

SOUTH EAST CANCER HELP CENTRE LIMITED

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

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

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

SOUTH EAST CANCER HELP CENTRE LIMITED

FINANCIAL STATEMENTS

31 MARCH 2020

Current Directors/Trustees

Mrs J Mollett	(Chairman)
Cllr Y Hopley	(Vice Chairman)
Mr D Mollett	(Company Secretary)
Mr P W J Mills	(Treasurer)
Mr G L Collins	(Retired 9 September 2019)
Mr A Barranco	
Mr R Waller	
Mr M Tubbs	
Mrs C Rees	
Mrs Z S Hossain	

Registered Office

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

Bankers

Lloyds Bank Plc
Caterham, Surrey

Auditor

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

Registered Charity No:

1011509

Company No:

2702689

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(Company No. 2702689)
(Charity No. 1011509)

DIRECTORS/TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2020

The directors present their report and financial statements for the year ended 31 March 2020.

1. Structure, Governance and Management

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

Organisational Structure

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

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

Directors

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

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

Related Parties / Wider networks

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

Risk management

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

a. Donor income

Risk

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

Solution

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

b. Our staff

Risk

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

Solution

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

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/contd...

Risk management/cont'd

c. Premises

Risk

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

Solution

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

d. Volunteers

Risk

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

Solution

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

e. Safeguarding vulnerable adults and children

Risk

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

Solution

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

2. Vision, Mission, Aims and Activities

Vision

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

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2. Vision, Mission, Aims and Activities/cont'd

Mission

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

Aims

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

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

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

Public benefit

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

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

Opening hours

The Centre Headquarters located in Purley offers its services every weekday from 9.00am to 5.00pm. On Tuesdays the closing time is 8.00pm and on Saturdays we are open from 9.00am to 1.00pm – these extended hours are offered to enable people who work full time to access the support they need.

We now offer Talking therapies at The Wellness Centre, Whitgift Centre, Central Croydon every Wednesday 10am to 3pm, since 4 March 2020.

We operate out of The Macmillan Centre in Croydon University Hospital every Wednesday from 9am to 5pm and Thursday 9.30am to 2.30pm.

Activities

Our activities include a range of complementary therapies, talking therapies, group activities and group support which were provided by a total of 52 therapists, counsellors, teachers and volunteers during 2019 - 20

The Centre has provided complementary therapies to Croydon University Hospital (CUH) for the past 13 years as an outreach service and continues to do in partnership with Macmillan to support residents affected by cancer living in the North of the borough. Our services are provided in the Macmillan cancer centre at CUH, where our therapists are available for appointments every Wednesday and Thursday.

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

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

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Activities/cont'd

During the period we offered a variety of therapies, support and therapeutic activities

One-to-one therapies:

Aromatherapy, Massage, Reflexology, Wellness Facials, Nutrition advice, Manicures & Pedicures, Hairdresser, Hypnotherapy, Emotional Freedom Technique (EFT) and Reiki.

Talking therapies:

Individual Counselling (including bereavement and telephone counselling for those unable to come into the Centre due to illness, Covid-19 or inaccessibility), Couple Counselling and Young Persons Counselling (over 12 years of age).

Healthy physical activities:

Tai Chi, Pilates, Paracise, Yoga and Gentle Yoga (for Members who have mobility issues or who are not sufficiently agile due to illness and unable to participate in the standard yoga classes).

Group activities:

Arts Group and Craft Group with a Wellbeing Café, monthly Cinema club, weekly Drama group, weekly Singing group, Mindfulness Drop-In, The Tuesday Club with Tuesday Soup (which varies week to week with activities such as, card making, gentle exercise, games and poetry), and the monthly Creative Writing Group.

Courses:

We continue to run Mindfulness-based Stress Reduction, and a 12 week dance course, as well as 6-week courses of Joyful Spirit.

Workshops:

In 2019-20, we continued to offer Skincare Workshops and Nutrition workshops covering healthy eating.

Support groups

We have five cancer support groups for patients and families affected by Bowel, Breast, Oesophagus and Gastric, Ovarian and Prostate cancer.

The aim of each group is to provide information and mutual support, typically by sharing experiences with other similarly affected members about their illness, the treatments, living with the side and after effects and the impact on their quality of life, all within a safe and confidential environment.

The groups all meet at the Centre on a monthly basis at different times that are shown on our website and enjoy speakers from The Royal Marsden Hospital (RMH) and Croydon University Hospital (CUH) together with other organisations. All group members are entitled to attend any of the many other activities held at the Centre during the week. A summary of each group's activities for the 12-month period are shown below:

Bowel Cancer Support: The group has an email circulation of over 80 members with an average of 14 members attending meetings on a regular basis. The Group has particularly close links with RMH and CUH, supporting their research and other initiatives.

Over the last year speakers have included: Annabel Shaw, Clinical Research Fellow RMH, on The Preserve Trial, Dr Nigel Day, Clinical Research Fellow RMH, on the Use of Imaging in Colorectal Cancer, Melissa Mogor and colleagues from The World Cancer Research Fund on Managing the Side Effects of Cancer and Cancer Treatment via Nutrition and Exercise and Nicola Hodges, Research Fellow RMH, on Decision Making in Colorectal Cancer

We continue to have meetings with no speakers so we can have more time to give mutual support to each other and talk freely, informally and in confidence about issues affecting us.

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Support groups /cont'd

Breast Cancer Support: The group has about 52 members on the mailing list, with a regular attendance of between 10 and 15 members at each meeting.

We have had interesting speakers giving advice on hair care both during and after chemotherapy, together with the choosing and fitting of mastectomy bras and swimwear. Also, a Breast Care Nurse from Croydon University Hospital visited and gave a talk about some changes to protocols and the latest news on treatments, together with a question and answer session.

There has also been a workshop for mindfulness and how this can be of benefit during their cancer journey. Regular exercise and breathing sessions take place at most of our meetings.

Ovarian Cancer Support: The group attracts on average 11 members to each meeting on a regular basis. Members of the group are very supportive and visit any member who is receiving hospital treatment. We also celebrate birthdays and other major events together.

Our members enjoy supporting such events as the Touch of Teal fashion show held at the Mayfair Hotel. All the models at this event have had a diagnosis of ovarian cancer, one of our members took part in a Bollywood dance presentation at the Fairfield Halls and a contingent from the support group attended.

Planning is underway for one of our members to film other members talking about their ovarian cancer experiences. This will take place as a group social event when we are able to meet again in person.

Our last in person meeting was held at the Centre in March 2020. Since then we have been meeting twice a month via Zoom.

Prostate Cancer Support Group: The group is an affiliate member of Prostate Cancer UK (PC UK) and is recognised by local hospitals and healthcare professionals. The monthly attendance during the above dates was 28 members, the largest meeting housed 38 and the lowest 24. Around 60 are on our email database and are regularly invited to take part in various research projects.

Helen Smith our Macmillan prostate cancer support worker attended seven of these meetings.

Chris Lewis attended all the meetings to support both me and the group.

Speakers have included: Sue Boyes Peer Support Manager (PC UK), Lisa Curtis and Peter Tague from LGFB (Look Good Feel Better), Lorraine Grover Psychosexual Specialist Nurse and Stephen Gordon Consultant Urologist LGFB Workshop.

Oesophageal and gastric cancer support group: The group are now into their second year and although still a small group, hold monthly meetings that are friendly and informal with plenty of opportunity to chat and share experiences. There are usually an equal number of patients and carers attending. New Members that are still undergoing treatment and in one case anticipating their surgery have overtaken the number of members who had their illness a long time ago.

Our members were invited to attend a meeting of the Bowel cancer support group, held at the Centre, where their guest speakers were a dietician and the chair of Oesophageal Patients Association (OPA). The meeting was found to be helpful and informative with much common ground between the Bowel and Oesophageal cancer. We look forward to developing a closer collaboration with this group.

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Support groups /cont'd

Information

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

Therapeutic Arts

The value of complementary therapies and counselling in cancer care is now widely acknowledged and the Centre is proud to have local NHS recognition. Our range of therapies, support and counselling complement any conventional treatment and are not an alternative. We believe that by using our services, people can improve their health and well-being during a difficult time in their lives. The ever growing Arts in Health movement fully endorses the provision of the Therapeutic Arts in organisations providing health care, thus validating the long-standing provision of such activities at the Centre. We are fortunate to have Zahura Sultana Hossain, an established artist, as a Trustee and Director responsible for the development of our artistic activities. Zahura organises visits, exhibitions and a variety of art projects for our members.

Promotions and Community Links

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

In addition, we have developed our use of social media to provide up-to-date information about our fundraising activities and events and at the same time promote the services offered at the Centre to a wide and varied audience. Our social media following has increased 50% in 2019 alone. Several new Members have found us through this medium and we have now started our own Breast Cancer Forum on Facebook.

Partnerships and working relationships

In November last year SEHC and Croydon BME Forum began discussing a new collaboration for the provision of our counselling services from their new Wellness Centre located on the 1st Floor of the Whitgift Centre in Central Croydon, that opened in the first week of March.

During March, SEHC occupied the counselling room to provide individual sessions in the Wellness Centre every Wednesday. Unfortunately, due to Covid-19 all face to face counselling services had to stop until further notice. In the meantime, one of our Counsellors who was working at the Wellness Centre has been providing counselling services by phone and video from SEHC.

We continue to provide our therapists to Croydon University Hospital (CUH) in the Macmillan Unit, situated in Nightingale House. SEHC have been providing therapists to Macmillan for over 13 years and providing therapy to our Members and visitors from within the hospital itself, as part of our outreach to North of the borough. Services currently offered by our therapists include Massage Therapy, Reflexology and Hypnotherapy.

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

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Partnerships and working relationships/cont'd

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

We have been extremely successful in engaging with local shops and businesses who have supported various fundraising initiatives including our flagship event Paint Purley Purple (PPP), as well as many one-off donations. Sunrise supported our PPP campaign by sponsoring and running a fireworks event to raise money for us. Staff from our local office of Zurich volunteered to help us decorate our local high street with purple knitting. We have also developed excellent relationships with local schools, many of whom supported our PPP event with a wide range of activities.

Staff and Volunteers

There are five paid members of staff, one full-time Centre Manager, three part-time fundraising administrators and one Saturday morning receptionist.

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

As at 31 March 2020 we had 75 regular volunteers, plus 9 Trustees, who provide a range of support, including general assistance, administration and professional expertise, to ensure the Centre maintains the highest standards. The Centre's commitment to supporting, training, developing and motivating its staff and volunteers is continuous and includes ongoing supervision and review.

Policies

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

Health and Safety

High standards of health and safety are of paramount importance for all attending The Centre. A comprehensive Health and Safety (H&S) policy statement is reviewed annually by the Executive Committee. All H&S incidents are recorded using an Accident/Incident Form, and this data is filed and kept secure. There were no accidents or incidents recorded during the year ended 31 March 2020.

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3. Achievements and Performance

Targets

The Centre set a range of strategic and operational objectives to be completed during the 2019/20 financial year. Key targets were set and monitored by the Executive Committee in the following areas:

- a) To increase the number of users of our services.
- b) To maximise the utilisation of resources.
- c) To attract adequate funding.
- d) To review and extend the three-year Business Plan to 31 March 2023.

Target a) Number of users

The number of new members joining this year was 285. This together with a membership of 659 at year end together with the provision of 4786 individual and group sessions provided to our users gives some indication of the demand for our services.

We continue to provide an outreach service at Croydon University Hospital (CUH) by offering complementary therapies two days a week. During 2019-20 this has led to the provision of 200 one-to-one therapies to those affected by cancer living in the North of Croydon.

Continued focus on website together with emphasising social media methods of promoting our services has attracted more site visitors and potential users by providing the latest information about our new services and future events, together with testimonials from our existing members. In addition, holding larger public events such as Paint Purley Purple and referrals from leading NHS hospitals is creating a wider public awareness.

Target b) Utilisation of resources

We continued to maximise the use of space wherever possible. This includes allowing other charities to utilise any voids during the day, or more usually at weekends

We are fortunate that our volunteers are almost all longstanding supporters of the Centre. This results in our ability to maintain high standards of service levels and general efficiency. Currently with around 75 regular volunteers, excluding the Trustees, their worked hours provide the equivalent of around 8 full time staff per year, in addition to our existing 1 full-time and 3 part-time staff.

Similarly, all our counsellors and therapists are fully qualified members of their relevant professional associations and have many years of experience working at the Centre providing services to those affected by cancer. This ensures services are provided to the highest quality, avoids costly recruitment and the close monitoring of newly qualified practitioners.

Target c) Attract adequate funding

The Centre holds many community fundraising events during the year organised by our Community Fundraising staff and their team of volunteers. In addition, we have one Trust Fundraiser together with supporting volunteers who target Trusts and other donor organisations. Paint Purley Purple (PPP) a local annual event held in the autumn of 2019 was the fifth year of operation and continues to grow each year by attracting many more local businesses and individuals to join. The event this year raised significantly greater income, promoted awareness and is planned to be repeated in 2020. The updated website now emphasises how to donate and provides the latest fundraising opportunities at the Centre together with being a more visually appealing, user friendly and mobile enabled site to use.

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Achievements and Performance /cont'd

Target d) Three Year Business Plan

The Business Plan was not extended in March 2020 to 31 March 2023 due to Covid-19 lockdowns imposed during March 2020 and the significant impact this would have on the Centre operations during 2020 and possibly beyond. Subject to the impact of Covid-19 and the Government guidance upon the public and our members, the Centre opening hours and service provisions will be adjusted accordingly. Any operational changes will be included within the business plan review that will take place during the next financial year, once the medium and longer-term implications of Covid-19 are clarified.

Performance

During the year ended 31 March 2020 we experienced the following activity levels; comparable figures for the year ended 31 March 2019 are in brackets.

- 4097 (4441) individual (one-to-one) counselling and therapy sessions indicate an 8% decrease, due to less hours being available from our therapists and the effects of Covid19 in March. These figures include both our Purley Centre and Croydon University Hospital site sessions.
- 689 (592) group sessions show an increase of around 16% due to the introduction of new groups.
- 47 (45) different services as described under activities on page 4 and 5.
- There were 659 (639) members at 31 March 2020 representing a 3% increase.
- 285 (228) new members joined the Centre during the last 12 months to 31 March 2020, an increase of 25%.

The membership mix is constantly changing and this reflects the Centre's policy to encourage members to move on with their lives once they are in remission.

4. Financial Review

The year ended 31 March 2020 showed a deficit of £19,298. Our income totalled £241,464 compared with expenditure totalling £260,762. This compares to a surplus of £9,289 in the previous year.

Income

Our income of £241,464 compares with income last year of £264,457.

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

Our income from all sources was lower than the previous year due to a decline in events income and a fall in contributions from members.

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4. Financial Review/cont'd

Expenditure

Our expenditure of £260,762 showed an increase in spend compared with £255,168 last year mostly due to a rise in fundraising costs incurred to stage our events.

Approximately [80%] of our expenditure during the year was on the charitable activities covered by our principal objectives. The remaining expenditure was incurred in fundraising activities and essential governance matters. Details are shown in the Statement of Financial Activities, including Note 2.

Assets

At 31 March 2020, our Net Assets amounted to £225,598. This is a decrease of £19,298 over the Net Assets held at 31 March 2019, being the deficit for the year. Further details on the level of reserves held by the Company are set out below:

Reserves

The charity has the following reserves:

Restricted Funds

These are funds which may only be used for purposes specified by the donors. They amounted to £24,536 at 31 March 2020, a slight decrease compared with the previous year but reflected a lot of change in the make-up of this reserve. In the year, we received £10,420 in new donations towards therapy sessions for our members and we spent £10,862 on projects including therapies for members, a members' outing and a new Defibrillator for use in the Centre. It is anticipated that some but not all of the balance of these funds at the year-end will be fully utilised by 31 March 2021.

Unrestricted Funds

The remaining funds, known as the Accumulated Fund, may be used at the discretion of the directors in furtherance of the general objectives of the Centre. The Accumulated Fund acts as a reserve fund to cover future expenditure. The Accumulated Fund at 31 March 2020 was £201,062 compared to an amount of £219,918 at 31 March 2019.

Reserves Policy

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

The Reserves Policy is reviewed annually after the end of the financial year and may be changed if appropriate. The current Policy was agreed by the Board at its meeting on 26 May 2020 and remains the same policy in place as for the previous year.

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Level of reserves held

The Accumulated Fund at 31 March 2020 amounted to £225,598. Budgeted core expenditure for the year ending 31 March 2021 is £176,780 which is much lower than it would normally be as a result of the Centre being closed at present due to the Coronavirus. Nevertheless, the Accumulated Fund was therefore still above the target limit of six months cover set in our Reserves Policy.

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

Investment Policy

The Centre's Investment Policy is to maintain a balance between:

- a) Availability of funds to meet immediate needs during the year, avoiding overdraft interest and minimising bank charges and
- b) Earning the maximum return on available balances consistent with Charity Commission guidelines without exposing funds to unacceptable risk.

In order to achieve these aims, the Centre will:

- 1) Maintain sufficient funds in the bank current account to cover all short-term needs. In general, the balance should be kept between £10,000 and £20,000 though it may be necessary to exceed these parameters when appropriate.
- 2) Place any surplus funds on deposit provided they meet the following criteria:
 - I. Investments which the Trustees shall from time to time decide are appropriate in accordance with the terms of the Memorandum of Association and having regard to the content of the Charity Commission document CC 14 entitled "Investment of Charitable Funds: Basic Principles.
 - II. Such deposits should be with widely recognised responsible financial institutions which are covered by the FSCS guarantee scheme for amounts up to £85,000.
 - III. No such deposit will be above £85,000 with any one institution.
 - IV. Whilst the highest interest rate return possible should be sought, it must also be balanced against the creditworthiness of the provider – the highest rate is not necessarily the best rate for the Centre.

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

At 31 March 2020, as well as the Company's bank current account, the Centre's deposits with Metro Bank, Hampshire Trust Bank and COIF were both below the FSCS guarantee. The Centre's deposits with UTB exceeded the FSCS guaranteed limit of £85,000; this was authorised by the Board as a temporary measure based on the Centre's view of the requirements for cash over the coming months to fund its operations. It is the Board's intention to reduce the level of deposits with UTB below the FSCS guaranteed limit in December 2020 when one of the Centre's deposits with the Bank matures.

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

The Policy was approved by the Board at its meeting on 26 May 2020 and it was agreed this policy be reviewed on an annual basis.

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Investment Policy/cont'd

Investments and cash deposits held

Cash deposits held at 31 March 2020 principally comprised three fixed rate investments, a one year (see reference above to FSCS guarantee) and a two year deposit maturing in December 2020 and July 2021 respectively with United Trust Bank, totalling £89,114, an 18 month deposit with Hampshire Trust Bank maturing in February 2021 of £70,000 and a deposit of £45,214 with the Metro Bank which is available on demand.. The remaining cash deposit comprises an amount of £6,698, at call, with COIF and there is a current account with Lloyds Bank for day to day funding requirements. These arrangements were re-confirmed by the Board at its meeting on 26 May 2020

Interest is accrued on these deposits in the Accounts on a daily basis.

Statement of directors' responsibilities

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

The directors prepare accounts which give a true and fair view of the state of affairs of The Centre and of its income and expenditure for that period. In preparing these accounts, the directors 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 reasonably prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- Prepare financial statements on a going concern basis unless it is appropriate to assume that the charitable company will not continue in operation.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

5. Plans for the future

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

We will continue to develop our services in line with the needs of our new and existing members.

Short term objectives will focus on new fundraising initiatives and working in collaboration with GP hubs, Social Prescribing Boards, like minded organisations such as Maggie's and Penny Brohn together with the prioritisation of actions described within the revised Three Year Business Plan.

SOUTH EAST CANCER HELP CENTRE LTD

(Company No. 2702689)

(Charity No. 1011509)

DIRECTORS/TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2020

/contd...

5. Plans for the future/contd...

As with many other organisations, the pandemic seriously restricted the provision of our normal range of services during March, but we quickly switched to providing a large number of on-line remote counselling and therapy sessions to support our members and this will continue until normal services can resume.

Our key staff who were not furloughed, continued to work from home maintaining our normal administrative functions and planning for a gradual reopening of the Centre. This will have to operate in accordance with government guidelines and public health recommendations. We will ensure that best practices are followed with social distancing and any necessary PPE will be provided. We look forward to fully opening and supporting our members when it is safe to do so.

Our fundraising income is of concern, given the financial impact of Covid 19 upon the financial sector, investments and restrictions on the usual fundraising events that are essential to maintain a regular income.

6. Thanks

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

Graeme Collins a Trustee, who directed the marketing and publicity for the Centre, retired this year after nine years of service. Graeme's commitment and service are greatly appreciated by all his colleagues and friends at the Centre who offer him their very best wishes for the future.

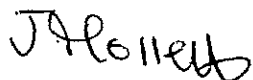
We are most grateful to Tesco for generously providing, free of charge, the Centre's excellent premises and for its continued efforts to support our activities in every way possible.

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

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

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

This report which has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 applicable to small companies was approved by the Board on 19 November 2020.



J. Mollett
Chairman

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

Opinion

We have audited the financial statements of South East Cancer Help Centre Limited (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

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

We have nothing to report in this regard.

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

.../Cont'd

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements


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

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

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

.../Cont'd

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



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

19 November 2020

SOUTH EAST CANCER HELP CENTRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2020

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Income					
Donations and grants	2	139,841	10,420	150,261	152,396
Charitable activities	3	42,945	-	42,945	52,398
Other trading activities	4	44,079	-	44,079	57,196
Investments	5	4,179	-	4,179	2,467
Total		<u>231,044</u>	<u>10,420</u>	<u>241,464</u>	<u>264,457</u>
Expenditure					
Raising funds	6	58,822	-	58,822	53,712
Charitable activities	7	191,078	10,862	201,940	201,456
Total		<u>249,900</u>	<u>10,862</u>	<u>260,762</u>	<u>255,168</u>
Net income/(expenditure)	11	(18,856)	(442)	(19,298)	9,289
Transfers between funds		-	-	-	-
Net movement in funds		<u>(18,856)</u>	<u>(442)</u>	<u>(19,298)</u>	<u>9,289</u>
Reconciliation of funds					
Total funds brought forward	16	219,918	24,978	244,896	235,607
Total funds carried forward	16	<u>£201,062</u>	<u>£24,536</u>	<u>£225,598</u>	<u>£244,896</u>

The notes form part of these financial statements

SOUTH EAST CANCER HELP CENTRE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2020

	Notes	2020	2019
		£	£
CURRENT ASSETS			
Debtors	13	5,963	5,195
Cash on Deposit		211,055	216,393
Cash at Bank		18,724	39,026
		<u>235,742</u>	<u>260,614</u>
CURRENT LIABILITIES			
Creditors – amounts falling due within one year	14	10,144	15,718
		<u>225,598</u>	<u>244,896</u>
NET ASSETS		<u>£225,598</u>	<u>£244,896</u>
CHARITY FUNDS			
Restricted Funds	16	24,536	24,978
Unrestricted Funds	16	201,062	219,918
TOTAL FUNDS		<u>£225,598</u>	<u>£244,896</u>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and were approved by the Board on 19 November 2020 and signed on its behalf.

J. Mollett

J. Mollett
Chairman

Peter W. J. Mills

P. W. J Mills
Treasurer

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2020

1. ACCOUNTING POLICIES

General Information and basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

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

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

Income recognition

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

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

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

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

Expenditure recognition

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

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

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

Financial instruments

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

Fixed Assets

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

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2020

1. ACCOUNTING POLICIES/ cont'd

Pension Costs

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

Fund accounting

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

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

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

2. Donations and legacies	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Donations	110,590	10,420	121,010	125,920
Legacies	6,000	-	6,000	-
Tax refunds	3,251	-	3,251	6,476
Gifts in kind – donated facilities	20,000	-	20,000	20,000
	<u>£139,841</u>	<u>£10,420</u>	<u>£150,261</u>	<u>£152,396</u>

Of the £152,396 recognised in 2019, £141,846 was unrestricted fund income and £10,550 was restricted fund income.

3. Income from charitable activities	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Membership subscriptions	21,710	-	21,710	22,115
Members contributions to therapies	21,235	-	21,235	30,283
	<u>£42,945</u>	<u>£Nil</u>	<u>£42,945</u>	<u>£52,398</u>

All of the £52,398 recognised in 2019 was unrestricted fund income.

4. Other trading activities	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Income from social events	36,128	-	36,128	49,054
Other events - Healthy lunches	3,754	-	3,754	4,052
- Christmas lunch	1,320	-	1,320	1,348
- Hire of room	970	-	970	1,575
- Outings	570	-	570	-
- Outings (crafts)	470	-	470	405
- Cinema club	248	-	248	256
Sale of miscellaneous	408	-	408	363
Sale of donated goods	211	-	211	22
Other income	-	-	-	121
	<u>£44,079</u>	<u>£Nil</u>	<u>£44,079</u>	<u>£57,196</u>

All of the £57,196 recognised in 2019 was unrestricted fund income.

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2020

5. Investment income	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Bank interest	£4,179	£Nil	£4,179	£2,467

All of the £2,467 recognised in 2019 was unrestricted fund income.

6. Cost of raising funds	Direct costs £	Support costs £	Total 2020 £	Total 2019 £
Fundraising activities	£58,042	£780	£58,822	£53,712

All of the £53,712 expenditure recognised in 2019 was charged to unrestricted funds.

7. Cost of charitable activities	Direct costs £	Support costs £	Total 2020 £	Total 2019 £
Patient support services	£133,135	£68,805	£201,940	£201,456

Of the £201,456 expenditure recognised in 2019, £189,352 was charged to unrestricted funds and £12,104 was charged to restricted funds.

8. Analysis of direct costs	Raising funds £	Charitable activities £	Total 2020 £	Total 2019 £
Wages and salaries	32,044	29,752	61,796	70,842
Other staff costs	-	1,848	1,848	703
Fundraising activities	25,998	-	25,998	17,898
Therapists and counsellors fees	-	89,553	89,553	85,071
Other patient support costs	-	1,704	1,704	1,778
Costs of healthy lunches	-	3,633	3,633	4,081
Cost of Christmas lunch	-	1,514	1,514	1,784
Outings and event costs	-	5,131	5,131	1,195
	£58,042	£133,135	£191,177	£183,352

9. Analysis of support costs	Raising funds £	Charitable activities £	Total 2020 £	Total 2019 £
Office costs	-	16,559	16,559	14,085
Donated rent free premises	500	19,500	20,000	20,000
Other premises costs	280	25,359	25,639	21,103
Capital improvements	-	1,050	1,050	11,866
Advertising and marketing	-	1,928	1,928	701
Governance costs (note 10)	-	4,409	4,409	4,061
	£780	£68,805	£69,585	£71,816

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2020

10. Governance costs	Total 2020 £	Total 2019 £
Wages and salaries	1,250	1,250
Annual review	575	575
Professional fees	486	20
Audit fees	2,098	2,216
	<u>£4,409</u>	<u>£4,061</u>
11. Net income/(expenditure)	Total 2020 £	Total 2019 £
This is stated after charging:		
Auditor's remuneration	<u>£2,098</u>	<u>£2,216</u>
12. Staff costs	Total 2020 £	Total 2019 £
Staff salaries	61,296	69,161
Social Security costs	1,577	2,930
Pension costs	1,193	955
Other staff costs	828	-
	<u>£64,894</u>	<u>£73,046</u>
1 full-time and 2 part-time (2019: 1 full-time and 2 part-time) staff were employed by the Charity on average during the year. No employee received emoluments of more than £60,000.		
13. Debtors	Total 2020 £	Total 2019 £
Payments in advance	3,155	1,241
Other debtors	2,808	3,954
	<u>£5,963</u>	<u>£5,195</u>
14. Creditors: Amounts falling due within one year	Total 2020 £	Total 2019 £
Taxation and Social Security	1,396	1,381
Other creditors and accruals	8,748	14,337
	<u>£10,144</u>	<u>£15,718</u>

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2020

15. Analysis of net assets between funds

	Unrestricted Funds General £	Designated £	Restricted Funds £	Total Funds £
2020				
Current assets	211,206	-	24,536	235,742
Current liabilities	(10,144)	-	-	(10,144)
	<u>£201,062</u>	<u>£Nil</u>	<u>£24,536</u>	<u>£225,598</u>

Comparative information for the previous financial year is as follows:

	Unrestricted Funds General £	Designated £	Restricted Funds £	Total Funds £
2019				
Current assets	235,636	-	24,978	260,614
Current liabilities	(15,718)	-	-	(15,718)
	<u>£219,918</u>	<u>£Nil</u>	<u>£24,978</u>	<u>£244,896</u>

16. Reserves

	1 April 2019 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2020 £
2020					
Restricted Funds					
Specific Donations Funds					
Refurbishment	8,078	-	-	-	8,078
Defibrillator	1,000	-	(1,000)	-	-
Nutrition workshops	477	-	(477)	-	-
Telephone counselling	-	400	-	-	400
Family counselling	5,207	-	(426)	-	4,781
Fire system upgrade	1,533	-	-	-	1,533
Bereavement counselling	-	4,800	(4,800)	-	-
Car park refurbishment	500	-	-	-	500
Re IT upgrade project	4,081	-	-	-	4,081
Other funds	110	4,220	(1,425)	-	2,905
Members' outings	3,992	1,000	(2,734)	-	2,258
	<u>£24,978</u>	<u>£10,420</u>	<u>£(10,862)</u>	<u>£Nil</u>	<u>£24,536</u>
Unrestricted Funds					
Undesignated					
Accumulated fund	219,918	231,044	(249,900)	-	201,062
Total Reserves	<u>£244,896</u>	<u>£241,464</u>	<u>£(260,762)</u>	<u>£Nil</u>	<u>£225,598</u>

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2020

16. Comparative information for the previous financial year is as follows:

Reserves	1 April 2018 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2019 £
2019					
Restricted Funds					
Specific Donations Funds					
Refurbishment	8,078	-	-	-	8,078
Defibrillator	-	1,000	-	-	1,000
Nutrition workshops	1,900	-	(1,423)	-	477
Caron Keating Foundation – telephone counselling	124	-	(124)	-	-
Family counselling	6,500	-	(1,293)	-	5,207
Fire system upgrade	-	7,000	(5,467)	-	1,533
Bereavement counselling	2,552	-	(2,552)	-	-
Car park refurbishment	500	-	-	-	500
Re IT upgrade project	5,326	-	(1,245)	-	4,081
Other funds	110	-	-	-	110
Members' outings	1,442	2,550	-	-	3,992
	<u>26,532</u>	<u>£10,550</u>	<u>£(12,104)</u>	<u>£Nil</u>	<u>£24,978</u>
Unrestricted Funds					
Undesignated					
Accumulated fund	209,075	253,907	(243,064)	-	219,918
Total Reserves	<u>£235,607</u>	<u>£264,457</u>	<u>£(255,168)</u>	<u>£Nil</u>	<u>£244,896</u>

A full description of the Reserves and their usage is given in the Directors' Report.

17. Trustee Remuneration

No trustee received any remuneration or expenses during the year.

18. Key Management Personnel Remuneration

The total amount of employee benefits received by key management personnel was £32,862 (2019 : £38,277).

19. Taxation

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

20. Lease commitments

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