

**REGISTERED COMPANY NUMBER: 05048319 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1105703**



**Report of the Trustees and**  
**Unaudited Financial Statements for the Year Ended 31 December 2023**  
**for**  
**Cancer Support UK (CSUK)**

**Grant Harrod Lerman Davis LLP**  
**Chartered Accountants**  
**1st Floor**  
**Healthaid House**  
**Marlborough Hill**  
**Harrow**  
**Middlesex**  
**HA1 1UD**

**Cancer Support UK (CSUK)**

**Contents of the Financial Statements  
for the year ended 31 December 2023**

	<b>Page</b>
<b>Chair's Report</b>	1
<b>Chief Executive's Report</b>	2
<b>Report of the Trustees</b>	3 to 22
<b>Independent Examiner's Report</b>	23
<b>Statement of Financial Activities</b>	24
<b>Balance Sheet</b>	25
<b>Cash Flow Statement</b>	26
<b>Notes to the Cash Flow Statement</b>	27
<b>Notes to the Financial Statements</b>	28 to 35

## Cancer Support UK (CSUK)

### Chair's Report for the year ended 31 December 2023

The year ending December 2023 proved to be another challenging year for the charity sector, with the 'aftershocks' of the pandemic and Brexit, overlaid by the continuing negative economic situation, with its direct impact on charitable donations. Cancer Support UK was not immune to these issues but through diligent management and an early implementation of risk mitigation actions, the charity was able to deliver some very positive charitable and financial outcomes for the year.

Fundraising activities delivered a 40% increase to the charity's revenues, a combination of improvements in trust and individual donations, a stabilisation of clothes collection revenues, via our Clothes Aid partnership, and the development of a new revenue stream through the Workplace Training initiative. In parallel, through diligent management, operating costs were reduced by almost 10%, resulting in a surplus of just over £80,000, compared to the prior year's deficit of over £212,000, a £300,000 positive swing.

In the last quarter of 2022, the Board carried out a comprehensive and detailed three-year strategic review and set some ambitious growth targets to increase the number of people the charity could support through its Cancer Kit and Cancer Coach programme. The Board agreed a number of investments in our Workplace Training resources and the charity's digital and operational capabilities. The Trustees continue to seek a balance between ensuring the charity's longer term financial stability, and the need to deliver its services, today, to as many people that might benefit from them.

The Board looks forward to another positive year, building on the success of its Easter 'Fill-a-Kit' and 'Cuddles for Christmas' appeals, expanding its Workplace Training offering, and building Cancer Support UK's brand recognition within the oncology and cancer treatment sectors.

In closing, I would like to acknowledge the commitment and energy of its CEO, Mark Guymmer, and his CSUK team, along with support the charity enjoys from all our private and corporate donors, our ambassadors and volunteers, and the many individuals who have reached out to us to seek our support and help.



Bryan Marcus  
Chair, Board of Trustees  
Cancer Support UK

## **Cancer Support UK (CSUK)**

### **Chief Executive's Statement for the year ended 31 December 2023**

It will surprise no one that the economic climate in which Cancer Support UK operates, continues to be incredibly challenging financially, with increasing demands on our highly valued and impactful services.

More people than ever need practical and emotional support following a cancer diagnosis, and services across the whole health care sector continue to face significant pressures.

At the end of 2022 we announced our three-year strategic plan, which requires the broadening of our service offer, along with the development of a strong financial and operational foundation to support the charitable services we provide.

In 2023 we began implementing this approach by addressing the increasing needs of people impacted by cancer in the workplace. Over the years we have seen the problems individuals face when they try to continue working or return to work after treatment.

Not only do they experience the physical demands of treatment, but also, more and more, they are telling us about the emotional challenges, which have a significant impact on their lives.

Working closely with those with lived experience, we are focusing on what we know is one of the most important ways organisations can support people - the training and education of staff.

We are giving them the tools, knowledge and confidence to enable them to have caring conversations with colleagues and customers. During these challenging times it is vital that everyone feels supported.

Our Workplace training has continued to grow in 2023, with commercial companies, government departments, local authorities and charities using our training services and providing positive feedback, and confirming the impact our training is making. This service will continue to be a key area of development and growth, ensuring we deliver our vision while building a new and sustainable income stream to support our other charitable services.

Our Cancer Kits continue to receive exceptionally positive feedback. Not only do the carefully selected items deliver multiple practical benefits to those undergoing cancer treatment, but we also see the significant emotional boost these special kits can provide.

Recipients report an improvement in their wellbeing and generally feel less lonely, because "someone is thinking of them". Due to financial limitations, the number of kits we have sent out this year is lower than the demand we receive, but through the first nine months of the year it was important to manage resources carefully. However, a successful end to the year in terms of income has allowed us to increase the number of kits we can send and we anticipate a strong year of delivery ahead in 2024.

Our Cancer Coach service, which provides the emotional support that many people need following their physical treatment, continues to deliver strong positive impact.

We have worked hard to understand how we can expand the support our Cancer Coach service offers. From participant insight we have developed a plan to continue to innovate, offering a follow up check-in for those who have completed the six--week programme, as well as new digital self-help services that will increase reach, adoption and impact.

Finally, I would like to offer a huge thank you to all our supporters, donors, trusts, ambassadors, volunteers, partners, trusts and our Trustees who have championed our work. All your help is invaluable, and we couldn't assist the thousands of people we do without your contributions.

Once again, our staff have worked incredibly hard to deliver against our vision, ensuring that Cancer Support UK is set to continue to grow and evolve as we endeavour to create a kinder world for those impacted by cancer.

Mark Guymer  
Chief Executive, Cancer Support UK

## **Cancer Support UK (CSUK)**

### **Report of the Trustees for the year ended 31 December 2023**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 December 2023. The trustees have adopted the provisions of 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) (effective 1 January 2019).

#### **OBJECTIVES AND ACTIVITIES**

##### **Objectives and aims**

Cancer Support UK provides practical and emotional support to people living with cancer, both during and after the treatment period. We support people with all kinds of cancer across the UK.

## Cancer Support UK (CSUK)

### Report of the Trustees for the year ended 31 December 2023

#### Programmes and services

##### Cancer Kits



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

- o 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.
- o 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.
- o 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.
- o Comfort Kits - This 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 appeal



In the run up to Christmas, the annual Cuddles for Christmas appeal allowed us to send a much needed special sensory bear as a Christmas gift, free of charge to children in hospital wards and attending units as day visitors. We sent 1200 warmable teddies to 22 hospitals across the UK, including all four nations, with the intention of bringing a smile to the faces of sick children.

##### Cancer Coach



Our Cancer Coach programme is a six-week structured self-management course - delivered by phone and online video - for people, who have completed their physical 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:

- o Better understand and manage their own challenging emotions
- o Build resilience
- o Begin to reduce feelings of isolation and low mood
- o 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.

## Workplace Cancer Support Training



To achieve our vision we also need to ensure that every person impacted by cancer feels emotionally supported in the workplace. The income derived from our paid-for Workplace Cancer Support courses, developed in response to the needs of organisations and those impacted, will help fund our Cancer Coach programme and enable us to send out more Cancer Kits.

With an ever-increasing number of people being diagnosed with cancer, we continue to leverage insight and innovate with our partners to meet the increasing impact that cancer has on organisations. We are working closely with businesses across all sectors, including major charities, local government, media, sport, finance, insurance and public health, to ensure that employees and customers affected by cancer receive appropriate support for their circumstances, whether that relates to physical health issues or financial needs. Examples of businesses we have worked with include: Unilever, Torbay Council, the NHS, Yorkshire Cancer Community, Everton FC, Takeda and Mondelez.

## Programme service achievements and performance



### **Cancer Kits**

In 2023 Cancer Support UK distributed Cancer Kits, Chemo Kits and Comfort Kits to 2,862 adults and children receiving cancer treatment across the UK. Within this total, 498 kits were sent directly to hospitals in the following locations:

- o Cambridge
- o Solihull
- o London
- o Surrey
- o Derby
- o Somerset
- o Cambridge
- o Kent
- o Kendall
- o Cumbria
- o Sunderland
- o Gateshead
- o Belfast

## Cancer Support UK (CSUK)

### Report of the Trustees for the year ended 31 December 2023

#### Breakdown of kits:

- o Cancer Kits 643
- o Chemo Kits 1,387
- o Comfort Kits 401
- o Kids Kits 431

Overall feedback from recipients for the kits remains extremely positive with an average score of 4.12 out of 5.

This is just a small selection of feedback from adults/children across the UK who received one of our Cancer Kits, Kid's Kits, Comfort Kits and Chemo Kits:

- o The cancer comfort kit was an amazing gift for my mum and put a much needed smile on her face. Thank you.
- o Thank you so much for the kit - I really appreciated it as it boosted my morale.
- o I came home from hospital after a horrendous chemo session and a three-day emergency admission to find this kit had been delivered. Gosh it just made me cry. It was such a nice welcome home and a reminder of how much people care. It really was just such a perfect gift and timing I can't thank you enough.
- o All the items have been useful at a time when I feel fragile.
- o The kit was a lovely idea and the bunny which you can heat in the microwave has become my son's best friend with pains during treatment. Thank you.
- o I ordered this kit for a very good friend with pancreatic cancer. He was overwhelmed with the package and was unaware that these charities exist. Please continue with all your positive hard work. You deserve recognition.
- o My kid loves the warm socks and the comforting bunny. They are, to my opinion, the best in that goodie bag. They are used on a daily basis. The tissues and the wipes are very useful. Thank you.
- o I came across the cancer kit when I found out I had breast cancer, the kit has been so helpful; I've used everything! The book and pen I use as a diary to record all my side effects from chemo. The toiletries were put into the bag for my operations in hospital. The socks keep my feet warm. Thank you for the kit it's really helped me.

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

##### Cuddles for Christmas appeal

##### Lived experience story: Lola



Lola was diagnosed in May 2022 with a Wilms tumour, after complaining of tummy pains. Her mum, Jodie, took her to the local hospital for a scan and Lola was then referred straight to Newcastle RVI. The doctors started chemotherapy and then removed the tumour along with her left kidney. Poor little Lola continued treatment, finishing her last round of chemo a week before Christmas.

As Jodie told us: "Lola sadly relapsed just days after her final treatment, so we had to cancel Christmas as Lola was in hospital all over the Christmas period."

Lola then went through more intensive treatment which included surgery to remove her spleen and part of her bowel. She also had to endure radiotherapy as it had spread to her lymph nodes in her neck. Lola really loved her Cuddles bear whilst she endured all this treatment. Lola has now rung her 'cancer free' bell in July this year.

## Fill a Kit appeal

Lived experience story: Max



After feeling unwell for a few months and experiencing unexplained bruising and tiredness, Max was diagnosed with high-risk acute lymphoblastic leukaemia. It was just a month after his seventh birthday. The news turned his life upside down, and he struggled emotionally in the weeks that followed as he came to terms with all that he was missing, such as school trips and spending time with his friends, especially when, for his older brother Ronnie, life carried on as normal. It was during treatment that Max received his Kids' Kit, a moment that brought a big smile back to his face, particularly because of the yellow Minion socks inside, which he now always wears in hospital.

It wasn't just the yellow minion socks which proved a hit. Max loves the warmable bunny, which provides soothing comfort when he's suffering stomach aches as a result of treatment, and offers the softest and most comforting of cuddles. And for his mum and dad, the notepad became an indispensable hospital journal, a place to jot down medical information and their thoughts and reflections.

Max's leukaemia has taken away so much. He used to love playing rugby and football before he was diagnosed, but illness robbed him of his mobility, and he was forced to use a wheelchair whenever he left home, while inside, his parents carried him around.

But more recently, steroids have helped his mobility, and he's cheered up lots. Understandably, his parents describe Max as their superhero, a resilient, brave kid who's faced the toughest challenges at a very young age.

For Max, the arrival of a Kids' Kit brought a moment of light into a very dark period, restoring his smile and boosting his mood.

## Cancer Support UK (CSUK)

### Report of the Trustees for the year ended 31 December 2023

#### Legacy appeal

#### Lived experience story: Helen



My name is Helen, and my cancer journey began in December 2021, just before my 44th birthday. Looking back, it was a rubbish present! I'd found a lump in my breast while showering and remember thinking the very worst. The doctor sent me for tests and each one seemed to add to the certainty. By the end, I had a clear and grim picture. I had breast cancer, and a particularly aggressive version driven by hormones. There was a crumb of comfort. My cancer was rare - just 1% of women with breast cancer have it - and while very serious, it can be treated successfully if detected early, as mine had been.

I was told that had I delayed contacting the GP by just a month, the outcome could have been very different. So there was no time to mess about. Three sessions of chemotherapy began in January 2022 to shrink the tumour. I'd been warned about hair loss so I decided to prepare myself by having my long hair cut short. Returning from the salon, I burst into tears at the sight of my new look. But it had given me a bit of courage, and not long after I shaved it all off. Shocking though it was at first, it felt like I'd taken back a bit of control at a time when I felt I had very little.

It turned out that those sessions of chemotherapy hadn't shrunk the tumour as much as expected, so I was put on a three-month course of a different drug. This one left me wiped out physically. Some days I couldn't even get out of bed. There was also a round of radiotherapy. It didn't hurt at the time, but after a few sessions my skin felt and looked like a nasty bit of sunburn.

In July 2022, I underwent a lumpectomy and full lymph node clearance. I then waited a few weeks while the results of the biopsy were analysed. The good news was there were no cancerous cells in my body, but the consultant recommended further treatment to make sure it was completely eliminated. That was a tough thing to hear, I can tell you. All this had been going on during the pandemic, and so much of the time I'd felt lonely and cut off.

The staff at the Rigby Unit in Stratford-on-Avon, where most of my treatment took place, were wonderful, and the other thing that made a huge difference was the arrival of a Cancer Support UK Cancer Kit in March 2022, funded by donors just like you. Everything in it made me feel better. That kit had been so carefully put together, with every item meeting my needs perfectly - just the right sweets and mouthwash, as well as distractions for long days in hospital and socks for my cold feet.

I felt like Cancer Support UK truly understood what it's like to go through cancer. I finished my chemotherapy in June 2023. I'll still need annual mammograms, and I remain anxious about recovery, but I'm determined to be positive and pay back the kindness I've received. That's why I've trained to become a Cancer Support UK Workplace Ambassador. Now Cancer Support UK have equipped me to be there to help colleagues with cancer, listening with empathy and understanding - from the point of diagnosis and throughout their treatment journey.

## Cancer Support UK (CSUK)

### Report of the Trustees for the year ended 31 December 2023

#### Cancer Kits

##### Lived experience story:

Patricia, Comfort Kit recipient



Patricia Woodcock is 74 years old and was diagnosed with Chronic myeloid leukemia (CML) in 2022. CML is a cancer of the bone marrow and blood.

Within ten days of having a blood test, Patricia was seen by the haematologist at the cancer unit of the Royal Preston Hospital.

"He told me that they suspected I had leukemia. So I was given more blood tests, as well as tests to analyse my bone marrow cells. I was told to call back in a month. Instead they called me back within two weeks and said I was positive for leukemia.

"Emotionally it's been hard. My long covid support group have said that you have to mourn the person you were and learn to accept the new person. But this is hard, because for 70 odd years I've been dashing about. If it was a gradual change it would be different, because as you get older you come to terms with slowing down. However, for me, two years ago my life changed completely. Partly because of covid and partly because of the leukemia.

"The Comfort Kit that Cancer Support UK sent me was brilliant. My son applied for one. The kit contents are amazing. The item I found the most useful was the magnifying glass - it's great for reading the small print on medication and tins of food, especially because of my eye problems.

"The hot water bottle has been an absolute boon, because of the pain I've been getting in my bones. It's lovely to have something warm and soothing. Overall, everything in the kit is useful. I use the little diary to write notes in to take to the oncology appointments. The sweets helped me, too, because the tablets can make me feel sick.

"For someone like me to receive the kit as a gift, really makes me feel that people are trying to help me as an individual. Please tell all your donors that this lady is extremely grateful. I can't say thank you enough.

##### Lived experience story:

Cathy - Chemo Kit recipient



"I was initially diagnosed with stage 3 Hodgkin lymphoma in August 2021. After receiving chemotherapy and radiotherapy treatments, I learned that the cancer had not completely gone. So I had further chemotherapy in 2023. I needed mental and emotional support to help me cope with what I was going through. So I began an online search, which led me to Cancer Support UK. I ordered the Chemo Kit, which brought me great comfort during my next rounds of chemotherapy. I am so grateful to Cancer Support UK."

### Easter Fill a Kit appeal - Bruce



Life has been tough for little Bruce. Diagnosed with Anaplastic Large Cell lymphoma in July 2022 when he was just two years old, Bruce's world was turned upside down overnight.

A healthy, happy and energetic little boy who loved spending time at home on the farm and playing football with his brothers, he was whisked into hospital in Leeds, where he spent many weeks undergoing intense chemotherapy to combat this extremely aggressive form of cancer.

The treatment left him very poorly. But for Bruce, the support and love of his family helped get him through.

The one constant that Bruce has had in his life is his love for teddies. So Bruce was delighted when he received a special warmable teddy, which was delivered to him as part of our Cuddles for Christmas campaign, when we send gorgeous teds to children with cancer who are being treated in hospital at Christmas.

Bruce's mum, Stephanie said:

"We were so fortunate to be gifted a beautiful teddy, which Bruce named Johnny. He now comes with us everywhere, as Bruce finds it very comforting to snuggle with him during all his gruelling treatments at Leeds Hospital. The lavender scent aids with his sleep, which has been disturbed while staying in hospital.

"When Bruce has a sore tummy, we pop Johnny in the microwave so he can give Bruce a warm hug."

### Easter Fill a Kit appeal - Samuel



Samuel was just four years old when he was diagnosed in October 2022 with Neuroblastoma, a rare cancer that develops in nerve cells and often starts in the stomach. Samuel is being treated at Southampton General Hospital, with shared care by Worthing Hospital, and remains cheerful and happy. But his parents know that difficult times lie ahead. His cancer is stage 4, so very serious, and Samuel requires an aggressive regime of treatment to give him the best possible chance.

Although he's taken the diagnosis in his stride, it's still early days with the treatment. There's a long way to go and many challenges ahead. The arrival of a Kid's Kit made such a difference to Samuel, restoring his smile and giving him a much-needed boost. He loved the games inside the Kit, which mean he can have fun when he's in hospital.

Samuel's mum, Heather, writes:

"Samuel loved receiving something that was for him alone. He was very excited as he unpacked the bag.

"The microwavable rabbit is his favourite soft toy for snuggling up with when going to sleep, especially as he's been feeling the cold more than usual, due to the treatment. The socks have been great, as his feet and hands have been particularly cold, and he loves how soft they are. He put the antibacterial hand wipes and tissues in the bag he carries with his line clamp kit and has almost finished them. The yoyo has been played with a lot by him and his brothers.

"He likes the fact that the kit showed an understanding for what his needs are at this time in his journey. All the contents are useful, fun and comforting."

## Cancer Support UK (CSUK)

### Report of the Trustees for the year ended 31 December 2023

#### **Cuddles for Christmas - What some of the hospitals and hospices said about our Cuddles bears**

o Thank you so much for the bears, they are adorable, we are already handing these out to the oncology children when they have visited us. They are very happy with them. Merry Christmas. **Terri Shaw - Play Leader Queen Elizabeth The Queen Mother Hospital Kent**

o Thank you so much for the bears it is much appreciated and I am sure they will make a lot of the children happy. **Matthew Doyle Ward Manager Alderhey Hospital**

o To all the team at Cancer Support UK. We are writing to thank you so much for your wonderful donation of Warmie Bears for The Oak Centre for Children and Young People at The Royal Marsden Hospital. Words cannot express how grateful we are to you for your amazing kindness - it is truly very much appreciated. On behalf of the staff and children here at The Royal Marsden Hospital, thank you so much. **Tanya and all the play team, The Royal Marsden Hospital**

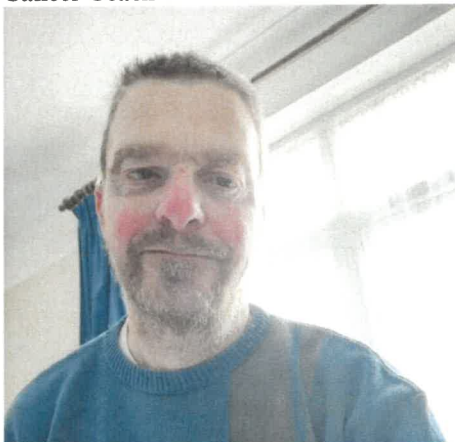
o Thank you so much for sending the warm bears for the children in this unit. They were greatly received. Unfortunately I cannot send photos of the children, but I have included a photo of the bears (below) with some of my staff. **Kirsteen Meikle, Senior Charge Nurse, Schiehallion Ward, Royal Hospital for Children Glasgow**



o Thank you for coming in to the hospital yesterday. The children really enjoyed the visit. We were really pleased to hear that you enjoyed the visit too and wanted to ask if you give us some feedback on your experience as I would like to use it for my appraisal. **Sian Manning, Grand Appeal Oncology Play Assistant, Bristol Royal Hospital for Children**

o Hi Sally just to let you know we have received our bears today. We are so grateful to receive these as the kids will be delighted with them. Thanks again for everything. **Seana Lavery, Belfast Health and Social Care Trust Children's Hospital**

#### **Cancer Coach**



In 2023 we continued to deliver Cancer Coach for post-treatment individuals, providing the community, structure and support that our participants are seeking when initially reaching out to us. Cancer Coach was delivered to 317 participants in six group cycles throughout the year.

We have continued to make our groups widely available and accessible. Offering our services remotely means that in 2023 we supported participants from over 60 counties across the UK. We have continued to see a strong uptake of our groups from those with a previous breast cancer diagnosis (one of the four most common cancers), but in addition to this, we have supported participants with over 20 different cancer types. The age range of our participants has extended from

those in the 18-25 age bracket to 70+.

The diversity in our applications is indicative of a growing awareness of our services and we have been encouraged to see this reflected in the range of applications. Cancer Coach continues to primarily be accessed by self-referral and in 2023 we saw an increase in the variety of methods by which people had heard about the service. This includes social prescribing services, GP's and nurses and other peer support groups.

A number of our Cancer Coach facilitators passed the first, second and third year mark of volunteering with us, showing their continued engagement and commitment to supporting those who access our services. The skill, experience and passion each facilitator brings to every group they deliver is reflected in the engagement of their participants. We continue to be inspired by and proud of our fantastic team of coaches.

### **Our Impact**

From cycle 4 onwards we introduced a poll in weeks one and six of Cancer Coach. The aim of this is to better understand and demonstrate our impact across the core themes of Cancer Coach.

Feedback received from participants throughout 2023 continues to demonstrate the life changing benefits of participation in Cancer Coach, with a reduction in isolation being one of the strongest themes.

### **Evaluation from 2023:**

I feel an increased sense of loneliness/isolation since the completion of my cancer treatment

**83% agree with the statement**  
12% feel neutral about the statement  
5% disagree with the statement

I feel a reduction in loneliness/isolation since starting Cancer Coach

**90% agree with the statement**  
8% show neither reduction or increase  
2% disagree with the statement

I feel I have skills and coping strategies to help me manage my emotions post treatment

**86% show an improvement in skills/coping strategies**  
12% remain the same  
2% disagree with this statement

Using the scale below, how would you rate your current emotional wellbeing?

**88% show an improved rating in emotional wellbeing**  
10% remain the same  
2% show a decrease

A number of our participants are in the process of returning to work while taking part in the group. Would you have been interested in a session specifically around challenges of returning to work/the work environment?

**54% of Cancer Coach participants said they would be interested in a support session that specifically addresses the challenges of returning to work.**

Would you recommend the group to others?

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

## **Cancer Support UK (CSUK)**

### **Report of the Trustees for the year ended 31 December 2023**

#### **Feedback**

We are delighted to share with you a sample of the feedback from Cancer Coach participants in 2023.

#### **About the group**

- o I found each session so helpful. I have my own coping strategies but this helped me to explore other ways. It was so lovely to be in a group where we could all be honest and were able to understand what each other has been and is going through. I feel I have made lifelong friends and have lifelong support.
- o I have come away realising others have similar feelings as myself therefore validating mine where my immediate relationships do not allow me any expression.
- o I have achieved acceptance of how and what I am feeling right now is totally normal. I have learnt some new tools that I can use to help me in day-to-day life and with my recovery post-active treatment. I have learned how important it is to take time out to be myself and to practice self-care. Attending these sessions gave me that.

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

- o Dorothy is an ideal Cancer Coach facilitator. She is kind, caring and supportive and made the course so enjoyable and helpful.
- o Jane facilitated our group fantastically. Time kept well, while at the same time everyone had an opportunity to express themselves freely with zero pressure. Not one salient point got past Jane unnoticed.
- o Our trainer was great! Understanding, thoughtful and respectful of the group and our experiences. She led the sessions well and gave us all a chance to speak if and when we wanted to. I couldn't fault the facilitation of the sessions.

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

- o I have achieved new ways to cope and deal with my overthinking. I have also been helped to realise that some things I experience or feel are normal after and during a cancer journey.
- o Wherever I'm at is OK. My feelings/thoughts are completely valid. These revelations have melted a little something in me and I feel less stuck and more in motion.
- o Meeting others who were experiencing the same or similar feelings, emotions post cancer treatment. There is nothing like being amongst a group who just get it. Even more important than friends who haven't had experience of cancer in a way. I liked the mixture of ages in the group and different cancers.

#### **One-, three- and six-month catch ups**

At the end of 2023 we began trialling our catch-up sessions, which are offered to participants one, three and six months after their Cancer Coach programme/group has concluded. These sessions will continue to be trialled through Q1 and Q2 of 2024, and, if successful, will be officially added into the Cancer Coach offer. These sessions aim to:

- o Keep participants connected to the charity beyond their initial six-week engagement
- o Enhance emotional support offered by the Cancer Coach service - providing a slower exit pathway from the service benefits participants' wellbeing
- o Allows Cancer Support UK to measure impact of Cancer Coach longer term

#### **Webinar**

In 2023 we produced an information webinar for Cancer Coach. The webinar was a valuable content piece, as well as a useful learning experience for the Cancer Coach service. It will help to inform future approaches to new projects. The aim of the webinar was:

- o To improve public understanding of Cancer Coach prior to application in order to manage expectations and raise service awareness.
- o To increase self-referrals and healthcare professional referrals to the Cancer Coach six week programme

## **Cancer Support UK (CSUK)**

### **Report of the Trustees for the year ended 31 December 2023**

#### **Participant and Administration Support**

Back in 2022 we took the decision to add a Participant and Administration Support role permanently to the team. This brought a number of advantages:

- o Currently we are able to deliver a more personalised service, as Megan can facilitate one-to-one discussions with participants to ascertain their suitability for Cancer Coach. This has a number of benefits:
  - o Applicants have clearer expectations coming into groups, which improves their engagement.
  - o Applicants who are unsuitable for groups receive a more personal signposting experience and we can therefore confidently say we are supporting these individuals even if they do not participate directly in Cancer Coach.
  - o Overall it has improved Cancer Coach experience from start to finish for participants and applicants.
- o The additional member of staff means that the present Head of Service, is able to focus on strategic service development for Cancer Coach and the Workplace Cancer Support Training Service.

#### **Signposting**

A revised and enhanced Cancer Coach signposting resource was developed and is now in place. It is more comprehensive than previous versions and provides the following benefits:

- o It allows Cancer Coach facilitators to provide better signposting in groups, as and when issues are raised
- o It provides participants with a resource both during and after groups
- o It provides Workplace Cancer Support Ambassadors with additional supporting material for their role

#### **Volunteering**

Cancer Coach volunteers continued to perform strongly throughout 2023, as evidenced through consistently positive feedback collected through post-group surveys.

The charity has not actively recruited in 2023, but we have a clear process to do so as and when is needed. The volunteers who have remained active continue to be very engaged with the service, many of them reaching two- and three-year milestones as Cancer Coaches.

Volunteer support (including pre-group meetings, post group debriefs and ongoing general support) continued throughout 2023. In addition, the Cancer Coach team introduced further support elements such as:

##### **o Post- cycle facilitator peer support sessions**

For volunteers to share their experience of the groups with each other/share facilitation techniques/raise challenges or successes of groups and general peer support

##### **o Quarterly volunteer meetings**

To provide updates on the broader work of the charity to keep volunteers connected to and involved with Cancer Support UK's overall vision and strategy

All these sessions have been successful. Feedback shows they have provided value to those who attended. Overall, although attendance has been relatively small, it has been useful to run these sessions and learning from these sessions will inform volunteer support moving into 2024.

## **Cancer Support UK (CSUK)**

### **Report of the Trustees for the year ended 31 December 2023**

#### **Cancer Coach participants**

##### **Julia's story - Cancer Coach participants**

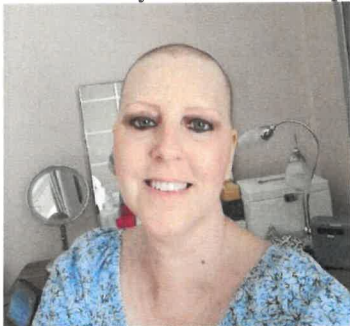


Julia's cancer journey began in May 2021, when she was recalled two weeks after her first routine mammogram. After multiple biopsies, Julia heard the words no-one wants to be told: "You have breast cancer, you need a mastectomy." This was just the start of the cancer rollercoaster.

"Cancer Coach not only helped me deal with the aftermath of the many treatments, it also showed me that I wasn't alone in all this. Friends and family are great, but they might not have had cancer. "The other people in the Cancer Coach support group all had cancer and we felt as though we were connected. We were as one in our shared thoughts and feelings, in how this horrible thing had affected us, our lives and our support networks. We laughed and cried and supported each other.

"Attending the sessions also showed me how to use proven methods to organise my thoughts, letting the dark clouds form in my head and tackling them head on in order to get my life back on track."

##### **Karen's story - Cancer Coach participant**



Karen Green is 59 years old and has had breast cancer twice - each time in the same breast. Her first diagnosis was in 2015. It was a fast growing cancer, which was treated with radiotherapy and a lumpectomy. Then in 2021, a routine mammogram confirmed her worst fear, the cancer had returned.

After chemo Karen's emotional wellbeing was at rock bottom. That's when she joined Cancer Coach.

"I had no routine at the time, so Cancer Coach was a commitment that I welcomed. It also gave me the confidence to go on Zoom. Every Monday I was waiting for the Zoom call, as I really enjoyed Cancer Coach.

"Cancer Coach has made me more compassionate and has helped bring out my true feelings that I didn't want to admit to other people. It has made me be accountable.

"The tools and strategies are very good - I had never heard of the worry tree before, but I now use it frequently. I've learnt to put aside worries until specific times and have taught my brain not to worry about certain things every day. It is also very helpful to read every day and makes you realise how far you have come.

"I would definitely recommend Cancer Coach. It gave me hope and more confidence - before joining I pretended I was confident - the strong person whose family looked up to, who didn't cry when diagnosed with cancer - but it was all a show.

#### **Sam's story - Cancer Coach participant**



"I first learnt about Cancer Support UK and Cancer Coach when I ordered a Cancer Kit. The leaflet mentioned how when you've finished treatment everyone thinks you go back to normal, and how you still feel alone once treatment finishes, even though you have people around you. That's why, at the end of 2020, I signed up for Cancer Coach.

"It was so good to be part of a small group of people, all feeling the same way, yet different. It was great to be able to talk to each other and to share tips and ideas in the group. The coach was really nice, too.

"I learnt how to keep a worry diary and to set aside an hour per week when I would allow myself to worry about things. Then spend the rest of the time trying to think positively. We were given tools to deal with our emotions and learnt that it's ok to feel different after cancer. We also learnt to accept the new normal.

"At the end of the six-week programme, we all wanted to stay in touch with each other. We kept our weekly Zoom sessions every Monday and now we're all on Whats App. Without that continuity it would have been very hard. It's amazing that I still have these other people in my life, even though it's four years ago since we met.

"It's so good to have these people in my life - your charity has been such a help. If it wasn't for Cancer Coach, I wouldn't have met these ladies and I wouldn't have understood my feelings and found ways to move forwards with my life.

"I would definitely recommend that people sign up for Cancer Coach. It changes your life.

#### **Natalie's story - Cancer Coach participant**



Natalie is 48 years old and was diagnosed with widespread papillary thyroid cancer with right vocal cord palsy during the COVID pandemic in October 2020. She is a former mosaic artist and lives in Dorset.

"I signed up for Cancer Support UK's e-news and read about the Cancer Coach course for post treatment patients. I applied to join and received the Cancer Coach workbook beforehand, which was really useful. It meant I could read the weekly topics and have a think before each of the six sessions. It also helped me to complete the post-session tasks.

"From the beginning, the sessions were like a breath of fresh air. The facilitator was welcoming and friendly with a soft Scottish accent, which had a calming effect on us. She did a good job keeping us on track, too. Cancer Coach provided a supportive place, where you could be honest, share your deepest cancer fears, cry and actually have a good laugh about cancer moments. It was good to take the time to really focus on my emotional wellbeing and cancer journey in the comfort of my own home."

## Cancer Support UK (CSUK)

### Report of the Trustees for the year ended 31 December 2023

#### Workplace Cancer Support Training



We identified the need for cancer-specific workplace training when our Cancer Coach participants started telling us about the problems they were facing. There was a lack of understanding of their side effects, symptoms and the impact that cancer has on day-to-day living. The cumulative effect this has on their emotional well-being and recovery is incalculable.

Our vision is to ensure that every person impacted by cancer feels emotionally supported in the workplace. The income derived from our paid-for Workplace Cancer Support courses, developed in response to the needs of organisations, will help fund our Cancer Coach programme and enable us to send out more Cancer Kits. With almost 1m people of working age impacted by cancer, it's vital that organisations support people.

In 2023 we worked with large and small organisations, including Unilever, Yorkshire Cancer Research, Liverpool FC and the NHS, as well as influential individuals such as our ambassador, former Olympic athlete Sally Gunnell OBE, who has a keen interest in workplace wellbeing. Sally has undertaken our Workplace Cancer Support Ambassador training and continues to support and raise awareness of this important initiative.

Total number of people trained by our expert cancer support coaches - 23,921  
Number of employees in the organisations where we have provided training - 207,327

#### Additional innovation and quality enhancement of the service

- o Continued management and development of trainers throughout 2023
- o Launched a new professional workbook for Workplace Cancer Support Ambassador training sessions and an information handout for the Communicating About Cancer seminars, which are given to trainees post sessions to enhance learning and provide an ongoing skills guide.
- o Enhanced and developed trainers' delivery notes for Workplace Cancer Support Ambassador session for the following uses:
  - o For potential development of Train the Trainer module in the future
  - o As a resource for additional trainers when recruited
- o Following discussions with Yorkshire Cancer Research, scenarios used in sessions were adjusted and made more bespoke to their work environment. This small change generated positive feedback and is an example of where small adaptations to training can deliver more impact.
- o Produced new content for the first refresher session, which was delivered twice in 2023 and will form part of a series of refreshers to be delivered in 2024.

#### Feedback from participants

- o Fantastic training. So insightful about listening, empathy, what to avoid saying and the PACE model. I wish I'd taken it sooner. **Becky McAlees, Unilever PLC Workplace Cancer Support Ambassador**
- o The training course help to improve my confidence which is very helpful when supporting our cancer patients. **Antony Gince, University College Hospital London, Workplace Cancer Support Ambassador**
- o Really powerful session with a good overview of cancer and cancer treatments along with practical tips we can all take away to help us support others. **Florence Hocking, Torbay Council Introduction to Communicating About Cancer**
- o Lisa Neden was an amazing speaker. She carried out the session so well - and we had such great feedback. Lisa has allowed me to view my conversations surrounding cancer in a new perspective, and I found this so helpful. Lisa has definitely left a positive impact at haysmacintyre, and I hope we can normalise conversations surrounding cancer in the workplace using her valuable advice. **Chanel Cisse, Haysmacintyre, Introduction to Communicating About Cancer**
- o Thank you, Dorothy - your session has been so valuable and has made me feel much more confident with having these types of conversations in my personal and work life. Thank you for making everyone feel comfortable and making it a safe space for people to share their experiences. **Pree Kanda, Yorkshire Cancer Research, Communicating about Cancer.**

o Very insightful workshop covering an emotive subject. Enough content to cover dealing with cancer in the workplace, empathy and how we react, listen and chat about it. I found it very useful - having lived this experience recently and feeling 'rabbit in the headlights' and a little overwhelmed it's nice to hear from other people going through/having been through similar sharing experience. **Kayleigh Biston-Green MOD, Communicating about Cancer**

#### **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.

#### **Achievement and performance**

##### **Fundraising activities**

Cancer Support UK relies primarily on donations from the public for its income. The trustees are extremely grateful to all Cancer Support UK 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**

Thanks to our donors we raised £82,056 from our direct mail programme during 2023. Many of our direct mail donors have supported our charity for many years, so we are truly grateful for their support. Please note that this figure was lower than in 2022, due to there being one less appeal.

##### **Digital appeals**

We continue to focus on recruiting and engaging donors via our digital platform and we continue to invest in digital marketing whilst ensuring we manage costs to make this as efficient and effective as possible. As we continue to manage the complexities of an ever changing and fast-moving digital environment, our digital programme raised £53,282 in 2023. This figure is lower than the 2022 appeal due to a cancelled Easter campaign.

##### **Cuddles for Christmas and Fill a Kit appeals**

Our fourth annual Cuddles for Christmas and Fill a Kit appeals continue to work well in asking existing donors to support our work, as well as recruit new supporters.

To support the Cuddles for Christmas campaign, Cuddles the bear undertook a 750-mile tour across the UK to hand-deliver Warmies bears to children receiving treatment at 11 hospitals, including Alder Hey, Royal Marsden, Manchester, Leeds, Birmingham, Cardiff and Bristol. The objectives were to build a direct relationship with the hospital staff, drive donations and reduce delivery costs. The six-day tour was documented in photographs posted on social media and in a video, which contributed to the campaign's 2.2 million audience reach.

##### **Legacies income**

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 2023 we received £216,166 (an increase of 50% year on year) - 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.

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

Our regular giving donors help provide predictable income to the charity. Our donors are proving loyal, and income grew to £6,742 (an increase of 21% year on year) over the course of 2023. We hope, with additional resources, we can grow this important donor group in future years.

Many of our supporters also confirmed we were able to claim Gift Aid on their donation. Across all of our activities this helped us to raise an additional £21,583 of funding. However you chose to support us during 2023, thank you.

##### **Clothing collections**

During 2023 Cancer Support UK worked with its Commercial Partner, Clothes Aid, to generate £48,300 income for the charity.

##### **Trust Fundraising**

Cancer Support UK is extremely grateful for the support it received from trusts and foundations throughout the year. In 2023 we received £235,339 of funding through trusts and foundations

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

- o E F and M G Hall Charitable Trust
- o Masonic Charitable Foundation
- o The Lord Belstead Charitable Settlement
- o The Ian Askew Trust
- o The Rest Harrow Trust
- o Tesco Stronger Starts in association with Groundwork
- o Tyne and Wear Community Foundation
- o The Souter Charitable Trust
- o Devon County Council Growing Communities Fund
- o The Mrs Yvonne Flux Charitable Trust
- o Kent Community Foundation
- o The Ardwick Trust
- o The 29th May 1961 Charity
- o The Blackwood Engineering Trust
- o The WO Street Charitable Foundation
- o The Sir James Reckitt Charity
- o CAF Trust
- o Heart of Bucks Community Foundation
- o The Edward and Dorothy Cadbury Trust
- o London Catalyst
- o The Big Give Trust
- o The Irving Memorial Trust
- o The Ammco Trust
- o The Hugh Fraser Foundation
- o The Pink Ribbon Foundation
- o The J Reginald Corah Foundation Fund
- o The David Family Foundation
- o The Ann Rylands Small Donations programme
- o W G Edwards Charitable Foundation
- o The Lawson Trust CIO
- o The JFR Charitable trust
- o Ganzoni Charitable Trust
- o The Monica Rabagliati Charitable Trust
- o The James Wise Charitable Trust
- o Lillie Johnson Charitable Trust
- o The Florence Nightingale Aid in Sickness Trust
- o Grand Sovereign Care for Children Fund - Mark Masons Hall
- o The Walter Guinness Charitable Trust
- o Walk the Walk
- o The Kilpatrick Fraser Charitable Trust
- o The Wixamtree Trust
- o Doris Field Charitable Trust
- o Pilkington Charities Fund
- o The Childwick Trust
- o The Rothley Trust
- o The Geoff & Fiona Squire Foundation
- o The Sylvia and Colin Shepherd Charitable Trust
- o Sir John Priestman Charity Trust
- o The Henhurst Charitable Trust
- o The Marsh Charitable Trust (The Marsh Christian trust)
- o The William Webster Charitable Trust

**Cancer Support UK (CSUK)**  
**Report of the Trustees**  
**for the year ended 31 December 2023**

**Financial review**

**Financial position**

The Board noted the use of reserves for CSUK's services to grow and deliver continued impact in a challenging macro environment, which resulted in a net surplus of £80,136 compared to a net deficit of £212,788 in 2022.

**Fundraising results**

Fundraising income increased by 40% from £549,263 to £767,944.

**Expenditures**

CSUK's total expenditures decreased from £763,822 to £689,233. Expenditure on charitable activities decreased from £594,169 to £584,918, while costs relating to fundraising decreased from £169,653 to £104,315. These financial outcomes enabled CSUK to invest in the delivery of charitable services while reducing the deficit from the previous year.

**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 meeting, any complaints relating to fundraising are disclosed to ensure good practice is maintained.

**Fundraising complaints**

No complaints were received in 2023.

**Investment policy and objectives**

CSUK has no material investments or endowments currently. Uncommitted funds are held in interest-bearing deposit accounts to maximise earnings.

**Reserves policy**

The Board has 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 2023, the charity had total reserves of £261,993, of which -£49,566 were unrestricted. This is in line with the reserves policy as it represents three months of the current year budgeted operational overheads.

**Going concern**

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.

## **Cancer Support UK (CSUK)**

### **Report of the Trustees for the year ended 31 December 2023**

#### **STRATEGIC REPORT**

##### **Financial review**

##### **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 2023 has been set at £80,000 per annum. There are no other pecuniary benefits for senior or other staff at the Charity.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

Cancer Support UK (CSUK) is a registered charitable company limited by guarantee (Company No 5048319, 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:

Ms J E Dawson  
Ms L M Delaney  
Mr Matthew Doyle (resigned 5th December 2023)  
Mr B Marcus  
Ms S Yaganti

##### **Recruitment and appointment of new 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.

##### **Organisational structure**

The determination of the strategic direction for Cancer Support UK 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.

##### **Induction and training of new trustees**

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.

All trustees have undertaken training in their fundraising and governance responsibilities.

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Company number**

05048319 (England and Wales)

##### **Registered Charity number**

1105703

**Cancer Support UK (CSUK)**  
**Report of the Trustees**  
**for the year ended 31 December 2023**

**Registered office**

Citibase Plc  
Millbank Tower  
21-24 Millbank  
London  
SW1P 4QP


**Trustees**

Ms J E Dawson  
Ms L M Delaney  
Mr M R Doyle (resigned 5.12.2023)  
Mr B Marcus Consultant  
Ms S Yaganti

**Independent Examiner**

Grant Harrod Lerman Davis LLP  
Chartered Accountants  
1st Floor  
Healthaid House  
Marlborough Hill  
Harrow  
Middlesex  
HA1 1UD

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on .....18-9-2024..... and signed on the board's behalf by:

  
.....  
Mr B Marcus - Trustee

**Independent Examiner's Report to the Trustees of  
Cancer Support UK (CSUK)**

**Independent examiner's report to the trustees of Cancer Support UK (CSUK) ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 December 2023.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Jeremy Harrod FCCA  
The Association of Chartered Certified Accountants

Grant Harrod Lerman Davis LLP  
Chartered Accountants  
1st Floor  
Healthaid House  
Marlborough Hill  
Harrow  
Middlesex  
HA1 1UD

Date: .....18/9/2024.....

**Cancer Support UK (CSUK)**

**Statement of Financial Activities  
for the year ended 31 December 2023**

	Notes	Unrestricted fund £	Restricted fund £	2023 Total funds £	2022 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	478,962	288,982	767,944	549,263
Investment income	3	<u>1,425</u>	-	<u>1,425</u>	<u>1,771</u>
<b>Total</b>		<u>480,387</u>	<u>288,982</u>	<u>769,369</u>	<u>551,034</u>
<b>EXPENDITURE ON</b>					
Raising funds	4	100,550	3,765	104,315	169,653
<b>Charitable activities</b>					
Charitable activities	5	496,877	79,311	576,188	570,508
Governance costs		<u>8,730</u>	-	<u>8,730</u>	<u>23,661</u>
<b>Total</b>		<u>606,157</u>	<u>83,076</u>	<u>689,233</u>	<u>763,822</u>
<b>NET INCOME/(EXPENDITURE)</b>		(125,770)	205,906	80,136	(212,788)
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		76,204	105,653	181,857	394,645
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>(49,566)</u>	<u>311,559</u>	<u>261,993</u>	<u>181,857</u>

The notes form part of these financial statements

**Cancer Support UK (CSUK)**

**Balance Sheet  
31 December 2023**

	Notes	Unrestricted fund £	Restricted fund £	2023 Total funds £	2022 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	11	831	-	831	1,813
<b>CURRENT ASSETS</b>					
Debtors	12	38,744	-	38,744	30,247
Cash at bank		<u>59,781</u>	<u>311,559</u>	<u>371,340</u>	<u>197,222</u>
		98,525	311,559	410,084	227,469
<b>CREDITORS</b>					
Amounts falling due within one year	13	(78,143)	-	(78,143)	(47,425)
		<u>20,382</u>	<u>311,559</u>	<u>331,941</u>	<u>180,044</u>
<b>NET CURRENT ASSETS</b>					
		21,213	311,559	332,772	181,857
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
<b>CREDITORS</b>					
Amounts falling due after more than one year	14	(70,779)	-	(70,779)	-
		<u>(49,566)</u>	<u>311,559</u>	<u>261,993</u>	<u>181,857</u>
<b>NET ASSETS</b>					
<b>FUNDS</b>	16				
Unrestricted funds				(49,566)	76,204
Restricted funds				<u>311,559</u>	<u>105,653</u>
<b>TOTAL FUNDS</b>				<u>261,993</u>	<u>181,857</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 December 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 December 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on ..... 18/9/2024 ..... and were signed on its behalf by:

  
.....  
Mr B Marcus - Trustee

The notes form part of these financial statements

**Cancer Support UK (CSUK)**

**Cash Flow Statement  
for the year ended 31 December 2023**

	Notes	2023 £	2022 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	<u>59,835</u>	<u>(145,123)</u>
Net cash provided by/(used in) operating activities		<u>59,835</u>	<u>(145,123)</u>
<b>Cash flows from financing activities</b>			
New loans in year		<u>114,283</u>	<u>-</u>
Net cash provided by financing activities		<u>114,283</u>	<u>-</u>
		<u>          </u>	<u>          </u>
<b>Change in cash and cash equivalents in the reporting period</b>		174,118	(145,123)
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<u>197,222</u>	<u>342,345</u>
<b>Cash and cash equivalents at the end of the reporting period</b>		<u>371,340</u>	<u>197,222</u>

**Cancer Support UK (CSUK)**

**Notes to the Cash Flow Statement  
for the year ended 31 December 2023**

**1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2023	2022
	£	£
<b>Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)</b>	80,136	(212,788)
<b>Adjustments for:</b>		
Depreciation charges	982	982
(Increase)/decrease in debtors	(8,497)	108,320
Decrease in creditors	<u>(12,786)</u>	<u>(41,637)</u>
<b>Net cash provided by/(used in) operations</b>	<u>59,835</u>	<u>(145,123)</u>

**2. ANALYSIS OF CHANGES IN NET FUNDS**

	At 1.1.23	Cash flow	At 31.12.23
	£	£	£
<b>Net cash</b>			
Cash at bank	<u>197,222</u>	<u>174,118</u>	<u>371,340</u>
	<u>197,222</u>	<u>174,118</u>	<u>371,340</u>
<b>Debt</b>			
Debts falling due within 1 year	-	(43,504)	(43,504)
Debts falling due after 1 year	<u>-</u>	<u>(70,779)</u>	<u>(70,779)</u>
	<u>-</u>	<u>(114,283)</u>	<u>(114,283)</u>
<b>Total</b>	<u>197,222</u>	<u>59,835</u>	<u>257,057</u>

The notes form part of these financial

## Cancer Support UK (CSUK)

### Notes to the Financial Statements for the year ended 31 December 2023

#### 1. ACCOUNTING POLICIES

##### **Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

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 principal accounting policies adopted are set out below.

##### **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.

##### **Income**

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.

##### **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).

## Cancer Support UK (CSUK)

### Notes to the Financial Statements - continued for the year ended 31 December 2023

#### 1. ACCOUNTING POLICIES - continued

##### Resources expended

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.

##### 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.

##### Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - Straight line over 5 years

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

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.

##### Taxation

The charity is exempt from corporation tax on its charitable activities.

##### Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

##### 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).

##### Employee Benefits

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

## Cancer Support UK (CSUK)

### Notes to the Financial Statements - continued for the year ended 31 December 2023

#### 1. ACCOUNTING POLICIES - continued

##### Critical accounting estimates and judgements

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.

##### 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.

##### 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.

#### 2. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donation and gifts	698,078	336,522
Gift aid	21,583	28,042
Legacies	-	142,629
Income from clothes donated	<u>48,283</u>	<u>42,070</u>
	<u>767,944</u>	<u>549,263</u>

#### 3. INVESTMENT INCOME

	2023	2022
	£	£
Interest income	<u>1,425</u>	<u>1,771</u>

#### 4. RAISING FUNDS

##### Raising donations and legacies

	2023	2022
	£	£
Staff costs	43,199	62,016
Other fundraising costs	<u>61,116</u>	<u>107,637</u>
	<u>104,315</u>	<u>169,653</u>

**Cancer Support UK (CSUK)**

**Notes to the Financial Statements - continued  
for the year ended 31 December 2023**

**5. CHARITABLE ACTIVITIES COSTS**

	Direct Costs £	Support costs (see note 6) £	Totals £
Charitable activities	490,344	85,844	576,188
Governance costs	<u>-</u>	<u>8,730</u>	<u>8,730</u>
	<u>490,344</u>	<u>94,574</u>	<u>584,918</u>

**6. SUPPORT COSTS**

	Management £	Finance £	Other £	Totals £
Charitable activities	4,043	7,429	74,372	85,844
Governance costs	<u>8,730</u>	<u>-</u>	<u>-</u>	<u>8,730</u>
	<u>12,773</u>	<u>7,429</u>	<u>74,372</u>	<u>94,574</u>

**7. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	2023 £	2022 £
Depreciation - owned assets	<u>982</u>	<u>982</u>

**8. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 December 2023 nor for the year ended 31 December 2022.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 December 2023 nor for the year ended 31 December 2022.

**9. STAFF COSTS**

	2023 £	2022 £
Wages and salaries	<u>349,273</u>	<u>331,116</u>
	<u>349,273</u>	<u>331,116</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Number of employees	<u>6</u>	<u>6</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2023	2022
	<u>1</u>	<u>1</u>

**Cancer Support UK (CSUK)**

**Notes to the Financial Statements - continued  
for the year ended 31 December 2023**

<b>10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES</b>	Unrestricted fund £	Restricted fund £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	372,025	177,238	549,263
Investment income	<u>1,771</u>	-	<u>1,771</u>
<b>Total</b>	<u>373,796</u>	<u>177,238</u>	<u>551,034</u>
<b>EXPENDITURE ON</b>			
Raising funds	169,408	245	169,653
<b>Charitable activities</b>			
Charitable activities	467,189	103,319	570,508
Governance costs	<u>23,661</u>	-	<u>23,661</u>
<b>Total</b>	<u>660,258</u>	<u>103,564</u>	<u>763,822</u>
<b>NET INCOME/(EXPENDITURE)</b>	(286,462)	73,674	(212,788)
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	362,666	31,979	394,645
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>76,204</u>	<u>105,653</u>	<u>181,857</u>
<b>11. TANGIBLE FIXED ASSETS</b>			Computer equipment £
<b>COST</b>			
At 1 January 2023 and 31 December 2023			<u>5,057</u>
<b>DEPRECIATION</b>			
At 1 January 2023			3,244
Charge for year			<u>982</u>
At 31 December 2023			<u>4,226</u>
<b>NET BOOK VALUE</b>			
At 31 December 2023			<u>831</u>
At 31 December 2022			<u>1,813</u>

**Cancer Support UK (CSUK)**

**Notes to the Financial Statements - continued  
for the year ended 31 December 2023**

<b>12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>		2023	2022
		£	£
Trade debtors		15,816	12,865
Other debtors		12,638	9,304
Prepayments and accrued income		<u>10,290</u>	<u>8,078</u>
		<u>38,744</u>	<u>30,247</u>
<b>13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>		2023	2022
		£	£
Bank loans and overdrafts (see note 15)		43,504	-
Trade creditors		12,328	18,572
Social security and other taxes		13,109	8,003
Other creditors		1,260	1,028
Accruals and deferred income		<u>7,942</u>	<u>19,822</u>
		<u>78,143</u>	<u>47,425</u>
<b>14. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR</b>		2023	2022
		£	£
Bank loans (see note 15)		<u>70,779</u>	-
<b>15. LOANS</b>			
An analysis of the maturity of loans is given below:			
		2023	2022
		£	£
Amounts falling due within one year on demand:			
Bank loans		<u>43,504</u>	-
Amounts falling between one and two years:			
Bank loans - 1-2 years		<u>46,417</u>	-
Amounts falling due between two and five years:			
Bank loans - 2-5 years		<u>24,362</u>	-
<b>16. MOVEMENT IN FUNDS</b>			
		Net	
	At 1.1.23	movement	At
	£	in funds	31.12.23
		£	£
<b>Unrestricted funds</b>			
General fund	76,204	(125,770)	(49,566)
<b>Restricted funds</b>			
Restricted fund	105,653	205,906	311,559
	<u>181,857</u>	<u>80,136</u>	<u>261,993</u>

**Cancer Support UK (CSUK)**

**Notes to the Financial Statements - continued  
for the year ended 31 December 2023**

**16. MOVEMENT IN FUNDS - continued**

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	480,387	(606,157)	(125,770)
<b>Restricted funds</b>			
Restricted fund	288,982	(83,076)	205,906
	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS</b>	<u>769,369</u>	<u>(689,233)</u>	<u>80,136</u>

**Comparatives for movement in funds**

	At 1.1.22 £	Net movement in funds £	At 31.12.22 £
<b>Unrestricted funds</b>			
General fund	362,666	(286,462)	76,204
<b>Restricted funds</b>			
Restricted fund	31,979	73,674	105,653
	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS</b>	<u>394,645</u>	<u>(212,788)</u>	<u>181,857</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	373,796	(660,258)	(286,462)
<b>Restricted funds</b>			
Restricted fund	177,238	(103,564)	73,674
	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS</b>	<u>551,034</u>	<u>(763,822)</u>	<u>(212,788)</u>

**Cancer Support UK (CSUK)**

**Notes to the Financial Statements - continued  
for the year ended 31 December 2023**

**16. MOVEMENT IN FUNDS - continued**

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.1.22 £	Net movement in funds £	At 31.12.23 £
<b>Unrestricted funds</b>			
General fund	362,666	(412,232)	(49,566)
<b>Restricted funds</b>			
Restricted fund	31,979	279,580	311,559
	<u>394,645</u>	<u>(132,652)</u>	<u>261,993</u>
<b>TOTAL FUNDS</b>			

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	854,183	(1,266,415)	(412,232)
<b>Restricted funds</b>			
Restricted fund	466,220	(186,640)	279,580
	<u>1,320,403</u>	<u>(1,453,055)</u>	<u>(132,652)</u>
<b>TOTAL FUNDS</b>			

**17. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 December 2023.