

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 2018

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

SOUTH EAST CANCER HELP CENTRE LIMITED

FINANCIAL STATEMENTS

31 MARCH 2018

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
Mr A Barranco
Mr R Waller (Appointed 29 May 2017)
Mr M Tubbs
Mrs C Rees
Mr G Coy

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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SOUTH EAST CANCER HELP CENTRE LTD

(Company No. 2702689)

(Charity No. 1011509)

DIRECTORS/TRUSTEES REPORT

FOR THE YEAR ENDED 31 MARCH 2018

The directors present their report and financial statements for the year ended 31 March 2018.

1. Structure, Governance and Management

The South East Cancer Help Centre ('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. 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:

1. 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.

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2. 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.

3. 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.

4. 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.

5. 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. Most one to one meetings are conducted by qualified professional therapists or counsellors. Children must be accompanied by a responsible adult at all times.

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2. Vision, Objectives and Activities

Principal Objectives

Our Vision is to give any person who is affected by cancer an opportunity to explore a variety of ways which may help them to cope with their situation. We support them in the choices they make and offer individual and group support, together with complementary therapies, a range of therapeutic arts, and information all within a friendly, caring environment. These services have local NHS recognition.

Our policy is to provide time and support in addition to that available from healthcare professionals. Information, but not advice, is given about cancer and its treatment and confidentiality is always maintained.

Our objectives are to continue as a leading independent provider of cancer support services in our area, to be resourced predominately by volunteers and to be well known to all new patients diagnosed with cancer. We seek to attract sufficient funds to meet our objectives and our financial reserves target.

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 offers its services every weekday from 9.00am to 5.00pm. On Tuesdays the closing time is 8.00pm and on Saturday 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.

Activities

Our activities include a range of complementary therapies, counselling and group support which were provided by a total of 32 therapists, counsellors and volunteers during 2017-18. 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.

They 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).

We offered a variety of therapies, support and therapeutic activities during this period:

One-to-one therapies and advice: Aromatherapy, Massage, Reflexology, Face, neck and shoulders, Nutrition advice, Beauty therapies, Hair and wig advice, Hypnotherapy, Emotional Freedom Technique (EFT), Spiritual Healing and Reiki.

Various types of counselling: Individual Counselling (including bereavement and telephone counselling for those unable to come into the Centre due to illness or inaccessibility), Bereavement Counselling Group, Couple Counselling, Family and Persons Counselling (over 12 years of age). We also continued to offer our twice yearly facilitated Bereavement groups and the memorial service for friends and families of members who have passed away in the last year.

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Activities/cont'd

Healthy physical activities: Tai Chi, Pilates and Yoga. In 2017 we introduced an additional "gentle" yoga class where the exercises are carried out sitting down, which enables people who have mobility issues to experience the benefits of yoga practice.

Group activities: The weekly Drama Group and Arts & Crafts groups continued to be popular with increased membership, along with the monthly Creative Writing group, the varied activities of the Wellbeing Café and the Cinema Club.

Courses: We ran two 9-week courses on Mindfulness-based stress reduction and three 6-week courses on relaxation, meditation, healing and personal growth; these will continue to be part of our regular offering.

Workshops: We continued to offer the series of Nutrition workshops covering healthy eating, the digestive system and the immune system and an additional workshop on weight loss, along with our regular workshops on jewellery making, creative art and Christmas decorations. In addition, there were ad hoc workshops on work/life balance, skincare, family trees and a summer walk.

Support groups

These established groups are for patients and families affected by Bowel, Breast, Ovarian and Prostate cancer. They continue to meet on a monthly basis and a summary of each activity is shown below:

Bowel Cancer Support: The Group meets at the Centre on the first Wednesday of each month and has an email circulation of over 60 members and around 14 members attend each meeting. Members find reassurance from sharing experiences within a friendly and understanding group.

During the last year the group has received speakers from Croydon University Hospital, The Royal Marsden Hospital, Tenovus Cancer Care and Surrey University. The Group has worked with the Royal Marsden Hospital to give the patient's view on many of their proposed bowel cancer research projects and also attended the 3rd International Colorectal Symposium in May 2017 at the Royal Society of Medicine, with experts from around the world talking about research and advances in treatment. Researchers from Sheffield University met with the Group to gain from member experiences and views to contribute to their research into Dietary Advice in Colorectal Cancer.

Breast Cancer Support. This group meet on the first Tuesday of each month from 6.30pm to 8.30pm at the Centre and by sharing their experiences have become a very close family. Currently there are 50 clients on e-mail circulation and around 12 who regularly attend meetings.

Throughout the year the group has attended different workshops and received talks by various therapists including Meditation, Beauty products for use on sensitive skins and the benefits of natural products, Swimwear designed by the Brave Ladies, Sleep Therapy by Caroline Hinkes and Healthy eating by Nutritional Scientist Toral Shah chef and founder of healthy food brand 'The Urban Kitchen'.

Ovarian Cancer: The Ovarian Cancer Support Group (OCSG) has 18 people on the register of whom around 12 attend meetings regularly. This lively group meets on the second Wednesday of each month from 6:30pm to 8:30pm. Members update the group with their health situation, how treatment is going, hints and tips on dealing with treatments and medical professionals.

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Support groups-Ovarian Cancer /cont'd

During the year the group attended events of interest at the Royal Marsden Hospital and also visited Ovarian Cancer Action to attend a screening of the film "Pink & Blue", a film about a family affected by the BRCA gene mutation which causes breast, ovarian and prostate cancer. The Target Ovarian Cancer charity visited the Centre to take photos of the group that were then used on their website, in their literature and in other social media.

Prostate Cancer Support Group: The group meets monthly on the first Monday from 10.30am to 12.30pm and has in excess of 70 members on e-mail circulation with around 30 members attending each month to discuss treatments, coping with side effects and a variety of other issues.

During the year the group has been regularly supported by an Advanced Nurse Practitioner who is a great help in dealing with medical matters together with a Macmillan Support worker both from Croydon University Hospital (CUH). Speakers have included Mr Gary Das – a retired consultant surgeon from CUH, Mr Hasan Qasi – Consultant Urologist at St George's University Hospital and Lorraine Grover a clinical nurse specialist at the London Clinic and The Prostate Centre, London.

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 growing Arts in Health movement fully endorses the provision of the Therapeutic Arts in organisations providing health care, thus validating the long-standing provision of such activities at the Centre.

Promotions and Community Links

We continued to network and establish new relationships with the local community including businesses, schools, churches, volunteer centres, NHS Trusts and other support centres, to bring our services to the attention of those who could benefit from them. 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.

Partnerships and working relationships

The Centre continues with its longstanding partnership of 11 years since 2007 with Croydon University Hospital and Macmillan through our outreach service that provides complementary therapies four days a week to those affected by cancer living in the North of Croydon.

We have continued to have good working relationships with St Christopher's Hospice, St George's Hospital and the Royal Marsden Hospital (see below). In addition, we have developed relationships with 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. We also attended the Macmillan Younger Women's Breast Cancer event organised by the network of Clinical Nurse Specialists from various NHS Trusts in the Surrey/Sussex area.

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Partnerships and working relationships/cont'd

Our longstanding relationship with the Royal Marsden Hospital (RMH) continues to be enhanced and we are now known in many different departments and have had several representatives visit the Centre to learn more about activities. As well as the stocks of our leaflets distributed by the Patient Advice and Liaison Service at both the Sutton and Chelsea sites, many of the RMH's Clinical Nurse Specialists include our leaflet in the information that is given to new patients. In addition, we now regularly attend the RMH specialty wellbeing events where we can talk to patients who have completed their treatments.

As we do not offer financial advice, we signpost people to external organisations to ensure that financial advice is available to those who have been affected by cancer. The Citizen's Advice Bureau (CAB) continued to see clients at the Centre to offer free, confidential and impartial advice and information. We also directed clients to the social enterprise group, Working with Cancer, who offer help to people affected by cancer return to work.

We continued to work with two national charities to offer clients a range of opportunities only accessible to people affected by cancer. 'Look Good Feel Better' held three of their free makeup workshops and as one of the referring agencies of 'Something to Look Forward to', we were able to offer our members the donated gifts and experiences that can be accessed free from their website.

Staff and Volunteers

There are three paid members of staff, one full-time Centre Manager and two part-time fundraising administrators. As at 31 March 2018 we had 75 volunteers, plus 10 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 confidentiality, diversity and equal opportunities, investments and reserves, health and safety, complaints and grievance, and several relating to our volunteers. 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 2018.

During January 2018 an H&S audit was conducted by external consultants. This resulted in a number of actions being advised. An H&S committee was formed that is currently working through the actions identified.

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3. Achievements and Performance

Targets

The Centre set a range of strategic and operational objectives to be completed during the 2017/18 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 2021.

Target a) Number of users

The number of new members joining this year was 228. This together with a membership of 639 at year end together with the provision of 5269 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 four days a week. During 2017-18, this has led to the provision of 625 one-to-one therapies to those affected by cancer living in the North of Croydon.

Continued focus on website and 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 active 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 2 part-time staff.

Similarly, our counsellors and therapists all 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.

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Target c) Attract adequate funding/cont'd

Paint Purley Purple (PPP) a local event in 2017 was the third 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 2018.

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.

Our income exceeded our expenditure for this year ending 31/3/18 due to an increase in both Trust income, and Community Fundraising income.

Target d) Three Year Business Plan

The Business Plan was reviewed in March 2018 and extended to 31 March 2021.

Performance

During the year ended 31 March 2018 we experienced the following activity levels; comparable figures for the year ended 31 March 2017 are in brackets.

- 4698 (4658) individual (one-to-one) counselling and therapy sessions indicate a small 1% increase. These figures include both our Purley Centre and Croydon University Hospital site sessions.
- 571 (523) group sessions show an increase of 9% mostly due to the introduction of new groups.
- 46 (33) different services including various therapies and groups represent a significant increase of 40% due to some activities being previously overlooked and new group activities being introduced.
- There were 639 (659) members at 31 March 2018 representing a 3% decrease. This reduction should be considered in the light of the significant 28% increase that occurred last year.
- 228 (268) new members joined the Centre during the last 12 months to 31 March 2018, a decrease of 14%. This should be considered in the light of the significant 35% increase that has occurred over the previous two years.

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

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4. Financial Review

The year ended 31 March 2018 showed a net surplus of £73,115. Our income totalled £319,255 compared with expenditure totalling £246,140. This compares to a surplus of £4,401 in the previous year.

Income

Our income of £319,255 compares with income last year of £226,210.

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 significantly higher than the previous year due to higher trust donations, largely for projects being carried out at the Centre, higher legacies and donations from individuals as well as increased income from Community Fundraising particularly reflected in our Paint Purley Purple campaign in September 2017.

Expenditure

Our expenditure of £246,140 was also higher than last year's spend of £221,809 mostly due to increases in the cost of therapist and counsellors' fees, due to our higher membership together with higher staff expenditure as a result of a full year impact of recruiting a new Community Fundraiser.

Over 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 2018, our Net Assets amounted to £235,607. This is an increase of £73,115 over the Net Assets held at 31 March 2017, being the surplus 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 £26,532 at 31 March 2018, having increased by a net £17,070 during the year. There are a number of individual amounts within the total that have been given to the Centre toward specific projects, among which are £8,100 towards the cost of redecoration of the Centre, £6,500 towards family counselling and £5,300 towards the completion of the upgrade of our IT systems and hardware. It is anticipated that the major portion of the balance of these funds will have been fully utilised by 31 March 2019.

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 2018 was £209,075 compared to an amount of £153,030 at 31 March 2017.

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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 11 September 2018 and remains the same policy in place as for the previous year.

Level of reserves held.

The Accumulated Fund at 31 March 2018 amounted to £235,607. Budgeted core expenditure for the year ending 31 March 2019 is £232,700. The Accumulated Fund was therefore 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.

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Investment Policy/cont'd

At 31 March 2018, the Centre's deposits with UTB and Metro Bank 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 budgeted deficit. It is expected that these investments will fall below the guaranteed limit in the very near future.

The Trustees will consider 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 11 September 2018 and it was agreed this policy be reviewed on an annual basis.

Investments and cash deposits held

Cash deposits held at 31 March 2018 principally comprise a one-year fixed rate deposit with United Trust Bank, amounting to £85,133 and a deposit of £100,000 with the Metro Bank which is available on demand. (See reference above to FSCS guarantee). The remaining cash deposits comprise amounts, at call, with COIF and Lloyds Bank. These arrangements were re-confirmed by the Board at its meeting on 11 September 2018.

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.

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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 the prioritisation of the actions defined within the revised Three Year Business Plan.

6. Thanks

The Centre is most grateful for the continuing support of our President, Dame June Whitfield and of our Patrons.

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.

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.

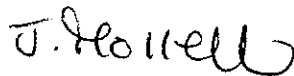
We wish to express our appreciation to all our volunteers who kindly provide their services free of charge. They give their time and talents in many different ways to make The Centre the friendly, informed and caring community it is. The time and effort given to ensure that The Centre continues to raise 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 11 September 2018.

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 2018 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 2018, 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,
Statutory Auditor
Norman House,
8 Burnell Road
Sutton
Surrey, SM1 4BW

11 September 2018

SOUTH EAST CANCER HELP CENTRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2018

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2018 £	Total 2017 £
Income					
Donations and grants	2	174,787	31,517	206,304	141,007
Charitable activities	3	52,182	-	52,182	47,024
Other trading activities	4	58,304	500	58,804	36,299
Investments	5	1,965	-	1,965	1,880
Total		<u>287,238</u>	<u>32,017</u>	<u>319,255</u>	<u>226,210</u>
Expenditure					
Raising funds	6	50,205	-	50,205	40,761
Charitable activities	7	180,988	14,947	195,935	181,048
Total		<u>231,193</u>	<u>14,947</u>	<u>246,140</u>	<u>221,809</u>
Net income/(expenditure)	11	56,045	17,070	73,115	4,401
Transfers between funds		-	-	-	-
Net movement in funds		<u>56,045</u>	<u>17,070</u>	<u>73,115</u>	<u>4,401</u>
Reconciliation of funds					
Total funds brought forward		9,462	153,030	162,492	158,091
Total funds carried forward		<u>£65,507</u>	<u>£170,100</u>	<u>£235,607</u>	<u>£162,492</u>

The notes form part of these financial statements

SOUTH EAST CANCER HELP CENTRE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2018

	Notes	£	2018 £	£	2017 £	£
CURRENT ASSETS						
Debtors	13	5,135			6,580	
Cash on Deposit		221,519			152,096	
Cash at Bank		35,195			21,984	
			261,849		180,660	
CURRENT LIABILITIES						
Creditors – amounts falling due within one year	14	26,242			18,168	
				235,607		162,492
NET ASSETS						
				£235,607		£162,492
CHARITY FUNDS						
Restricted Funds	15		26,532			9,462
Unrestricted Funds	15		209,075			153,030
TOTAL FUNDS						
				£235,607		£162,492

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 11 September 2018 and signed on its behalf.

J. Mollett
Chairman

J. Mollett

P. W. J. Mills
Treasurer

P. W. J. Mills

[Signature]

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2018

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 on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016), 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 as it applies from 1 January 2015.

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.

Reconciliation with previous Generally Accepted Accounting Practice

In preparing the financial statements, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 a restatement of comparative items was needed. No restatements were required.

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.

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2018

1. ACCOUNTING POLICIES/ cont'd

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.

Fixed Assets

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

2. Donations and legacies	Unrestricted Funds	Restricted Funds	Total 2018	Total 2017
	£	£	£	£
Donations	113,729	31,517	145,246	95,749
Legacies	37,866	-	37,866	20,000
Tax refunds	3,192	-	3,192	5,258
Gifts in kind – donated facilities	20,000	-	20,000	20,000
	<u>£174,787</u>	<u>£31,517</u>	<u>£206,304</u>	<u>£141,007</u>

Of the £141,007 received in 2017, £109,707 was unrestricted fund income and £31,300 was restricted fund income.

3. Income from charitable activities	Unrestricted Funds	Restricted Funds	Total 2018	Total 2017
	£	£	£	£
Membership subscriptions	22,405	-	22,405	21,285
Members contributions to therapies	29,777	-	29,777	25,739
	<u>£52,182</u>	<u>£Nil</u>	<u>£52,182</u>	<u>£47,024</u>

All of the £47,024 received in 2017 was unrestricted fund income.

4. Other trading activities	Unrestricted Funds	Restricted Funds	Total 2018	Total 2017
	£	£	£	£
Income from social events	50,504	500	51,004	29,117
Other events - Healthy lunches	3,534	-	3,534	3,794
- Christmas lunch	940	-	940	1,080
- Hire of room	1,080	-	1,080	750
- Outings (crafts)	1,100	-	1,100	292
- Cinema club	312	-	312	285
Sale of miscellaneous	323	-	323	775
Sale of donated goods	511	-	511	206
	<u>£58,304</u>	<u>£500</u>	<u>£58,804</u>	<u>£36,299</u>

All of the £36,299 received in 2017 was unrestricted fund income.

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2018

5. Investment income	Unrestricted Funds £	Restricted Funds £	Total 2018 £	Total 2017 £
Bank interest	<u>£1,965</u>	<u>£Nil</u>	<u>£1,965</u>	<u>£1,880</u>

All of the £1,880 received in 2017 was unrestricted fund income.

6. Cost of raising funds	Direct costs £	Support costs £	Total 2018 £	Total 2017 £
Fundraising activities	<u>£49,425</u>	<u>£780</u>	<u>£50,205</u>	<u>£40,761</u>

All of the £40,761 expenditure in 2017 was charged to unrestricted funds.

7. Cost of charitable activities	Direct costs £	Support costs £	Total 2018 £	Total 2017 £
Patient support services	<u>135,509</u>	<u>£60,426</u>	<u>£195,935</u>	<u>£181,048</u>

Of the £181,048 expenditure in 2017, £132,136 was charged to unrestricted funds and £48,912 was charged to restricted funds.

8. Analysis of direct costs	Raising funds £	Charitable activities £	Total 2018 £	Total 2017 £
Wages and salaries	40,480	37,477	77,957	67,644
Other staff costs	-	907	907	3,488
Fundraising activities	7,681	-	7,681	7,007
Therapists and counsellors fees	-	89,055	89,055	82,393
Other patient support costs	-	1,633	1,633	1,880
Costs of healthy lunches	-	3,528	3,528	3,791
Cost of Christmas lunch	-	1,254	1,254	1,142
Outings and event costs	-	2,919	2,919	954
	<u>£48,161</u>	<u>£136,773</u>	<u>£184,934</u>	<u>£168,299</u>

9. Analysis of support costs	Raising funds £	Charitable activities £	Total 2018 £	Total 2017 £
Office costs	-	8,560	8,560	7,618
Donated rent free premises	500	19,500	20,000	20,000
Other premises costs	280	20,901	21,181	19,113
Capital improvements	-	5,956	5,956	1,500
Advertising and marketing	-	1,367	1,367	1,164
Governance costs (note 10)	-	4,142	4,142	4,115
	<u>£780</u>	<u>£60,426</u>	<u>£61,206</u>	<u>£53,510</u>

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2018

10. Governance costs	Total 2018 £	Total 2017 £
Wages and salaries	1,250	1,250
Annual review	575	575
Professional fees	75	76
Audit fees	2,242	2,214
	<u>£4,142</u>	<u>£4,115</u>
11. Net income/(expenditure)	Total 2018 £	Total 2017 £
This is stated after charging:		
Auditor's remuneration	<u>£2,242</u>	<u>£2,214</u>
12. Staff costs	Total 2018 £	Total 2017 £
Staff salaries	71,782	65,291
Social Security costs	3,873	2,932
Pension costs	1,052	671
	<u>£79,207</u>	<u>£68,894</u>
1 full-time and 2 part-time (2017: 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 2018 £	Total 2017 £
Payments in advance	4,166	5,724
Other debtors	969	856
	<u>£5,135</u>	<u>£6,580</u>
14. Creditors: Amounts falling due within one year	Total 2018 £	Total 2017 £
Taxation and Social Security	1,634	1,653
Other creditors and accruals	24,608	16,515
	<u>£26,242</u>	<u>£18,168</u>

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2018

15. Analysis of net assets between funds

	Unrestricted Funds General £	Designated £	Restricted Funds £	Total Funds £
2018				
Current assets	235,317	-	26,532	261,849
Current liabilities	(26,242)	-	-	(26,242)
	<u>£209,075</u>	<u>£Nil</u>	<u>£26,532</u>	<u>£235,607</u>

Comparative information for the previous financial year is as follows:

	Unrestricted Funds General £	Designated £	Restricted Funds £	Total Funds £
2017				
Current assets	171,198	-	9,462	180,660
Current liabilities	(18,168)	-	-	(18,168)
	<u>£153,030</u>	<u>£Nil</u>	<u>£9,462</u>	<u>£162,492</u>

16. Reserves

	1 April 2017 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2018 £
2018					
Restricted Funds					
Specific Donations Funds					
Refurbishment	-	8,500	(422)	-	8,078
Nutrition workshops	-	2,115	(215)	-	1,900
Caron Keating Foundation – telephone counselling	490	-	(366)	-	124
Prostate cancer support	812	-	(812)	-	-
Family counselling	4,000	2,500	-	-	6,500
Bereavement counselling	424	3,782	(1,654)	-	2,552
Breast cancer therapies	1,151	4,800	(5,951)	-	-
Car park refurbishment	500	-	-	-	500
Re IT upgrade project	-	10,000	(4,674)	-	5,326
Other funds	85	320	(295)	-	110
Members' outings	2,000	-	(558)	-	1,442
	<u>9,462</u>	<u>32,017</u>	<u>(14,947)</u>	<u>-</u>	<u>26,532</u>
Unrestricted Funds					
Undesignated					
Accumulated fund	153,030	287,238	(231,193)	-	209,075
Total Reserves	<u>£162,492</u>	<u>£319,255</u>	<u>£(246,140)</u>	<u>£Nil</u>	<u>£235,607</u>

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

SOUTH EAST CANCER HELP CENTRE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

31 MARCH 2018

Comparative information for the previous financial year is as follows:

16. Reserves	1 April 2016 £	Incoming Resources (incl. Gains) £	Resources Expended £	Transfer of Funds £	31 March 2017 £
2017					
Restricted Funds					
Specific Donations Funds					
Royal Warrant Holders Association	-	500	(500)	-	-
Caron Keating Foundation – telephone counselling	554	-	(64)	-	490
Prostate cancer support	812	-	-	-	812
Family counselling	-	4,000	-	-	4,000
Bereavement counselling	2,738	-	(2,314)	-	424
Breast cancer therapies	-	24,800	(23,649)	-	1,151
Car park refurbishment	2,000	-	(1,500)	-	500
Therapies for patients in St John the Baptist Parish	20,885	-	(20,885)	-	-
Other funds	85	-	-	-	85
Members' outings	-	2,000	-	-	2,000
	<u>27,074</u>	<u>31,300</u>	<u>(48,912)</u>	<u>Nil</u>	<u>9,462</u>
Unrestricted Funds					
Undesignated					
Accumulated fund	131,017	194,910	(192,897)	-	153,030
Total Reserves	<u>£158,091</u>	<u>£226,210</u>	<u>£(221,809)</u>	<u>£Nil</u>	<u>£162,492</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 £38,727 (2017 : £37,240).

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.

