

This year has been one of the most traumatic this charity has experienced. The consequences of the pandemic and the stuttering recovery have made very substantial demands on our services and has stretched our capacity to assist clients to the limits. None the less no one has been turned away or refused assistance and, in keeping with our original objectives, this has included support to carers, even after the passing of the client.

The Trustees have had to take an in depth look at how we cope with this increased demand and consequently the decision was taken, reluctantly, to cease the operation and funding of all social activities going forward. It is imperative that we husband our resources to concentrate on the primary activity of assisting those in need.

Not only has the level of demand increased over the last 12 months but also the spread of services provided. We now provide 11 different therapies through the services of 8 therapists all of whom give their time free of charge or at substantially discounted rates. The number of clients assisted rose to 293 during the period from June 2020 in the preceding 12 months and it is especially important to remember that the vast majority of these will need access to more than one service. The increase in demand for counselling is especially concerning. This has all arisen from the virtual closure of the NHS to those we support and a similar situation to charities such as MacMillans. Referrals to us have come from those sources but also from GP's (most of whom stopped seeing people), other charities and Local Authority Social Services departments. Moreover, we have not had access to our office in the main Council building and thus were denied access to our computer system, our records and initial store of PPE.

For the foreseeable future we do not expect the pressure of this upward level of demand to ease. Hospitals and the broader NHS have huge backlogs and the threat of Covid remains despite the vaccination programme. We seek to continue to recruit therapists where necessary and to rebuild the band of admin volunteers.

Most of our administrative volunteers have been unable to work for various reasons while the office remains shut. We are of course a wholly voluntary organisation so consequently and incredibly, the main workload has fallen on three people, working seven days a week sometimes, and delivering something which is little short of a miracle. It is chilling to imagine what position some of our clients would be in now were it not for the efforts of those three and the band of therapists whose dedication is beyond words.

Administratively we have found that we are far too reliant on the one office, and the problems that lack of access has caused. We are taking advice from an IT consultant (free of charge) to look at developing a small IT network of our own, to ensure that these problems can never reoccur. This will be separately funded, and we will seek grants to that end. Apart from that our costs arise almost totally from the provision of therapeutic services. Whilst some contribution is sought from clients nobody is turned away for lack of funds.

Our finances remain on a sound footing and are under constant monitoring by the Trustees. We are continuously seeking grant funding and any opportunity to develop a longer-term association with a source of finance that would improve our medium-term ability to plan and develop our services as demand arises.

Jim Robinson

Chair of Trustees



**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

CREST Cancer Support CIO

**On accounts for the  
period**

Year ended 31<sup>st</sup> March 2021

**Charity no  
(if any)**

1181505

**Set out on page**

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I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31<sup>st</sup> March 2021.

**Responsibilities and  
basis of report**

As the charity trustees, you are responsible for the preparation of the accounts in accordance with the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent  
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

**Signed:**

**Date:**

13<sup>th</sup> June 2021

**Name:**

Nicholas Dent

**Relevant professional  
qualification(s) or body  
(if any):**

Institute of Chartered Accountants in England & Wales

**Address:**

4 Acacia Road

Staines Upon Thames

Surrey TW18 1BY

**CREST Cancer Support CIO - Charity number: 1181505**  
**Statement of Income and Expenditure**

	<b>Year Ended 31 March 2021</b>	<b>Period from 10 January 2019 to 31 March 2020</b>
<b>Income</b>		
Donations	£2,581.59	£12,230.54
Fundraising	£4,900.00	£13.56
Relaxation Day		£1,182.35
Outings (refund)	£100.00	£1,600.00
Interest	£87.17	£95.90
Transfer from Crest (Ashford)		£23,000.38
<b>Total Income</b>	<b>£7,668.76</b>	<b>£38,122.73</b>
<b>Expenditure</b>		
Office and Volunteers	£587.77	£872.46
Insurance	£487.20	
Therapy Room	£1,227.49	
PPE	£2,894.84	
Working from home costs	£998.63	
Working from home telecom costs	£396.75	
Telecoms	£416.92	£332.24
Wigs	£120.00	£1,860.80
Footcare	£810.00	
MLD / Support Hosiery	£1,075.00	£71.90
Complementary Therapy	£681.00	£369.00
Counselling	£1,005.00	£330.00
Fundraising cost	£150.00	
Relaxation Day		£2,175.31
Outings		£2,372.42
Fees		£507.20
Cancer Training		£240.00
<b>Total Expenditure</b>	<b>£10,850.60</b>	<b>£9,131.33</b>
<b>(Deficit) / Surplus for the Year</b>	<b>£(3,181.84)</b>	<b>£28,991.40</b>
Surplus Brought Forward	£28,991.40	
<b>Surplus Carried Forward</b>	<b>£25,809.56</b>	<b>£28,991.40</b>

**CREST Cancer Support CIO - Charity number: 1181505**  
**Balance Sheet**

	<b>31 March 2021</b>	<b>31 March 2020</b>
Virgin Money	£17,814.64	£17,727.47
NatWest Bank	£7,994.92	£11,263.93
<b>Net Assets</b>	<b>£25,809.56</b>	<b>£28,991.40</b>

NMDA  
13 June 2021