity, and how well we have responded to date.



Andrew Chater,
Chair of Trustees



Together We Are Stronger has never been so true

During the most challenging year in the history of the charity, I have been overwhelmed by the innovation and strength of those around me, enabling us to continue supporting families.

It feels as if the challenges we all faced in lockdown have given an insight into the world which those people living with a brain tumour face every day. When someone receives a brain tumour diagnosis, that lack of knowledge, understanding and information, the complete unknown of what will happen next, is very real and very frightening.

My priority throughout this report is to focus on how we have adapted our support services to deliver a good and contributory service by moving to virtual platforms and developing our offering in ways which we could only have previously imagined. Our face to face support groups were suspended before lockdown was enforced and we seamlessly transferred our office work to home working due to our solid IT systems which were already in place. Whether through direct support from our Support Professionals, through our Facebook Forum, or through our counselling service, we have concentrated on staying true to our values, ensuring that the overall safety of our patients and families takes precedence.

I'm proud to share the story of our Covid journey – we could not have done this without the wonderful people of our brain tumour community, new and old, who have been relentless in their support of us and an integral part of our Together We Are Stronger Appeal.

All of this has only been possible thanks to you, supporters and fundraisers, corporate partnerships, trustees, volunteers and the staff team.

As for all those people living with a brain tumour, whilst the future is never certain, we can look ahead and feel confident that the generosity of spirit and dedication of those around us is powerful. We have all experienced such a rollercoaster of emotions during this time and through this crisis, and we have rallied. When our roots are shaken and we face adversity, we pull together and turn it into positivity.

When the neuro clinical teams were called to the front line as the pandemic broke, I for one felt privileged that Brain Tumour Support was able to be there in support. One of the clinical nurse specialists wrote to me saying "Your team is amazing and we would be lost without the support and care you provide for our patients."

Together We Are Stronger has never been so true.

Tina Mitchell Skinner,
CEO and Founder



Our purpose

This year gave an insight into some of the challenges faced by brain tumour patients for whom isolation, loss of independence, fear and uncertainty are part of 'normal' life.

Our Vision

That no one feels alone when facing the effects of a brain tumour.

Our Mission

To provide patients, carers, friends and family individualised and specialist information, guidance and emotional support for as long as it is needed.

Our Values

Be inclusive – Together we are stronger, all-embracing and available to anyone

Be supportive – Together we are caring and always ready to come alongside to encourage and empower

Be compassionate – Together we are gentle and warm-hearted with a listening ear, yet incredibly resilient

Be professional – Together we are consistently reviewing and re-evaluating our services, so that they are personalised, proficient and rich with experience

Our motivation

The facts about brain tumours are shocking and the impact of a diagnosis can be felt over a prolonged period, often changing life forever. These sobering facts remind us every day of why support matters.

45

Approximately 45 people each day in the UK face a brain tumour diagnosis

Brain tumours kill more children and adults under the age of 40 **than any other type of cancer**

+40%

Over 40% of people have to give up work as a result of their diagnosis

Brain tumours can affect anyone regardless of age, sex, lifestyle or general health

+55%

Over **55% of people** have to give up their driving licence and **lose their independence**

Incidences of, and deaths from, brain tumours **are increasing**

+100k

Over 100,000 people in the UK are **living with a brain tumour**

Over **65% of people** say a brain tumour has a **negative impact on friendships**

What we achieved and who we supported in the year

We know that support doesn't come as a 'one size fits all' and so our range of services responds to the different needs and preferences that people have when facing their individual brain tumour journey.

We monitor the impact of our work by collecting both quantitative and qualitative feedback from client surveys, comments, conversations and case studies, and we collect data on those who contact the charity and receive personalised support from us. Numbers never tell the whole story, but they do give an insight into the work we do and the lives we touch across a year.

3,231 people used the Brain Tumour Support Forum on Facebook

1,218 people received regular support from a Support Professional

422 new referrals

116 people supported following bereavement

589 people attended topic sessions

561 people attended friendship groups

88 people received specialist counselling

> *The virtual meetings have helped me to feel less lonely and isolated.*
>
> *It's lovely seeing everyone from the support group and just having a chat with other people who understand.*
>
> *Emily*

Who accessed our services?



54% patients

37% loved ones & carers

9% bereaved

What type of brain tumour?



37% high grade

58% low grade / non-malignant

5% not yet diagnosed

Our Covid story - working together to keep support going

Covid-19 had an impact on the third sector financially, strategically, practically and on a very human level. Our plans for service development and fundraising were suddenly overturned and everything we wanted to achieve for improvement in the lives of others seemed impossible.

With the beginning of the first lockdown on 23rd March 2020 people everywhere faced the prospect of their normal world changing, and of suddenly having to cope with a 'new normal'. As a charity seeing brain tumour patients, and their loved ones, every day having to suddenly face a world of isolation and uncertainty with or without a global pandemic, we were perhaps more familiar with, and adaptable to, that 'new normal' than many.

We are particularly attuned to the vulnerabilities of the brain tumour community and so took decisive and early action to adapt our own working practices in order to protect those we support, suspending all support groups and face to face support, and closing our office in an early transition to home working for the whole charity team.

Every function within the charity worked harder than ever, despite a greatly reduced team. Our primary concern was to ensure support would still be there for the patients and families for whom the pandemic added further complications and stress to the devastating impact of a brain tumour diagnosis.

Fundraising and charity income of course took an immediate hit and in May 2020 we launched our emergency appeal, Together We Are Stronger, a fundraising strategy with three phases.

Together We Are Stronger

1 Together We Survive

To ensure the immediate survival of the charity

2 Together We Rebuild

To rebuild vital support work once the coronavirus restrictions allow

3 Together We Thrive

The ultimate goal for our support services looking towards April 2022 and beyond

Together We Survive

This first phase of our strategy was focused on the survival of the charity, in the early days of the pandemic. Here is an overview of the elements and activity which constituted this first phase. **This is how we survived Covid.**

Fundraising and finance

- Together We Are Stronger Appeal
- Committed fundraisers
- Trusts and funds
- Increased regular donors
- Long-term and loyal supporters
- Innovations in fundraising
- Government financial support
- Move to smaller office and home working

Support

- Face-to-face groups and one-to-one support suspended
- Reduced charity team and hours
- Continued Macmillan support for Wales
- Adaptation to Zoom
- Transition to online support sessions
- Increased phone counselling
- Transition to online counselling

Volunteers and collaboration

- Loyalty of our volunteers who wanted to help
- Support for volunteers to engage online
- Trustees increased workload

Together We Are Stronger Appeal

Fundraisers old and new joined our Together Clubs and took on all sorts of Covid-safe activities to raise funds.

Donors and supporters responded to the urgency of our appeal, and Trusts and Funds, including crisis funds responding to the pandemic, recognised the need and value of our work.

£130,000 was raised in this first stage of our appeal. We share here just a few of the amazing fundraising stories.



Wolverhampton Grammar School Coast to Coast Challenge

A group of Year 10 students were training to run 187 miles from St Bees to Robin Hood's Bay as a tag team, in 24 hours.

The pandemic prevented them from completing the original route, but they were determined to still achieve the challenge.

The students kept training, and in October they ran the distance by completing 40 circuits of a 7.5km track in Birches Valley, Cannock Chase.

They raised over £7,700



Dan's Miles for Support

Several of Dan's family have been affected by brain tumours, including Dan who has lived with a brain tumour since 2001.

Dan and his son Jonah clocked up a total of 1,206 miles – Land's End to John O'Groats and back!

They raised over £500



Anna's Masquerade Ball

Anna found out that she had a brain tumour on her 30th birthday. After two surgeries, chemotherapy and radiotherapy she had to come to terms with living with diagnosis and uncertainty about her future.

Throughout this journey, Anna found the care and assistance of our Support Professional so valuable that she wanted to give something back. So she devised a fundraising Masquerade Ball for May 2020. Then came Covid-19 and the Ball was cancelled, but Anna knew we needed her support more than ever. Ticket holders very generously refused a refund, and the raffle with donated prizes went online.

Anna raised an incredible £2,960





Together We Rebuild

A National Lottery Covid Community Support Fund award enabled us to reach the 'Together We Rebuild' stage of our appeal. Rebuilding was not just about the charity's finances, it was also the development of support services that could operate in the landscape shaped by Covid and be both sustainable and forward looking.
This was how we adapted through Covid.

Fundraising and finance

- Together We Are Stronger Appeal
- Covid Community Support Fund
- Campaign film – Jane's Story
- Covid Kindness book
- Virtual Sparkle
- Remembering Robins
- Masked Singer Suit Raffle

Support

- UK wide support
- Topic based online Support Sessions
- 'Meet the expert' sessions
- On-line friendship groups
- Facebook Forum growth
- Increased online counselling
- BTS support charter and best practice framework developed

Volunteers and collaboration

- New ambassadors
- Development of volunteer-led friendship groups
- Appreciation Week - BTS saying a big 'thank you'

Jane's Story launch film

'Together We Rebuild' was launched with the short film 'Jane's Story'- kindly produced free of charge by Autumn Films.

Finances were bolstered by continuing efforts from our wonderful community of fundraisers and supporters.

Adapting support

During this time, we looked carefully at how we could best fulfil the need that we know exists across the country. The successful development of online groups, topic-based Support Sessions, one-to-one support and counselling via Zoom, showed how personalised support could be offered across a wide geographical reach, whilst still addressing individual need.

Expert guidance

Specialist topic-based 'Meet the expert' Support Sessions included Dr Matt Williams, Consultant Clinical Oncologist and Shivani Soni, Clinical Nurse Specialist, from Imperial College Healthcare NHS Trust. These sessions offered direct contact and Q & A on a wide range of issues put forward by attendees.



Volunteer-led friendship groups

We developed new ways for our committed volunteers to be actively involved in support. For example, virtual friendship groups in specific regions proved extremely successful.

This is a model which could make 'local support' a possibility across many more regions.





Covid Kindness book

Brain Tumour Support was privileged to benefit from and feature in this book by Anna James which celebrates hard work, adaptability and kindness during the Covid-19 pandemic.



Masked Singer suit raffle

As well as valuable funds, this event brought awareness of Brain Tumour Support to a new audience through the popularity and public profile of our new ambassadors TV presenter Joel Dommett and his wife Hannah Cooper.

> *"I would have committed suicide had I not found BTS. More than that, you have helped me to bring some structure and joy into my life..... These sessions are a life-changer for me."*
>
> *Gabrielle*

Together We Thrive

The Covid pandemic has brought us huge challenges but also a different perspective. Future proofing our work based on our positive learnings will be paramount to our success as we look to the future. **This is how we will thrive as we learn to live with Covid.**

Fundraising and finance

- Covid safe community events
- Return of third party events
- Continuing online fundraising
- Developing corporates and major donors
- Multi-year funding strategy
- Continuing hybrid working

Support

- Redefine our support model
- Restructure support delivery
- Optimise digital support
- Hybrid support offering
- Develop counselling practice
- Regularly review client feedback
- Further collaboration
- Coordination of BTS services alongside the TJBCM

Volunteers and collaboration

- Developing new volunteers in new regions
- Growing collaborations in the brain tumour community

How we learn and grow

So, how have we been affected by Covid-19 and what can we take forward that is positive?

We have been given the opportunity to:

1. Examine the way we have been operating
2. Develop a new way of working to support brain tumour families
3. Offer our staff additional support in areas of mental health and wellbeing
4. Develop emotional resilience within teams
5. Remember to celebrate the small wins
6. Face change head on in this time of world turmoil
7. Acknowledge the supportive value of acts of kindness
8. Work out new ways to engage with our audiences
9. Rely more heavily on our Board to offer guidance and direction at each stage
10. Build trust and commitment

The shared experiences of Covid and what we have learnt as a charity are integral to the understanding and development of our support service going forward.



Moving forward collaboratively

At Brain Tumour Support, the team has a collective understanding of what it is like for someone's world to be turned upside down by a brain tumour diagnosis, and no matter what type or grade the impact can be profound. We seek to ensure that everyone gets the support they need by working alongside the hospital teams who look after their clinical care, and signposting to related services and organisations.

So, in the midst of the pandemic, when pressures on the NHS and all social care services were so great, we clearly saw the knock-on effect and the potential impact of this for all those in the brain tumour community.

The International Brain Tumour Alliance's survey of brain tumour patients and carers, undertaken in April-May 2020, revealed some headline findings. Their Europe-wide data showed that, due to Covid-19, 34% of brain tumour patients had already experienced a delay in their treatment and care such as chemotherapy and having follow-up scans.

59% of patients were unwilling or felt very anxious to attend in-person appointments and clinics, but were equally worried by the risk of having to miss a scan or other test. Concern was particularly high over the thought of skipping treatments, with 88% of respondents either unwilling or very anxious about this.

Those greatest fears revealed the hidden cost to brain tumour patients and their families in the UK with the pressures that came from the redeployment of specialist teams to Covid wards and on the NHS as a whole.

For us as a charity the Covid period has highlighted how the very essence of all we do is collaborative. Our close work alongside and supporting the NHS neuro teams is essential to delivering the support, beyond clinical care, that is crucial for so many patients and families facing the 'new normal' of life after a brain tumour diagnosis.

As we move forward the collaborative work with the Tessa Jowell Brain Cancer Mission and partner organisations brings considerable impetus and hope towards achieving equal and excellent care and treatment throughout the country.

Alongside this we will continue to redefine and adapt our support service delivery to ensure that we execute a well governed support model, available for all and sustainable in the longer term.

> *Never underestimate the power of a small contact.*
>
> *Over the pandemic I emailed a lady once a week just to let her know I was here for her. When she passed away her daughter told me that my emails meant so much to her, she knew that someone outside the family cared about her.*
>
> **Support Professional Sarah**

Care for the carers

Brain Tumour Support has always been proud and grateful to work so closely with many highly skilled and dedicated NHS neuro teams.

In March 2021, we wanted to show them our support after such a gruelling period. The Brain Tumour Support care boxes were a small way of showing the NHS staff how much they mean to us as a charity. They also represented a hope for the future of continued work together to improve the lives of brain tumour patients and their families.

> *We returned from a long and sad day of clinic discussions this afternoon to a lovely surprise. From all of us in the team, thank you so very much for the thoughtful and kind box of goodies that was sent to each of us. It meant so much and is such a sweet way of recognising all the work the CNS team do and have done through the pandemic.*
>
> *Your team are amazing and we would be lost without the support and care you provide for our patients.*
>
> *We are all very grateful for your fantastic charity that goes above and beyond for this special group of patients.*
>
> **Neuro Oncology Team**
> **North Bristol NHS Trust**





The difference we've made

Here's how our work has made a difference to some of the many families we support. These stories are why we do what we do.

> *It was really great when our Support Professional invited our group to meet over Zoom. It has been a lifeline.*
>
> *We're hoping that one day soon we will be able to meet again in person, but until then we are so grateful for our Zoom time.*
>
> Alison

Andrew's story

Brain Tumour Support helped to provide personal and financial stability to Andrew and his family's life at a time when they were still dealing with a terrible diagnosis, and a drastic change of financial circumstances.

Following his diagnosis at the age of 40 of a cancerous but inoperable tumour located on his brain stem, Andrew went through an arduous six weeks radiotherapy and 12 months chemotherapy which forced him to give up his job and also his home.

The help given by the BTS Support Professional initially enabled him to find the benefits he was entitled to, guide him through the procedures involved and ultimately win an appeal to receive the maximum award due to him.

For Andrew, his parents Alison and Bill, and his brother Neil, the regular one-to-one discussions with a familiar Support Professional, and a chance to meet other brain tumour patients - before Covid at the Support Groups and then throughout the pandemic via virtual meetings - helped to provide crucial moral and psychological support.



Amanda's story

Following her brain tumour diagnosis Amanda struggled to come to terms with the physical and emotional impact it had on her life, and on her marriage.

The support services at Brain Tumour Support, including specialist counselling over Zoom, turned this around for her.

"Before, I was feeling low, invaluable, incapable and very frustrated," Amanda explained. "Since counselling with Kate at Brain Tumour Support I feel so much more positive and hopeful about my future, living with the after effects of having a brain tumour. It has helped me to understand why I have limitations now and how to accept the new me.

"Kate was there also for couple therapy as my husband and I needed to adjust in our own different ways and to come together to do that. If it hadn't been for this help then I dare say we would have divorced, and so I will be eternally grateful for her going above and beyond her job in counselling me with coming to terms with having had a brain tumour."

> *Sometimes exploring emotions can be very painful and it is useful to speak to someone outside your immediate situation.*
>
> *The realization that you aren't alone following a brain tumour diagnosis can be transformational.*
>
> Kate Jefferies,
> Brain Tumour Support Counsellor



> *Acceptance is a huge step in living as near a normal life as possible and I have Brain Tumour Support to thank for helping me eventually get there.*
>
> Amanda

A clinician's perspective

"I had a difficult discussion with a patient and their family yesterday about transition to palliative and end of life care and in the course of the discussion the support provided by Brain Tumour Support was raised.

"The relative and carer said the work of the Support Professional (SP) had been exemplary. She said they had been there through all the difficult times and been so thorough and compassionate. It has been a difficult and challenging time for the patient and their relatives who have been back and forth to hospital multiple times with complications. But through it all the SP has been a constant source of support, always calling to check in and ensure that the relatives are cared for.

"I was so impressed that at such a tough time after such sad news to hear the relative was able to relay her gratitude and thanks about her support."

Moya Kirmond
Surgical Neuro Oncology
Clinical Nurse Specialist

> From attending the session I felt incredibly lucky as I appear to have come through my surgery pretty well. It was very moving to see others and hear the challenges they are facing.
>
> Lisa

> We cannot praise the Support Professionals at Brain Tumour Support enough. They are always willing and available to provide support even in the grimmest of times. And when I make grim referrals, those on the other end of the phone always check that I'm ok as well. A small gesture that is deeply appreciated.
>
> Moya

> It's been excellent to have these zoom sessions to be in contact with people who are going through the same experiences.
>
> Oliver

Paul's story

It was only after several years of misdiagnoses and losing his job as an accountant because of a change in his behaviour, that Paul was finally diagnosed with a slow growing tumour which was wrapped around his pituitary gland and pressing on his optic nerve. That was 2016 and his first surgery, though successful, left him partially sighted and facing months in a rehabilitation unit, learning to walk again.

By early 2020 regular MRI scans were showing regrowth and the tumour was affecting his remaining eyesight, so further surgery was being considered. However the Covid lockdown put this on hold and so the situation for Paul continues to be monitored whilst he is on the waiting list for an awake craniotomy.

Throughout this experience the help from Brain Tumour Support and connection with people who understand has been crucial. Paul's wife, Tina, explains "People don't realise what Paul has been through. Unless you've been there yourself or watched a loved one go through this, it is so difficult to explain. When we meet others who have been affected by a brain tumour diagnosis, we don't have to explain, or pretend. We can just talk, or not talk. We can just be us."

Their children also received some specialist counselling, which has helped them deal with the different and confusing emotions they were feeling while seeing their dad so ill.



> We've had wonderful support from family and friends, but the support we have had from the charity has been that extra help we needed to enable us to cope with all the challenges this awful disease throws at us.
>
> Tina

> *I get told it might be this and I have months to live, and then I get told it is something else and I have longer, and it is a lot to deal with.... Having that support and someone to turn to for help on everything has been amazing.*
>
> *Sharon*



Sharon's story

Sharon was a nurse for 32 years before facing her own health battle that changed her life. Having at first thought she might have early onset dementia, she was finally diagnosed with an extremely rare inter-cranial plasma cell granuloma brain tumour.

Sharon explains, "I was told I am currently the only person in the UK that has it deep within the right parietal lobe of the brain, making surgery not an option. This meant at the start of the pandemic I was on the drug Rituximab and later started seven months of chemotherapy. Both failed to treat the tumour but did affect my immune system leaving me immunosuppressed and effectively trapped at home – shielding regardless of whether it was legally required or not."

Sharon says her family have been incredible, but the uncertainty surrounding her diagnosis and treatment options was very challenging and she found vital help through Brain Tumour Support, prior to the pandemic with face to face meetings, and then through the virtual support sessions.

"Being a nurse for so many years, I understand most of the medical side but I have never been on the patient side of things and the charity has helped me with that burden as well.

"Without this charity so many people getting that diagnosis will be left without support and advice which is so crucial."



Our research

Brain Tumour Support is consistently guided by patient need and it is paramount that we and fellow health care professionals have an understanding of individual concerns, in order to offer the most effective ways of supporting patients and their loved ones.

In a research study which was concluded this year, in conjunction with the University of Worcester's Centre for Palliative Care Research and Worcestershire Acute Hospitals NHS Trust, we have delivered a preliminary report exploring impact on the quality of life for adult patients living with a primary brain tumour. This study is one arm of a two country study with Norway. However due to the Covid-19 pandemic, it was not ethically possible to transfer or exchange data. Therefore the study report takes in only the UK perspective.

The team

Sharon Chadwick – former Neuro–oncology Clinical Nurse Specialist, Worcestershire Acute Hospitals NHS Trust

Dr Brian Nyatanga – Senior Lecturer Palliative and End of Life Care, University of Worcester

Dr Lucy Wilkinson – Support Professional, Brain Tumour Support

Rosemary Wormington – former Head of Support, Brain Tumour Support

Study objectives

- To understand the impact of living with a primary brain tumour on the quality of life for adult patients
- To identify ways (strategies) patients use to adjust and cope with the condition
- To identify the impact of interventions in terms of care, therapies and support received

Methodology

A qualitative approach was employed to gain in-depth narratives about patients' experiences. Ethical approval was obtained, before semi-structured, individual face-to-face interviews were conducted (interviews completed in 2020, prior to the Covid pandemic). All interviews were voice recorded and later transcribed ready for analysis.

Findings

Findings and data were coded and thematically analysed, with four themes emerging:

- Adjustment (psychological and practical)
- Loss of independence
- Support
- Health and symptoms

The findings show the significant impact that living with a brain tumour has on patients' quality of life, from simple practical issues to complex and profound psychological ones.

The importance of therapeutic and supportive care and its impact on their lives, when available, is evidenced. As is the need for more comprehensive and accessible support to be made available that is both flexible to the needs of the individual and their changing needs over time.

Whilst further research is required into how support needs might change as a patient's condition progresses towards the end of life, the findings overwhelmingly identify an abundance of psychological needs, not all of which are being fully met by the services that are currently available.

Our strategy

The Trustees have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the charity and in planning future activities. All activities therefore reflect the Trustees' desire to follow the purposes of the charity and to meet the requirements of general public benefit.

The Trustees are pleased that the achievements and performance of Brain Tumour Support, as set out below, demonstrate continued progress against strategic priorities despite the challenges which we have faced.

Whilst our current strategic plan 2016-21 remained operational during this year, we adapted and developed this in direct response to the Covid-19 pandemic outbreak, thereby incorporating a new 100 day strategic plan within it. This 100 day plan focused on how to prioritise our work in the third and fourth quarters of the year with our primary goal during the entire Covid crisis being to keep supporting families with a brain tumour at the time of a brain tumour diagnosis and throughout their journey.

The importance of this was particularly highlighted at a time when isolation and fear caused increased anxiety for vulnerable members of the community who were experiencing delays to their treatment, and were feeling more isolated than ever due to enforced self-isolation or shielding.

By the start of this financial year, we had already embarked on the groundwork for a new strategic plan to be written and ready for implementation in April 2021. This involved a large piece of work enabling us to reflect upon our structure, organisation and purpose, and providing us with the required information to feed into both the current strategy and the new future strategy of the charity.

Each of the work streams, comprising people, processes, systems, fundraising and marketing, gave us the necessary foundations upon which to continue to build the charity structure for growth and support service development. The previous years' priorities of maintaining sustainability for the charity's current and on-going support services, as well as ensuring that we have a healthy and sustainable model to enable progress for growth, were successfully achieved. This has allowed us to determine our next steps to shape the support framework and standards which we apply to the support we offer. The importance of monitoring service delivery is paramount and continuously under review.

Therefore, at the time of the outbreak of the Covid pandemic and as we entered into this financial year, we were in the midst of this vital work. Vital work which had to come to a standstill. We made a charity wide decision to suspend our face to face support groups and in the immediate months which followed, we reshaped our service delivery to offer support digitally and we have responded to the needs of our families by keeping in touch with them and offering them the various available support options on-line.

Covid-19 has presented many challenges to Brain Tumour Support, however, it has also presented some insight into potential new ways of working as an organisation, and how we can reach more people with our support and cut costs across the board in all functions.

Progress against our priorities

Our key strategic priorities remain and our progress against key objectives aligned to these are:

Be the expert provider of patient and family support

- A survey conducted with our client database, including those currently in receipt of support and those that have had support in the past. We also shared details of the survey on our social media channels and the support forum encouraging anyone who had accessed our services to complete the survey to help shape our services
- Adapt services to continue to provide support to families on-line
- Strengthen and develop Macmillan partnership
- Monitor and grow the Facebook forum
- Introduce topic specific Zoom sessions
- Volunteer user engagement in on-line focus groups
- Develop a streamlined approach to patient support
- Increased weekly training and development plans for Support Professionals during furlough in addition to mandatory training

Develop charity structure and sustainability for growth

- Restructure the team because of the pandemic
- Use of the Staff Retention scheme to sustain income
- Governance and risk compliance re-modelling
- Focus on and develop HR strategies for staff and volunteers by offering flexibility in home working arrangements with the aim to balance motivation, and to introduce flexibility to personal needs
- Review of structure to take us into 2021/22
- Transition from the office to homeworking and new 'hybrid' working

Raise the profile and income of the charity

- Develop new and varied income through access to new emergency funding streams
- Continue to implement PR strategy to communicate with variety of audiences
- Development of ambassador roles where possible
- Development of virtual fundraising options including digital Sparkle Day
- Corporate development

Drive awareness and wider understanding of the impact of brain tumours

- Continuous involvement with the Tessa Jowell Brain Cancer Mission and being a part of the change within the brain tumour community to bring progress for families affected by a brain tumour
- Collaboration and partnership working with neuro teams, clinicians and medical professionals across the NHS
- IBTA Covid-19 survey participation

Our structure, governance and management

Brain Tumour Support is a charitable company limited by guarantee, registered at Companies House as a company and with the Charity Commission. The company was established under a Memorandum of Association which outlined the objects of the charitable company. It is governed by its Articles of Association.

Public benefit

The Trustees confirm that they have complied with the duty in the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission. The annual report contains a fuller description of the public benefit that the charity provides within the main body of the report.

The Board of Trustees

Brain Tumour Support has directors and members. The directors of the charity are also Trustees of the charity for the purposes of the Charities Act.

The Board of Trustees makes up the governing body and oversees the governance of the charity, whilst the day to day management is led by Tina Mitchell Skinner, the appointed Chief Executive Officer, supported by the appointed Deputy CEO.

The Chief Executive Officer, together with the charity's Senior Leadership Team, submit proposals and recommendations to the Board on a quarterly basis for approval of strategy and to review and officially sign off on-going implementation plans for each area of activity carried out by the charity. In between, all Trustees are sent comprehensive monthly reports produced by each function to update them on monthly activities including financial management reports with commentary by the Finance Manager.

The Trustees are all experienced business people in their individual fields and provide a sound authority on direction and governance. They willingly give up their time free of charge and none of them, without exception, receive any Trustee remuneration.

The Board ensures that Brain Tumour Support operates effectively and efficiently through an understanding of charity income and expenditure. They take on a genuine responsibility of deciding how the charity's assets are best used to benefit all those people affected by the diagnosis of a brain tumour.

Recruitment and appointment of Trustees

In accordance with the Article of Association, Trustees are not required to retire by rotation each year. Any member entitled to vote at the general meeting may propose one person for appointment or re-appointment as a Trustee. The number of elected Trustees shall not be less than three and subject to a maximum of 12. The elected Trustees may co-opt a maximum of up to one half of their number as Trustees.

Trustee training and induction

New Trustees undergo a comprehensive induction to brief them on their legal obligations under charity law, the content of the Memorandum and Articles of Association, the structure and governance of the charity as well as all policies and procedures, their obligations under the Trustees Code of Conduct, strategic and operational plans and budgets together with recent financial performance. Trustees are also provided with relevant information from the Charity Commission on a regular basis.

Chief Executive

The Chief Executive is responsible for setting the strategic direction for the charity with the Trustees, leading its implementation, and holds operational and financial authority within the set parameters.

Risk management

The Trustees have a risk management strategy, which comprises:

- An annual review of the risks the charity may face
- The establishment of systems and procedures to mitigate those risks identified in the annual review of risks
- The implementation of procedures designed to minimise the risks

Due to the serious nature of the pandemic and its impact on our sector, the Trustees reported the pandemic to the Charity Commission as a serious incident. We clearly demonstrated that we identified the risk and were consequently taking prudent and appropriate actions to overcome the possible loss of income. However, the Charity Commission later decided that it was not a requirement for charities to refer incidents such as this if related to the pandemic. Serious incident reports are not deleted, and therefore it remains on record, despite this change.

Fundraising policy

The fundraising policy for Brain Tumour Support is regulated by the Fundraising Regulator.

The charity primarily fundraises from community fundraising events and trusts and grants. The charity recognises the need to conduct its fundraising within the context of recognised standards set out in the Chartered Institute of Fundraising's Code of Fundraising Practice, the Data Protection Act 1998/ UKGDPR2021 and the CAP Code (Committee of Advertising Practice). We do not employ external professional fundraisers or companies.

Awareness and collaboration

By working collaboratively with other organisations, we can be more effective in achieving our aims and improving the lives of people affected by a brain tumour.

This includes other brain tumour charities, and patient organisations, with specific partnership working with Macmillan England and Wales/Cymru. We work very closely with the NHS neuro teams and social care professionals, and support and attend the APPGBT, the All Party Parliamentary Group for Brain Tumours, working with government and senior officials, local MP's and other decision-makers.

As a member of a number of organisations and alliances, including the Brain Cancer Network Alliance and the International Brain Tumour Alliance, we also have representation on the Joint Strategy Board for the Tessa Jowell Brain Cancer Mission. We believe that this collaboration leads to better outcomes towards common goals.



Our financial review

Brain Tumour Support receives no government or statutory funding and we rely 100% on voluntary donations and fundraising. Our published statutory accounts for 2020/21 include the financial position of the charity as at 31st March 2021.

The financial year 2020/21 was one of rapid decision-making considering the anticipated severity of the effects of the Covid-19 pandemic. When the original budget was set, it was with the view of 'building a healthy and sustainable model' to enable us to embark on the next steps of growth and continue to invest in the future of our charitable activities. However, with the impact of the pandemic it became very apparent at the end of March 2020 that a re-forecast was required based on a significantly reduced income forecast. Due to the enforced UK wide lockdown, this re-forecast assumed that all the traditional community fundraising events (cake and bake sales/marathons/cycling events) would be cancelled and with the government guidance to begin working from home, that corporate fundraising would also grind to a halt.

Following numerous board meetings about the charity's approach to managing its finances throughout the pandemic, the charity took the decision right from the beginning to make use of the Job Retention Scheme provided by the government. At each stage of the changes in guidelines, consultations were made with staff and during the initial lockdown period, we furloughed up to 90% of our staff to maximise the benefit of the Job Retention Scheme and so preserve the finances of the charity as best we could. Furthermore, to give us the maximum financial help needed in this crisis, and to ensure that we would be in a position to continue to provide support to families affected by a brain tumour, we took steps to mitigate future risk by gradually bringing staff back when the flexible furlough scheme was introduced and we completed a redundancy process which sadly resulted in us letting go of five valuable members of staff.

Due to the tireless work of the fundraising team and the generous support of the brain tumour community in response to our emergency "Together We Are Stronger Appeal", we saw our income increase by 25% from the previous year. In summary, gross income generated in 2020/21 was £618,032, an increase of £159,266 on the previous Financial Year, resulting in the net income for for the year of £222,884, compared to a net loss in the prior year of £30,062. This net figure has been achieved not only through prudent financial management and decision making during this difficult Covid period but also to the rapid transition to online digital fundraising and the charity's Trust and Grant Fundraiser swiftly re-focusing her efforts towards specific Covid-19 grants to counteract the predicted shortfall in community fundraising income.

The overall fundraising and individual donations have unsurprisingly fallen this financial year, with a 9.6% decrease on the previous year. We continued to receive grant funding for our Support Professional costs in Wales and, with agreement from Macmillan Cancer Support because of the situation, this service was temporarily extended to England and Wales for a short period of time. Funding for the English service finished at the end of June 2020.

The funding from Macmillan Cancer Support for our Welsh service will continue until April 2022. We applied and successfully received a £50,000 Business Bounce Back loan via the government support scheme, for contingency purposes given the uncertainty during the pandemic and as we come out of it.

At 31st March 2021, the charity had net unrestricted funds of £149,909 and net restricted income fund reserves of £85,332.

In line with our vision, the charity's income is dedicated to being spent on the support services which we offer, free of charge, to any families affected by any type of brain tumour.

The Board have approved expenditure in reserves to support the new strategic aims in 2022, which includes renewed investment in our support services to ensure that we can transition through the 'Together We Rebuild' stage. We will continue to monitor our level of reserves as we make this transition whilst safeguarding the position of the charity to ensure that our future is certain within the uncertain environment resulting from the pandemic. Restricted funds were £85,332 which will be expended over the course of the next year (2022) on support and counselling service delivery within specified geographical areas.

Balance sheet

The surplus realised this year has increased our accumulated funds and cash reserves at the year end.

Funding sources

During this financial year, the principal funding sources for Brain Tumour Support are charitable trusts and community fundraising and events, with many individual donations from the Together We Are Stronger Appeal. Other funding sources include Gift Aid and the Christmas 'Remembering Robins' campaign. It is anticipated that the full economic impact of Covid-19 will be realised throughout all sectors and especially within the third sector, thus we are predicting a further difficult year in fundraising in the next Financial Year 2021/22.

However, in this, our most challenging year, we are extremely grateful to the many charitable trusts and foundations who support our work, enabling us to continue this vital service across England and Wales.

Special thanks to

Edward Gostling Foundation
Cornwall Community Foundation
Herefordshire Community Foundation
Quartet Community Foundation
John James Bristol Foundation
The Fore RAFT Fund
Provincial Grand Lodge of Warwickshire
St James's Place Charitable Foundation
The Eveson Charitable Trust
The Grocers Charity

We also wish to acknowledge the opportunity provided by the government which enabled us to receive funding from the Coronavirus Community Support Fund, distributed by The National Lottery Community Fund. This came at a critical time for the charity to be able to maintain support provision through such a difficult period for the brain tumour community, and to begin to rebuild services for the future.

Investment policy

The cash balance at 31 March 2021 was £297,318 compared to £31,845 at 31 March 2020. The charity's aim is to retain a prudent amount in reserves and this financial year has seen a significant improvement in the charity's reserves position. Following a process of due diligence, the charity opened additional bank accounts to ensure all cash deposits are covered by the £85,000 Financial Services Compensation Scheme. The charity now has cash investments, deposited with NatWest Bank, The Co-operative Bank and the CAF Investment Portfolio (Cambridge & Counties Bank Ltd) which ensure we protect the principal sums invested whilst optimising the balance between flexibility and rate of return. Remaining vigilant to improve the return on our cash resources and not to exceed our bank account indemnity is part of our risk management.

Reserves Policy

The reserves policy of the charity is to maintain free reserves (defined as unrestricted funds less funds that can only be realised by disposing of tangible fixed assets) equal to three months operational costs. During this financial year, we have successfully brought our reserves up to our policy level. The charity ended the financial year with £149,909 of unrestricted reserves and £85,332 of restricted income.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of Brain Tumour Support for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom 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 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 charity will continue in business

The Trustees are responsible for keeping adequate 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.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

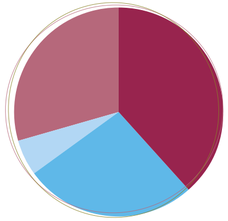


Andrew Chater - Chair of Board of Trustees and Directors
Approved by the Board of Trustees and signed on its behalf
on 30 November 2021

Our finance summary

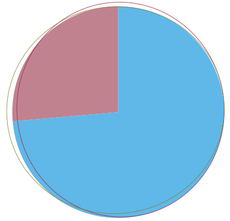
Income

- Charitable trust donations
- Fundraising and individual donations
- Macmillan funding
- Government grants
  (Furlough and Coronavirus Community Support Fund)



Expenditure

- Charitable activities - support provision and raising awareness
- Raising funds



Statement of financial activities

(Including income and expenditure account) year ended 31 March 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations and grants	2	284,831	332,806	617,637	452,789
Charitable activities		-	-	-	39
Other trading activities	3	395	-	395	5,938
Total income		**285,226**	**332,806**	**618,032**	**458,766**
Expenditure on:					
Raising funds	4	74,158	29,677	103,835	111,989
Charitable activities	5	66,792	224,521	291,313	376,839
Total expenditure		**140,950**	**254,198**	**395,148**	**488,828**
Net income/(expenditure) and net movement in funds	7	**144,276**	**78,608**	**222,884**	**(30,062)**
Reconciliation of funds:					
Total funds brought forward	15	5,633	6,724	12,357	42,419
Total funds carried forward	15	**149,909**	**85,332**	**235,241**	**12,357**

The comparative funds are detailed in note 9.
The company has no recognised gains or losses other than the results for the year as set out above.
All of the activities of the company are classed as continuing.
The notes on pages 34 to 42 form part of these financial statements.

> "I'm so glad that I found BTS, just wish I'd found you all sooner....The group is incredibly supportive and it's helping me build a happier relationship with the new me. It's so reassuring to know I'm not alone."
>
> Sarah

Balance sheet

As at 31 March 2021

	Note	£	2021 £	£	2020 £
Fixed assets					
Tangible assets	10		198		1,660
Current assets					
Debtors	11	8,479		29,177	
Cash at bank		297,318		31,845	
		305,797		61,022	
Creditors					
Amounts falling due within one year	12	(29,087)		(50,325)	
Net current assets			276,710		10,697
Total assets less current liabilities			276,908		12,357
Creditors					
Amounts falling due after more than one year	13		(41,667)		-
Total net assets			**235,241**		**12,357**
Funds					
Unrestricted Income	16		149,909		5,633
Restricted Income	16		85,332		6,724
			235,241		**12,357**

The notes on pages 34 to 42 form part of these financial statements.

For the year ending 31 March 2021 the company 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 accounts 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 accounts.

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

The financial statements were authorised for issue, approved by the members of the committee on 30 November 2021 and signed on their behalf, by



Mr A Chater

Chair of Trustees

Cash flow statement

Year ended 31 March 2021

	Note	2021 £	2020 £
Net cash inflow from operating activities	17	**265,473**	**(19,805)**
Net cash inflow/(outflow) for the year	18	**265,473**	**(19,805)**

Cash flow restrictions

Charity law forbids the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own Objects, except on special authority. In practice this restriction has not had any effect on cash flows for the year.

The notes on pages 34 to 42 form part of these financial statements.

> At times like this it is so difficult to know how to process your feelings and emotions and to think through the life-changing situation. The counselling from Brain Tumour Support is so supportive and I feel like I am moving forward in learning how to handle my grief.
>
> Jackie

Notes to the financial statements

Year ended 31 March 2021

1 Accounting Policies

a) Basis of preparation

The financial statements have been prepared under the historical cost convention and in accordance with the Companies Act 2006, Charities Act 2011, Financial Reporting Standard 102 and the Charities Statement of Recommended Practice based thereon (SORP FRS102).

The charity is a public benefit entity as defined under FRS102.

The financial statements have been prepared on a going concern basis. The trustees consider that there are no material uncertainties affecting the ability of the charity to continue as a going concern.

b) Income

All income is included in the Statement of Financial Activities when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants, including grants for the purchase of fixed assets, are recognised in the income and expenditure account as they become receivable.

Gifts in kind are valued at estimated open market value at the date of the gift, in the case of assets for retention or consumption, or at the value to the organisation in the case of donated services or facilities.

c) Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that activity. Central costs are equivalent to the SORP's definition of support costs and are where costs cannot be directly attributed to activities they have been allocated to activities on a basis consistent with the use of the resource.

Governance costs include the costs of governance arrangements which relate to the general running of the company. These costs are associated with constitutional and statutory requirements and include costs associated with the strategic management of the company's activities. These are included within central costs.

d) Fund accounting

Unrestricted funds contain accumulated surplus and deficits on general funds and can be used in accordance with the company objects at the discretion of the Trustees.

Restricted funds represent monies received for specific purposes. All income and expenditure relating to the restricted funds' movements is included in the income and expenditure account. Further details of restricted funds are shown in note 15.

e) Fixed assets

Fixed assets are held at cost less accumulated depreciation. Assets costing less than £500 are not capitalised.

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

Equipment 33% straight line

Fixtures & fittings 15% straight line

f) Trade debtors

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the company will not be able to collect all amounts due according to the original terms of the receivables.

g) Cash and cash equivalents

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

h) Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the company does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

i) Pensions

The charity has arranged a defined contribution scheme for its staff. Pension costs charged in the SOFA represent the contributions payable by the charity in the period.

j) Government grants

Government grants for Coronavirus Job Retention Scheme were recognised in the period to which employment expenses were incurred and deemed to be receivable.

2 Donations and grants

	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Macmillan funding	-	34,925	34,925
Charitable trust donations	121,959	116,774	238,733
Fundraising and individual donations	162,872	-	162,872
Government grants:			
Coronavirus Job Retention Scheme (Furlough)	-	131,107	131,107
Coronavirus Community Support Fund	-	50,000	50,000
	284,831	**332,806**	**617,637**

Prior year comparative

	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Macmillan funding	-	99,120	99,120
Charitable trust donations	124,651	48,664	173,315
Fundraising and individual donations	179,566	788	180,354
	304,217	**148,572**	**452,789**

3 Income from: Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Merchandise and other sales	395	-	395
	395	**-**	**395**

All income from other trading activities in the prior year was unrestricted.

4 Expenditure on: Raising Funds

	Notes	Activities undertaken directly £	Central costs £	Total 2021 £
Fundraising	6	77,866	25,969	103,835
		77,866	**25,969**	**103,835**

Prior year comparative

	Notes	Activities undertaken directly £	Central costs £	Total 2020 £
Fundraising	6	83,734	28,255	111,989
		83,734	**28,255**	**111,989**

5 Expenditure on: Charitable activities

	Notes	Activities undertaken directly £	Central costs £	Total 2021 £
Providing support	6	194,356	64,819	259,175
Raising awareness		24,100	8,038	32,138
		218,456	**72,857**	**291,313**

Prior year comparative

	Notes	Activities undertaken directly £	Central costs £	Total 2020 £
Providing support	6	231,318	78,055	309,373
Raising awareness		50,444	17,022	67,466
		281,762	**95,077**	**376,839**

6 Central costs

	Charitable activities £	Raising funds £	Total 2021 £
Operating costs	71,383	25,444	96,827
Governance costs			
Accountancy fees	1,474	525	1,999
	72,857	**25,969**	**98,826**

Prior year comparative

	Charitable activities £	Raising funds £	Total 2020 £
Operating costs	93,548	27,801	121,349
Governance costs			
Accountancy fees	1,529	454	1,983
	95,077	**28,255**	**123,332**

7 Net income for the year

This is stated after charging:

	2021 £	2020 £
Independent examiner's remuneration		
- Examination services	790	782
- Accounts preparation	914	906
Depreciation	1,462	1,916

8 Staff costs and emoluments

This is stated after charging:

	2021 £	2020 £
Wages and salaries	306,505	349,093
Social security costs	15,119	17,469
Pension contributions	4,846	5,568
Redundancy costs	3,452	-
	329,922	**372,130**

Particulars of employees:

The average number of employees during the year, calculated on the basis of average headcount, was 19.8 (2020: 22.7).

The average number of employees during the year, calculated on the basis of full time equivalents, was 13.5 (2020: 14.9).

No employee received remuneration of more than £60,000 during the year (2020 - nil)

Employment benefits received by six (2020: six) key management personnel in the period were £109,831 (2020: £107,895).

9 Prior-year comparative Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Income from:			
Donations	304,217	148,572	452,789
Charitable activities	-	39	39
Other trading activities	5,938	-	5,938
Total income	**310,155**	**148,611**	**458,766**
Expenditure on:			
Charitable activities	206,669	170,170	376,839
Raising funds	111,989	-	111,989
Total expenditure	**318,658**	**170,170**	**488,828**
Net income/(expenditure) and net movement in funds	(8,503)	(21,559)	(30,062)
Reconciliation of funds:			
Total funds brought forward	14,136	28,283	42,419
Total funds carried forward	**5,633**	**6,724**	**12,357**

10 Tangible fixed assets

	Equipment £	Fixtures & fittings £	Total 2020 £
Cost			
At 1 April 2020	7,331	1,390	8,721
At 31 March 2021	**7,331**	**1,390**	**8,721**
Depreciation			
At 1 April 2020	5,671	1,390	7,061
Charge for the year	1,462	-	1,462
At 31 March 2021	**7,133**	**1,390**	**8,523**
Net book value			
At 31 March 2021	**198**	**-**	**198**
At 31 March 2020	**1,660**	**-**	**1,660**

11 Debtors

This is stated after charging:

	2021 £	2020 £
Trade debtors	6,465	12,253
Prepayments	1,042	5,848
Other debtors	972	11,076
	8,479	**29,177**

12 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	1,482	9,638
Accruals and deferred income	13,933	8,496
Taxation and social security	4,149	10,958
Other creditors	1,190	21,233
Bank Loan	8,333	-
	29,087	**50,325**

13 Creditors: amounts falling due after more than one year

	2021 £	2020 £
Bank Loan	41,667	-
	41,667	**-**

14 Operating lease commitments

At 31 March the company had the total minimum commitments under non-cancellable operating leases for premises as follows:

	2021 £	2020 £
Payments due:		
Within 1 year	285	-

15 Movement in funds

Year ended 31 March 2021	As at 1 Apr 20 £	Income £	Expenditure £	Transfers in/(out) £	As at 31 Mar 21 £
Restricted funds					
Co-ordinators	697	34,925	(35,622)	-	-
Regional support groups	2,481	105,924	(31,438)	-	76,967
Support for children	3,507	750	(4,257)	-	-
Counselling	-	10,100	(1,735)	-	8,365
Coronavirus Job Retention Scheme (Furlough)	-	131,107	(131,107)	-	-
National Lottery - Covid-19 response	-	50,000	(50,000)	-	-
Patient and family weekend	39	-	(39)	-	-
	6,724	**332,806**	**(254,198)**	**-**	**85,332**
Unrestricted funds					
General fund	5,633	285,226	(140,950)	-	149,909
	5,633	**285,226**	**(140,950)**	**-**	**149,909**
Total funds	**12,357**	**618,032**	**(395,148)**	**-**	**235,241**

Year ended 31 March 2020	As at 1 Apr 19 £	Income £	Expenditure £	Transfers in/(out) £	As at 31 Mar 20 £
Restricted funds					
Co-ordinators	2,310	99,120	(99,082)	(1,651)	697
Regional support groups	22,278	49,452	(70,900)	1,651	2,481
Support for children	3,507	-	-	-	3,507
Website	188	-	(188)	-	-
Patient and family weekend	-	39	-	-	39
	28,283	**148,611**	**(170,170)**	**-**	**6,724**
Unrestricted funds					
General fund	14,136	310,155	(318,658)	-	5,633
	14,136	**310,155**	**(318,658)**	**-**	**5,633**
Total funds	**42,419**	**458,766**	**(488,828)**	**-**	**12,357**

The 'Co-ordinators' restricted fund is where Macmillan Cancer Support have restricted their grant to be used specifically to create and support co-ordinator posts in the charity.

The 'Regional support groups' restricted fund is where donors have restricted their donation to be used specifically to support the running costs of one of the charity's many different regional support groups. The disclosure of these different restricted funds has been combined due to their similarity, however the individual restrictions of each donation is monitored and maintained.

The 'Support for children' restricted fund is where donors have restricted their donations to be used in supporting brain tumour patients that are children or the children of brain tumour patients.

The 'Website' restricted fund is where donors have restricted their donations towards the costs of maintaining and improving the charity's website.

The 'Patient and family weekend' restricted fund is where donors have restricted their donations towards the costs of providing an education, information and support event for patients and their families.

The 'Counselling' restricted fund is the provision of counselling services to the charity's service users.

The 'National Lottery' restricted fund is a government grant administered by the Big Lottery covering the extra costs of the charity's response to the changes in the service provision due to the Covid-19 crisis.

The 'Coronavirus Job Retention Scheme (Furlough)' restricted fund relates to a government grant received in response to the effects of UK lockdown and employees' inability to work. The grants related to the costs of the majority of their wages and therefore had been fully expended within the year.

16 Analysis of net assets between funds

	Fixed assets £	Cash at bank £	Other net assets £	Total £
As at 31 March 2021				
Restricted funds	-	85,332	-	85,332
Unrestricted funds	198	211,986	(62,275)	149,909
	198	**297,318**	**(62,275)**	**235,241**
As at 31 March 2020				
Restricted funds	-	6,724	-	6,724
Unrestricted funds	1,660	25,121	(21,148)	5,633
	1,660	**31,845**	**(21,148)**	**12,357**

17 Reconciliation of net movement in funds to net cash inflow from operating activities

	2021 £	2020 £
Statement of Financial Activities: Net movement in funds	222,884	(30,062)
Depreciation	1,462	1,916
Decrease in current liabilities	(21,238)	(1,374)
Decrease in debtors	20,698	9,715
Increase in non-current liabilities	41,667	-
Net cash inflow/(outflow) from operating activities	**265,473**	**(19,805)**

18 Analysis of changes in cash during the year

	2021 £	2020 £	Change £
Cash at bank and in hand	**297,318**	**31,845**	**265,473**

	2020 £	2019 £	Change £
Cash at bank and in hand	**31,845**	**51,650**	**(19,805)**

19 Related party transactions

During the previous year, the CEO provided a loan of £20,000 to ensure that the charity had sufficient working capital in place whilst working to improve the fundraising capability. The loan was repaid in full during the year.

Trustee remuneration in the year was £nil (2020: £nil). No Trustee was reimbursed for any expenses during the year or the prior year. Total Trustee donations to the charity in the year were £303 (2020: £180).

There were no other related party transactions in the year or the prior year other than those disclosed elsewhere in these financial statements.

Legal and administrative details

Brain Tumour Support

Registered Charity 1163856

Incorporated on 5th August 2015

Company registration number 09718307

Registered office

The Clock Tower
Old Weston Road
Flax Bourton
Bristol
BS48 1UR

Bankers

National Westminster
Thornbury
Bristol

Trustees and Directors 2020-21

Andrew Chater, Chair

Ken Wilson

Emma Brereton

Stephanie Lawless

Contact us

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BS35 2AB

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Email info@braintumoursupport.co.uk

Get support

Support direct line 01454 422701

Support email support@braintumoursupport.co.uk

www.braintumoursupport.co.uk



BRAIN TUMOUR SUPPORT
Together WE are Stronger

"It's hard to comprehend just how much there is to take on board, for mum and for all the family, and the range of emotions you go through.

Knowing that Brain Tumour Support is there to guide and support has really helped to sustain us through some very difficult days."

Hannah

Registered with FUNDRAISING REGULATOR

The Queen's Award for Voluntary Service

In partnership with MACMILLAN CANCER SUPPORT