



Registered Charity 1166411

ANNUAL REPORT AND ACCOUNTS

For year ending 30th June 2021

1. REFERENCE AND ADMINISTRATION DETAILS

1.1 Charity Name

Keystone Palliative Support Centre (known as Keystone Support Centre)
Registered Charity Number 1166411
Incorporated as a Charity on 7 April 2016

1.2 Purpose of the Charity

This is defined in the founding documents as “To relieve the suffering of those with life-limiting illnesses, their carers and the recently bereaved in Alsager and the surrounding parishes of Church Lawton and Odd Rode”.

In practice this means that the charity operates, each week, a Patient and Carer Support Group and a Bereavement Support Group as well as providing a range of therapies (such as Massage, Reflexology, Aromatherapy and Reiki), a social and learning environment (art therapy, board games etc.) and Movement and Balance classes under the banner “Tripudio”.

1.3 Charity's Administrative Address

c/o Homefields
9, Chells Hill
Church Lawton
Stoke on Trent
ST7 3FB

1.3 Trustees holding office during the Financial Year

Howard Turner Chair
Joyce Key (ex-officio) Founder and Centre Manager
Mike Sproston Treasurer
Nicola Edge
Kath Knight
Mick Salt

1.4 Trustee Board

The above-named trustees form the charity's board and do not receive a salary or any other fees or allowances for discharging their duties. Trustees are drawn from diverse backgrounds in Public, Private and Health sectors, bringing a wide range of expertise and experience. The Trustee Board is clear about the Charity's aims, focussing on ensuring a viable future for the range of services and compliance with statutory legal and financial requirements.

2. STRUCTURE, GOVERNANCE AND MANAGEMENT

The Board is committed to meeting the standards laid out in the Charity Commission code and relevant legislation as well as the principles laid out by Cheshire Voluntary Services' GRIPP programme. Board members have attended appropriate networking and training activities.

The Charity is constituted as a Charitable Incorporated Organisation, whose only voting members are its Charity Trustees.

3. BRIEFING BY THE TRUSTEE BOARD CHAIR

3.1 Impact of Lockdown

Our Annual Report for 2020/21 illustrates the impact of the measures introduced by the UK government in their attempt to limit the impact of the COVID-19 pandemic on the NHS.

Services

Keystone's weekly support group and therapy sessions were closed in March 2020 when the first lockdown was imposed. Services did not reopen until the Autumn of 2020 and then only to a limited level and for a brief period of time. The Seasons Bereavement Group and Tripudio Movement and Balance classes were finally able to restart in late spring of 2021. Keystone's Manager Joyce Key felt that the right time to restart the Support Group and Therapy Treatments had not yet arrived as the users of these services are being particularly vulnerable due to their illness and the impact on their immune systems of treatment for these illnesses.

The re-introduction of the services has also been impacted by serious damage to Lawton Memorial Hall. The hall was flooded as a result of burst water pipes in the ceiling, causing extensive damage and requiring several months to dry the place out prior to effecting repairs. During this period some of the services that it was possible to hold were held at the YPCC in Rode Heath and at the 13 Club in Alsager. At the time of writing this report we are expecting to restart all services in full, back at Lawton Memorial Hall, from mid-August 2021.

During this difficult period Joyce has made sterling efforts to maintain contact with the team of volunteers, and with the volunteers' help to maintain contact with the patients. I am confident that, further restrictions due to C-19 notwithstanding, Joyce will have everything back up and running by the end of summer 2021, with a full quota of volunteers and patients.

Costs

As it has been almost impossible to run any services during this financial year the main element of Keystone's cost base, hire of premises, is way down on previous years at £1335 compared to £6815 in the financial year immediately prior. For similar reasons, Tripudio Instructor's Fees, Transport, Consumables and Therapist's materials are also much reduced. To further cut costs the decision was taken to cancel the BT Broadband contract at Lawton Hall. Total expenditure then was £3802, down from £12,622 the previous year.

Fundraising

This is almost a cut and paste from the previous year's report. It is no exaggeration to say that the charity's ability to raise funds has been decimated by the restrictions placed on the population in the government's response to the pandemic.

In a normal year over £5K would come from events (coffee mornings, afternoon teas, sponsored meals out, race nights etc.) organised by the volunteers. None of these events were able to take place during the year.

Income from collection boxes in shops, pubs and at each of the charity's support group sessions bring in £3K to £4k in a normal year, this declined to just £1482k this year.

We are very grateful indeed to The Lodge Tyre Company for once again donating £1000 despite being unable to host their annual charity golf event at Alsager Golf & Country club.

This donation from Lodge Tyre was further supplemented by a one-off bonus from HM Government in the form of Gift Aid Relief. We benefitted to the tune of £440 from reclaiming 3 years' worth of backdated relief thanks to diligent work from Mike Gazey, who we thank very much.

A further point of note is that as a result of joining Amazon Corporation's Smile initiative we have received £44.20. Amazon Smile allows shoppers to nominate Keystone as their chosen charity, for which Amazon pay 0.5% of the value of sales of qualifying goods – which are in the main goods sold by Amazon rather than any of the many "partners" that sell through Amazon.

The charity's total income for this financial year was just £3,807. This compares to an average of over £14,000 per year over the 4 years prior to 2019 and £10,149 last year which was also Covid-19 impacted.

We therefore achieved an operating surplus of **£5**, not including the £176 in interest from our saving account at The Charity Bank.

3.2 Moving Forward

Reserves have not been impacted by Covid-19 during our financial year 2020-21, we still have £15,000 (slightly over now) in an interest earning account in The Charity Bank and there is still a positive balance in the current account of £9,000.

We still have a 4 figure donation to come from the Presidents' Charity at Alsager Golf & Country Club which was deferred by the donors from 2019 to be handed to the charity at such time as it is possible to do so at a handover event. We expect that this will be possible during the next financial year.

We expect to fully re-open at Lawton Memorial Hall by the end of August 2021 and we hope and pray that the Covid-19 pandemic is now behind us. We cannot know at this point whether the government will deem it necessary to impose further restrictions which will impact our ability to provide a full service, or indeed any service at all.

If we are able to operate as normal then our costs will likely increase to around £12,850. This means that our priority must be on the ongoing financial viability of the charity because in order to break even we will need to raise around £10,000 more than this year. Currently the budget shows revenue of £8,550 and therefore a deficit of £4,450. The board of trustees will meet during the third and fourth quarters of 2021 to plan a series of events and other strategies to increase fundraising during the Spring of 2022.

4 Results for Financial Year 2020/21

The results were quite different to the budget, for the reasons discussed earlier.

Operating Results Year Ending 30th June 2021

	Actual	Budget	2019/20 actual
Revenue	£3,807	£8,000	£10,149
Expenditure	£3,802	£8,000	£13,612
Surplus/Deficit	£5	£0	-£3,463

Appendix 1 shows the results in more detail

5. Outline Service Plan and Budget for FY 2021/22

	Budget	2019/20 actual
Revenue	£8450	£3,807
Expenditure	£13000	£3,802
Surplus/Deficit	-£4,550	£5

See Appendix 2 for Breakdown

APPENDIX 1

KEYSTONE SUMMARY ACCOUNT JULY 2020 – JUNE 2021

NB* Gift Aid Relief was overpaid in error by HMRC, hence the repayment of £400 under expenditure. Keystone was kind enough to point out the overpayment to HMRC and yet they referred to it as “over-claimed”. It was not.

Income		Expenditure	
<u>2019</u>		<u>2019/20</u>	<u>2020/21</u>
26548	Balance at Bank 1st July 2020	9074	6815 Hall Fees (13 Club, YPCC)
	Balance at The Charity Bank 1/7/2020	15000	1160 Tripudio Instructor Fees
	Donations, Sponsorship, Fundraising		
16700	Events	2956	726 BT
	*Gift Aid Relief	845	410 Marketing Materials
	Charity Bank Interest	176	55 Mktg/Fundraising events
			373 Insurances
			960 Consumables: Food etc.
			383 Therapist materials
			137 Membership & Professional Fees
			615 Transport Costs
			988 IT costs
			- Covid-19 Related - PPE etc.
			985 Correction to 2018/19 Accounts
			- Repay Gift Aid Relief
			13607 Total Expenditure
			3802
			15000 Balance at The Charity Bank 30/06/2021
	Balance at Bank as of 30th June 2020	9074	9075 Balance at Bank as of 30th June 2021
43248		28051	37681

APPENDIX 2

ASSUMPTIONS FOR 2021/22 BUDGET

Expenditure	£
Hall Rental (£13.50/hr, 8hrs/wk for 50 wks, 2hrs/wk for 48 wks, storage 52 wks @ £31/wk)	8308
Tripudio Instructor (48 sessions @ £40)	1920
BT	240
Mobile	252
Marketing Costs	200
Events (Assumes rental for 1 x Afternoon Tea)	108
Insurance	373
Consumables (Food, Tea, Coffee, Napkins, Ink etc.)	1000
Therapist Materials	200
PPE (assumes sufficient stock from previous year)	0
Membership & Professional Fees	250
Transport	0
IT Costs	0
Total	12852

Revenue	£
Regular Donations	240
Amazon Smile	50
Collection Boxes and Individual Donations	2000
Corporate Donations	5000
In Memoriam	0
Gift Aid Rebate (re 2020/2021)	1142
Total	8432