

SOUTH EAST CANCER HELP CENTRE LIMITED

Registered Company No: 2702689
(A company limited by Guarantee)

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

MYRUS SMITH
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

SOUTH EAST CANCER HELP CENTRE LIMITED

DIRECTORS'/TRUSTEES' REPORT

31 MARCH 2022

Reference and Administrative details

Current Directors/Trustees

Mrs J Mollett (Chairman)
Cllr Y Hopley (Vice Chairman)
Mr D Mollett (Company Secretary)
Mr PWJ Mills (Treasurer)
Mr A Barranco
Mr R Waller
Mr M Tubbs
Mrs C Rees
Mrs Z S Hossain (Resigned 14.12.21)

Registered Office

2 Purley Road, Tesco Development
Purley, Surrey
CR8 2HA

Bankers

Lloyds Bank Plc
Caterham, Surrey

Auditor

Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

Registered Charity No:

1011509

Company No:

2702689

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(Charity No. 1011509)

DIRECTORS'/TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

The directors present their report and financial statements for the year ended 31 March 2022.

1. Structure, Governance and Management

The South East Cancer Help Centre ('SECHC or the Centre') is a Charitable Company limited by guarantee and governed by a Memorandum & Articles of Association dated 1 April 1992 as amended by a Trustees' Resolution of 13 September 2006.

Organisational Structure

The Board of the company meets quarterly but delegates the routine management of the company to an Executive Committee. The Executive Committee normally meets monthly and comprises the four officers of the company, one other director and the Administrators.

The Company Secretary, Treasurer and one other director form a Finance Sub-Committee, which meets as necessary to monitor financial performance in detail. In addition, there is a Marketing Sub-Committee and IT Sub-Committee. Other ad-hoc sub-committees are formed as required.

Directors

The current directors, shown on the preceding page all served throughout the year, except for those as stated.

Directors are encouraged to have such training as is necessary and appropriate to their experience and requirements. This is provided through the CS Skills Centre or similar organisations.

Related Parties / Wider networks

We have no direct financial link with other organisations but are involved in a number of networking arrangements as described in Partnerships and working relationships.

Risk management

The directors consider that the company is exposed to a number of significant risks. The nature of these risks and the method of dealing with them are described below:

a. Donor income

Risk

The Centre's income is largely dependent upon the generosity of donors. Should charitable trusts, local companies or individuals who support the Centre be unable or unwilling to continue to do so, income could fall.

Solution

This risk is countered by putting in place a systematic, professional approach to fundraising, including the employment of experienced fundraisers with back-up volunteer help. Our funds are raised from a wide variety of sources, which results in our being less exposed to a reduction from any one or even a group of supporters. Also, the Centre seeks to maintain sufficient reserves to enable services to be maintained throughout any period of income downturn.

b. Our staff

Risk

Should any of our staff decide to leave the Centre would experience a period of difficulty and be exposed to the risk of delay in engaging a suitable replacement.

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Risk management / cont

Solution

This risk is countered by having a substantial team of longstanding directors and volunteers with sufficient experience who could assist by taking on additional tasks until a replacement is found.

c. Premises

Risk

The Centre relies on the generosity of Tesco in providing our premises without cost. Should Tesco be unable or unwilling to continue with this arrangement, the Centre would have to seek alternative premises, which might only be achieved at considerable cost and would place a considerable strain on our financial resources.

Solution

A good relationship has been developed and maintained with Tesco who have given every indication that this relationship is a long term one. A new lease contract has been agreed with Tesco that extended the lease by around 22 years to December 2036.

d. Volunteers

Risk

The Centre relies on the support of a large number of volunteers who give their time or services at no cost as directors/trustees and general volunteers covering a wide range of skills. Any sudden reduction in the number of people willing to give their time would constitute a risk to the services the Centre can offer.

Solution

This risk is mitigated by adopting an organised, professional approach to the management of volunteers. One of the key roles of the Administrators is to focus on the recruitment, training, development, and job satisfaction of volunteers. We continue to apply the principles of Investing in Volunteers and are committed to apply this high standard to the management and development of our volunteers.

e. Safeguarding vulnerable adults and children

Risk

The Centre provides complementary group and one-to-one therapies for adults affected by cancer. Family counselling, where young children may be present and individual counselling is offered to children and young people, generally over 12 years old. All those affected by cancer are vulnerable due to their potential physical and psychological dependence on those providing services to them and due to the involvement of others from whom they might seek advice and comfort.

Solution

Our charity maintains and regularly reviews our Safeguarding policy and other procedures aimed at mitigating and addressing these risks. The vulnerability of our client group is a high priority in the establishment of our policies and procedures. Staff and volunteers are subject to DBS checks where necessary. Most one-to-one meetings are conducted by qualified professional therapists or counsellors. Children under 18 must be accompanied by a responsible adult at all times.

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2. Vision, Mission, Aims and Activities

Vision

Our vision is to be the leading independent provider of cancer support services in our area and to be known to all new patients diagnosed with cancer, in order that they and their family receive the support they need.

Mission

Our mission is to provide complementary therapies, counselling and other therapeutic activities, within a caring friendly environment resourced primarily by volunteers, to help anyone affected by cancer cope with their situation.

Aims

To offer the highest standard of service provision in the form of individual and group support by only employing qualified therapists with considerable experience to work with our members.

To attract and retain volunteers who will play an essential and mutually beneficial role in the running of the Centre and who want to make a significant difference to the lives of other people.

Work closely with GP hubs, Social Prescribing Boards and Clinical Commissioning Groups to ensure we reach all residents in the borough and increase their knowledge of our support and available services.

Public benefit

The activities that we carry out are described below. These activities are undertaken to meet our objectives and aims and to further our charitable purposes for the public benefit.

In setting and reviewing our objectives and aims, and in planning and carrying out our activities, we have due regard to the public benefit guidance published by the Charity Commission.

Opening hours

During the period 1 April 2021 to 31 March 2022 the Centre Headquarters located in Purley has continued to offer its services during the restrictions of Covid-19 and variants every weekday from 9.00am to 1.00pm. In February 2022 the Centre began to open for some full days and opened 5 full days per week from May 2022.

Activities

The Centre's activities during the year were initially limited to providing a range of remote support for various groups and individual members using Zoom. In September face-to-face sessions re-started in addition to the remote support. This included group therapy activities provided by 7 therapists including Joyful Spirit, Pilates, Tai Chi, Gentle Yoga and a Skincare Masterclass. Cancer support groups were organised by 4 group leaders including Bowel, Ovarian, Prostate and Breast cancer. Individual counselling sessions were provided by 10 counsellors together with 5 therapists providing massage, aromatherapy and reflexology,

As the CUH Macmillan services were closed during the 12 months due to Covid-19 and variants together with the Croydon Wellness Centre, SECHC was not required to provide any staff during this period.

Our therapists and counsellors are fully qualified members of their relevant professional associations, which ensures that they meet or exceed agreed standards and that they are insured to practice.

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Activities / cont

The therapists are also registered with the Complementary and Natural Healthcare Council, the regulatory body endorsed by the NHS which agrees and oversees minimum standards. All our therapists and counsellors receive regular supervision and as an organisation we work within the guidelines of the British Association of Counsellors and Psychotherapists (BACP).

Support groups

Information

A wide range of information and leaflets are available covering many forms of cancer, the impact of the illness and how to find further help and information, which people may take away with them. In addition, members can borrow books, videos and CDs relevant to the various complementary therapies and activities that we offer.

Therapeutic Arts

The value of complementary therapies and counselling in cancer care is now widely acknowledged and the Centre is proud to have local NHS recognition. Our range of therapies, support and counselling services complement any conventional treatment and are not an alternative. We believe that by using our services, people can improve their health and well-being during a difficult time in their lives. The ever-growing Arts in Health movement fully endorses the provision of the Therapeutic Arts in organisations providing health care, thus validating the long-standing provision of such activities at the Centre.

Promotions and Community Links

We continued to network and establish new relationships with the local community including businesses, Purley HUB, schools, churches, volunteer centres, NHS Trusts and other support centres, to bring our services to the attention of those who could benefit from them. Press releases are regularly sent to local newspapers, magazines and online newspapers. The press releases generally cover major events such as Paint Purley Purple, personal stories about how the Centre has helped members and any new services being offered by SECHC.

In addition, we have developed our use of social media to provide up-to-date information about our fundraising activities and events and at the same time promote the services offered at the Centre to a wide and varied audience. Our usage of social media has expanded during the last 12 months and is attracting increasing levels of interest.

Partnerships and working relationships

In November 2019 SECHC and Croydon BME Forum began discussing a new collaboration for the provision of our counselling services from their new Wellness Centre located on the 1st Floor of the Whitgift Centre in Central Croydon. This opened in the first week of March 2020, however, due to Covid restrictions imposed later in March, the Wellness Centre remained closed until 2022. We began discussions to return our counselling service to the Wellness Centre and restarted our services in June 2022. One of our Counsellors who was working at the Wellness Centre until it closed, has continued to provide counselling services by phone and video from SECHC during this same period.

Similarly, our therapists working at the Macmillan Unit in Croydon University Hospital (CUH) were advised the unit would remain closed until 31 March 2022. However, we were able to restart providing services at the Hospital in April 2022.

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Partnerships and working relationships / cont

We have very good working relationships with other local hospices and hospitals including St. Christopher's Hospice, St. George's Hospital and the Royal Marsden Hospital (RMH) together with Maggie's Centres as well as hospitals further afield including Epsom and St. Helier Hospitals, University College London, Guy's Hospital London and Queen Mary's Sidcup, all of whom distribute our leaflets to their patients. A number of our members have been referred to SECHC by these hospitals.

Our longstanding relationship with RMH means that most of the clinical areas include our literature in their packs for people both at the start and end of their treatment plans and along with our leaflets, details of our support groups are on display at the hospital's Patient Advice and Liaison Service (PALS).

Although fundraising has proved difficult this year, we have been engaging with local shops and businesses who have supported various fundraising initiatives. During the Covid-19 and variants shutdown, although external events were negligible, our fundraisers created opportunities via social media and by using remote access that were well supported. Remote events were also organised by business supporters, including Bolt Burdon Kemp, Diane's Hair & Beauty Salon, Purley BID, FSB Insurance and others.

Staff and Volunteers

At 31 March 2022 there were four paid members of staff, comprising of two part-time Centre administrators and two part-time fundraisers.

We work closely with Croydon and Tandridge Voluntary Centre, who are invaluable in referring people interested in volunteering with us, as well as providing a range of workshops that include attracting and retaining volunteers. Our volunteer roles are also applied for via social media and our website. Volunteers are essential to the successful operation of the Centre and to support the small number of employed staff.

As at 31 March 2022 we had 69 regular volunteers registered, however only a few were invited to participate in the Centre operations during the year until our activities and opening hours started to increase. Our Trustees, have continued to provide a range of support, including general assistance, administration and professional expertise, to ensure the Centre maintains the highest standards. The Centre's commitment to supporting, training, developing and motivating its staff and volunteers is continuous and includes ongoing supervision and review.

Policies

The Centre continues to develop a wide-ranging set of policy documents which guide its management and help focus staff and volunteers on relevant legal requirements and best practice. Subjects covered include Data Protection, Privacy Policy, Safeguarding, Confidentiality, Diversity and Equal Opportunities, Investments and Reserves, Health and Safety, Complaints and Grievance and a number of other policies. There are 26 in operation. Each policy is kept under regular review by the Executive Committee and changes are reported to the Trustees.

Health and Safety

High standards of health and safety are of paramount importance for all attending the Centre. A comprehensive Health and Safety (H&S) policy statement is reviewed annually by the Executive Committee. All H&S incidents are recorded using an Accident/Incident Form, and this data is filed and kept secure. There were no accidents or incidents recorded during the year ended 31 March 2022.

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3. Achievements and Performance Targets

The Centre set a range of operational objectives to be completed during the 2021/2022 financial year with Key targets being set and monitored by the Executive Committee in the following areas:

3.1 To maximise the services provided to our users within the restrictions of Covid-19

Shortly after Covid restrictions were first announced in March 2020, the Centre quickly changed its normal face-to-face operations to providing services remotely via Zoom. The remote services continued throughout 2020 until September 2021 when face-to-face services were also started and these continued through March 2022 and beyond, with the Centre progressively opened to full-time operations in May 2022.

3.2 To ensure staff at the Centre were adequately protected by PPE and other measures

As the Centre deals with members who are vulnerable, it was essential that PPE was provided to all staff attending the Centre including face masks, gloves, hand sanitisers and partitions between staff. A detailed office procedure was issued in line with government guidance and advice to all staff, volunteers and trustees. This advised of social distancing rules, handwashing good practice, safe working space, use of equipment, restrictions on office numbers and visitor procedures with admittance by appointment only.

3.3 To attract adequate funding

During the second year of dealing with the effects of Covid-19 or variants, the Centre's usual event fundraising activities were prevented from taking place and as a result fundraising income was significantly reduced. This was also affected by the difficulty in recruiting fundraisers due to the high demand for these particular skills and the high levels of general vacancies in the market place.

During the year ended 31 March 2022 SECHC experienced the following membership and activity levels at our Purley Centre. Comparable figures for last year ended 31 March 2021 are shown in brackets and normally these would also include the services that SECHC provides to the CUH Macmillan Centre in Croydon and also the Whitgift Wellness Centre during the year. However, as these two Croydon Centres have both remained closed until around March 2022 due to Covid-19 or variants, SECHC were unable to provide outreach services from these locations.

3.4 83 (44) new members joined the Centre during the last 12 months to 31 March 2022, representing an 89% increase compared to the previous year although this still remains substantially below the pre-Covid figure of around 285 new members joining each year. The lack of new members has therefore, directly caused the reduction in total membership registrations shown in 3.5 below and reflects to some degree the concerns of potential members about being infected by Covid-19 or variants, but more significantly, the well-publicised backlog the NHS has in identifying new patients with cancer continues to impact new membership. Most of SECHC's new members are recently diagnosed, or within 12 months of diagnosis and many existing Members leave each year as they move into remission and are encouraged to leave the Centre and move on with their lives.

3.5 There was a total of 304 members registered with SECHC at 31 March 2022 as compared to (366) members at 31 March 2021 and 659 members at 31 March 2020. This represents a reduction of around 17% in membership levels over the last 12 months and is caused by the dramatic reduction in new members joining as described in 3.4 above.

3.6 1331 (1681) individual one-to-one remote and face-to-face counselling or therapy sessions show a decrease of around 21% due to the ongoing effects of Covid-19 or variants that preventing many members from visiting the Centre.

3.7 261 (393) group sessions show a decrease of around 33% from last year. This again is due to the ongoing effects of Covid-19 or variants restrictions whereby 75% of sessions were held remotely by Zoom and only 25% were held face-to-face.

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Achievements and Performance Targets / cont

3.8 12 (13) different services as described under activities on pages 3 and 4, show a small reduction due to the lower attendance levels.

4. Financial Review

The year ended 31 March 2022 continued to be impacted by the Covid19 pandemic. Our main Centre at Purley reopened in September 2021 with reduced capacity to ensure health and safety but our facilities at Croydon University Hospital and the new Wellness Centre in Central Croydon remained closed throughout the year under review. We also maintained our limited services to members through telephone counselling or by on-line group sessions keeping a lifeline available to all members not able to come into the Centre.

The support we benefited from through Government grants in the prior year was not repeated in the current year and we were also not able to carry out as many fundraising activities as we would have liked, thus limiting the number of events and both had a severe impact on our income.

Hence due to the continued disruption, the results for the year show that income declined markedly but expenditure increased compared with the previous year as our operations began to get back towards normal levels. Our income amounted to £192,952 (2020/21: £232,825) and our expenditure was £198,769 (2020/21: £180,275) resulting in a deficit for the year of £5,817 compared to a surplus for the previous year of £52,550.

Income

Our income of £192,952 compares with income last year of £232,825.

Income traditionally comes from voluntary funding sources including our members, Charitable Trusts and Foundations, legacies and donations from other individuals and organisations. We also raise money from various events organised by our Community Fundraiser and groups and businesses in the area. Details are shown in the Statement of Financial Activities.

Due to the on-going closure of the Purley Centre, income from new membership and contributions to therapies decreased sharply as did community fundraising as activities, fetes and sponsored events continued to be put on hold. Donations from Charitable Trusts also declined compared to previous years reflecting the general uncertainties caused by the Covid 19 pandemic. We did, however receive a significant amount in legacy receipts.

Expenditure

Our expenditure this year rose to £198,769 compared with £180,275 in the prior year as running costs increased due to the re-opening of the Purley Centre to supplement our telephone-and on-line-activities.

Patient support costs were, however, still much reduced on pre-pandemic levels due to the low level of new members coming to the Centre but we expect these will increase over the coming months as enquiries from potential new members has started to rise again. Administrative and accommodation expenditure also increased as the opening hours at The Centre were extended towards full capacity as was the range of activities offered to our members.

The majority of our expenditure during the year continued to be on the charitable activities covered by our principal objectives. The remaining expenditure was incurred in fundraising activities and essential governance matters. Details are shown in the Statement of Financial Activities and Notes to the Financial Statements.

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Assets

At 31 March 2022, our Net Assets amounted to £272,331 a decrease of £5,817 over the Net Assets held at 31 March 2021, being the deficit for the year. Details on the level of reserves held by the Company are set out below:

Reserves

The charity has the following reserves:

Restricted Funds

These are funds which may only be used for purposes specified by the donors. They amounted to £15,423 at 31 March 2022, a decrease compared with the previous year of £8,606. In the year, we received £7,571 in new donations largely towards therapy sessions for our members telephone counselling and breast cancer support, and we spent £16,177 on projects, mostly on the refurbishment of the Purley Centre, but also on telephone counselling and breast cancer support. It is anticipated that most of the remaining balance of these funds at the year-end will be spent by 31 March 2023.

Unrestricted Funds

The remaining funds, known as the Accumulated Fund, may be used at the discretion of the directors in furtherance of the general objectives of the Centre. The Accumulated Fund acts as a reserve fund to cover future expenditure. The Accumulated Fund at 31 March 2022 was £256,908 compared to an amount of £254,119 at 31 March 2021.

Reserves Policy

The Centre's Policy is to maintain the Accumulated Fund at no less than six months' budgeted unrestricted core expenditure for the following year. Unrestricted core expenditure is total expenditure less that which is covered by restricted funds or other specific identifiable income. This allows for the members, staff and volunteers to be assured of reasonable continuity of employment and services despite the unpredictable flow and scale of donations, legacies and monies raised through fundraising activities.

The Reserves Policy is reviewed annually after the end of the financial year and may be changed if appropriate. The current Policy was agreed by the Board at its meeting on 24 May 2022 and remains the same policy in place as for the previous year.

Level of reserves held

The Accumulated Fund at 31 March 2022 amounted to £256,908. Budgeted core expenditure for the year ending 31 March 2023 is £204,435 which reflects an on-going return to full capacity at all three locations. The Accumulated Fund was therefore still above the target limit of six months cover set in our Reserves Policy.

The Trustees regularly monitor the level of reserves carefully and are prepared to take appropriate action if the situation necessitates.

In order to achieve these aims, the Centre will:

- 1) Maintain sufficient funds in the bank current account to cover all short-term needs. In general, the balance should be kept between £10,000 and £20,000 though it may be necessary to exceed these parameters when appropriate.

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Level of reserves held / cont

- 2) Place any surplus funds on deposit provided they meet the following criteria:
- i. Investments which the Trustees shall from time to time decide are appropriate in accordance with the terms of the Memorandum of Association and having regard to the content of the Charity Commission document CC 14 entitled "Investment of Charitable Funds: Basic Principles".
 - ii. Such deposits should be with widely recognised responsible financial institutions which are covered by the FSCS guarantee scheme for amounts up to £85,000.
 - iii. No such deposit will be above £85,000 with any one institution.
 - iv. Whilst the highest interest rate return possible should be sought, it must also be balanced against the creditworthiness of the provider - the highest rate is not necessarily the best rate for the Centre.

Deposits will be for terms, as determined by the Trustees having regard to both the short-term and long-term funding requirements of the Centre.

At 31 March 2022, as well as the Company's bank current account, the Centre had deposits with Metro Bank, United Trust Bank, Hampshire Trust Bank and COIF which were all at or below the FSCS guarantee.

The Trustees will consider all the investments to be made under 2) above and review this Policy on an annual basis after the end of each financial year and otherwise during the financial year if and when circumstances require them to do so.

The Policy was re-confirmed by the Board at its meeting on 24 May 2022 and it was agreed this policy be reviewed on an annual basis.

Investments and cash deposits held

Cash deposits held at 31 March 2022 principally comprised the following fixed rate investments:

United Trust Bank	2 yr fixed maturing in July 2023	£80,933
Hampshire Trust Bank	2 yr fixed maturing in November 2022	£15,000
Hampshire Trust Bank	2 yr fixed maturing in February 2023	£70,000

The Centre also has an on-call deposit with the Metro Bank which, at 31 March 2022 amounted to £75,789 and an at-call cash deposit with COIF of £707.

There is also a current account with Lloyds Bank for day to day funding requirements.

These arrangements were re-confirmed by the Board at its meeting on 24 May 2022 Interest is accrued on these deposits in the Accounts on a daily basis.

Statement of directors' responsibilities

The directors (who are also trustees of South East Cancer Help Centre Limited for the purposes of charity law) are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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Statement of directors' responsibilities / cont

Company Law requires the directors to prepare financial statements for each financial year. Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2019 (FRS 102);
- Make judgements and estimates that are reasonably prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- Prepare financial statements on a going concern basis unless it is appropriate to presume that the charitable company will not continue in operation.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company to 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.

- In so far as the directors are aware, there is no relevant audit information of which the charitable company's auditor is unaware; and
- the directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

5. Plans for the future

The core long-term objectives remain largely unchanged. These are to identify opportunities for increasing membership, maximising Centre usage and attracting adequate funding. This will require continuous promotional and marketing efforts to sustain and improve awareness of the services available.

We will continue to develop our services in line with the needs of our new and existing members and continue working in collaboration with local hospitals, GP hubs, Social Prescribing Boards, like minded organisations such as Maggie's and Penny Brohn.

As with many other organisations, the pandemic seriously restricted the provision of our normal range of services during the year, but full services were resumed in May 2022.

Our fundraising income remains of concern, given the financial impact of Covid and variants on many of the businesses that support us coupled with the dire economic forecast predicted for 2022 that will impact our regular income. Our immediate focus will be on strengthening our fundraising team in an attempt to maintain our previous income levels.

6. Thanks

Our thanks are extended to the many individuals who have supported the work of the Centre during the past extremely difficult year and to the local organisations that hold fundraising events on our behalf. Their generosity enables us to maintain the services we offer.

We are most grateful to Tesco for generously providing, free of charge, the Centre's excellent premises and for its continued efforts to support our activities in every way possible.

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Thanks / cont

We wish to express our appreciation to all our volunteers who kindly provide their services free of charge. They give their time and talents in many different ways to make the Centre the friendly, informed and caring community it is. The time and effort given to ensure that the Centre continues to raise funds are also greatly appreciated.

The Centre is managed by a small team of paid staff. We are extremely grateful for their vital contribution to the running of the Centre over the year and acknowledge the generous commitment of their own time on so many occasions.

Our ability to offer a selection of services to members according to their personal needs and preferences is made possible only through the co-operation of the therapists and group leaders who bring dedication and expertise to the treatment of those people affected by cancer. We are most grateful to them for their contribution.

Zahura Sultana Hossain a Trustee, who directed the Art activities for the Centre, retired this year after three years of service. Zahura's commitment and enthusiasm for the arts are greatly appreciated by all her colleagues and friends at the Centre who offer her their very best wishes for the future.

This report which has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 applicable to small companies and also the provisions of the Statement of Recommended Practice (SORP) "Accounting and reporting by Charities", was approved by the Board on
12.7.2022



J. Mollett Chairman

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
SOUTH EAST CANCER HELP CENTRE LIMITED**

Opinion

We have audited the financial statements of South East Cancer Help Centre Limited (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is 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 Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the directors'/trustees' report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
SOUTH EAST CANCER HELP CENTRE LIMITED**

.../Cont'd

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
SOUTH EAST CANCER HELP CENTRE LIMITED**

.../Cont'd

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton
Surrey, SM1 4BW

 2022

SOUTH EAST CANCER HELP CENTRE LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income					
Donations and grants	2	145,744	7,571	153,315	161,127
Charitable activities	3	20,345	-	20,345	25,968
Other trading activities	4	16,876	-	16,876	17,060
Investments	5	1,946	-	1,946	2,502
Government grants	6	470	-	470	26,168
Total		<u>185,381</u>	<u>7,571</u>	<u>192,952</u>	<u>232,825</u>
Expenditure					
Raising funds	7	32,937	-	32,937	28,655
Charitable activities	8	149,655	16,177	165,832	151,620
Total		<u>182,592</u>	<u>16,177</u>	<u>198,769</u>	<u>180,275</u>
Net income/(expenditure)	12	2,789	(8,606)	(5,817)	52,550
Transfers between funds		-	-	-	-
Net movement in funds		2,789	(8,606)	(5,817)	52,550
Reconciliation of funds					
Total funds brought forward	17	254,119	24,029	278,148	225,598
Total funds carried forward	17	<u>£256,908</u>	<u>£15,423</u>	<u>£272,331</u>	<u>£278,148</u>

The Statement of Financial Activities includes all gains and losses recognised in the year.

All incoming resources and resources expended derive from continuing activities.

The notes form part of these financial statements

SOUTH EAST CANCER HELP CENTRE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022		2021	
		£	£	£	£
CURRENT ASSETS					
Debtors	14	16,958		5,089	
Cash on Deposit		242,459		251,656	
Cash at Bank		<u>26,665</u>		<u>31,852</u>	
		286,082		288,597	
CURRENT LIABILITIES					
Creditors – amounts falling due within one year	15	<u>13,751</u>		<u>10,449</u>	
					<u>278,148</u>
NET ASSETS	16		<u>£272,331</u>		<u>£278,148</u>
CHARITY FUNDS					
Restricted Funds	17		15,423		24,029
Unrestricted Funds	17		<u>256,908</u>		<u>254,119</u>
TOTAL FUNDS	17		<u>£272,331</u>		<u>£278,148</u>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and were approved by the Board on 18.3.2022 and signed on its behalf.

Jeanette Mollett

J. Mollett
Chairman

Peter W. J. Mills

P. W. J Mills
Treasurer

The notes form part of these financial statements.

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2022

1. ACCOUNTING POLICIES

General Information and basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to 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, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The charity is a company limited by guarantee and is registered in England and Wales. The members of the company are the Trustees. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Incoming resources represents income received by the organisation via fees, fundraising, subscriptions, donations, bequests, lunches and sundry items.

No amount is included in the financial statements for volunteer time in line with the SORP.

Donated facilities are included at an estimated value to the charity when it is practicable to do so.

The charity received government support through the Coronavirus Job Retention Scheme which is accounted for on the accrual model.

Expenditure recognition

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise those costs associated with attracting voluntary donations and grants.
- Expenditure on charitable activities which comprises mainly of the costs associated with the delivery of the various activities and services for the charity's beneficiaries.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned to each activity on a basis appropriate to the circumstances.

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2022

1. ACCOUNTING POLICIES/ cont'd

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at the transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Fixed Assets

All tangible fixed assets are written off in the year in which the expenditure is incurred.

Pension Costs

The Charity operates a defined contribution pension scheme for the benefit of its employees. Contributions are charged to the Statement of Financial Activities in the year to which they relate.

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

2. Donations and legacies	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Donations	43,814	7,571	51,385	107,551
Legacies	48,000	-	48,000	2,000
Tax refunds	3,930	-	3,930	1,576
Gifts in kind – donated facilities	50,000	-	50,000	50,000
	£145,744	£7,571	£153,315	£161,127

Of the £161,127 recognised in 2021, £133,828 was unrestricted fund income and £27,299 was restricted fund income.

3. Income from charitable activities	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Membership subscriptions	10,745	-	10,745	11,825
Members contributions to therapies	9,600	-	9,600	14,143
	£20,345	£Nil	£20,345	£25,968

All of the £25,968 recognised in 2021 was unrestricted fund income.

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2022

4. Other trading activities	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
	£	£	£	£
Income from social events	16,652	-	16,652	16,922
Other events:				
- Outings (crafts)	50	-	50	-
- Cinema club	-	-	-	12
Sale of miscellaneous	174	-	174	83
Sale of donated goods	-	-	-	43
	<u>£16,876</u>	<u>£Nil</u>	<u>£16,876</u>	<u>£17,060</u>

All of the £17,060 recognised in 2021 was unrestricted fund income.

5. Investment income	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
	£	£	£	£
Bank interest	£1,946	£Nil	£1,946	£2,502
	<u>£1,946</u>	<u>£Nil</u>	<u>£1,946</u>	<u>£2,502</u>

All of the £2,502 recognised in 2021 was unrestricted fund income.

6. Government grants	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
	£	£	£	£
Business rates grant	-	-	-	25,000
Job Retention Scheme grant	470	-	470	1,168
	<u>£470</u>	<u>£Nil</u>	<u>£470</u>	<u>£26,168</u>

All of the £26,168 recognised in 2021 was unrestricted fund income.

7. Cost of raising funds	Direct costs	Support costs	Total 2022	Total 2021
	£	£	£	£
Fundraising activities	£31,407	£1,530	£32,937	£28,655
	<u>£31,407</u>	<u>£1,530</u>	<u>£32,937</u>	<u>£28,655</u>

All of the £28,655 expenditure recognised in 2021 was charged to unrestricted funds.

8. Cost of charitable activities	Direct costs	Support costs	Total 2022	Total 2021
	£	£	£	£
Patient support services	£68,088	£97,744	£165,832	£151,620
	<u>£68,088</u>	<u>£97,744</u>	<u>£165,832</u>	<u>£151,620</u>

Of the £151,620 expenditure recognised in 2021, £123,814 was charged to unrestricted funds and £27,806 was charged to restricted funds.

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2022

9. Analysis of direct costs	Raising funds	Charitable activities	Total 2022	Total 2021
	£	£	£	£
Wages and salaries	20,109	34,011	54,120	53,050
Other staff costs	-	1,343	1,343	2,087
Fundraising activities	11,298	-	11,298	1,429
Therapists and counsellors fees	-	32,528	32,528	41,094
Other patient support costs	-	206	206	-
Outings and event costs	-	-	-	(390)
	<u>£31,407</u>	<u>£68,088</u>	<u>£99,495</u>	<u>£97,270</u>
10. Analysis of support costs	Raising funds	Charitable activities	Total 2022	Total 2021
	£	£	£	£
Office costs	-	13,329	13,329	11,186
Donated rent free premises	1,250	48,750	50,000	50,000
Other premises costs	280	18,728	19,008	11,213
Capital improvements	-	11,297	11,297	4,988
Advertising and marketing	-	1,801	1,801	1,895
Governance costs (note 10)	-	3,839	3,839	3,723
	<u>£1,530</u>	<u>£97,744</u>	<u>£99,274</u>	<u>£83,005</u>
11. Governance costs			Total 2022	Total 2021
			£	£
Wages and salaries			1,250	1,250
Annual review			575	575
Audit fees			2,014	1,898
			<u>£3,839</u>	<u>£3,723</u>
12. Net income/(expenditure)			Total 2022	Total 2021
			£	£
This is stated after charging:				
Auditor's remuneration			<u>£2,014</u>	<u>£1,898</u>

SOUTH EAST CANCER HELP CENTRE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
31 MARCH 2022

13. Staff costs		Total 2022	Total 2021
		£	£
Staff salaries		54,454	53,319
Social Security costs		-	-
Pension costs		916	981
Other staff costs		1,343	2,087
		<u>£56,713</u>	<u>£56,387</u>

No full-time and 4 part-time (2021: no full-time and 3 part-time) staff were employed by the Charity on average during the year. No employee received emoluments of more than £60,000 (2021 : Nil).

Average number of employees during the year was 4 (2021 : 3).

14. Debtors		Total 2022	Total 2021
		£	£
Payments in advance		3,195	3,773
Accrued income		13,763	1,316
		<u>£16,958</u>	<u>£5,089</u>

15. Creditors: Amounts falling due within one year		Total 2022	Total 2021
		£	£
Taxation and Social Security		634	483
Other creditors and accruals		13,117	9,966
		<u>£13,751</u>	<u>£10,449</u>

16. Analysis of net assets between funds	Unrestricted Funds		Restricted Funds	Total Funds
	General	Designated		
	£	£	£	£
2022				
Current assets	270,659	-	15,423	286,082
Current liabilities	(13,751)	-	-	(13,751)
	<u>£256,908</u>	<u>£Nil</u>	<u>£15,423</u>	<u>£272,331</u>

Comparative information for the previous financial year is as follows:

	Unrestricted Funds		Restricted Funds	Total Funds
	General	Designated		
	£	£	£	£
2021				
Current assets	264,568	-	24,029	288,597
Current liabilities	(10,449)	-	-	(10,449)
	<u>£254,119</u>	<u>£Nil</u>	<u>£24,029</u>	<u>£278,148</u>

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2022

17. Reserves	1 April 2021 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2022 £
2022					
Restricted Funds					
Specific Donations Funds					
Refurbishment	8,078	-	(9,611)	1,533	-
Breast cancer counselling	4,000	4,800	(1,000)	-	7,800
Telephone counselling	-	1,000	(1,000)	-	-
Family counselling	4,781	-	-	-	4,781
Fire system upgrade	1,533	-	-	(1,533)	-
Car park refurbishment	500	-	-	-	500
Other funds	84	-	-	-	84
Members' outings	2,258	-	-	-	2,258
Joyful spirit workshops	2,795	1,771	(4,566)	-	-
	<u>£24,029</u>	<u>£7,571</u>	<u>£(16,177)</u>	<u>£Nil</u>	<u>£15,423</u>
Unrestricted Funds					
Undesignated					
Accumulated fund	254,119	185,381	(182,592)	-	256,908
Total Reserves	<u>£278,148</u>	<u>£192,952</u>	<u>£(198,769)</u>	<u>£Nil</u>	<u>£272,331</u>

Comparative information for the previous financial year is as follows:

17. Reserves	1 April 2020 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2021 £
2021					
Restricted Funds					
Specific Donations Funds					
Refurbishment	8,078	-	-	-	8,078
Breast cancer counselling	-	4,000	-	-	4,000
Wellness centre, Croydon	-	5,149	(5,149)	-	-
Telephone counselling	400	17,150	(17,550)	-	-
Family counselling	4,781	-	-	-	4,781
Fire system upgrade	1,533	-	-	-	1,533
Car park refurbishment	500	-	-	-	500
Re IT upgrade project	4,081	-	(4,081)	-	-
Other funds	2,905	-	(26)	(2,795)	84
Members' outings	2,258	-	-	-	2,258
Joyful spirit workshops	-	-	-	2,795	2,795
Patient support	-	1,000	(1,000)	-	-
	<u>£24,536</u>	<u>£27,299</u>	<u>£(27,806)</u>	<u>£Nil</u>	<u>£24,029</u>
Unrestricted Funds					
Undesignated					
Accumulated fund	201,062	205,526	(152,469)	-	254,119
Total Reserves	<u>£225,598</u>	<u>£232,825</u>	<u>£(180,275)</u>	<u>£Nil</u>	<u>£278,148</u>

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2022

18. Trustee Remuneration and Expenses

No trustee received any remuneration or expenses during the year and the previous year.

19. Key Management Personnel Remuneration

The role of Centre Manager has been replaced in the main, during the year ended 31 March 2021, by a job-share arrangement comprising two persons with the title "Centre Co-ordinator".

The total amount of employee benefits received by these key management personnel was £35,261 (2021 : £14,843). In addition, in 2021, £12,481 in employee benefits was also received by the departing Centre Manager.

Under FRS 102, employee benefits includes gross salary, benefits in kind, employers national insurance and employers pension contributions.

20. Taxation

The company is registered with the Charity Commissioners No: 1011509 and as such is exempt from taxation on its charitable activities.

21. Lease commitments

The company has a long term lease commitment with Tesco Stores Limited which terminates in December 2036 and provides for the rent free use of its premises in Purley, Surrey.

