



Registered Charity 1166411

Draft

ANNUAL REPORT AND ACCOUNTS

For year ending 30th June 2022

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

Jane Kay Chair (Replaced Howard Turner [resigned] 7th April 2022)
Joyce Key (ex-officio) Founder and Centre Manager
Mike Sproston Treasurer (Resigned 7th April 2022 – Note Jane Kay now also 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

Keystone's Financial Year 2021/22 was still affected by the measures introduced by the UK government in their attempt to limit the impact of the COVID-19 pandemic on the NHS. Keystone was able to start operating again at Lawton Memorial Hall at the end of August 2021.

Services

The Seasons Bereavement Group and Tripudio Movement and Balance classes restarted 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.

We decided to suspend the service for the time being for this group due to low numbers, also note that the number of volunteers was lower. However the complementary therapies were still being offered by appointment and a number of service users from this group took up the offer.

The uptake of the services has been slow from July 2021 but improving as the year progressed. Emphasis was given to a new group of recently bereaved who attended the afternoon space, they have joined the main group and all now attend in the morning.

Tripudio restarted in August 2021 and continues on Thursday mornings.

Costs

Having had almost eleven operating months in this financial year costs have risen to £10,183, so now approaching earlier years following last year's very low figure.

Fundraising

In previous years, prior to the years impacted by Covid, 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 financial year 2021/22.

Income from collection boxes in shops, pubs and at each of the charity's support group sessions brought in £3258, which is back to something like the norm.

We are very grateful indeed to Alsager Golf and Country Club whose men's and ladies' captains both nominated Keystone as their chosen charity. We are pleased to report that they presented us with a cheque for just over £4000 which helped Keystone to purchase a new electrically operated therapy bed as well as boosting funds.

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

In addition to the above donations we also received a donation of £342 from the Greenmoss Surgery Patients Group.

From the Government in the form of Gift Aid Relief this year we received £392, which was a 1 year only figure having benefitted from 3 years' worth of backdated relief the previous. We are once again grateful for some diligent work from Mike Gazey, without whom we might be defeated by the peculiarities of HMRC's systems.

As members of Amazon Corporation's Smile initiative we have received £62.75. 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 £10,451. This compares to an average of over £14,000 per year over the 4 years prior to 2019. We're moving in the right direction again.

We therefore achieved an operating surplus of **£267**, not including the £190 in interest from our saving account at The Charity Bank.

3.2 Moving Forward

Costs for the financial year 2022/23 will increase from 2021/22 as a result of having a full year of operating services. We are looking at some measures to reduce monthly outgoings, such as scrapping our own broadband and piggy-backing on Lawton Memorial Hall's network (with their permission). We may also be able to move Tripudio from Thursdays to Tuesday if the afternoon support group is not reinstated.

Despite the impact of the Covid-19 measures Keystone's reserves have remained intact as we just about achieved break even this year and last year. Reserves now stand at £9348 in the current account an approximately £15,100 in the Charity Bank savings account.

Although fully re-open at Lawton Memorial Hall at then end of August 2021. We found that the afternoon support group users, being the most vulnerable group health-wise, were reluctant to return to an environment where they would be close to other people. The decision was taken in January 2022 to suspend this service but the users were able still to avail themselves of the complementary therapy treatments by appointment. A new emphasis was given to a group of recently bereaved people and they were able to use the afternoon period before eventually being integrated with the morning group.

The manager and trustees are looking at consolidating all services including Tripudio into Tuesdays only in order to save the cost of renting the hall on Thursday mornings.

Costs are anticipated to be around £12,200 in the financial year 2022/23 whereas income could be as low as £6,000. It is therefore vital that ways of reducing costs are found in the coming year and serious effort and consideration will be needed to increase the amount of funds raised. Post-Covid this will be a difficult task, less users means less income in the collection boxes and fewer (and older) volunteers means that the manpower needed for fundraising is lacking.

The charity can sustain operating losses at the predicted 2022/23 level for a maximum of 4 years, so a turnaround in fortunes will be required to maintain the charity's services.

4 Results for Financial Year 2021/22

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

Operating Results Year Ending 30th June 2022

	Actual	Budget	2020/21 actual
Revenue	£3,807	£8,450	£10,451
Expenditure	£3,802	£13,000	£10,183
Surplus/Deficit	£5	-£4,550	£ 268

Appendix 1 shows the results in more detail

5. Outline Service Plan and Budget for FY 2022/23

	Budget	2020/21 actual
Revenue	£6170	£10,451
Expenditure	£12220	£10,183
Surplus/Deficit	£6050	£268

See Appendix 2 for Breakdown

APPENDIX 1

KEYSTONE SUMMARY ACCOUNT JULY 2021 – JUNE 2022

Income		Expenditure					
<u>2020</u>		<u>2020/21</u>					<u>2021/22</u>
9075	Balance at Bank 1st July 2021	9080	6815	Hall Fees (Lawton Mem,13 Club, YPCC)			6360
	Balance at The Charity Bank 1/7/2021	15176	1160	Tripudio Instructor Fees			1240
	Donations, Sponsorship, Fundraising						
16700	Events	10451	726	BT & Vodafone (landline & mobile)			483
	*Gift Aid Relief	1535	410	Marketing Materials			0
	Charity Bank Interest (est.)	195	55	Mktg/Fundraising events			0
			373	Insurances			373
			960	Consumables: Food etc.			541
			383	Therapist materials			1006
			137	Membership & Professional Fees			0
			615	Transport Costs			0
			988	IT costs			80
			-	Covid-19 Related - PPE etc.			0
			-	Patient Direct Support			100
			12622	Total Expenditure			10183
			15000	Balance at The Charity Bank 30/06/2021			15371
	Balance at Bank as of 30th June 2021		9080	Balance at Bank as of 30th June 2021			9348
25775		36437	36702				34902

APPENDIX 2

ASSUMPTIONS FOR 2022/23 BUDGET

Expenditure	£
Hall Rental	7800
Tripudio Instructor (48 sessions @ £40)	1920
BT	260
Mobile (Vodafone)	290
Marketing Costs	250
Events (Assumes 1 x Coffee Morning Spring 2023)	250
Insurance	400
Consumables (Food, Tea, Coffee, Napkins, Ink etc.)	750
Therapist Materials	200
PPE (assumes sufficient stock from previous year)	0
Membership & Professional Fees	0
Transport	0
IT Costs	100
Total	12220

Revenue	£
Regular Donations	240
Amazon Smile	80
Collection Boxes and Individual Donations	3500
Corporate Donations	1500
In Memoriam	100
Gift Aid Rebate (re 2020/2021)	750
Total	6170