

**Cambridge Cancer Help Centre CIO**  
(Registered Charity No. 1188745)

**Annual Report and Accounts**

**For the year ended 30 April 2021**



**CAMBRIDGE CANCER HELP CENTRE CIO**  
**CHARITY REGISTRATION NUMBER 1188745**  
**TRUSTEES' REPORT**

REPORT FOR THE YEAR ENDED 30 APRIL 2021



## INTRODUCTION

This report is presented in accordance with the Charities (Accounts and Reports) Regulations 2005 made under Part VI of the Charities Act 1993. Administrative information about Cambridge Cancer Help Centre ("The Centre") is contained in the Appendix.

## OBJECTS

The objects of the Centre are to support persons suffering from cancer along with their carers, families and friends with the aim of improving the conditions of life of such persons and their families. These objects are to be met by teaching methods of relaxation, by providing advice and counselling and by offering practical (but not medical) information together with a wide range of complementary therapies that focus on individual wellbeing. The Centre also seeks to provide a safe place to meet and socialise with others on the same journey.

## STRUCTURE AND ORGANISATION OF THE CENTRE

### CHANGE OF CHARITABLE STRUCTURE

On 1 st May 2020, after representation from the Trustees' and the agreement of members, the Charity Commission changed the charitable classification of Cambridge Cancer Help Centre to that of Charitable Incorporated Organisation (CIO). This was seen as the most appropriate structure for the Centre given its current stage of development.

Subsequently, charity 297886 ceased to exist and all the assets were transferred to the new CIO 1188745.

### ORGANISATION OF THE CENTRE

The Board of Trustees' is responsible for all aspects of the Centre's activity. There are three officers: a Chairperson, a Secretary and a Treasurer. Members of the Board are elected annually at the Annual General Meeting. Casual vacancies may be filled by the Board who may also co-opt individuals to support specific activities.

In addition, the Board may appoint Advisors. These are people who bring specific skills and experience (in an ongoing capacity) to enhance the management and governance of the Centre. There are currently three such appointees.

The Centre is run day-to-day by the management team of Centre Manager and Volunteer Coordinator.

Policy is determined and objectives are set by the Committee of Management which is made up of the Board of Trustees' (including Advisors) together with the Centre Manager.

**CAMBRIDGE CANCER HELP CENTRE CIO**  
**CHARITY REGISTRATION NUMBER 1188745**  
**TRUSTEES' REPORT**

**VOTING AT GENERAL MEETINGS**

Members are entitled to vote at General Meetings. It is not necessary to make a donation to be a member, only to have provided contact details.

**CENTRE OPERATIONS**

**CENTRE CLOSURE**

In common with many organisations, the last year has proven to be an extremely challenging time. It was necessary to close the Centre physically for almost the entire year primarily in response to the COVID-19 pandemic but also because major repairs were required to rectify damage caused by a leaking pipe which went undetected for some time during the early stages of closure.

The Centre was able partially to re-open to members on 12th April 2021 offering outdoor space and pre-booked 1:1 emotional support. The Centre will gradually re-open further in line with changes in UK Government guidelines.

**COVID-19: ENSURING THE CENTRE IS A SAFE PLACE TO MEET**

During closure, the Centre team planned and implemented measures to ensure that, once reopened, the Centre would provide a safe place for members, staff, volunteers and visitors.

With the support of grant and other funding, perspex safety screening, PPE (masks, gloves), signage and cleaning and sanitisation equipment was purchased. COVID-19 risk assessments were undertaken and enhanced cleaning procedures implemented.

**CENTRE REFURBISHMENT**

We are grateful to Scotsdales Charitable Foundation, owners of the David Rayner Building in which the Centre operates, for taking the opportunity provided by closure to repair and improve the facilities within the building following the damage caused by the flood in Spring 2020. As a result, the main kitchen has been completely refurbished, carpets and flooring have been replaced throughout and walls have been repainted.

The staff team also took the opportunity to undertake a major "spring clean" and internal reorganisation to ensure that the re-opened Centre offered a fresh, clean and uncluttered space.

**VOLUNTEER TEAM**

Smooth running of the Centre relies on a dedicated team of volunteers who undertake a range of tasks in support of the management team. During the extended period of closure, this team was not required in the same way. Further, some volunteers decided that they would not be returning at the end of the period of closure. As we work to re-open the Centre in phases during 2021, this team is being rebuilt and new volunteers are actively being sought.

**COMMUNICATIONS AND COMMUNITY RELATIONS**

With the Centre physically closed, the team has worked hard to maintain the connection with our members. This is described in more detail in the following sections.

A new email newsletter was introduced in February 2021 which is distributed monthly to all of our registered members. To date, the newsletter has had a very positive average opening rate of 65%. Social media has been used to increase awareness of our services with frequent postings on both Facebook and Twitter. The Centre team has also contacted members by telephone and letter where email is not the preferred contact mechanism.



**CAMBRIDGE CANCER HELP CENTRE CIO**  
**CHARITY REGISTRATION NUMBER 1188745**  
**TRUSTEES' REPORT**

To increase awareness in the health community, information about the Centre has been included in the newsletters for the Cancer Directorate at Cambridge University Hospitals NHS Foundation Trust and on the video screens within the hospital. Additional work is planned during the next year to extend awareness of the Centre further across the local community.

Despite having to close our doors for much of the period, the Centre has again continued to enjoy strong community support during the year. We are extremely grateful for all acts of support, big or small. In particular, we appreciated the contribution from the team at the Black Bull in Balsham who, in marking World Cancer Day 2021, raised £351 through a tea-party hamper event.

**ONGOING MEMBER SUPPORT THROUGHOUT CLOSURE**

Despite being closed physically, the Centre team continued to work remotely throughout the year with the help and support of volunteers.

Contact was maintained with our 350 members during this period by phone, email and post and enhanced, more recently, by the introduction of the monthly email newsletter. This work ensured that we could continue to provide vital emotional support to our members, many of whom found themselves in very difficult circumstances: for example, dealing with treatment being postponed, coping with bereavement or simply facing long periods of social isolation, particularly during lockdown.

During this period, a number of virtual therapies and courses were developed. These included regular programmes of Guided Imagery, Mindfulness and Relaxation, Managing Anxiety and Stress and Fatigue Management. The Centre also pioneered an approach to running the six-week Macmillan HOPE Course virtually.

These programmes have been offered to members using Zoom conferencing with an introductory course (Zoom for Non-zoomers) available for those unfamiliar with the technology. Feedback has been very positive.

Since the partial re-opening of the Centre in April, it has been possible once again to deliver these programmes face-to-face. However, since not all members are yet able or feel comfortable to return to the Centre, online delivery over Zoom has continued in parallel ensuring that support continues to be accessible to all.

With the Centre physically closed, the opportunity for members to meet and chat informally or provide peer support has been lost. This has always been an important and valuable part of the Centre's work. To recreate this experience, new small-group Talking Together sessions were introduced as a virtual alternative. They have been held weekly, again using Zoom.

Across the period, regular feedback has been sought from members attending the various programmes available. This has reinforced the importance and value of the range of support provided. The two examples below give the flavour of the feedback received:

*"They are well-presented sessions and have taught us how to take a step back, enjoy the moment and try to accept that there are things in life you can't change. The sessions help deal with anxiety and stress, which is inevitable with a cancer diagnosis. Psychological support is equally as important as physical support and treatment for the patient and family members."*

*"The [relaxation] sessions really help me to sit still, breath and relax and I feel an immediate and enduring benefit from taking part."*

In addition to this work, three specific areas of support are mentioned below.

**CAMBRIDGE CANCER HELP CENTRE CIO**  
**CHARITY REGISTRATION NUMBER 1188745**  
**TRUSTEES' REPORT**

**COMPLEMENTARY THERAPIES**

Complementary therapies are invaluable for the wellbeing and development of our members and an important part of the support we offer. The Centre could not operate without the dedication of all our therapists and volunteers. This is greatly appreciated.

Although it has not been possible to offer therapies face-to-face while the Centre has been closed, all the therapists have been keen to support our members. To this end, videos on Self-Help Massage and Reflexology were created and these continue to be delivered using Zoom. In addition, telephone consultation on Bach Flower Remedies has also been available.

Since the Centre re-opened, the demand for treatments has been high. Along with the Centre itself, treatment rooms are thoroughly sanitised and kept well-ventilated and appointment times are spaced out to ensure they remain safe places in which to carry out treatments.

Once again, member feedback has been positive feedback throughout as illustrated by the following examples:

*"The session was very good for me. I felt really relaxed at the end.  
Thank you for your time and expertise."*

*"Just to say thank you for another lovely session. I do enjoy them."*

**ACTIVITIES AND EVENTS**

Whilst the Centre has been closed, popular activities such as art and craft groups, yoga, singing and social events have not been possible.

Yoga, Mindfulness and Relaxation classes and Meditation were provided online or by telephone. Access to Arts & Crafts activities was provided working with Scottish charity TRACtion Cancer.

The Centre worked with Life Kitchen to offer free online cookery classes to members. Life Kitchen works with the World Cancer Research Fund and Maggie's to offer classes for those living with Cancer along with their carers. The focus is on taste and flavour, senses which are impacted during cancer treatment.

**PATIENT SUPPORT GROUPS**

Support groups for people with specific cancers were unable to meet at the Centre during lockdown. We look forward to continuing to partner with local patient support groups as we reopen through the course of 2021.

**FINANCIAL POSITION OF THE CENTRE**

During the closure, member subscriptions and donations effectively ceased. In response to this, the Trustees' established a fundraising team whose remit was to identify appropriate funding bodies (COVID-specific support funds and other funds) and apply for grants where appropriate.

As a result of the work of the fundraising team, the Centre received the following grants totalling £31.4k:

• Cambridge Community Foundation	£10,000
• Pink Ribbon Foundation	£7,000
• National Lottery	£7,393
• The Foyle Foundation	£5,000
• Rotary Club of Cambridge Sawston	£2,000



**CAMBRIDGE CANCER HELP CENTRE CIO**  
**CHARITY REGISTRATION NUMBER 1188745**  
**TRUSTEES' REPORT**

Expenditure for the year was significantly reduced when the Scotsdales Charitable Foundation kindly stopped charging the Centre for use of the David Rayner Building.

As a result, the year-end position was as follows: year-end income was £38.9k (including investment income) and year-end expenditure was £42.9k. The resultant small loss of £4k was a significant achievement given the many challenges faced during the year.

At 30 April 2021, the Centre had unrestricted cash funds amounting to £94.9k

**DEPENDENCE ON UNPAID SERVICES AND DONATIONS IN KIND**

As noted above, the Centre could not operate without the unpaid services of its team of volunteers. Therapists and course facilitators also provide their services free of charge. The Centre continues to be grateful for their vital contribution.

**FUTURE STRATEGY**

**WHAT NEXT? OUR NEW THREE-YEAR PLAN**

Cambridge Cancer Help Centre provides support, friendship and connection to others living with cancer alongside access to therapies and activities that are not freely available elsewhere. The COVID-19 pandemic has been a challenging period for so many. With increased pressure now being placed on core healthcare services, these services will be even more critical in the period ahead.

To that end, the Trustees' and Management team have laid out a three-year plan to guide the Centre's ongoing development. Our core aims are to:

1. **Maintain a focus for what we are known for:** delivering support advice and activities to those living with cancer (including family members, friends and carers) in Cambridge and the surrounding areas.
2. **Reach more people** by increasing visibility of what we offer to prospective members and increase our appeal to a diverse local community.
3. **Increase our impact** in society. We will develop and extend the services we offer to reach a diverse spectrum of individuals with cancer (together with their family members, friends or carers) and maximise the use of the David Rayner Building.
4. **Secure funding for our work** and establish longer-term income streams to fund the expanded and extended running of the Centre and support our aspiration to reach and benefit more people.
5. **Build foundations for the future and ensure the sustainability of the charity**, expanding our volunteer team and strengthening our governance, policies, and ways of working.

The annual report was approved by the trustees' of the charity on  
signed on its behalf by:

6 August 2021 and



E L Sage  
Chairman

**CAMBRIDGE CANCER HELP CENTRE CIO  
CHARITY REGISTRATION NUMBER 1188745  
TRUSTEES' REPORT**

**APPENDIX**

CAMBRIDGE CANCER HELP CENTRE ("The Centre") became a Charitable Incorporated Organisation (CIO) registered number 1188745 on 1 st May 2020. The constitution of the Centre contains provisions which regulate the purposes and administration of the charity.

Professor Robert Thomas continues as our Patron. We are grateful for his ongoing support.

The officers of the Centre who have served during the year are as follows:

CHAIR OF TRUSTEES'	Edward Sage
TREASURER	Robert Jackson
SECRETARY	John Skilbeck

The names of members of the Committee of Management, being the Centre's Trustees' and Advisors, who have served during the year, are as follows:

**TRUSTEES'**

Edward Sage	Robert Jackson
Fran Dawson	Janet Hickman
Claire Mackenzie	Nick Wright
Debbie Pugh	Lucy Sales
Richard Dickinson	Anny Stari

**ADVISORS**

John Skilbeck	Barry Pridmore
Adrian Shepherd	

The Centre's contact details are as follows:

ADDRESS:	120 Cambridge Road, Great Shelford, Cambridge CB22 5JT
TELEPHONE:	01223 840105
WEBSITE:	<a href="http://www.cambridgecancerhelp.org">www.cambridgecancerhelp.org</a>
EMAIL ADDRESS:	<a href="mailto:contact@cambridgecancerhelp.org">contact@cambridgecancerhelp.org</a>

Details of the Centre's Bank and Independent Examiner are as follows:

BANK:	HSBC Bank plc, Cambridge City Office, P.O. Box 85, Cambridge CB2 3HZ
INDEPENDENT EXAMINER:	Websters Cambridge Limited, 10 Wellington Street, Cambridge CB1 1HW

**INDEPENDENT EXAMINERS REPORT  
TO THE TRUSTEES' OF CAMBRIDGE CANCER HELP CENTRE CIO**

We report on the financial statements of the charity for the year ended 30 April 2021, which consist of the statement of assets and liabilities, the statement of receipts and payments and the notes to the accounts.

This report is made solely to the charity's trustees', as a body, in accordance with section 145 of the Charities Act 2011. Our work has been undertaken so that we might state to the charity's trustees' those matters we are required to state to them in this report and for no other purpose. To the fullest extent permitted by law we do not accept to assume responsibility to anyone other than the charity and the charity's members as a body for this report, or for the opinions we have formed.

**Respective responsibilities of Trustees' and Examiner**

As the charity's trustees' you are responsible for the preparation of accounts; you consider that the audit requirement of Section 144(2) of the Charities Act 2011 (The 2011 Act) does not apply. It is our responsibilities to state, on the basis on procedures specified in the General Directions given by the Charity Commissioners under Section 145(5)(b) of the 2011 Act, whether particular matters have come to our attention.

**Basis of Independent Examiner's Report**

Our examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations for you as Trustees' concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in any audit, and consequently we do not express an audit opinion on the view given by the accounts.

**Independent Examiner's Statement**

In connection with our examination, no matter has come to our attention:

1. which gives us reasonable cause to believe that in any material respect the requirements
  - to keep accounting records in accordance with Section 130 of the 2011 Act; and
  - to prepare accounts which accord with the accounting records and to comply with the accounting requirement of the 2011 Act

have not been met; or

2. to which, in our opinion, attentions should be drawn to in order to enable a proper understanding of the accounts to be reached

Gary Eves (FCCA)



Websters Cambridge Limited  
A tax, legal and accounting firm  
10 Wellington Street  
Cambridge  
CB1 1HW

August 2021



CAMBRIDGE CANCER HELP CENTRE CIO (Registered Charity No. 1188745)

STATEMENT OF ASSETS AND LIABILITIES  
AT 30 APRIL 2021

	<u>30.04.21</u> £
<u>Monetary Assets</u>	
Bank current accounts and petty cash	125,612
<u>Current Liabilities</u>	
Sundry creditors	(30,705)
<u>Net Current Assets</u>	<u>94,907</u>

[signed]

.....  
.....

Members of the  
Committee of  
Management

RECEIPTS AND PAYMENTS FOR THE YEAR ENDED 30 APRIL 2021

		<u>Unrestricted Funds</u>
		<u>Year Ended 30.04.21</u>
		£
	<i>Notes</i>	
<b><u>RECEIPTS</u></b>		
<b>Grants and Donations</b>		
Subscriptions	2	1,295
Donations	3	4,184
Fund-raising	4	33,324
<b>Investment Income</b>		
Bank Interest	13	115
Total Receipts		<u>38,918</u>
<b><u>PAYMENTS</u></b>		
<b>Direct Charitable Expenditure</b>		
Members' Welfare	5	1,929
Accommodation	6	1,516
Staff	7	32,940
Office Expenditure	8	3,035
Other Payments	9	3,521
Asset Purchases	10	-
Total Payments		<u>42,941</u>
Deficit of Receipts over Payments		(4,023)
Introduced from Cambridge Cancer Help Centre		98,930
Balance c/f at 30 April 2021		<u>94,907</u>

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 30 APRIL 2021

1 Accounting Policies

These accounts are prepared in accordance with the *Statement of Recommended Practice* for Charities, as applicable to small charities (with gross income not exceeding £100,000).

2 Members' Subscriptions

	<u>Year Ended</u> <u>30.04.21</u>
	<u>£</u>
Annual Subscriptions	185
Monthly Covenants	1,110
	<u>1,295</u>

3 Donations

	<u>Year Ended</u> <u>30.04.21</u>
	<u>£</u>
General Donations	
Imo Gill Overhill	251
Urostomy Assoc	350
J. Dawson	335
M Davies	1,000
B Hylton	140
Anon	140
Yoga Class	220
Other Donations (less than £100)	1,748
	<u>4,184</u>



NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 30 APRIL 2021

4 Fundraising

	<u>Year Ended</u> <u>30.04.21</u> £
Corporate Fundraising	
Cambridge Community Foundation	10,000
Pink Ribbon Foundation	7,000
National Lottery	7,393
The Foyle Foundation	5,000
Rotary Club of Sawston Fun Run	2,000
Fundraising Events	1,931
	<u>33,324</u>

Other fundraising includes generous contributions from: our Craft Group; our Art Group; The Black Bull, Balsham; Claire MacKenzie; Lorna Gough; and Adrian Shepherd.

5 Members' Welfare

<u>Year Ended</u> <u>30.04.21</u> £
<u>1,929</u>

This figure includes the provision of PPE and other items essential for the continued safe running of the Centre

6 Accommodation

	<u>Year Ended</u> <u>30.04.21</u> £
Insurance	1,148
Rent	4
Maintenance/Cleaning/Consumables	364
	<u>1,516</u>

7 Staff

<u>Year Ended</u> <u>30.04.21</u> £
<u>32,940</u>

Azra Krsic was the Centre's manager for the whole of this financial period.  
Lorna Gough was employed in the role of Operations Co-ordinator from the beginning of the financial year until her resignation on 31st March 2021.

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 30 APRIL 2021

8 Office Expenditure

	<u>Year Ended</u> <u>30.04.21</u>
	£
Telephone	20
Office Equipment	2,949
Postage	66
	<u>3,035</u>

9 Other Payments

	<u>Year Ended</u> <u>30.04.21</u>
	£
Printing	265
Advertising	961
Professional Fees	1,761
Fundraising Expenditure	216
Kitchen Ware/Soft Furnishings/Adornments	294
Sundries	24
	<u>3,521</u>

10 Asset Purchases

	<u>Year Ended</u> <u>30.04.21</u>
	£
Additions during the year	-

11 Fixed Assets

Fixed Assets as at 1 May 2020	£
Disposals during the period	-
Additions during the period	-
Less Depreciation at 25%	-
Fixed Assets at period end	<u>-</u>

12 Payments to Trustees'

No payments were made to Trustees' except as repayment of expenditure incurred on behalf of the Centre.

**CAMBRIDGE CANCER HELP CENTRE CIO (Registered Charity No. 1188745)**

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 30 APRIL 2021**

**13 Investment Income**

	<u>Year Ended</u> <u>30.04.21</u>
	<u>£</u>
Deposit Account (COIF)	9
Cambridge Building Society	79
Saffron Building Society	26
Bank Deposit Account	1
	<u>115</u>