

Trustees Report and Financial Statements For The Year Ended 31 March 2021

Charity No. 513820

REFERENCE AND ADMINISTRATIVE INFORMATION YEAR ENDED 31 MARCH 2021

PATRONS

Rt. Hon The Lord Beith PC, Clive Griffiths MD, FRCS and Her Grace The Duchess of Northumberland.

EXECUTIVE COMMITTEE

David Hodgson Chairman Sarah Carnegie Vice Chair

Jennifer Brown (resigned 12th July 2021)
Win Bagnall (resigned 4th January 2021)
Jean Christie (resigned 29th October 2020)
Samantha Hague (resigned 15th October 2020)
Roy Stirling (resigned 8TH July 2020)

Phil Hodgson Treasurer (appointed 30th September 2020)

Andrew Preacher (appointed 4th November 2020)
Robert Eldon (appointed 4th November 2020)
Fiona Holdsworth (appointed 4th November 2020)
Gary Shewan (appointed 3rd February 2021)
Jenny Palmer (appointed 12th May 2021)

SECRETARY TO EXECUTIVE COMMITTEE AND CHIEF EXECUTIVE

Maggie Bailey

Registered Office and Principal Office

Coping with Cancer North East The Woodruff Centre 26 Apex Business Village Annitsford, Cramlington Northumberland NE23 7BF

Independent Examiner

Mark Thompson MAAT

North Tyneside VODA, Linskill Centre, Linskill Terrace, North Shields NE30 2AY

Bankers

Lloyds Bank, 102 Grey Street, Newcastle upon Tyne, NE1 6AG

Solicitors

Ward Hadaway, Sandgate House, 102 Quayside, Newcastle upon Tyne, NE1 3DX

Investment Managers

Joe Jobling Wealth Management Ltd (Partner Practice of St. James's Place Wealth Management) One Trinity Gardens, Broad Chare, Newcastle upon Tyne, NE1 2HF

EXECUTIVE COMMITTEE REPORT

YEAR ENDED 31 MARCH 2021

The Executive Committee who are also the Trustees of the charity, present their report together with the financial statements of the charity for the year ended 31 March 2021. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's constitution, the Charities Act 2011 and 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 published on 16 July 2014.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Documents

Coping with Cancer North East is governed by its constitution adopted 17 March 1983, amended 23rd May 2002 and is registered as a Charity No. 513820.

The constitution established the objects and powers of the Charity and under the constitution, members of the Executive Committee are elected at the AGM on an annual basis. The Executive Committee may co-opt further members between AGM's provided that the total number of co-opted members shall not exceed one-third of the total members of the committee.

Executive Committee

Coping with Cancer North East's governing body is the Voluntary Executive Committee who are all paid up subscribing members of the Charity. The members who held office during this financial year and at the date of this report are set out on page 1. The Executive Committee do not receive any remuneration. Where claimed, expenses are reimbursed.

During 2020 the charity was awarded funding for two consultancy projects through The Cranfield Trust. The first one was focused on Governance and a full audit on trustee skills was conducted with recommendations for recruitment of a range of skills which had been identified for ongoing success.

A recruitment campaign was then undertaken to appoint members with the experience and expertise that would benefit the Charity, from business, law, information and communications technology, cancer education, culture and people development and those who have lived experience of the impact of a cancer diagnosis.

Potential Executive Committee members were invited to meet with the Chair and the Chief Executive to discuss the Charity's aims and objectives, their responsibilities as Executive Committee members, ensure that there are no conflicting interests and answer any questions. Potential members were invited to attend Executive Committee meetings and visit and view activities of the Charity before finally being co- opted to the Committee.

As a result of this project, the changes to monthly online meetings and other external factors the governance of the organisation has undergone great change. Four existing trustees have resigned, and five new trustees have joined the board. Increased levels of Governance and shared responsibility have strengthened the charity immensely during a period of great change.

The new board is looking at further strategic best practice governance changes such as changing to a Charitable Incorporated Organisation in the future and a new constitution to reflect the growth and development strategy, ensuring that Coping with Cancer North East is enabled to build on its reputable services in a time of great need and external change for people affected by a cancer diagnosis, during a global pandemic and beyond.

Organisational Development

The second project supported by Cranfield Trust was for Organisational Planning and Development and this project led to the appointment of The Mayne Consultancy who has been working with the charity throughout 2020 and 2021 to facilitate an ongoing change programme required, not only as a result of Covid but also in line with the overall strategic planning of the charity.

This project has led on the development of new Mission and Vision statements which have been redrafted and coordinated by all staff and trustees. New Values and Behaviours have been drawn up by the staff to underpin direction and prepared to be shared externally with all partners and stakeholders for the future. Work continues with strengthening the emotional resilience of the whole team, and all have undergone Coaching Training with Matt Somers to embed a new culture of coaching throughout the organisation as well as deliver Living with Cancer coaching to clients.

Mission

We support anyone who has been affected by cancer. We pride ourselves on providing exceptional personal support through a range of services, delivered by our professional, experienced and passionate team. We deliver great value to the cancer community with our healthcare partners across the North East and North Cumbria.

Vision

To improve the quality of living for all people affected by cancer in our region.

Values

At Coping With Cancer our core values form the foundation of everything we do, they are the compass that guides us in the relationships with each other, those that we form with our clients and with our delivery partners. We are empathetic – we are friendly and approachable; we build trust and rapport with our clients and delivery partners through teamwork. We listen and we treat the whole person. We have real integrity – we trust and respect each other, our clients and delivery partners. Everything we do is underpinned by absolute confidentiality. We add real value – we offer relevant services that meet our clients' needs, making a difference to the quality of living, and complimenting the incredible work of our healthcare partners.

Behaviours

At Coping With Cancer, we demonstrate behaviours based on our core values. These include:

- •We are passionate -- we believe in what we do, we display courage and humility in the delivery of our services.
- •We are professional we are proud of what we do, and we are professional in our delivery. We show integrity and inclusivity and at all times.
- •We are responsive we recognise that the world is changing at pace, we are flexible, and we lead.
- •We are open, honest and non-judgmental we support each other, our clients and delivery partners.
- •We are accountable in everything we do.
- ·Life is for living we celebrate it with a smile on our face and a sense of humour.

Management Structure

The Executive Committee are responsible for the strategic direction and policies of the Charity and are actively involved with the Chief Executive in monitoring performance against key indicators set out in the business plan. The team meet every month online to review financial, operational and risk management issues.

The Chair of the Executive Committee provides supervision and support for the Chief Executive who has responsibility for the day to day running of the Charity. The senior team made up of the Complementary Therapy Manager, the Clinical Supervisor, the Quality Assurance Manager and the Communications & Fundraising Officer meet weekly to share ongoing problem solving and quarterly detailed reports are planned to be shared by the senior team to the board on quality, clinical supervision, service delivery and communications development for the future.

Risk Management Strategy

A risk management strategy is in place through which the Executive Committee seeks to minimise those risks which may impact upon the Charity, its activities, clients, staff and partnership networks. To this end the Executive Committee review the Charity's procedures and practices annually, covering amongst others, finance, information communications technology, data protection, publicity and media, health and safety, counselling guidelines and HR.

A new post of Quality Assurance Manager was created and added to the senior team at the beginning of 2021 to review all systems and procedures with a view to improvement and ongoing development to ensure the charity is contract ready and risk confident for potential larger projects through partnerships in the future.

INVESTMENTS AND INVESTMENT POLICY

The charity currently places its reserves into funds with investment managers St James's Place Wealth Management. These funds are unrestricted and yielded a positive income for 2020-21.

OBJECTS AND ACTIVITIES

Objects

The current objects of the Charity are to improve the quality of living for all people affected by cancer in the North East by providing social, emotional, physical and mental health care, through service support, information and practical help; and to collaborate with organisations in health and social care and employers to further provide public benefit through these objects.

The Executive Committee administer the funds and income of the Charity to apply them to relieve the distress and suffering and to preserve the physical and mental health of cancer patients and those in need of palliative care in the cancer community. This community includes the families and the carers of patients.

Activities

The end of our 2019/20 report reads

'Further to the personalisaton agenda within the NHS and the focus on expanding delivery for cancer patients into the community and out of secondary care (hospital) settings, we moved into suitable premises to further the delivery of our services. The new premises are The Woodruff Centre —a reference to our previous CE Judith Woodruff who died in October 2018 after over 20 years of service. Planning permission as a Health Centre and a full licence to deliver Acupuncture has been granted. There are five therapy/counselling rooms as well as a meeting/acupuncture room which are planned to be open 8am —5pm Monday to Friday and 8am —12pm Saturdays.

We moved into new premises three weeks before lockdown and five weeks before the end of the financial year. All staff were furloughed for April/May/June 2020

Plans for next year: New technology hardware — Cloud phones and Chrome books —funding for all equipment and full training for all staff: New technology software —Bespoke Database for client records and further roll out of G Suite tools with training for all staff: Enterprise Development Project and SSE training fully funded through SIB: CE Strategic Mentoring with Kings Fund and Cranfield Trust Governance Projectfully funded: Action Learning Sets and coaching through Yes We Can, fully funded: Management and Leadership training: Team Building scheduled for 2020/21: Coaching Skills scheduled for 2020/21 —fully

The Woodruff Centre is now up and running as a wonderful holistic centre for a range of therapeutic, coaching and counselling services.



funded: Impact of COVID 19will be detailed in next year's report'







All appointments at hospitals were unfortunately cancelled by the NHS at the start of the lockdown and unable to restart until June 2021 for a variety of reasons including infection control, but more importantly space restrictions have meant that many hospital staff are having to keep 2m apart and space is a premium. Patients from the Freeman Hospital who have access to transport have been able to attend The Woodruff Centre on the dates allowed, along with other previous clients from nearby in Northumberland and North Tyneside who wished to have further treatments. South Tyneside and Sunderland hospitals were the last to close their doors to us and the first to allow us back in.

All staff were paid at 100% of their wages throughout the various lockdowns and we took the decision to invest in technology and training. Technology brought its own array of challenges, and we continue to invest in better and more improved solutions such as mobile telephones, laptops and a new client database to enable us to capture our outputs and outcomes in a smarter fashion.

Training has included both hardware and software understanding and cyber security protections with the move to a more blended range of support for many clients for online, telephone and face to face service delivery. Coaching for change and culture development has been an important area for the team to create and shape the future of the charity. Ongoing annual training of all safeguarding, health and safety, first aid, GDPR, fire safety, has been done, albeit online this year. More importantly Cancer Awareness training has been taken up by most staff at a NVQ level 2 and one of the Trustees, Fiona Holdsworth is taking the team through more in-depth training as a cancer educator.

The Chief Executive has benefitted from Coaching, Strategic Mentoring, Action Centred Leadership and the School for Social Entrepreneurs intensive training throughout the pandemic. Four members of the Therapy staff are undergoing Anatomy & Physiology Level 3 training in preparation for their Auricular Acupuncture training course, and some have also completed the Jennifer Young Beauty Despite Cancer training. The whole team have also committed to high levels of ongoing CPD throughout the past year in various specialist areas such as End of Life, Bereavement, Grief and Trauma (associated with Covid), Social Prescribing and general training in emotional resilience. MBTI personal development is planned for the upcoming months.

Service delivery has been interrupted considerable during the pandemic, but we have managed to deliver over

1100 hours of one-to-one personal support delivered during April 2020 to March 2021.

52% of this time was for counselling as the mental and emotional strain of Covid19 has had its toll with cancer patients. 73% of our clients are over 50 years of age. A lot of these appointments were by telephone as our clientele do not have access, money or training to use video communications. A limited number of clients with high levels of need have been supported face to face with strict processes for protection and through the use of see-through screens.

Our staff were early to get vaccinated and test twice weekly to ensure we keep risks minimised as well as ensuring high levels of cleanliness, sanitization and the use of PPE.

Clients indicate that their treatment with Coping with Cancer North East has had a significant positive impact on the improvement of their needs. Plans are in place to capture more information of this type to demonstrate how we make a difference with detailed evidence of our impact with our new database Lamplight which will be rolled out in the Summer of 2021.

Plans for Next Year

Plans for next year include the ongoing investment of training for all staff, particularly in Auricular Acupuncture as demand ever increases for this service.

As services return to hospitals, we continue to work with both our VCSE networks and the NHS in designing community provision for the future – taking post immediate treatment cancer care out of hospitals as part of the longer term NHS plans. We are also working strategically with our VCSE partners to embed the new Integrated Care System across the North East and North Cumbria.

We are investing in our quality systems and procedures to ensure we are contract ready for the potential larger contracts which are expected from the new NHS structures. We are launching our new database Lamplight to the staff along with continuous training in ICT related matters.

We are improving our communications and fundraising activities. We need to embrace technological platforms and solutions further to ensure our communications are clear and well placed for the future.

FINANCIAL REVIEW

Income for the year at £250,548 (previous year £185,862) compared with expenditure of £218,472 (previous year £182,919) resulted in a net surplus of £32,076. There was a restricted grant from Northern Cancer Alliance of £49,500 received three days before end of year with all expenditure due out in the following financial year. We had a revaluation of the Investments as of 31st March giving an extra £21,926, leading to the free reserves at the end of the year of £112,054.

Fundraising

The Charity is registered with the Fundraising Regulator and with the Fundraising Preference Service. It ensures that high standards are maintained at all times. The Charity does not employ commercial fundraisers after terminating the contract with Unicare Ltd in November 2019 with 6 months' notice, and there were no funds received during this year. It does not exchange data with other parties and has not purchased supporter mailing lists. There were no fundraising events or campaigns during this year. We are grateful for all individual donations and legacies received during the course of the year. We are also grateful for -

The Joicey Trust	£600
Karbon Homes	£1,000
The W. A. Handley Trust	£1,250
St James Place Wealth Management	£2,500
Newcastle Building Society	£3,000
Social Investment Business	£4,730
P&G and Squires Foundation	£7,500
(through Community Foundation Tyne and Wear and Northumberland)	
NET Coronavirus Appeal	£9,870
Northumberland Council	£10,000
Charities Aid Foundation (CAF)	£32,779
We do extend our thanks to all donors. Your help has been invaluable this year.	

RESERVES POLICY

The Executive Committee have established a policy whereby the unrestricted funds not committed or invested in fixed assets (free reserves) held by the Charity, should, ideally represent a minimum of 6 months of total resources to be expended. Such a level of reserve would provide a buffer to offset the temporary loss of a major source of funding whilst maintaining effective management and administration of the Charity. Based on the above, the target free reserves for 2021 should be £140,000, whereas the actual free reserves are £112,054, representing 4.8 months.

There are £60,000 designated funds held in addition to the restricted funds of £49,780. These are accrued for the ICT, Redundancy and Property Acquisition Funds required for the ongoing sustainability of the charity.

DONATIONS

The Charity does not make donations. Income for the Charity and its subsequent expenditure is for the purpose of support to cancer patients and their families. This help and support is given at no cost to the recipients.

EXECUTIVE COMMITTEE RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The Executive Committee are responsible for preparing the Executive Committees' report and the financial statements in accordance with applicable law and United Kingdom Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the Executive Committee to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the Executive Committee is required to:

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

The Executive Committee are responsible for keeping proper accounting records that are sufficient to show and explain the charity is transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the Executive Committee on 13th July 2021 and signed on their behalf by:

D HODGSON MBE - CHAIRMAN

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INDEPENDENT EXAMINER'S REPORT

Report to the trustees of

Coping With Cancer North East

On accounts for the year ended

31 March 2021

Charity no

513820

Respective responsibilities of trustees and examiner

The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the Act)) and that an independent examination is needed.

It is my responsibility to

- examine the accounts (under section 43 of the Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 43(7)(b) of the Act), and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention:

- 1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:
 - proper accounting records are kept (in accordance with section 41 of the Act); and
 - · accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
- 2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:

Date: 28th September 2021

Name:

Mark Thompson MAAT

Address: **VODA**

> Linskill Centre Linskill Terrace North Shields **NE30 2AY**

Statement of Financial Activities for the year ended 31 March 2021

for the year ended 31 march 2021				
	Unrestricted	Restricted	Total	Total
	Funds	Funds	Funds	Funds
Receipts	2021	2021	2021	2020
				£
Donations, gifts & collections	13,000	4,730	17,730	46,911
Grants	0	106,879	106,879	0
Charitable activities	0	57,907	57,907	59,320
Fundraising activities	1,107	1.61	1,107	79,432
Investments	0		0	14
Job retention scheme	66,805		66,805	0
Others	120		120	185
Total Receipts	81,032	169,516	250,548	185,862
		,	200,010	,
Payments				
Salaries & sessional workers	58,212	88,709	146,921	111,661
Staff & volunteers expenses	0	1,144	1,144	14,638
Staff training	ō	12,978	12,978	2,098
Support costs	ő	1,285	1,285	4,006
Fundraising expenses	206	1,200	206	5,296
Rent & landlord charges	14,310		14,310	15,948
Heat & light	1,113		1,113	71
Repairs & servicing	3,179		3,179	314
Postage, stationery & telephone	2,447	2,000	4,447	2,927
Insurance	1,319	2,000	1,319	1,664
IT expenses	4,481	14,900	19,381	1,167
Subscriptions & licences	1,126	14,500	1,126	524
Advertising	215		215	
Office relocation expenses	210		215	7,243
Legal fees	3,814			5,601
Accountancy charges			3,814	3,366
Bank charges	1,232 114		1,232 114	1,547
Depreaction & equipment				307
	5,526		5,526	4,168
Refreshments & sundry expenses	162		162	373
Total Payments	07.456	424.046	240 472	402.040
Total Payments	97,456	121,016	218,472	182,919
Net surplus / deficit before investment assets	-16,424	48,500	32,076	2,943
Net surplus / deficit before investment assets	-10,424	40,300	32,076	2,543
(Losses)/Gains on investment assets	21,926		21,926	-14,800
(1 1,000
Net movement in funds	5,502	48,500	54,002	-11,857
	19907	300-026	200	
Funds as at 1 April 2020	166,552	1,280	167,832	179,689
Friedrice of 24 Morels 2024	470.054	40.700	204 004	407.000
Funds as at 31 March 2021	172,054	49,780	221,834	167,832

Balance Sheet as at 31 March 2021				
	2021	2021	2020	2020
	£	£	2	£
Fixed Assets				
Tangible assets		28,141	26,935	
Investments		112,582	90,656	
	-	140,723	117,591	
Current Assets				
Building society			0	
Bank	79,217		29,478	
Debtors & Prepayments	5,505		24,189	
	84,722		53,667	
Creditors: amounts falling due within one	уеаг			
Creditors & accruals	3,611		3,426	
Net Current Assets		81,111		50,241
Net Assets at 31 March	-	221,834	_	167,832
Represented By:		7907 ES		
Restricted Funds		49,780		1,280
Unrestricted Funds - designated funds		60,000		0
Unrestricted Funds - general funds	_	112,054	_	166,552
	_	221,834	_	167,832

DAVIS HOSESON, MBF

Position VICE CHAIR.

Date SO SEPTEMBER 2021

Notes to the accounts, 2021

1. Basis of accounts

The financial 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) (effective 1 January 2015) – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Coping With Cancer North East meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Fixed Assets are depreciated over a useful lifeline at the following rates:

Leasehold Premises 10% straight line Office Equipments 20% straight line

2. Trustees and Staff

Total Staff Costs for the year:

Salaries 146,921

During the year the charity employed an average of 20 staff (13 in 2020). No employees received emoluments in excess of £60,000.

3. Costs of financial services

The cost for the Independent Examination for the financial period will be £300.

4 Funds Analysis

Restricted Funds	April'20	Income	Expend	March'21
The Trust Charitable Foundation	280			280
The Margaret Innes Trust	1,000		1,000	0
Northern Cancer Alliance	0	49,500	0	49,500
The Joicey Trust	0	600	600	0
Karbon Homes	0	1,000	1,000	0
The W A Handley Trust	0	1,250	1,250	0
St James Place	0	2,500	2,500	0
Social Investment Business	0	4,730	4,730	0
P&G and Squires Fund	0	7,500	7,500	0
(through Community Foundation Tyne and Wear and Northumberland)				
NET Coronavirus Appeal	0	9,870	9,870	0
(through Community Foundation Tyne and Wear and Northumberland)				
Charities Aid Foundation (CAF)	0	32,779	32,779	0
Other	0	1,880	1,880	0
NHS	0	57907	57907	0
	1,280	169,516	121,016	49,780

Unrestricted Funds	April'20	Income	Expend	Gains/losses Investment	March'21
General Fundraising	£0	£1,107	£1,107	£0	£0
Newcastle Building Society	£0	£3,000	£3,000	£0	£0
(through Community Foundation Tyne and Wear and Northumberland)					
fund	£0	£10,000	£10,000	£0	£0
Job Retention Scheme	£0	£66,805	£66,805		£0
General Funds	£166,552	£120	£15,544	£21,926	£172,054
Designated Funds					-£60,000
	166,552	81,032	96,456	21,926	112,054

5 Tangible Fixed Assets	Leasehold Property	Office Equipment	Total
Cost			
As at 1 April 2020	20,406	17,575	37,981
Additions		6,732	6,732
Disposals			
As at 31 March 2021	20,406	24,307	44,713
Depreciation			
As at 1 April 2020	2,041	9,005	11,046
Charge for the year	•		
Disposals	2.041	3.485	5,526
As at 31 March 2021	4,082	12,490	16,572
Net Book Value at 31 March 2021	16,324	11,817	28,141
6 Fixed Assets Investment	2021		
Valuation at 1 April 2020	90.656		
Purchases/Disposal			
Unrealised losses/gains	21,926		
Valuation at 31 March 2021	112,582		
Cost of Investment at 1 April 2015	100,000		

Fixed assets investment are unit trust managed by St James Place Wealth Management

7 Related Party Transactions
There are no related party transactions