

**Charity Registration No. 1105703 (England and Wales)**

**Charity Registration No. SC039731 (Scotland)**

**Company Registration No. 05048319 (England and Wales)**

**CANCER SUPPORT UK (CSUK)**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

# CANCER SUPPORT UK (CSUK)

## LEGAL AND ADMINISTRATIVE INFORMATION

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<b>Trustees</b>	Ms Sarah Elizabeth McDonald Mr Matthew Doyle Ms Sarita Yaganti Ms Julia Emma Dawson Ms Lisa Delaney Mr Bryan Marcus	(Appointed 4 February 2022) (Resigned 24 February 2022 & re-appointed 1 August 2022)
<b>Charity number (England and Wales)</b>	1105703	
<b>Charity number (Scotland)</b>	SC039731	
<b>Company number</b>	05048319	
<b>Registered office</b>	Citibase Millbank Tower 21-24 Millbank London SW1P 4QP United Kingdom	
<b>Auditor</b>	HW Fisher LLP Acre House 11-15 William Road London NW1 3ER United Kingdom	
<b>Bankers</b>	Barclays Bank Plc 7th Floor 180 Oxford Street London W1D 1EA	
<b>Solicitors</b>	Latham and Watkins 99 Bishopsgate London EC2M 3XF	

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# CANCER SUPPORT UK (CSUK)

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# **CANCER SUPPORT UK (CSUK)**

## **TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**

***FOR THE YEAR ENDED 31 DECEMBER 2021***

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### **Statement from the Chair, Cancer Support UK**

CSUK Chairs Introduction to Annual Report

During 2021 Cancer Support UK has continued to deliver on its mission to improve the wellbeing of those who are going through treatment with its Cancer Kits, Cuddles programme and Cancer Coach sessions for those who have completed their cancer treatment.

This would not be possible without the continuing support of our donors and supporters.

You will see from our financial statements that we used a proportion of our reserves this year to deliver our services. This is because the Board believes that we should use money, where appropriate, in year, to support those who rely on our services. However, we continue to retain adequate reserves, as set out in our reserves policy, to ensure the financial sustainability of the charity.

As we look into the future and the macro-economic environment, which we as a society find ourselves in, it will be important to continue to maintain the financial support of our donors, allowing Cancer Support UK to deliver services like Cancer Coach, which improve the lives and wellbeing of people across the UK every day.

It was a year of change for the organisation, with our long-term CEO Gemma Holding leaving us. We will always be grateful to Gemma for her passion and leadership of the organisation, bringing us through some difficult times and establishing an ethos and vision, which led to the creation of our Cancer Kits and the Cancer Coach programme.

Although not strictly a 2021 development, our new CEO Mark Guymmer joined the organisation in early 2022, and the Board and I look forward to working with Mark as he takes the organisation through its next phase.

In closing, I'd like to acknowledge the bravery of those who deal with the life changing event of a cancer diagnosis, the subsequent treatment and the recovery. By any measure, this is an extremely challenging moment in a person's life and the feedback, like that below, makes the work of our staff and the Board at Cancer Support UK immensely fulfilling.

"I feel better able to manage my fears and my dark thoughts, and I am now equipped with a process and techniques to help work through them. I feel more supported and less alone in my situation." Cancer Coach participant.

**Chair**  
**Matthew Doyle**  
**Chair, Cancer Support UK**

# CANCER SUPPORT UK (CSUK)

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### *FOR THE YEAR ENDED 31 DECEMBER 2021*

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#### **A message from the Chief Executive**

It was my privilege to join Cancer Support UK as the new CEO early in 2022. So as a relative newcomer to this charity it feels somewhat strange to be writing this message for our 2021 annual report.

I am thrilled to be a part of Cancer Support UK's ongoing mission to give people affected by cancer the emotional and practical support they need, wherever they are on their cancer journey. It's something I'm personally passionate about and the charity's strong clear purpose resonated with me deeply.

Reviewing the remarkable amount of life changing work, which Cancer Support UK delivered during 2021, it's apparent that our incredible colleagues, volunteers and supporters met the many challenges of a difficult year with resilience, ingenuity and a continuing determination to ensure the successful delivery of essential services to those in need.

Thanks to the generosity of our donors, we supported well over 7,000 adults and children in the UK through our Cancer Coach peer support groups, our four different types of Cancer Kit and our new Cancer Support Training Service.

Despite tough operational circumstances and continuing uncertainty, Cancer Support UK maintained more than just business as usual, it delivered outstanding service. We know this from the incredible feedback we received from Cancer Coach participants and Cancer Kit recipients, for whom our services were an invaluable lifeline, delivering comfort, practical and emotional advice, and hope.

Looking forwards across our services, a core part of our plan for the future is to continue to scale our Cancer Coach service. There is clearly a sizeable requirement for this type of support and its positive impact to individuals and society is already proven.

Likewise, we have continued to grow our supply of Cancer Kits for those undergoing treatment and the feedback not only demonstrates the practical benefits of the carefully selected items, but also the emotional lift that a thoughtful and useful package can provide someone in their hour of need.

Our Comfort Kit, which we developed specifically for people aged over 65, has had strong demand and positive recipient feedback. We believe this will be another area of opportunity as the charity continues to expand.

Further innovation and development undertaken during 2021 will ensure the charity is well placed to support ever increasing numbers of individuals impacted by cancer. The opportunity to use some of the income generated from generous legacies has allowed the charity to develop tools and services to partner with businesses.

Knowledge gained from our Cancer Coach service has made it clear that one of the biggest challenges for individuals of a working age, following cancer treatment, is the process of returning to work. This is an area that we will continue to progress with the view that by training organisations, we can ensure more people are supported via their employers.

None of this would have been possible without the guidance of our Trustees, our dedicated colleagues and our invaluable volunteers. We are thankful to all those who have supported Cancer Support UK with donations or resources to deliver these services. We are well placed to manage the challenges ahead of us and I look forward to supporting the ambitious growth plans we have in place. We are fully committed to ensuring we continue to offer everyone the emotional and practical support they need through their cancer journey.

**Mark Guyer**  
**Chief Executive, Cancer Support UK**

# CANCER SUPPORT UK (CSUK)

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 DECEMBER 2021

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#### **Governing document**

Cancer Support UK (CSUK) is a registered charitable company limited by guarantee (Company No 05048319, England and Wales Registered Charity No 1105703, and Scotland Registered Charity No SC039731). It is governed by a constitution in the form of a Memorandum and Articles of Association dated 18 February 2004. The liability of each member in the event of the winding up is limited to £1. The members of the Board of Trustees that served during the year, hereafter referred to as 'the Board' or 'the Trustees' are set out below:

Mr Matthew Doyle  
Ms Julia Dawson  
Ms Sarah MacDonald  
Mr Bryan Marcus  
Ms Sarita Yaganti

#### **Recruitment and appointment of trustees**

Trustees are appointed by the Board. There must always be at least three trustees, and any vacancies arising are filled by the selection and appointment of suitable persons by the trustees. The Board meets at least six times throughout each year to oversee the strategic management of the charity.

#### **Trustees induction and training**

The current trustees are familiar with the structure, strategy and practical operations of the charity.

Trustees take an active part in the oversight of Cancer Support UK's charitable programmes, participate in its annual planning and are kept up to date with a monthly programme, fundraising and administrative reports. All major strategic issues and decisions facing Cancer Support UK are addressed by the trustees and each of them are adequately trained and informed to carry out such duties.

Both the new and existing trustees have undertaken training in their fundraising and governance responsibilities.

#### **Organisation**

The determination of the strategic direction for CSUK is the responsibility of the Board. The current trustees meet throughout the year to discuss the management of the charity.

The trustees delegate the day-to-day running of the charity to its Chief Executive Officer, Mark Guymer, who took over from Gemma Holding in May 2022.

#### **Objectives**

CSUK's principal objectives are, throughout the world:

To relieve sickness and advance education, including in particular in relation to the provision of services and resources to meet medical, emotional, psychological, spiritual and other needs of individuals as a holistic approach to prevent and treat cancer and to relieve poverty and economic hardship associated with the experience of cancer.

#### **Aims and objectives for the public benefit**

The trustees have referred to and discussed the implications of the provisions of Section 17 of the Charities Act 2011, which state that all charities must demonstrate that they are established for public benefit and have had due regard to the public benefit guidance issued by the Charity Commission.

#### **Programmes and services**

##### **Cancer Kits**

We offer free Cancer Kits to adults currently undergoing treatment, as a practical aid to recovery:

- Chemo Kits - our Chemo Kits are designed specifically to help people undergoing chemotherapy. They contain items to offset some of the unpleasant side effects of treatment, like cold hands and feet, nausea, and sensitive teeth.
- Cancer Kits - Our general Cancer Kits are designed to help adults who are not receiving chemotherapy, but who are undergoing another form of cancer treatment. They contain items like puzzle books to relieve boredom, a relaxing pillow spray to aid sleep and toiletries to use on the go.
- Kids' Kits - Our Kids' Kits are designed to brighten the days of children living with cancer and undergoing treatment. They contain small toys and colouring sets to help entertain and pass the time in hospital, and practical items like cosy socks and antibacterial wipes.

# CANCER SUPPORT UK (CSUK)

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 DECEMBER 2021

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- Comfort Kits – An appeal in June 2021 raised £12,507, which helped fund the development and launch in September 2021 of a new Comfort Kit designed specifically for elderly people, over 65 years of age. The Kit contains items that provide warmth and comfort, such as a microwavable hot water bottle, heat pads to ease aches that may come as a result of treatment, and a travel pillow to make spells in hospital that bit easier.

#### Cuddles for Christmas

For children with cancer, spending time in hospitals and hospices over Christmas continued to be difficult, with restrictions still in place from the COVID-19 pandemic. Limited visitors meant children were unable to spend Christmas with their families. Following on from the success of the first Cuddles for Christmas campaign in 2020, CSUK ran its second Cuddles for Christmas appeal, to raise funds to send 1,506 cuddly warmable bears to children being treated in hospital over Christmas.

#### Easter Cuddles

Similar in concept to the Cuddles campaign, in 2021 we ran our first Easter Cuddles appeal, which raised funds to deliver 600 warmable Easter chicks in time for Easter to kids in hospital beds, complete with a personal message (same as for Cuddles) from the donor who funded the delivery of the item.

#### Cancer Coach

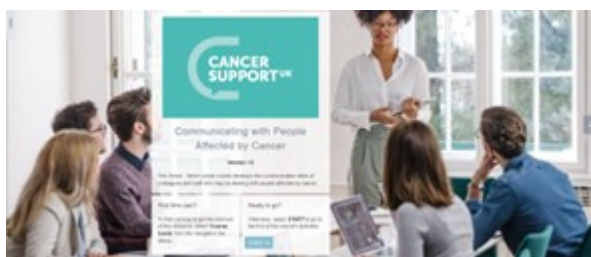
Our Cancer Coach programme is a six-week structured self-management course – delivered by phone and online video – for people, diagnosed with stage 1-3 cancer, who have completed their treatment. Developed with the Mental Health Foundation, the programme offers emotional and peer support, which is fundamental to recovery.

Cancer Coach helps people who have finished their cancer treatment to:

- Better understand and manage their own challenging emotions
- Build resilience
- Begin to reduce feelings of isolation and low mood
- Improve their confidence and self-esteem, both during the programme and beyond

It gives participants an opportunity to share their experiences, to understand some of the reasons why they are feeling low or anxious and to explore some simple tools and strategies to reduce some of the impact of negative emotional feelings.

#### Cancer Support Training For Organisations



We researched and found the tools to build an eLearning resource to train people in the workplace to support colleagues and customers affected by cancer. We completed the Communicating about Cancer in the Workplace e-training module in 2021. The decision to develop eLearning resources came about after the series of lockdowns, which meant the workplace was in a state of flux. In-person training was not an option and training priorities for organisations were focused on getting people set up to work from home and looking after the general mental wellbeing of teams.

Feedback from Cancer Coach participants revealed that isolation and anxiety when returning to work, following a diagnosis/ treatment is a huge challenge. Our workplace training was therefore a service that could support organisations and those affected across all types of organisations.

Two versions of an eLearning service were developed.

The first module presents a customer facing scenario, which asks the learner to select the best outcomes for various challenging conversations, while providing the necessary tools to manage those difficult discussions.

The second module is a more general workplace tool, which gives the e-learner an understanding of the emotional and physical side effects of cancer, while providing tools to help tackle conversations about isolation and anxiety with those affected by cancer in the workplace.

The Cancer Support UK team successfully delivered live virtual Communicating about Cancer workshops to:

- Restore Plc
- GWI Holding

The new flexible eLearning resources were extremely well received by StudioCanal and Esken Renewables (formerly Stobart Energy), who both enrolled their managers.

Esken Renewables found the training invaluable to their work, saying:

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- “The techniques discussed can be used in a whole range of issues/situations.”
- “It was helpful to understand not to fall into the trap of relating things to your own experience. I just hadn’t considered that before, to just listen.”
- “When I completed it, I found it very helpful. If I’m honest, I also found it reassuring that I’ve been handling things correctly with the three drivers currently affected by cancer.”

#### Programme service achievements and performance

##### Cancer Kits

In 2021 Cancer Support UK distributed Cancer Kits, Chemo Kits and Comfort Kits to 4,326 adults and children across the UK. Breakdown of kits as follows:

- Cancer Kits 1,227
- Chemo Kits 2,500
- Comfort Kits 403
- Kids Kits 196

Overall feedback was extremely positive with feedback scores averaging 4.5 out of 5 across all kits.

This is just a small selection of feedback we received from adults across the UK who received one of our Cancer Kits or Chemo Kits:

“It was filled with lots of useful things that really made a difference. It can be quite isolating when you’re diagnosed because suddenly it feels like it’s just you but knowing there was support out there really helped and made me feel that somebody cared.” - **Imelda, Cancer Kit recipient**

“I love your kit – it’s such a morale booster. I know for sure that I will use every item in the pack, and it will all be beneficial - if not a treat! Your attention to detail is very impressive and it’s very comforting to know that there are organisations like yourselves, who are dedicated and committed to understanding the varied experiences that we encounter.” - **Julie, Chemo Kit recipient**

“I lost my taste during chemotherapy and the sweets in the kit were one of the few things I could taste. I used the notepad and pen to write down questions to ask my oncologist and the eye mask to just relax. It really, really helped with my chemotherapy and I’m so grateful for that.” – **Lorna, Chemo Kit recipient**

“One day I felt awful during my chemotherapy treatment and very isolated. I came across Cancer Support UK on the web and saw that they sent out Chemo Kits to people who needed them. “The biggest thing for me was that I felt that someone, somewhere had cared enough to put together a kit of thoughtful items. When it arrived, I felt like I had been given a virtual hug.” – **Sarah, Cancer Kit recipient**

“I thought the socks were lovely because I tend to get cold feet. I could see the thought in the Comfort Kit especially with the notepad as I like to write during consultations. It is lovely that someone has put the thought into the items, they are really useful for older people going through cancer symptoms.” – **Susan, Comfort Kit recipient**



Happy and caring 11-year-old Jodie's life was turned upside down when she was diagnosed with acute lymphoblastic leukemia in October 2020. In the months that followed, Jodie had countless lumbar puncture, bone marrow tests, plus all kinds of chemotherapy and steroids. In April 2021, she had two rounds of immunotherapy. This removed almost all the diseased cells. It was during this tough time that mum Tanya ordered Jodie a Kids’ Kit from Cancer Support UK to help her get through the difficult ordeal. “Jodie loves the activity word search and her notebook and pen. She also still uses the tote bag regularly.” – **Jodie, Kids Kit recipient**

#### The people who inspire us to carry out our work

##### Cuddles for Christmas





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## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 DECEMBER 2021

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#### **Audrey's story – Cuddles bear recipient**

Audrey was four years old when she was diagnosed with acute lymphoblastic leukemia. She'd been more tired than usual and had a couple of falls where she'd developed swelling that wouldn't go away.

The family's local GP put the various symptoms together and following blood tests Audrey was transferred to Great Ormond Street Hospital.

Audrey's mum, Delphine, said: "Our world fell apart when doctors confirmed the diagnosis, and we immediately started the long treatment journey. It's not been a walk in the park, but Audrey has impressed everyone with her resilience and positive outlook.

"We're so thankful to the team at The Whittington Hospital and Great Ormond Street Hospital who have supported Audrey and us as a family every step of the way – they've been amazing."

Audrey has battled numerous infections, including anaphylactic shock from one of the medicines, meningitis and she caught Covid at the beginning of the pandemic. Two years on she is still in treatment and taking chemotherapy daily, but she is happy to be back at school.

After all Audrey has been through, the bear from Cancer Support UK has become a firm favourite. Delphine said: "Audrey's warmie teddy bear has brought her much needed comfort when she is feeling a bit down or just tired. She particularly likes that she can warm it up in the microwave to give him a cuddle. The scent is amazing and very calming too."

#### **Mara's story – Cuddles bear recipient**

Mara is just three years old and a happy, cheeky little girl who loves being outside, singing and painting. Her mum, Katy Moyes, from Archiestown said: "Mara can be found one day flouncing around in a tutu and doing odd jobs in her boiler suit and wellies the next. And she's never happier than when she's sitting chatting with her big brother."

However, given her lust for life it was obvious that something wasn't right when she became subdued and frequently upset.

Katy said: "We called our local GP, spoke to our Nurse Practitioner, were given an appointment, transferred to Elgin and then Aberdeen all in one day. By 11pm that night we'd been told that Mara had leukemia."

It's been an incredibly hard year for the family, but they are looking forward to a Christmas together. They are hoping Mara will start maintenance treatment, which will give them a little bit more normality.

Katy said: "Mara has a lot more understanding about Christmas and it holds a lot of excitement this year. We hope it can be as magical as possible for both children."

Katy describes the moment Mara was given Charlie bear:

"Mara is completely in love with Charlie Bear and can't stop stroking him. Recently she's been struggling to sleep so his gorgeous lavender scent is a very welcome addition to her bed. Thank you to Cancer Support UK, there's very little that beats seeing that smile!"

#### **Jake's story – Cuddles bear recipient**

Jake is just five years old and a fun, caring little chap who will be turning six just two days before Christmas. His mum, Karen, said: "He's always joking about and likes to make everyone laugh. But he also loves his quiet time watching his favourite programmes and playing on his tablet."

However, last Christmas wasn't so much fun for Jake. He was in hospital undergoing vital intensive treatment for Aggressive T Cell Lymphoblastic Lymphoma, so Christmas was a very quiet affair.

This Christmas is looking equally difficult, as Jake's immune system has been hit hard by all the treatment he has received.

Jake loves Christmas, in particular singing carols and decorating the tree with his sister, Emelia, so the family will do everything they can to still make it special. He has his Christmas list all prepared and is very excited about Santa. His favourite hobby is playing Roblox and his all-time favourite food is Pepperoni Pizza.

Karen describes the moment Jake was given Charlie bear:

"Jake was so excited when he unwrapped Charlie – he wrapped him up in his blanket straightaway. He has already come in very useful when Jake had a cold. We heated Charlie up and popped him into bed beside him. Thank you so much for letting us be part of Cuddles for Christmas – Jake absolutely loves his Charlie bear."

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## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 DECEMBER 2021

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#### Cancer Kits

##### Ruth – Cancer Kit recipient



Ruth, 50, was diagnosed with breast cancer and applied for a Cancer Kit from Cancer Support UK to help with her surgery and radiotherapy treatment.

“When I was first diagnosed with cancer, I felt like my whole world had ended. I just wanted it out of me, this thing.”

The arrival of our general Cancer Kit at such a low point in Ruth’s life, provided her with a big morale boost. Knowing that people cared for her helped her self-esteem.

“The parcel I received was lovely. Inside it were all sorts of practical items to make me feel better. There were journals, herbal tea bags and even a coloring book. Everything to help me pass the time while I was waiting around for treatment. I particularly like the lavender spray for my bed. I spray it on my pillow to help me sleep at night.”

##### Imelda – Chemo Kit recipient

Imelda, 50, was diagnosed with stage 3 breast cancer at the age of 48. Her diagnosis came as a huge shock as she hadn’t had any symptoms and wasn’t expecting to receive the news that she had cancer.

“I didn’t even bother to take my husband to my appointment as I thought there was nothing wrong. I got a shock when I was told that I had breast cancer and was all on my own.”

Following her diagnosis, Imelda has had surgery, chemotherapy and radiotherapy alongside some additional treatments. She’s still undergoing treatment but feels positive about what’s to come.



Before Imelda started chemotherapy, she found out about Cancer Support UK’s Cancer Kits, and sent away for a Chemo Kit to help her during treatment. It arrived quickly and became an essential part of her chemotherapy support routine. Imelda said:

Imelda cancer kit recipient “It was filled with lots of useful things that really made a difference. It can be quite isolating when you’re diagnosed because suddenly it feels like it’s just you but knowing there was support out there really helped and made me feel that somebody cared.”

#### What the hospitals and hospices said about our Cuddles gifts

- “Thank you for the lovely soft warmies teddies for our Oncology children, we placed the teddies in their Christmas present bags which were delivered to the children. The families have expressed how they appreciate, such lovely toys. One parent whose child was still in bed and feeling a little low in mood, warmed the duck in the microwave and gave to her daughter, which she hugged straight away.” – **Whittington Hospital**
- “On behalf of the children and families here at Ipswich Hospital I would just like to say a massive thank you. We received our delivery of warmies yesterday. They are lovely! So soft and cuddly and there have been lots of arguments here about which of the animals is our favourite. They will make such a special gift for our children this Christmas. Please pass our thanks to the people who have donated. We are so grateful for their kindness and for thinking of us particularly in this year that has been so difficult for everyone.” – **Ipswich Hospital**
- “Huge thanks from everybody for the recent delivery of 48 warmable Christmas teddies. They are beautiful and will make our children very happy at this festive period.” - **Douglas Macmillan Children’s Hospice (formerly The Donna Louise Trust)**

#### Cancer Coach

In 2021 we delivered Cancer Coach to 518 participants. We ran six group cycles across the year.

Having previously booked groups to the capacity of six participants, in the latter group cycles of the year we trialed increasing this to 10 per group and extending the length of each session by an additional half hour. This enhanced peer support by counteracting an anticipated small variance in attendance each week, ensuring the core attendance remains high and participants benefit from comprehensive group discussion.

Our facilitators continued to deliver to a high standard throughout 2021. Drawing on their own professional backgrounds in coaching, counselling and group facilitation, alongside the training and ongoing guidance provided by CSUK, our facilitators consistently receive positive feedback. Their skill and commitment to supporting those who access our services continue to ensure the impact of Cancer Coach on those who participate.

# CANCER SUPPORT UK (CSUK)

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 DECEMBER 2021

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We improved the information on our Cancer Coach webpages, including the enhancement of our FAQ document and pre application screening questions to ensure that our services are reaching those who would most benefit from taking part, as well as providing relevant and accessible signposting to those who our services are not suitable for.

In 2021 we worked extensively with our new CRM provider Beacon to customize and implement a new database. This has allowed us to streamline a number of our admin processes, enabling staff to work more efficiently and improving our participant journey with the service. As well as improved data management, Beacon has helped us to modernise our interaction with our services users and volunteers, for example bringing our booking forms online. We are delighted to share with you the results of our evaluation and feedback from Cancer Coach participants in 2021.

#### Our participants

##### Hazel's Cancer Coach story

In March 2020, Hazel noticed an ache in her breasts, but couldn't feel a lump. Her mammogram appointment had been cancelled due to Covid, so it wasn't until October that she was able to have her check-up. When the hospital asked her to go in for another scan, Hazel instantly knew something was wrong



Hazel recalls: "I had a scan and a biopsy, and a small tag was inserted. I wasn't allowed anyone with me and it all seemed so surreal and clinical.

"Nearly two weeks later I was called back for a meeting (still unaccompanied) with a surgeon. She was very nice, but precise and to the point. I was told I had breast cancer and needed surgery. The operation date was in November. I felt numb. It was all so quick that I didn't even cry. I left the hospital having signed all the necessary paperwork for the operation. I felt like I was in my own world.

"My husband was in shock and my grown-up kids were quiet. What could anyone say? I felt alone and scared.

"On a practical level, Covid was rampant, and I had to make arrangements to have my elderly father looked after. I was terrified and certainly didn't feel like a cancer warrior.

"I ended up having two operations, two months apart. I received support from a volunteer lady who saw me through the diagnosis and the dark days that followed, the tiredness, the feelings of utter despair.

"I only ever spoke with the oncologist on the telephone. I never had a face-to-face appointment. I decided not to have radiotherapy as I have rib problems. Instead, I accepted the hormone tablet letrozole, which made me very ill.

"It was around this time that I began the Cancer Coach course. I found it very helpful. There were other women who were feeling like me and the lady who was the coach also knew what we felt like as she'd also had cancer.

"We were encouraged to write feelings and thoughts down, and to accept ourselves. The course lasted six weeks and it was a relief to speak regularly.

"Through Cancer Coach I met other women with similar experiences to myself. We were all able to have a good laugh together, despite having different kinds of outcomes.

"I'm still on the road to recovery. I've had to come off treatment as it's made me unwell. I have up and down days. I worry about the cancer returning, but I'm more calm in other ways. I've learnt to live one day at a time. It's amazing to have received such help and compassion from charity organisations like Cancer Support UK, who really pulled me through this awful illness."

##### Tara's Cancer Coach story

"I was first diagnosed with breast cancer in 2016 and had reconstructive surgery but didn't require any further treatment. I had a great support network and recovered very quickly.

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### **FOR THE YEAR ENDED 31 DECEMBER 2021**

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"However, in February 2020 I noticed a lump in my other breast and was referred for a scan, which showed a shadow/lump. As a result, I had to endure a further test, involving taking a tissue sample from my breast. Two days later I was sat in front of the consultant who advised me that the breast cancer had returned and that I would need further reconstructive surgery.



"The consultant told me that if the lymph node results came back clear, he would proceed with the reconstruction, and at the time they came back clear. Two samples of my lymph nodes were sent off for analysis, just to make sure everything was alright. But having had the reconstruction, I assumed everything was ok.

"We were now fully in lockdown, and no one was allowed to attend appointments with me, which I found really difficult to cope with.

"I arrived at my follow up appointment quietly confident as the reconstruction had gone ahead. However, the consultant revealed that the lymph nodes results had come back positive with stage 2 cancer. I would therefore need a further operation removing all the lymph nodes, followed by radiotherapy.

"I was all alone when I received this this bad news, and it was one of my lowest points. The consultant booked in my operation, telling me it would be fine. But I just remember feeling so vulnerable, thinking that I would never get through this.

"A few days later they operated to remove my lymph nodes, which was the worst experience of my life. I then had to endure radiotherapy - on my own with no support.

"I found it very difficult after the treatment and completely lost my confidence. I would wear baggy clothes to cover up my breasts, as I felt I was disfigured and damaged. My friends and family all tried to support me, but they just did not understand what I was going through. I felt so frustrated and sad, as well as lonely and anxious.

"No matter what anyone said, they just didn't seem to get it. One friend told me that I was lucky I did not need chemotherapy. I must admit I nearly punched her, as lucky was not one of the words in my vocabulary, at the time.

"I found Cancer Coach on Facebook. It was really easy to sign up and within a few days I had my sessions booked. This was probably the best thing that I could ever have done.

"It was lovely to meet people in my group who had gone through what I had experienced. They totally got me and understood my anxieties and issues.

"Cancer Coach sessions healed my soul and brought me back to the person I was before the cancer. To an even better version of me.

"The group taught me to love myself and my body, gave me confidence and reduced my anxiety."

#### **Our Cancer Coach volunteers**

##### **Cancer Coach volunteer - Jane's story**

"I became a Cancer Coach volunteer thanks to an advert I saw on Facebook during lockdown. I thought, this is perfect for me. It utilises my background in oncology together with my coaching skills. Having empathy and listening skills is also key to being a Cancer Coach.

"It also enables me to give something back and to make a difference to people who really need some support.

"I did four weeks of training to prepare for Cancer Coach, as well as shadowing an existing course. I then ran my own course.

"Cancer Coach is aimed at people who are adapting to life after cancer, having completed their treatment. These people are trying to get back to some sort of normality or a new normal after the experience they've been through.

"A really powerful benefit of Cancer Coach is that it offers peer support in a safe, confidential space, where people can talk about their experience with other people who understand what they are going through. I think that's really important.

"I really like the way the six-week course is structured. We start with a getting to know you session, which is a good bonding experience.



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For some, it's the first time they are able to talk about their feelings and emotions.

"Then we look at why the emotions are there and how these are absolutely normal given the experience that they've been through.

"From a coaching perspective, it's very much about being grounded in the present. But we also look at the future and how we can take back a little bit of control in our lives by setting a few achievable goals.

"I've definitely benefited from becoming a Cancer Coach volunteer with Cancer Support UK and I would really recommend taking part in a Cancer Coach group."

#### **Cancer Coach volunteer - Laura's Cancer story**

Laura is a Cancer Coach volunteer based in Scotland. She has experienced cancer within her family and wanted to give something back, as her family had benefited from support given by charities.



"I've been looking for an opportunity to volunteer and Cancer Coach was ideal for me. It's flexible while also being structured and I can use my skills as a trained facilitator and coach. We're given comprehensive training and are totally supported by Cancer Support UK."

As a Cancer Coach, Laura works through a six-week course with a group of participants either on a video call or by telephone. She's given information about participants, such as the type of cancer they've had, their treatment, what they're finding difficult and what they want to achieve from the sessions.

Each week, Laura - and Cancer Coaches just like her across the UK - takes the group through a series of exercises designed to help provide the tools, support, and coping strategies that can help with recovery.

#### **Our impact**

We are delighted to share with you the results of our evaluation and feedback from Cancer Coach participants in 2021.

#### **Feedback**

##### **About the group**

"I was so relieved to be able to talk open and honestly without being judged. To talk to other ladies that understood how I was feeling and having the time to reflect on how far we had come. The resources were good, I used them during the week after each session and they helped me to find balance. I cannot think of any improvements. I feel lucky that I was able to be part of this group, you do not know how much it has helped me personally. Tuesday mornings at 11am will never be the same, thank you."

"Brilliant to meet people in a similar situation, felt able to discuss thoughts and feelings without being embarrassed. I was given the support and tools to help with the anxiety I had regarding moving forward since treatment. Something that I feel we are underprepared for whilst going through treatment. The course is brilliant as it is! Thank you."

##### **About the Cancer Coach facilitator**

"Our Cancer Coach Sharon was extremely compassionate, inclusive, empathetic and guided the group through the step-by-step workbook. I personally appreciated Sharon's gentle nature. Nothing was rushed. Sharon is someone who has a great deal of compassion, insight and knowledge. It was a person-centered approach throughout the six weeks. Thank you, Sharon."

"Sybil was an absolutely fantastic Cancer Coach facilitator. Warm hearted, caring, a good listener, able to move topics on according to the mood of the discussion, very easy to talk to and humorous; I could go on and on, as Sybil has so many wonderful qualities. I am so glad I had the opportunity to meet her. I feel very lucky. I think Sybil is a one in a million special person. She gave me lots of useful strategies including the worry tree and journaling. Since completing the sessions, I have been using this technique and it has made me much more pro-active and given me a boost of confidence."

##### **About the course content**

"Cancer Coach has given me lots of strategies to use now and in the future. I have learned to relax more, using the technique we were taught. I learnt that every day is a new day and that the worst is behind me now and it's no good worrying about things I can't control. I know now that I am not the only person who is suffering the aftereffects of cancer treatment - there are a lot of other people out there going through the same things."

"I personally feel that journaling and meditation are helping me to stay focused and calm, this is time I intend to set aside for myself. Bereavement and how to handle it was an eye opener, Tina's guidance was brilliant, it certainly helped me to come to better terms with my situation and begin moving forward more positively."

# CANCER SUPPORT UK (CSUK)

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 DECEMBER 2021

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#### Evaluation from 2021:

98% of participants said they felt their overall mood had improved after joining a Cancer Coach group

86% of participants said they felt better equipped to manage their emotions after joining a Cancer Coach group

100% of participants said they would recommend Cancer Coach to others

#### Risk Management

Cancer Support UK carries out an ongoing risk assessment of its strategic and operational position. A CSUK Risk Report is maintained and updated by a trustee, with input from the CSUK CEO, and this is regularly reviewed at CSUK Board meetings. The CSUK Risk Report covers strategic, reputational, financial and operational (HR, IT, process) risks. The latest risk review reflecting the situation at the end of 2021 confirmed that the highest risks for CSUK remain the reliability of revenue streams and exposure to loss of key personnel.

More specifically:

- CSUK relies on a number of revenue streams to fund its charitable activities, some of them are subject to potentially higher risks and as a consequence can be viewed as less dependable than other revenue streams. The impact of COVID-19 reduced the ability of our commercial partner, Clothes Aid, to expedite its operations, resulting in lower revenues for Cancer Support UK during the year. Other sources of revenues such as direct mail fundraising and digital fundraising are more consistent in terms of their income delivery. As a consequence CSUK is always looking for opportunities to diversify its fundraising activities and reduce the likelihood of being exposed to external impacts that it may not be able to predict or control, as in the case of the Covid pandemic.
- CSUK operates with a small group of resources made up of a limited number of employed staff, supplemented by a number of consultants and external agencies. In the event an individual leaves the business, or a key consultant ends their working activities with CSUK, a number of mitigating actions would be deployed, including hiring temporary staff, engaging with replacement consultants, seeking temporary support from the CSUK trustees or other external experts.

#### Fundraising activities

CSUK relies primarily on donations from the public for its income. The trustees are extremely grateful to all CSUK donors, no matter how much is given, without whose dedication and support the charity would not be able to undertake its vital work.

#### Direct Mail Appeals

Our donors helped us to raise just over £138,000 from mailings during 2021 - and it's only with this support from our donors that we can fund services to people on their cancer journey. This included an appeal in June 2021 to help fund the launch of a new Comfort Kit for elderly people which raised £12,507. This was a vital boost to our funds and enabled us to launch the Comfort Kit in September 2021. Many of our direct mail donors have been donating to us for over 20 years - which is truly humbling. We would like to thank each donor who has supported us, and who continue to support us.

#### Digital Appeals

During 2020 we launched new digital fundraising activities using Facebook ads and emails to help us continue to grow our income and ultimately our services. In 2021, this included campaigns at Easter and Christmas to fundraise for our new teddy bear campaign, delivering these sensory cuddly toys to children in hospital. When other children are enjoying opening presents or receiving chocolate Easter eggs, children with cancer in hospital may be going through painful treatments or long hours of being isolated from friends and family. Cuddles for Christmas and Easter Cuddles' aim was to send a little joy to these children, delivering our warmable teds to hospital beds, complete with a personal message from the donor who funded the delivery of the bear. Our 'Fill a Kit' campaign also runs at Easter and Christmas, raising money to help 'fill cancer kits' for children and adults. A total of 3,648 new donors supported our digital campaigns in 2021. Along with existing donors who gave online, this helped us to raise £86,916 across the year. This was a massive boost to our funds and helped us to deliver 600 Easter Cuddles teds and 1,506 Cuddles for Christmas teds. The funding also helped us to fund and send out over 4,000 Cancer Kits in 2021.

#### Legacies and In Memory giving

We are always grateful for every gift we receive - as a small charity which doesn't receive any government funding, our donors are vital to keeping the charity running so that we can provide services to people during their cancer journey. In particular, gifts left to us in a Will or In Memory of a loved one are a poignant source of funds. In 2021 we received £104,040 - with many gifts being from long established donors or people who have accessed our services. These gifts help us to plan services for the future, and even launch new services to support people with cancer, so are incredibly important to us.

# CANCER SUPPORT UK (CSUK)

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### **FOR THE YEAR ENDED 31 DECEMBER 2021**

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#### **Regular Giving and Gift Aid**

We have several donors who commit to giving a regular gift to us each month. During 2021 this enabled us to raise £5,147. Many of our supporters also confirmed we were able to claim Gift Aid on their donation. Across all our activities this helped us to raise an additional £30,894 of funding. However, you chose to support us during 2021, thank you.

#### **Clothing collections**

During 2021 CSUK worked with its Commercial Partner Clothes Aid to generate £63 967 income for the charity.

#### **Trust Fundraising**

CSUK is extremely grateful to the support it received from trusts and foundations throughout the year. In 2021 we received £123,290 of funding through trusts and foundations.

We would like to thank the following trusts for supporting our work:

Awards for All England  
Awards for All Scotland  
Awards for All Wales  
Carr-Ellison Family Charitable Trust  
Cruden Foundation  
Doris Field Charitable Trust  
E F and M G Hall Charitable Trust  
Edward Gostling Foundation  
Ganzoni Charitable Trust  
Garfield Weston Foundation  
Helen Rice Foundation  
Leicestershire and Rutland Masonic Charity  
Louis Baylis (Maidenhead Advertiser) Charitable Trust  
Louis Nicholas Residuary Charitable Trust  
Michael Cornish Charitable trust  
St Peter's Charity  
Susan H Guy Charitable Trust  
The 29th May 1961 Charity  
The Alice E Wood Charitable Trust  
The Annie Tranmer charitable trust  
The Aubrey Orchard-Lisle Charitable Trust  
The Chemotherapy Cancer Project Charity  
The Diana Deyong Charitable Trust  
The Florence Nightingale Aid in Sickness Trust  
The Geoff Hill Charitable Trust  
The Henhurst Charitable trust  
The Hilary Awdry Charitable Trust  
The J Reginald Corah Foundation Fund  
The James Weir Foundation  
The JFR Charitable Trust  
The Kilpatrick Fraser Charitable Trust  
The Maud Elkington Charitable Trust  
The N S Charitable Settlement  
The Norman Family Charitable Trust  
The Nottingham General Dispensary  
The Rest Harrow Trust  
The Rothley Trust  
The Sir Cliff Richard Charitable Trust  
The Sir John Priestman Trust  
The Souter Charitable Trust  
The Sylvia and Colin Shepherd Charitable Trust  
The Tory Family Foundation  
The Warburtons Foundation  
The William Webster Charitable Trust  
The Wilmcote Charitrust  
The Wixamtree Trust  
Thomas Stanley Shipman Charitable Trust

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# CANCER SUPPORT UK (CSUK)

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 DECEMBER 2021

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#### FINANCIAL REVIEW

The Board noted the use of reserves for CSUK's services to grow and deliver greater impact, which resulted in a net deficit of £262,497 compared to a net surplus of £467,347 in 2020.

#### Fundraising results

Fundraising income decreased by 49% from £1,104,949 to £567,544.

#### Expenditures

CSUK's total expenditures increased by 30% from £637,602 to £830,041. Expenditure on charitable activities increased by 29% from £446,826 to £574,132, while costs relating to fundraising increased by 34% from £190,776 to £255,909. These improved financial outcomes enabled CSUK to invest more in delivery of charitable services.

#### Fundraising approach

The charity takes the following approach to fundraising. The approach is continually monitored by the Board with the CEO taking responsibility for execution. The charity uses its own full-time staff for Grant applications. An experienced fundraising contractor is used for individual giving. The charity partners with Clothes Aid Ltd for clothes collection services where they report monthly on any customer complaints. At every Board any complaints relating to Fundraising are disclosed to ensure good practice is maintained.

#### Fundraising complaints

No complaints were received in 2021.

#### Investment Policy

CSUK has no material investments or endowments at this time. Uncommitted funds are held in interest bearing deposit accounts to maximize earnings.

#### Reserves Policy

The Board have agreed to set aside and ring fence 'free reserves' i.e. unrestricted funds, not committed or invested in tangible fixed assets, which equates to three months of the current year budgeted operational overheads. This will be held in a separate bank/instant access savings account (potentially interest earning) and would not be accessed without the specific prior agreement of the Board of Trustees.

In addition, unrestricted cash in CSUK's transactional bank account is controlled at a level that equates to a minimum of three months and a maximum of six months cover of the current year budgeted operational overheads.

This policy is reviewed on an annual basis when conducting the annual audit and agreeing the year-end financial statements.

At the end of December 2021, the charity had total reserves of £394,645, of which £362,666 were unrestricted. This is in line with the reserves policy as it represents six months of the current year budgeted operational overheads.

#### Going concern

The reserves held prior to the outbreak of Covid-19, together with the investment in a more diverse fundraising strategy, have resulted in the charity being in a relatively good position to continue in operation during the pandemic and beyond. Our planning process, including financial projections, has taken into consideration the current economic climate and its potential impact on the various sources of income and planned expenditure. We have a reasonable expectation that we have adequate resources to continue in operational existence for the foreseeable future and the accounts have, therefore, been prepared on the basis that Cancer Support UK is a going concern.

#### Senior executive remuneration

In line with the recommendations of the NCVO Inquiry into Executive Remuneration published in April 2014, the Charity has decided to disclose the remuneration of the Chief Executive.

CSUK's CEO is responsible for setting the remuneration for all staff depending on their experience and performance and the market benchmark for their role.

The only senior manager role in the organisation is the CEO and their remuneration package is determined by the Board of Trustees. They will determine and adjust salary and any other compensation or benefits, benchmarked against similar roles in the Third sector and broader employment market, and reflecting the CEO's performance and contribution.

CEO remuneration in 2021 totaled £71,934. There are no other pecuniary benefits for senior or other staff at the Charity.



# CANCER SUPPORT UK (CSUK)

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

**FOR THE YEAR ENDED 31 DECEMBER 2021**

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### Disclosure of information to auditors

Each of the trustees has confirmed that there is no information of which they are aware, which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

The Trustees' report was approved by the Board of Trustees.

On behalf of the Board of Trustees

*Matthew Doyle*

Matthew Doyle  
Chair of Trustees

Date  
30 Sep 2022

# **CANCER SUPPORT UK (CSUK)**

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

### ***FOR THE YEAR ENDED 31 DECEMBER 2021***

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The trustees, who are also the directors of Cancer Support UK (CSUK) for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

# CANCER SUPPORT UK (CSUK)

## INDEPENDENT AUDITOR'S REPORT

### TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)

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#### Opinion

We have audited the financial statements of Cancer Support UK (CSUK) (the 'charity') for the year ended 31 December 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 December 2021 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, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

#### 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 charity 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 charity'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 other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

#### Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

#### Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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# CANCER SUPPORT UK (CSUK)

## INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)

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We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- adequate and proper 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 trustees' 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 trustees' report and from the requirement to prepare a strategic report.

### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity'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.

As part of our planning process;

- We enquired of management the systems and controls the charity has in place, the areas of the financial statements that are most susceptible to the risk of irregularities and fraud, and whether there was any known, suspected or alleged fraud. The charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the company. We determined that the following were most relevant: the Charities SORP, FRS 102, The Charities Act 2011, The Companies Act 2006, The Charities and Trustees (Scotland) Act 2005, The Charities Accounts (Scotland) Regulations 2006 (as amended) and GDPR.
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.
- Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion on the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

# CANCER SUPPORT UK (CSUK)

## INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF CANCER SUPPORT UK (CSUK)

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The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Reviewing the financial statement disclosures and determining whether accounting policies have been appropriately applied.
- Reviewing and challenging the assumptions and judgements used by management in their significant accounting estimates.
- Assessing the extent of compliance, or lack of, with the relevant laws and regulations.
- Testing key income lines, in particular cut-off, for evidence of management bias.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted and restricted funds.
- Obtaining third-party confirmation of material bank balances.
- Documenting and verifying all significant related party balances and transactions.
- Reviewing documentation such as the charity board minutes for discussions of irregularities including fraud.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements even though we have properly planned and performed our audit in accordance with auditing standards. The primary responsibility for the prevention and detection of irregularities and fraud rests with those charged with governance of the entity.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://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 and to the regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees 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, the charitable company's members as a body, and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

*Andrew Rich*

**Andrew Rich (Senior Statutory Auditor)**  
**for and on behalf of HW Fisher LLP**

Chartered Accountants  
Statutory Auditor  
Acre House  
11-15 William Road  
London  
NW1 3ER  
United Kingdom  
.30.Sep.2022

# CANCER SUPPORT UK (CSUK)

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 DECEMBER 2021

		Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
	Notes						
<b>Income from:</b>							
Donations and legacies	3	348,133	155,444	503,577	864,793	174,385	1,039,178
Other trading activities	4	63,967	-	63,967	65,771	-	65,771
<b>Total income</b>		<u>412,100</u>	<u>155,444</u>	<u>567,544</u>	<u>930,564</u>	<u>174,385</u>	<u>1,104,949</u>
<b>Expenditure on:</b>							
Raising funds	5	255,909	-	255,909	190,776	-	190,776
Charitable activities	6	418,036	156,096	574,132	286,182	160,644	446,826
<b>Total resources expended</b>		<u>673,945</u>	<u>156,096</u>	<u>830,041</u>	<u>476,958</u>	<u>160,644</u>	<u>637,602</u>
<b>Net (expenditure)/income for the year/</b>							
<b>Net movement in funds</b>		(261,845)	(652)	(262,497)	453,606	13,741	467,347
Fund balances at 1 January 2021		624,511	32,631	657,142	170,905	18,890	189,795
<b>Fund balances at 31 December 2021</b>		<u><u>362,666</u></u>	<u><u>31,979</u></u>	<u><u>394,645</u></u>	<u><u>624,511</u></u>	<u><u>32,631</u></u>	<u><u>657,142</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

# CANCER SUPPORT UK (CSUK)

## BALANCE SHEET

AS AT 31 DECEMBER 2021

	Notes	2021 £	£	2020 £	£
<b>Fixed assets</b>					
Tangible assets	10		2,795		2,484
<b>Current assets</b>					
Debtors	11	138,567		122,018	
Cash at bank and in hand		342,345		606,654	
		<u>480,912</u>		<u>728,672</u>	
<b>Creditors: amounts falling due within one year</b>	12	<u>(89,062)</u>		<u>(74,014)</u>	
Net current assets			391,850		654,658
<b>Total assets less current liabilities</b>			<u>394,645</u>		<u>657,142</u>
<b>Income funds</b>					
Restricted funds	13		31,979		32,631
Unrestricted funds			362,666		624,511
			<u>394,645</u>		<u>657,142</u>

30 Sep 2022

The financial statements were approved by the Trustees on .....

*Matthew Doyle*

Mr Matthew Doyle

Trustee

Company Registration No. 05048319

# CANCER SUPPORT UK (CSUK)

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 DECEMBER 2021

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		2021		2020	
	Notes	£	£	£	£
<b>Cash flows from operating activities</b>					
Cash (absorbed by)/generated from operations	17		(263,167)		583,127
<b>Investing activities</b>					
Purchase of tangible fixed assets		(1,142)		(2,406)	
<b>Net cash used in investing activities</b>					
			(1,142)		(2,406)
<b>Financing activities</b>					
Repayment of bank loans		-		(23,424)	
<b>Net cash used in financing activities</b>					
			-		(23,424)
<b>Net (decrease)/increase in cash and cash equivalents</b>					
			(264,309)		557,297
Cash and cash equivalents at beginning of year			606,654		49,357
<b>Cash and cash equivalents at end of year</b>					
			342,345		606,654

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# CANCER SUPPORT UK (CSUK)

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 DECEMBER 2021

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#### 1 Accounting policies

##### Charity information

Cancer Support UK (CSUK) is a private company limited by guarantee incorporated in England and Wales. The registered office is Citibase, Millbank Tower, 21-24 Millbank, London, SW1P 4QP, United Kingdom.

##### 1.1 Accounting convention

These financial statements have been prepared in accordance with FRS 102 "The UK Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") "Accounting and Reporting by Charities" the Statement of Recommended Practice for charities applying FRS 102, the Companies Act 2006, regulation 8 of the Charities Accounts (Scotland) Regulations 2006 and UK Generally Accepted Accounting Practice as it amended from 1 January 2019. The charity meets the definition of a public benefit entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

##### 1.2 Going concern

The Trustees have considered the effect of the Covid-19 outbreak that has been spreading throughout the world since early 2020 on the charity. The pandemic has caused some disruption to the Charity's usual activities, in particular, Cancer Kit preparation and distribution was put on hold for a short time after the onset of the pandemic until it was established that it was "Covid-safe" to resume activity. Additionally, income from the collection of donated clothes decreased significantly due to government lockdowns and restrictions. However, outside of the short pause described above, the Cancer Kit and Cancer Coach services continued to run throughout the year and the charity was able to help even more people than in the previous financial year. In addition to this, the charity saw a considerable increase in income in the current year, due to the receipt of a large legacy. Based on the above considerations and financial projections prepared by the charity, the Trustees are confident that the charity has sufficient resources to continue in operation for the foreseeable future, thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

##### 1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

##### 1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these financial statements.

Investment income, including bank interest, is included when receivable.

Income from clothes donated are recognised within the financial statements once the cash value of items is realised.

# CANCER SUPPORT UK (CSUK)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 DECEMBER 2021

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#### 1 Accounting policies

(Continued)

##### 1.5 Resources expended

Expenditure is included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered. Expenditure is recognised once there is a legal constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. It is allocated between:

- expenditure incurred directly in the effort to raise voluntary contributions (cost of raising funds);
- expenditure incurred directly to the fulfilment of the charity's objectives (charitable activities).

Where items of expenditure involve more than one cost category these costs have been apportioned on a reasonable basis as determined by the trustees. One particular area where the cost is material to the charity is in the production and distribution of the mail shots.

Furthermore the expenditure has been allocated on the basis of whether the educational content of the individual mail shot is significantly high enough so as to be material. When this holds true the remaining cost of the mail shot is allocated on a pro-rata basis comparing the educational content (costs in furtherance of the charity's objectives) to the fundraising content (costs of generating funds). The educational content is determined by the amount of text and space on each mail shot that is dedicated to material of an education nature.

Fundraising expenditure i.e. text that may induce a donation from the recipient, is allocated upon the basis of the volume of the text and space that is not related to text of an educational nature.

Support costs including other overheads which are not dealt with as part of the dual cost approach are allocated in the ratio of the total charitable expenditure to the total fundraising costs. A significant amount of the support costs are personnel costs which are initially allocated on the basis of the employee's function in the charity, with the residual administration costs being allocated in the ratio noted above.

##### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost net of depreciation and any impairment losses.

All tangible fixed assets costing more than £250 are capitalised at their cost to the charity.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Office Equipment	5 years straight line
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The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

##### 1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand and deposits held at call with banks. Bank overdrafts are shown within borrowings in current liabilities.

##### 1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its 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 transaction value and subsequently measured at their settlement value.

# CANCER SUPPORT UK (CSUK)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 DECEMBER 2021

#### 1 Accounting policies

(Continued)

##### 1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

##### 1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

#### 2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The trustees are required to make estimates in respect of legacy income. The basis of recognition is provided within the income accounting policy above (see policy 1.4).

#### 3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Donations and gifts	208,140	155,444	363,584	171,838	174,385	346,223
Legacies receivable	104,040	-	104,040	658,866	-	658,866
COVID-19 Business Rates Grant	-	-	-	10,000	-	10,000
Gift aid claims	35,953	-	35,953	24,089	-	24,089
	<u>348,133</u>	<u>155,444</u>	<u>503,577</u>	<u>864,793</u>	<u>174,385</u>	<u>1,039,178</u>

#### 4 Other trading activities

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Income from clothes donated	<u>63,967</u>	<u>65,771</u>

# CANCER SUPPORT UK (CSUK)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

### 5 Raising funds

	<b>Unrestricted funds</b>	Unrestricted funds
	<b>2021</b>	2020
	<b>£</b>	£
<u>Fundraising and publicity</u>		
Other fundraising costs	217,207	139,949
Staff costs	37,093	42,187
Support costs	1,609	8,640
	<u>255,909</u>	<u>190,776</u>
Fundraising and publicity	<u>255,909</u>	<u>190,776</u>

### 6 Charitable activities

	<b>Cancer Care Programme</b>	Cancer Care Programme
	<b>2021</b>	2020
	<b>£</b>	£
Staff costs	257,049	164,273
Direct expenditure	156,096	145,208
	<u>413,145</u>	<u>309,481</u>
Share of support costs (see note 7)	130,600	114,345
Share of governance costs (see note 7)	30,387	23,000
	<u>574,132</u>	<u>446,826</u>
<b>Analysis by fund</b>		
Unrestricted funds	418,036	286,182
Restricted funds	156,096	160,644
	<u>574,132</u>	<u>446,826</u>

# CANCER SUPPORT UK (CSUK)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 DECEMBER 2021

#### 7 Support costs

	Support costs	Governance costs	2021	Support costs	Governance costs	2020
	£	£	£	£	£	£
Staff costs	-	14,387	14,387	-	13,500	13,500
Depreciation	831	-	831	301	-	301
Legal and professional fees	24,640	-	24,640	14,084	-	14,084
Travel	3,226	-	3,226	3,212	-	3,212
Premises and insurance costs	59,081	-	59,081	49,837	-	49,837
Bank and card charges	2,032	-	2,032	1,280	-	1,280
Office print, post and stationery	6,890	-	6,890	886	-	886
Communication expenses	8,181	-	8,181	9,080	-	9,080
Other miscellaneous overheads	20,629	-	20,629	25,376	-	25,376
Bank and loan interest	-	-	-	572	-	572
Accountancy	6,699	-	6,699	8,171	-	8,171
VAT non reclaimable	-	-	-	10,186	-	10,186
Audit fees	-	16,000	16,000	-	9,500	9,500
	<u>132,209</u>	<u>30,387</u>	<u>162,596</u>	<u>122,985</u>	<u>23,000</u>	<u>145,985</u>
Analysed between						
Fundraising	1,609	-	1,609	8,640	-	8,640
Charitable activities	130,600	30,387	160,987	114,345	23,000	137,345
	<u>132,209</u>	<u>30,387</u>	<u>162,596</u>	<u>122,985</u>	<u>23,000</u>	<u>145,985</u>

Support and governance costs includes amounts payable to the auditors of £16,000 for audit fees and £6,699 relating to other services.

In the prior year, governance costs included amounts payable to the independent examiner of £9,500 for independent examination fees and £1,271 relating to other services. A further £3,095 was included within support costs in the prior year which related to general advice and assistance provided at the time of preparing the 2019 accounts.

#### 8 Trustees

None of the trustees (or any persons connected with them) received any remuneration, benefits or expenses from the charity during the year.

# CANCER SUPPORT UK (CSUK)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 DECEMBER 2021

#### 9 Employees

##### Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Employees	8	6

##### Employment costs

	2021 £	2020 £
Wages and salaries	286,316	195,372
Social security costs	17,704	20,979
Other pension costs	4,509	3,609
	<u>308,529</u>	<u>219,960</u>

The number of employees whose annual remuneration was £60,000 or more were:

	2021 Number	2020 Number
£60,000 - £70,000	-	1
£70,000 - £80,000	1	-
	<u>1</u>	<u>-</u>

Key management personnel include the Chief Executive and the Board of Trustees. Total remuneration paid to key management personnel in the year was £71,934 (2020: £68,456). The Trustees receive no remuneration for their work.

#### 10 Tangible fixed assets

	Office Equipment £
<b>Cost</b>	
At 1 January 2021	3,915
Additions	1,142
	<u>5,057</u>
At 31 December 2021	
<b>Depreciation and impairment</b>	
At 1 January 2021	1,431
Depreciation charged in the year	831
	<u>2,262</u>
At 31 December 2021	
<b>Carrying amount</b>	
At 31 December 2021	<u>2,795</u>
At 31 December 2020	<u>2,484</u>

# CANCER SUPPORT UK (CSUK)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 DECEMBER 2021

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<b>11 Debtors</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
<b>Amounts falling due within one year:</b>		
Trade debtors	38,007	18,921
Other debtors	26,338	29,349
Prepayments and accrued income	74,222	73,748
	<u>138,567</u>	<u>122,018</u>
	<u><u>138,567</u></u>	<u><u>122,018</u></u>
<b>12 Creditors: amounts falling due within one year</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Other taxation and social security	10,711	11,751
Trade creditors	61,582	38,450
Accruals and deferred income	16,769	23,813
	<u>89,062</u>	<u>74,014</u>
	<u><u>89,062</u></u>	<u><u>74,014</u></u>

# CANCER SUPPORT UK (CSUK)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 DECEMBER 2021

#### 13 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			Balance at 31 December 2021
	Balance at 1 January 2020	Income	Expenditure	Balance at 1 January 2021	Income	Expenditure	
	£	£	£	£	£	£	£
Cancer care programme	18,890	174,385	(160,644)	32,631	155,444	(156,096)	31,979
	<u>18,890</u>	<u>174,385</u>	<u>(160,644)</u>	<u>32,631</u>	<u>155,444</u>	<u>(156,096)</u>	<u>31,979</u>

Cancer Care Programme was a fund set up by the charity for their Cancer Kits and Cancer Coach Programmes.

The charity offers free Cancer Kits to people currently undergoing treatment as a practical aid to recovery.

Chemo Kits - Chemo Kits are designed specifically to help people undergoing chemotherapy. They contain items to offset some of the unpleasant side effects of treatment, like cold hands and feet, nausea, and sensitive teeth.

Cancer Kits - General Cancer Kits are designed to help adults who are not receiving chemotherapy but are undergoing another form of cancer treatment. They contain items like puzzle books to relieve boredom, relaxing pillow spray to aid sleep, and toiletries to use on the go.

Kids' Kits - Kids' Kits are designed to brighten the days of children living with cancer and undergoing treatment. They contain small toys and colouring sets to help entertain and pass the time in hospital, and practical items like cosy socks and antibacterial wipes.

The Cancer Coach programme is a six week structured 'self-management' course, delivered by phone for people living with cancer. Developed by a range of cancer professionals, the programme offers much needed encouragement and emotional support, which is fundamental to recovery. Groups are run by people who can empathise and understand what it's like as they have experienced cancer themselves.

#### 14 Analysis of net assets between funds

	General 2021 £	Restricted 2021 £	Total 2021 £	General 2020 £	Restricted 2020 £	Total 2020 £
Fund balances at 31 December 2021 are represented by:						
Tangible assets	2,795	-	2,795	2,484	-	2,484
Current assets/(liabilities)	359,871	31,979	391,850	622,027	32,631	654,658
	<u>362,666</u>	<u>31,979</u>	<u>394,645</u>	<u>624,511</u>	<u>32,631</u>	<u>657,142</u>



# CANCER SUPPORT UK (CSUK)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 DECEMBER 2021

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#### 15 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum rental payments under a serviced office facilities agreement with a three month notice period, which fall due as follows:

	2021	2020
	£	£
Within one year	10,214	10,214
	<u>10,214</u>	<u>10,214</u>

#### 16 Related party transactions

There were no disclosable related party transactions during the year (2020: none).

#### 17 Cash generated from operations

	2021	2020
	£	£
(Deficit)/surplus for the year	(262,497)	467,347
Adjustments for:		
Depreciation and impairment of tangible fixed assets	831	301
Movements in working capital:		
(Increase)/decrease in debtors	(16,549)	91,582
Increase in creditors	15,048	23,897
<b>Cash (absorbed by)/generated from operations</b>	<u>(263,167)</u>	<u>583,127</u>

#### 18 Analysis of changes in net funds

The charity had no debt during the year.



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