

Annual Report and Accounts

2013/2014

How CLIC Sargent helped in 2013/2014

We supported around

6,650

children and young people with cancer, and their families

Our income was

£25.49 million

14% more than last year

We gave **5,047**

grants to help families and young people cope with the extra costs a cancer diagnosis brings

1,271

families stayed in one of our nine **Homes from Home**, so they could be close to their child during treatment

340

children and young people, and their families, spent time together at our **holiday home** in Scotland

1,570

children and young people were supported by our **nurses**, at home or in the community wherever possible



◦ Read Danielle's story on p20



◦ Read Jasmine's story on p27



◦ Read Jordan's story on p30



◦ Read Haroon's story on p37

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* The Trustees' report incorporates the Strategic report (page 16-41).

About CLIC Sargent

Every day in the UK, 10 children and young people are given shocking news that will change their lives forever. They are told they have cancer. Treatment normally starts immediately, often happens many miles from home and can last for up to three years. A cancer diagnosis affects the whole family in many different ways as the emotional, practical and financial implications can be intensely challenging.

CLIC Sargent is the UK's leading cancer charity for children and young people and their families. We provide clinical, practical and emotional support to help them cope with cancer and get the most out of life. We are there from diagnosis onwards and help families deal with the impact of cancer, life after treatment and, in some cases, bereavement.

Our purpose

Everything we do is guided by our four key aims, to:

1. Reduce the practical and financial impact of cancer treatment on a child or young person, and their family
2. Support the emotional wellbeing and resilience of children, young people and their families
3. Maximise the time that children and young people can spend safely at home during treatment
4. Maximise children and young people's potential by helping them to access education, training and employment opportunities.

Public benefit

In reviewing our aims and objectives and planning our future activities, we have referred to and complied with the duty in section 17 of the Charities Act 2011. This relates to having due regard to the Charity Commission's published general guidance on public benefit. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.



Hanifa, who was diagnosed with leukaemia at 23, with her CLIC Sargent Social Worker Tricia



11-year-old Thomas was diagnosed with a brain tumour when he was four

How we help

When a child or young person is diagnosed with cancer, normal life stops. It can be a devastating experience for the whole family.

Treatment is often gruelling, can start immediately and be given a long way from home. There can be an overwhelming amount to deal with, from the emotional strain of coping with uncertainty to practical concerns such as arranging time off work, and caring for a child in hospital or their siblings at home. The financial impact can be significant too, with extra costs such as travel and accommodation for hospital appointments.

Family life can be disrupted for months – and in many cases, years. The impact of childhood cancer may also last long after treatment ends.

We know that every child and young person with cancer is different. Families are different. Each cancer journey is different. We know this because we listen. And we ask the right questions to ensure we can provide the right support.

We provide:

- **Emotional support** to help the whole family cope with a cancer diagnosis and its impact on everyday life
- A wide range of **information** on childhood cancer and its impact on all aspects of life
- **Financial support**, including grants and referral to a specialist CLIC Sargent welfare advice service, to help families and young people deal with the financial difficulties a cancer diagnosis can bring
- Support with **employment** issues, including help with speaking to employers about reducing working hours, working flexibly or taking unpaid leave
- **Free accommodation** at our nine Homes from Home which are close to specialist hospitals so that families can stay near their child during treatment, and patients too when treatment allows
- **Free holidays and specialist short breaks** away from the everyday challenges of childhood cancer, with the support of our care professionals and medical support close by
- Support to keep up with **education**, including delivering treatments in schools, liaising with schools to help children with schoolwork and providing parents and staff with information and advice about how best to support a child with cancer
- **Clinical care** from our nurses to maximise the amount of time children can safely spend at or closer to home, and deliver as many treatments in the community as possible
- Support from our **play specialists** who help children cope with treatment through play and activities.

We also campaign and influence others to raise awareness of the needs of children and young people with cancer and to improve the support they and their families receive.

“To be told that your three-year-old child has cancer is a massive shock. It’s like being hit by a bus. We were a really normal, happy, busy family and it all just turned into chaos.”

Sara, whose son Quinn was diagnosed with leukaemia when he was three

Chair's introduction

I'd like to introduce this year's Annual Report and Accounts by saying thank you. Thank you to all our supporters, staff, volunteers and Trustees who make our work possible. And, of course, thank you to the children and young people with cancer, and their families, who share their experiences to help improve our work and inspire us every day.

This year, more than 300 children and young people have worked with us to help shape our work. They've been part of our staff recruitment interview panels and of focus groups that have developed our information resources and policy reports. We have also invited young people to become members of our Young People's Service Development Group, and to feed into our Young People Programme Board and Board of Trustee meetings.

Our Children and Young People's Advisory Group continues to influence our work. A highlight for me, this year, was attending a workshop for Trustees and senior managers, planned and led by 10 young people. They found inventive ways to help us think more about the difficult situations they have to deal with on a daily basis, from coping with hair loss to what to tell a prospective employer. It was an incredibly meaningful and motivating experience.

In 2013/2014, we received external recognition for the way we put young people's voices at the heart of our work. We were delighted to receive a Hear by Right Gold Award from the National Youth Agency and

to be 'highly commended' in NHS England's Excellence in Participation Awards. These awards show that every CLIC Sargent staff member is dedicated to listening to children and young people with cancer.

Our volunteers too are a constant source of inspiration. Their commitment to children and young people with cancer is remarkable. This year, just under 3,500 volunteers supported our work. They have helped in so many ways: at events, in our shops, at our annual Big Bucket Collections, supporting families in hospital, in our Homes from Home, and at our holiday home Malcolm Sargent House. Our volunteers bring a wealth of skills, experience and energy to every part of the organisation. It's thanks to them that we can raise vital funds, staff our shops, promote awareness of the impact of childhood cancer, and, ultimately, support so many children and young people with cancer and their families.

We had a formal celebration for our volunteers in June 2013. During national Volunteers' Week, we made sure they knew just how much we appreciate them. We said 'thank you' to as many of our volunteers as possible through our social media channels by featuring their experiences and including staff comments about volunteering at CLIC Sargent. We also held volunteer parties and thanked people individually.

Working with other charities and support groups, including Cancer Research UK and Children's



Cancer and Leukaemia Group, we are moving Childhood Cancer Awareness Month from December to September in 2014. This will bring the UK into line with other countries that use September as their Childhood Cancer Awareness Month. The move was suggested by families we work with and we took their feedback on board. By combining our efforts with other countries in September, we'll be doing all we can to raise awareness of the impact of childhood cancer and to attract more support for the vital help we give to young cancer patients. We plan to use a gold ribbon, the symbol for childhood cancer awareness worldwide, and will ask MPs and our supporters to wear the ribbon to show their support.

We'd like to offer our heartfelt thanks to Gordon Morrison who has decided to step down as President after eight years in this role. We're hugely grateful for his hard work and commitment to children and young people with cancer, and we're delighted that Gordon will continue to work with CLIC Sargent as Honorary President.

After eight years of leading the CLIC Sargent board of Trustees, I have made the very difficult decision to stand down as Chair. It has been an honour to be part of CLIC Sargent and it will be hard to leave. But I know that the charity is in great shape with a strong team of Trustees, directors, staff and volunteers. I am also confident that CLIC Sargent will achieve its ambitious strategy and expand its vital services for children and young people with cancer and their families.

I've had a wonderful time at CLIC Sargent and will miss working with its staff and volunteers, and with the children, young people and families we support - who never fail to inspire me.

Daphne Pullen OBE
Chair



Members of our Children and Young People's Advisory Group led a workshop to help Trustees and senior managers understand the impact of cancer

Chief Executive's introduction

In 2013/2014 we provided emotional, practical, financial and clinical support to around 6,650 children and young people, and their families. This has only been possible thanks to the hard work of our staff and volunteers, the unstoppable commitment of our supporters and the courage of the children and young people, and their families, who we've supported.

Our Northern Ireland Homes from Home appeal continues to go from strength to strength. In December 2013, we opened our children's Home from Home in Belfast, near the main hospital, and we're now planning a similar much-needed home for 16 to 24-year-olds.

We're on track too to relocate our Homes from Home in Glasgow and Edinburgh, which we have to move due to NHS hospital relocation plans. The Crerar Hotel Trust pledged a lead gift of £1.33 million towards our £3 million Scotland Homes from Home appeal. This, and other significant support from individuals and NHS foundations, will allow young cancer patients and their families to stay close to the hospital when they have treatment.

We had a very successful year with our corporate partners. In November 2013, our long-standing corporate partner, pub chain J D Wetherspoon, celebrated raising an incredible £8 million for our work since our partnership started in 2002. The following month, we took part in ITV's Text Santa appeal, raising an amazing £850,000. Santander raised over £1.4 million which is enough to fund our Homes from

Home service for a year and a half. Meanwhile, supermarket chain, Lidl, pledged to raise £1 million in a new three-year partnership and has, so far, doubled its original partnership target. And, in January 2014, after a staff vote, we were pleased to be selected to become Network Rail's charity of choice for the next two years.

As part of our three-year campaign to reduce the impact of cancer on children and young people's education, employment, training and skills, we published two new reports. We used this research to successfully influence the Children and Families Act. Thanks to our campaigning, from March 2014, schools and further education providers in England are required to meet the needs of children and young people with health conditions such as cancer.

This year saw the final phase of our Better by Design programme, which focused on making sure every aspect of our operations reflects our commitment to doing our best for the children, young people and families we support. We exceeded our target, making over £1 million in annually recurring cost improvements without reducing capacity. We'll now work to maintain these improvements and financial savings.

We continue to work in partnership with the NHS to help improve the treatment of young cancer patients. In April 2013, NHS England took over the commissioning and oversight of services for children and young people with cancer. CLIC Sargent influenced



the proposals for these changes and, as they're put into action, continues to act as a strong voice for children and young people with cancer. We also became a patient representative on two groups set up by NHS England to oversee services for children and young people with cancer.

Our priority for 2013/2014 was to further develop the tools and services required to meet the needs of young cancer patients now and in the future, and to communicate our plans with our colleagues in the NHS. In 2014/2015 we will recruit seven new young people's community workers and young people's social workers across the UK. They will help us reach more young people diagnosed with cancer and provide practical and financial support, as well as emotional support, in a way which meets their needs.

These are significant achievements – but there is still a lot more we want to do. Currently we can only give two out of three children and young people with cancer, and their families, the support they need throughout treatment and beyond. We want to be there for all young cancer patients when they need us most.

To achieve this, we have a clear fundraising strategy in place to increase our income by around a third between 2012/2013 and 2017/2018. I'm delighted to report that we are on track to deliver on this. In 2013/2014 our income was £25.49 million, a 14% increase from last year. We've continued to invest in our fundraising to attract

new supporters and grow specific income streams. This year, we increased the number of people who regularly donate to us by 28%, providing us with regular, sustainable income. Almost all of our income comes from voluntary sources and we are immensely grateful to every individual, company, trust or foundation that has helped us.

Sadly, this year we will be saying goodbye to our Chair Daphne, who has made the decision to stand down after eight years. Daphne has played an instrumental role in the growth and strategic development of CLIC Sargent, leading our board of Trustees after CLIC merged with Sargent Cancer Care. In this time, the charity's income has nearly doubled, helping us provide more support to more children and young people with cancer.

Daphne has been awarded an OBE for services to charity and is trusted and admired by all who know her. She is utterly dedicated to the children and young people with cancer, and their families, we support. We are enormously grateful for her incredible commitment and exceptional chairship.

We look forward to welcoming a new Chair in the autumn who will build on Daphne's legacy, helping us to continue to grow so that we can move closer to our goal of supporting every child and young person with cancer who needs us.



Lorraine Clifton
Chief Executive

Trustees' report

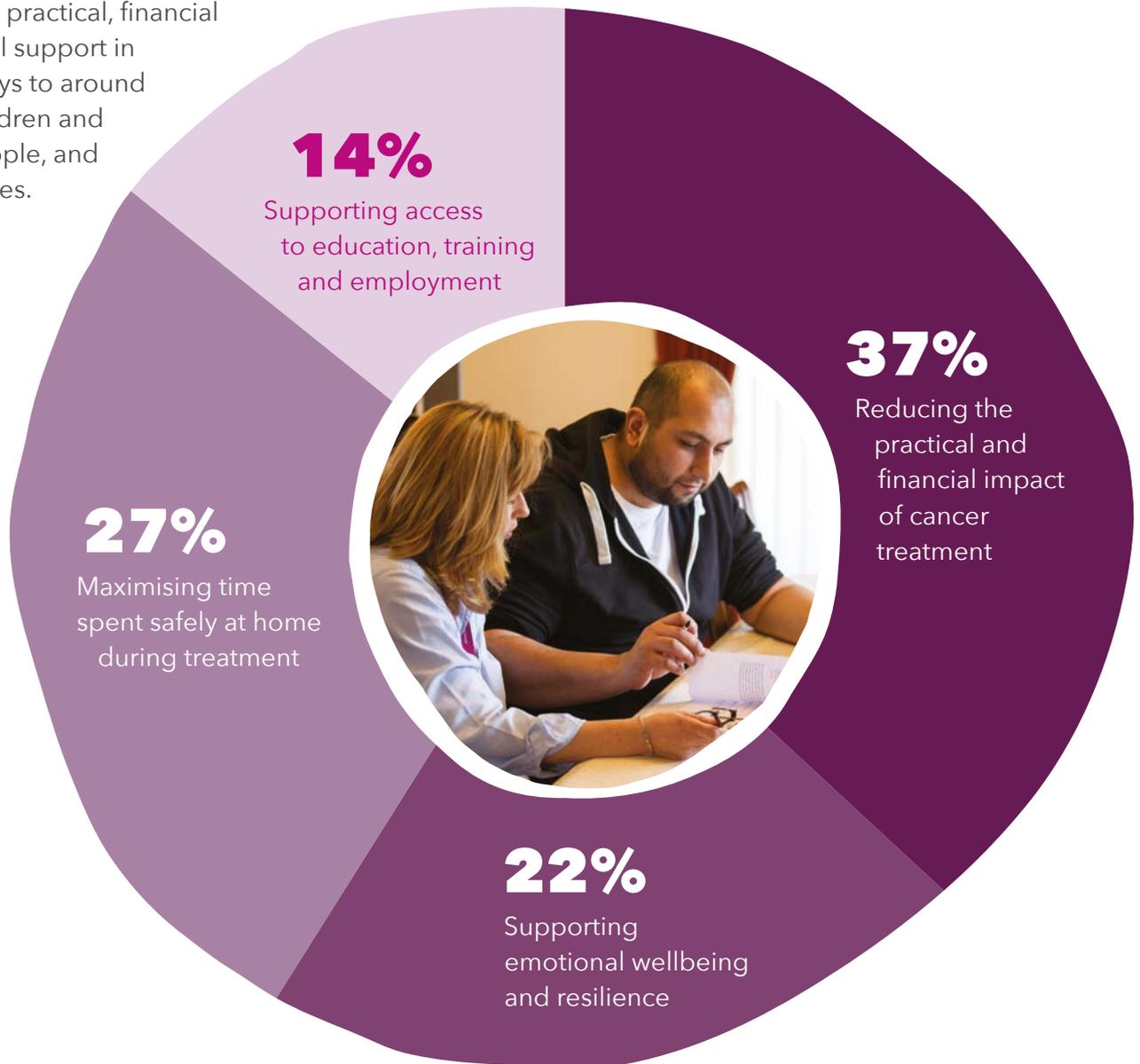
How you gave your support in 2013/2014

Our total income in 2013/2014 was £25.49 million, compared to £22.26 million in 2012/2013 - an increase of 14%.



How we supported children, young people and their families in 2013/2014

This year, we provided emotional, practical, financial and clinical support in various ways to around **6,650** children and young people, and their families.



Growing our income

- At the moment, we can only give two out of three children and young people with cancer, and their families, the support they need. We want to be there for all young cancer patients
- To do this we need to increase our 2012/2013 income by 36% by 2017/2018
- So far, we are on track to achieve this. In 2013/2014 our income increased by 14%. With more funds we have been able to open our first Home from Home in Northern Ireland, strengthen our information service for young people, and much more.

Thank you

We would like to thank each and every one of our wonderful staff, volunteers, donors, corporate supporters and patrons. Our work simply wouldn't be possible without you. You have helped make a real difference to the lives of children and young people with cancer.

We can't thank everyone who has supported us over the last year here – but we can thank many of you on our website. Please visit www.clicsargent.org.uk/thanks

Thanks a million day

On 5 September 2013 we thanked as many of our supporters as possible for helping us raise £1 million more in 2012/2013 than the previous year.

More than two million people had the chance to view one of our special 'Thanks a million' messages through letters, postcards, e-cards and our social media channels.

Our corporate partners

ITV's Text Santa success

CLIC Sargent was one of six charities to take part in ITV's 2013 Text Santa appeal which raised an incredible £850,000 for children and young people with cancer and their families.

The money will help fund our vital work including setting up our first online community for young people with cancer to connect and share experiences.

Millions tuned into the final live Text Santa programme in December 2013.

Highlights of the campaign, as a whole, included:

- 10 local ITV news programmes featuring children and young people and their families who have been supported by CLIC Sargent

- 11-year-old Alayna, who is being supported by CLIC Sargent, featuring in the Christmas special of ITV2's Big Reunion
- The Willis family featuring on ITV1's This Morning when they were taken on a magical trip to Disney World in Orlando. Our CLIC Sargent Nurse supported the family when Lola was diagnosed with leukaemia in 2010.

J D Wetherspoon raises £1 million in six months

It has been a record-breaking year for our partnership with pub chain J D Wetherspoon. In just six months, we raised £1 million together. This meant that in November 2013 we celebrated raising £8 million, which is making a difference to young cancer patients and their families around the UK.

"It's an incredible achievement and we're all delighted to have hit the £8 million mark so quickly," says Tim Martin, J D Wetherspoon's founder and chairman. "CLIC Sargent is a wonderful charity and staff and customers really engage with the work it does. They're constantly coming up with



Tim Martin, J D Wetherspoon's founder and chairman, presents the £8 million cheque to CLIC Sargent

new ways to raise money and keep this partnership flourishing.”

Record-breaking partnership with Santander

Our year-long partnership with the bank Santander raised more than £1.4 million – enough to run our Homes from Home for a year and a half. The total surpasses the original partnership target by half a million.

“I’m extremely proud of our partnership with CLIC Sargent,” says Sharon Squire, Head of Corporate Social Responsibility at Santander. “We’ve taken huge strides over the past few years to support the communities we live and work in as we know how important it is for our staff, customers and communities.”

Lidl doubles fundraising target

Supermarket chain Lidl doubled their initial target for CLIC Sargent with staff helping to raise £358,900 in 18 months. They then announced a new three-year £1 million partnership with us.

The supermarket also donated a percentage of sales from mini-muffins in March and mini-stollen bites in December.

Ronny Gottschlich, Managing Director at Lidl UK, says: “We’ve really enjoyed working with CLIC Sargent over the last 18 months and our staff have engaged with the partnership, smashing the original fundraising target. We’re excited to see the partnership grow over the next three years as we push towards our £1 million target.”

Metcalfe’s skinny re-brands signature popcorn ‘CLIC Sargent Salt’

Children and young people with cancer will benefit from the sale of popcorn specially branded for CLIC Sargent, thanks to Metcalfe’s skinny.

The company renamed its sea salt popcorn ‘CLIC Sargent Salt’ to celebrate our three-year partnership together. For every pack they sell, the company will donate money to CLIC Sargent and they’ve pledged to raise more than £30,000.

Julian Metcalfe, Creative Director and Chairman of Metcalfe’s Food Company, says: “We are looking forward to our three-year partnership with CLIC Sargent, to help ensure that every child and young person living with cancer gets the most out of life as possible.”

Bauer Radio’s Cash for Kids

Young people like 18-year-old Lukas helped raise over £180,000 for CLIC Sargent by spreading the word about our work on radio stations across the UK.

In April 2013, nine Bauer Media Group radio stations devoted a day to CLIC Sargent as part of their Cash for Kids fundraising appeal.

“It’s great that I was able to get involved with the day, and I know the money raised will be really important for CLIC Sargent,” said Lukas, who had leukaemia and was interviewed on Radio TFM in Tyne and Wear.

Our celebrity supporters

Our patrons and celebrity supporters offered their invaluable support throughout 2013/2014.

They include: comedian Harry Hill, actor Duncan Pow, journalist and presenter Chris Hollins, newsreader Sally Magnusson, TV motor racing pundit Eddie Jordan OBE, boxer Barry McGuigan MBE, TV and radio presenter Gaby Roslin, classical violinist Nicola Benedetti, former motorcycle racer James Toseland, singers Lucy Spraggan and Janet Devlin, TV presenters Jake Humphrey and Laura Whitmore, actresses Michelle Ryan, Patsy Palmer, Natalie Cassidy, Joanna Lumley, Celia Imrie and Charlie Brooks, and Paralympians Jonnie Peacock and Jason Smyth.

"It was a pleasure to be involved with Wig Wednesday and to help raise awareness for such an important cause." Actress Michelle Ryan

"My visit to Paul's House in London was an incredibly uplifting experience. There was such positivity, happiness and warmth from all the staff that I've no doubt Paul's House does so much more than just provide a place to stay." Sport presenter Jake Humphrey

"I absolutely adore being involved with CLIC Sargent. The work they do motivating and inspiring young cancer patients is exceptional. Being part of their musical fundraising event, Practice-a-thon, really opened my eyes to the goals CLIC Sargent is striving to achieve. I hope to be part of achieving these goals in the future." Singer Lucy Spraggan

Golf day at Sunningdale

Celebrities and supporters who took part in a Berkshire golf tournament raised a fantastic £140,000 for children and young people with cancer – like 18-year-old Daniel who shared his story on the day.

During the Sunningdale event in September 2013, Daniel spoke about the support he had received from CLIC Sargent during his cancer treatment.

Ex-England Rugby player Mike Tindall said: "Seeing someone like Daniel speak about his experiences really brought the cause to life and it's great to know that the money raised today will go towards helping more children and young people like him."

Other celebrities at the event included footballer Jamie Redknapp and rugby union player Nick Easter.



Nick Easter, Daniel and Jamie Redknapp at Sunningdale golf day

Our individual supporters

Over the last year, the number of supporters who donate monthly to CLIC Sargent has risen by 28%. The amount they donated increased by an impressive £1 million, bringing our total for monthly givers in 2013/2014 up to £3 million. This regular income is vital to help us plan the support we can provide.

Gareth is one of our regular monthly supporters. "CLIC Sargent supported us when our daughter was having treatment for cancer. Now it's time to give something back to help others in similar situations."

The number of people who pledged to leave us a gift in their Will also increased by around 10% over the year.

Another success for Wig Wednesday

Across the UK, thousands of people donned wigs at work, school and with groups of friends to celebrate the second annual Wig Wednesday. The event raised more than £125,000 and important awareness of our work supporting children and young people with cancer.



It was covered on ITV1's This Morning when presenters Holly Willoughby and Phillip Schofield wore their wigs. The show also featured interviews with Francesca, 19, and Addie, 12, who were supported by CLIC Sargent during their cancer treatment.

World Record Skydive attempt

Around 700 intrepid CLIC Sargent supporters attempted to set a new world record for the most tandem skydives within 24 hours in September 2013.

The jumps took place across five airfields and from at least 10,000ft, raising £300,000 for children and young people with cancer.



"Skydiving for CLIC Sargent made perfect sense as I knew I could raise money in memory of my friend's little boy, Freddie, who passed away in 2007," says Emma, one of the skydivers.

Our Exeter shop celebrates 25 years of trading

Our first ever CLIC Sargent charity shop turned 25 this year, bringing the total amount it has raised since it opened to £3 million.

Jeremy Lune, CLIC Sargent's Head of Trading, praised the support the shop has received over the years. "We're so grateful to all the CLIC Sargent supporters who have donated items or bought from the shop over the years. Exeter was where it all began and now we have a chain of 27 shops, all raising funds to support children and young people with cancer."

Winifred, who has volunteered in the shop since it opened, added: "It has been a pleasure to be part of the team in Exeter. It's good to know we are doing things to help children and young people with cancer."

Strategic report

Our achievements and performance for 2013/2014

1

Reducing the practical and financial impact of cancer treatment on a child, or young person, and their family

Financial and practical support

Families and young people face significant extra costs as a result of a cancer diagnosis. To manage, many families and young people give up work, borrow money from friends or take out a loan.

Our grants can help with: additional travel expenses, the biggest financial impact of a cancer diagnosis; heating and household bills; paying for accommodation near hospitals; and funeral costs.

Our priority for 2013/2014 was to:

- Award grants to families to help with costs associated with a cancer diagnosis and direct them to other organisations offering grants and financial support.

In 2013/2014, we achieved:

Speed is our priority when it comes to getting grants to families and young people. Additional costs like travel start to add up as soon as a child or young person receives a cancer diagnosis. This year, we worked hard to provide 98% of grants within five working days of a diagnosis, and 94% within three working days.

We awarded 5,047 grants totalling just over £1 million. Just over half (55%) were given to parents of 0 to 15-year-olds, and 45% to 16 to 24-year-olds.

This year, the government's review of the welfare system has caused additional stress to young people with cancer and families coming to terms with a diagnosis. Our social workers have helped them to navigate the changing benefit system. They've spent around 15% of their time supporting families with benefit, financial and housing issues. They also applied to other organisations for 1,300 grants for families, securing around £400,000 of extra financial support.

Next year, we plan to:

- Provide financial support to more 16 to 24-year-olds
- Continue to offer financial support to children with cancer and their families to help with the additional costs they experience as a result of a cancer diagnosis
- Help families to maximise their income by assisting them to access other organisations that provide financial support.

Welfare advice

We work with the Citizens Advice Bureau to provide telephone and email welfare advice to parents of children with cancer, and young people with cancer. This helps them cope with the practical and financial demands of a cancer diagnosis.

"Karen, our CLIC Sargent Social Worker, arranged for us to receive a one-off grant when Charlotte was first diagnosed. The financial cost of cancer is astronomical and I don't know how we would have coped without the help we received from CLIC Sargent."

Jo, whose daughter Charlotte was diagnosed with medulloblastoma

Our priority for 2013/2014 was to:

- Extend this service from two to five days a week so that more people can benefit from our welfare advice.

In 2013/2014, we achieved:

We improved our welfare advice service by providing support to families five days a week, instead of two. Families now have a greater opportunity to seek advice on a variety of issues including: what benefits they are entitled to, such as Personal Independence Payment; employment advice; and support with debt problems.

Over 1,660 families and young people benefited from our welfare advice, with enquiries increasing by 113%. These included benefit-related enquiries such as those about child and housing benefits, Income Support and Carer’s Allowance. Employment-related enquiries included redundancy, pay and entitlements and discrimination.

Our support helped young people and families secure around £955,000 in benefits, 92% more than last year.

Next year, we plan to:

- Continue to provide a high quality welfare advice service for families and young people with cancer five days a week. This will help them access support on benefit, financial and employment issues so that they can become more financially secure.



Danielle’s CLIC Sargent Social Worker, Simon, organised a grant to help with the cost of travelling for hospital appointments

Support with Home from Home accommodation

Our 2010 report, *A long way from home*, found that families we surveyed travelled on average 60 miles by road, up to five days a week, to receive treatment. Our nine Homes from Home provide free self-catering accommodation for families, close to hospitals, offering a sense of normality and giving them the chance to spend time together.

Our priority for 2013/2014 was to:

- Continue to fundraise to reach our Northern Ireland appeal target of £3.7 million, open a children’s Home from Home in Belfast and submit a planning application for the young people’s one
- Plan the relocation of our Homes from Home in Glasgow and Edinburgh, due to the NHS Trusts moving their children’s cancer centres, and start to raise the funds needed to relocate them.

In 2013/2014, we achieved:

This year, 1,271 families stayed close to their child in one of our Homes from Home. Feedback showed that the homes met the needs of 97% of parents and 95% of young people, and helped 95% of parents to save money. Also, 95% of parents said the homes helped them maintain a sense of family life.

In December 2013, we opened the first Home from Home in Northern Ireland, Paul's House, in Belfast. Our patron and former boxer Barry McGuigan, appeal Committee Chair Sandra McGuigan and the Northern Ireland Health Minister, Edwin Poots, attended the opening ceremony. "Work carried out by voluntary organisations such as CLIC Sargent complements the work of the health service, and the care and support they provide are greatly appreciated by all those who use them across Northern Ireland," said Edwin Poots.

We have secured planning permission for the young people's home in Belfast which we plan to open during 2015. We now have £1 million

more to raise towards our Northern Ireland Homes from Home appeal.

Plans for the relocation of our Homes from Home in Glasgow and Edinburgh have progressed. We secured a site in Glasgow, and work started on it in June 2014. The new Home from Home is due to open in mid-2015, in line with the NHS hospital relocation. We've also started looking for a property for the Edinburgh Home from Home, with a view to opening it in early 2017.

Next year, we plan to:

- Build our second Home from Home in Northern Ireland for young people
- Build our new Home from Home in Glasgow and identify a suitable site for our new home in Edinburgh
- Ensure our services are developed in line with feedback we receive from those staying in our homes.

"Without CLIC Villa in Edinburgh we would have been separated for Christmas. Brodie was in hospital, but my son, sister and I were able to stay at CLIC Villa so we were all together for Christmas."

Arlene, whose daughter Brodie was diagnosed with leukaemia at 15



Paul's House, the first Home from Home in Northern Ireland, is officially opened

Campaigning and influencing government policy

We carry out research which provides us with evidence to influence policy and the way public services are delivered. This is vital to ensuring children and young people are better able to live their lives to the full during and beyond their cancer diagnosis and treatment.

Our priority for 2013/2014 was to:

- Campaign on education and influence government, policymakers and the way services for children and young people with cancer are delivered across the UK
- Research the impact of cancer on young people's education, employment and training, publishing new reports which examine the challenges faced by secondary school-aged pupils with cancer and over 16s.

In 2013/2014, we achieved:

We launched two new reports, *No teenager with cancer left out* in July 2013 and *No young person with cancer left out* in November 2013. They found that a cancer diagnosis and treatment can have a significant impact on young people's confidence, which can be a barrier to education, employment and training. However, we also discovered that some young people benefit from a new perspective and focus to achieve their ambitions.

We used this research to campaign for schools and further education providers in England to better meet the needs of children and young people with health conditions such as cancer. This work influenced the Children and Families Act 2014 which became law

in March 2014. From then, schools and colleges, local authorities and health services will have to work together to provide joined up education, health and care services for all children with special educational needs and disabilities.

In Scotland, the research informed our work on the Children and Young People's Bill, and the Northern Ireland Assembly shared the reports with all post-16 education providers.

In England, we also secured patient representative places on groups which help shape services for children and young people with cancer. And in Wales, we worked with the Wales Cancer Alliance, a network of nine other cancer charities, on the Assembly's Cancer Delivery Plan.

Next year, we plan to:

- Campaign for schools, local authorities and health services to put the Children and Families Act in England into action and improve access to education, employment and training for children and young people with cancer
- Work with young people with cancer to influence the way in which they are able to access personal independence payments. We'll conduct research to understand the way in which they engage with information, support and advice, and use this evidence to influence service providers across the UK so that they can better respond to their needs and preferences.

Danielle's story

When Northern Ireland-based Danielle, 17, received treatment for her low grade brain tumour in Bristol, she and her family were given a CLIC Sargent grant and stayed at our CLIC House Home from Home.

"It was just a huge relief to hear a doctor tell me 'We know what the problem is and we think we know how to treat it,'" says Danielle.

In February 2013, Danielle and her parents had travelled to Bristol from County Antrim to meet with a consultant. They wanted to get more information about the type of brain tumour she had, after two years of treatment with no real sign of improvement.

The new diagnosis meant Danielle needed a biopsy in June 2013 and six weeks of radiotherapy in November 2013. To help with the costs of travelling to Bristol, Danielle's CLIC Sargent Social Worker, Simon, organised a £250 CLIC Sargent grant. "Simon was amazing and the money was one less thing for my parents to worry about," says Danielle.

Danielle and her mum Amanda stayed in our Bristol Home from

Home, CLIC House, while she had her radiotherapy. "It was a short walk from the hospital, which meant we could head there after my radiotherapy for some rest," says Danielle.

Then, at Christmas, Danielle's dad Brian and 15-year-old sister Rebecca stayed at CLIC House for two weeks. "My diagnosis has had a big impact on the whole family, so, being able to spend Christmas together at CLIC House meant a lot," says Danielle.

Amanda says CLIC House provided a safe environment for Danielle and a sense of home for the family. "The house was great," says Amanda. "It offered the freedom and choice to engage with other families."

Now Danielle writes a blog about her cancer journey and is considering business and communications as a career. "I hope I can help other teenagers going through a similar journey," she says.

Read more about the financial support we provide and our Home from Home accommodation on p16 and 17





“My diagnosis has had a big impact on the whole family, so, being able to spend Christmas together at CLIC House meant a lot.”

17-year-old Danielle was diagnosed with a brain tumour when she was 14 years old

2

Supporting the emotional wellbeing and resilience of children, young people and their families

Emotional support

Children and young people, and their families, can often feel isolated and find it difficult to cope when they have just been diagnosed. Our social care teams offer emotional and practical support to help them deal with the impact of a cancer diagnosis.

Our priority for 2013/2014 was to:

- Continue to improve the quality and responsiveness of the social care support we provide for children and young people
- Review the way we deliver emotional support and respond to the needs of children and young people and their families.

In 2013/2014, we achieved:

Our social workers carried out 81% of initial assessments within the first two weeks of supporting children, young people and their families. This meant they could help with any immediate concerns and fears, right from the start.

To reduce isolation and increase self-esteem, our social care teams ran 532 workshops and group sessions for 3,844 children, young people, families and teachers. Sessions included groups for parents and workshops exploring the impact cancer treatment can have on children and young people's appearance and confidence.

Our social workers have continued to provide bereavement support to families in the months following the death of a child, making over 350 home visits. Over 75% of our directly employed social care staff have received bereavement training, ensuring they have the skills they need to support bereaved families.

We reviewed how our social care can make a difference to families facing childhood cancer. Around 50 families shared their experiences through a detailed questionnaire and in-depth telephone interviews. Over 85% of parents felt that their CLIC Sargent Social Worker listened to them and understood their needs. A further 90% felt we approached them to offer support at a time when it was right for them. The study helped us understand the critical times for support, common family experiences and the importance of information about how social workers can help parents.

In March 2014, our support service for teenagers and young adults at University Hospitals Birmingham NHS Foundation Trust received NHS England's Kate Granger Award for Compassionate Care

Next year, we plan to:

- Maintain the quality of the social care support we provide to children, and their families, and increase the number of young people who benefit from our social care support
- Take what we have learnt from listening to parents and improve how we communicate the support our social care professionals

can provide them through their child's cancer journey

- Provide an ongoing opportunity for parents to tell us their experiences of CLIC Sargent support through an online survey
- Launch our online community for young people with cancer, providing an environment for them to share experiences and support each other.

Holidays and specialist short breaks

Our holidays at Malcolm Sargent House in Scotland give families the opportunity to spend quality time together without having to deal with the usual day-to-day pressure a cancer diagnosis brings.

Our priority for 2013/2014 was to:

- Further extend the breaks that we offer to families by introducing, for example, breaks for bereaved fathers, and week-long ones for teenagers.

In 2013/2014, we achieved:

This year, 340 families stayed at Malcolm Sargent House, more than half (52%) for the first time. Nearly three quarters (71%) said they would not have been able to afford to go away without this opportunity.

A team of volunteers organised 210 visits to local attractions, saving families around £40 in travel costs. This, and the chance to spend time away with family, had a positive impact on people's anxiety. At the beginning of their holiday, 85% rated their anxiety as 'medium' to 'high'. At the end of the holiday, 78% said their anxiety levels were 'low'.

93% of people who responded to our survey about their stay at Malcolm Sargent House said their expectations had been met

Our specialist breaks provide additional emotional support and increase children and young people's confidence. This year, we ran 16 of them, including family bereavement weeks and breaks for under-fives, teenagers and young people. We also ran specialist breaks for families who have lost their only child, providing parents with the chance to meet others in the same situation. Our bereaved breaks for mothers and fathers give parents the space to be themselves without having to pretend to others.

99.5% of parents who fed back on their stay at Malcolm Sargent House said the holiday or specialist short break service was 'excellent' or 'good'

Next year, we plan to:

- Continue to provide a variety of specialist breaks at Malcolm Sargent House, including bereavement breaks for mothers and fathers, family bereavement weeks, as well as breaks for young people and an under-fives week
- Introduce an easier to use electronic user feedback system to provide families with a voice to shape future breaks and help us give them the holidays they need.

"Visiting Malcolm Sargent House for the under-fives week was an important part of Siri's recovery for all of us."

Chris, whose two-year-old daughter Siri started treatment for retinoblastoma, a rare type of eye cancer, when she was just one week old

Information

Our award-winning information helps children and young people, and their families, get through cancer. Resources explain how a diagnosis is likely to affect their day-to-day lives and help them manage the impact of cancer and treatment. They also highlight other sources of support.

Our priority for 2013/2014 was to:

- Develop information resources to support children and young people with cancer in primary and secondary education, including resources aimed at teachers, pupils and parents
- Produce information to help young people understand and manage the impact of changes to the welfare system
- Explore ways to introduce interactive elements to resources, to make them more accessible.

In 2013/2014, we achieved:

Our research reports, *No child with cancer left out* (2012) and *No teenager with cancer left out* (2013), showed that a cancer diagnosis can have a significant impact on a child or young person's primary and secondary education.

In response to the research, we developed *Cancer and school life*, an education pack for schools where a child or young person has been diagnosed with cancer. The pack includes a short film and guidance for teachers to develop sessions that help pupils understand more about childhood cancer so they can better support their classmate.

For young people, we've developed interactive online information, including podcasts, covering topics such as coping with finances and understanding changes to the welfare system.

Making sense of it all, our resource for young people who have just been diagnosed with cancer, was runner up in the British Medical Association's patient information awards in September 2013. An award panellist said: "This is an excellent item – well-designed and easy-to-follow."

Around 200 children, young people, parents and professionals have helped develop our information resources

Next year, we plan to

- Develop online material to help young people understand and manage the impact of cancer and its treatment on relationships, education and employment
- Create a new resource to help young people deal with the death of a friend they've met through treatment
- Enhance our online information for young people by introducing more short videos of young people talking about how cancer affected their education, work and relationships.



Seven-year-old Jasmine reading our storybook for children, *Joe has leukaemia*



"It's the staff's support and kindness that gives Malcolm Sargent House its uniqueness."

Seven-year-old Jasmine was diagnosed with acute lymphoblastic leukaemia when she was three years old.

Jasmine's story

A specialist break at Malcolm Sargent House allowed seven-year-old Jasmine and her family to spend time together during a crucial stage of her treatment for acute lymphoblastic leukaemia. Mum Sue shares their story.

"Before Anne, our CLIC Sargent Social Worker, suggested we visit Malcolm Sargent House, the idea of going away wouldn't have crossed our minds.

It was November 2010, just before Jasmine started the most intense period of her treatment. I think Anne recognised it was the perfect time for us to go away, before we moved onto the next treatment stage.

Our stay at Malcolm Sargent House was part of a specialist week for under-fives and their families. There were lots of events throughout the week: picnics and trips, storytellers, and relaxation treatments for the adults. My son George celebrated his second birthday on the break which was wonderful. The staff bought him presents and put up balloons in the kitchen. We could enjoy his birthday in a way we wouldn't have been able to at home.

The staff at Malcolm Sargent House just understood. When Jasmine was sick in the night we could call on the consultant oncologist from the local hospital. It's the staff's support and kindness that gives Malcolm Sargent House its uniqueness.

One of my favourite memories is of me and my husband Chris dancing around the Malcolm Sargent House living room with Jasmine and George. In other lives, moments like that might be happening all the time, but in circumstances like ours, you appreciate them even more.

Our time away was total escapism. It made us feel normal and gave us the strength we needed. Now, after two years and four months of treatment, Jasmine is having bi-monthly check-ups. She's reaching 100% monthly attendance in school for the first time, which she's thrilled about."

• Read more about the holidays and specialist short breaks we offer on p23



3

Maximising the time that children and young people can spend safely at home during treatment

Safe care closer to home

We are committed to helping children and young people with cancer, and their families, access safe care closer to home, whenever possible.

Our nurses give treatments at home, or make arrangements with NHS community nursing teams and local hospitals to do so. They help families develop skills and knowledge that supports their child when they get home from hospital. And they support children and young people, and their families, to understand and be involved in the coordination of their care, so that they feel less overwhelmed.

Our priority for 2013/2014 was to:

- Focus on continuing to deliver high quality nursing services to children and young people with cancer, with a particular emphasis on coordinating care
- Introduce and support our specialist nurse key worker roles
- Work with the London South Bank University to evaluate the impact our specialist nurse key workers have on supporting children and families.

In 2013/2014, we achieved:

We funded 50 specialist children's cancer nurses based in principal treatment centres or local shared care hospitals across the UK. Our

nurses have core roles in NHS cancer services and benefit from the enhanced support we offer.

This year, our nurses and specialist nurse key workers supported 1,570 children and young people and their families – an increase of 9% compared to 2012/2013. They attended over 10,000 home visits, helping parents feel more involved with choices around their child's care and reducing hospital visits. Our nurses arranged a further 9,261 home visits by local community nurses, GPs and specialist palliative care teams.

The evaluation of our specialist nurse key worker project entered an exciting phase. We organised interviews and focus groups with key workers and 70 families agreed to take part in the research. The evaluation team from London South Bank University presented where they'd got to, so far, at two major health conferences.

We've made good progress with developing a community network for our nurses so that they have a forum for sharing best practice and learning, and feel part of the CLIC Sargent professional nursing community. Our two well-attended study days covered care closer to home and how to improve patient and family needs assessments. Many of our nurses share learning from these study days with other nurses and colleagues in the NHS, helping us to influence the general quality of care for children and young people with cancer.

Next year, we plan to:

- Maintain the quality of our nursing and drive forward improvements using evidence from the key worker evaluation

- As key workers come to the end of their three-year posts, we will share what we have learnt from the project to date, with the final evaluation report expected in 2015. This will provide evidence about the value of specialist nursing roles for our NHS partners
- Maintain our nursing community by: continuing to provide opportunities for nurses to learn together at study days; providing grants for relevant learning opportunities; and encouraging our nurses to share their thoughts through our quarterly newsletter.

Support in the community

Outside hospital visits from our social care teams can help young people and families regain a sense of control and purpose at a time when they may feel anxious and vulnerable. Many feel more comfortable about sharing their concerns when they meet in the community.

Our priority for 2013/2014 was to:

- Use the recommendations from the young people's community worker evaluation report to shape and develop our support for young people.

In 2013/2014, we achieved:

This year, our social workers made 2,483 visits to meet children and young people with cancer and their families in the community, including 1,421 home visits. The visits support children and young people, and parents and carers, with information about education, benefits, employment issues, end of treatment, and how to support siblings.

Our young people's community workers provide practical and emotional

support to young people, helping them cope with the impact of cancer, social isolation and education, employment and training issues. This year, they made 985 visits to meet 16 to 24-year-olds in the community, in locations that suited young people's needs and where they felt most comfortable talking.

Following the success of the two-year pilot of the young people's community worker role, we made five posts permanent. The success of the pilot was celebrated at the first NHS England Excellence in Participation awards in March 2014. It was 'highly commended' for adopting innovative approaches and ways of working with participants.

This year, our focus was on developing our evidence base to support this new way of working with young people as part of our young people service, and engaging with partners in the NHS to ensure successful implementation of this service. We've now developed the tools and services required to meet the needs of young cancer patients now and in the future, and have presented this to our colleagues in the NHS so that we can begin to increase the support we provide to 16 to 24-year-olds.

Next year, we plan to:

- Improve our understanding of the impact our work in the community has on young people to ensure they are getting the support they need from us
- Employ seven young people's community workers and young people's social workers bringing the total across the UK to 42. This will help us reach and support more young people with cancer, and families, who need our help.

Jordan's story

When 10-year-old Jordan was diagnosed with medulloblastoma, a type of brain tumour, CLIC Sargent Nurse Rhian supported him, his parents and brother and sister. Jordan's mum Toni shares their story.

"The children all call her 'aunty Rhian'. She came into our lives a few days after Jordan was diagnosed with a brain tumour. I remember crying and screaming when doctors told me the news. I felt like Jordan was going to be taken away from us.

Rhian's been an incredible support to the whole family. The first time she visited us at home she stayed for hours, going through everything that would happen with Jordan's treatment. Doctors tell you things in words you don't understand and rush through it. But Rhian brought a book along to help explain things to Jordan. He clicked with her straight away. She is wonderful with all my children too, sitting with Phoebe explaining what's happening in a way that doesn't scare her.

I'd worked as a carer before but Rhian trained me to give Jordan his medication. It's very different

when it's your own child. Rhian gave me the confidence I needed. She has been into Jordan's school. His teachers even feel better because of her and know that if they have any worries they can phone her.

The impact of cancer on a family is huge. You can't live your normal life or arrange anything. It's difficult for Jordan's siblings as they don't get to go out very often. Rhian has been able to get us tickets for a pantomime and the zoo so they have some treats.

It's difficult to put into words what Rhian means to the whole family. She's absolutely brilliant. I can't imagine any family going through what we have without someone like Rhian to support them."

"Thank you for all your support and help with Jordan. CLIC Sargent stands strong when faced with a difficult situation. You support parents and siblings, but most of all you support our friend Jordan."

Jordan's teachers

Read more about the support our nurses offer on p28





"I can't imagine any family going through what we have without someone like Rhian to support them."

4

Maximising children and young people's potential by helping them to access education, training and employment opportunities

Employment and education

A cancer diagnosis and its treatment can have a significant impact on young people's confidence, which can be a barrier to education, employment and training. They can feel anxious about returning to school or work after months, and sometimes years, away from it.

Our priority for 2013/2014 was to:

- Support children and young people with cancer to go back to school, rebuild their confidence following treatment and plan for the future.

In 2013/2014, we achieved:

Our social workers visited 118 schools to talk about childhood cancer. This helps children who have missed out on education because of their cancer treatment have a smoother transition back to school. They also organised four Teacher Days to help teachers understand more about cancer and its treatment and the impact it has on pupils.

Our nurses and specialist nurse key workers (see p28) made around 355 visits to schools to deliver care to pupils with cancer, like taking a blood sample. This helps children and young people with cancer to

continue their studies and maintain their friendship groups. They also made 855 visits to provide non-clinical care, such as educating and supporting teachers, and taking part in school assemblies about childhood cancer.

Our key workers advise schools about how to provide students who have cancer with an ongoing education and social contact, and when an education plan might be helpful. This year, 58% of children supported by our key workers had an individual education plan.

Our young people's community workers and young people's social workers (see p29) have helped young people with cancer find education and work opportunities and feel more confident about their abilities.

This year, our music programme supported 63 promising young musicians, helping to rebuild their self-esteem after cancer treatment. We provided performance opportunities for 14 young people and supported three to record their material in a studio and release singles.

Next year, we plan to:

- Improve our understanding of the impact of our young people's community workers and young people's social workers to continue developing the support we're providing to young people and make sure it meets their needs
- Continue to develop our music programme to provide more opportunities for young people to perform and showcase their musical talents.

Work experience

Many young people who have had cancer miss significant amounts of their school or university education, and many need to take time out from their career as a result of their treatment. Our work experience programme helps 16 to 24-year-olds, who we have supported, to gain skills and experience in the workplace.

Our priority for 2013/2014 was to:

- Help young people access work experience opportunities and increase their prospects of finding paid work through a CV support scheme, and by advising them about job hunting and interview skills
- Pilot a Young Ambassadors Programme so young people affected by cancer can gain new skills, increase their confidence and boost their employability.

In 2013/2014, we achieved:

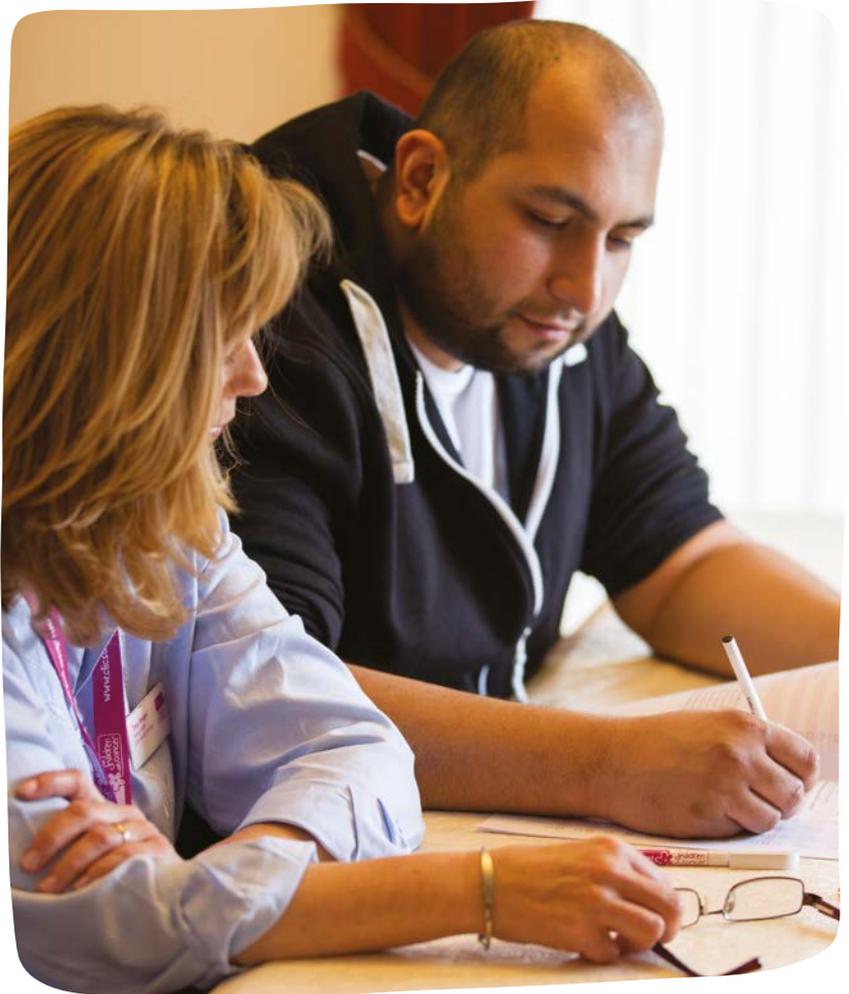
We organised work experience placements for young people within CLIC Sargent and with companies such as Nickelodeon and BBC Radio Leicester. Mahesh, who had a two-week placement at a law firm, is one of a number of young people who benefited from this opportunity. He said: "I cherished the normality of going back to work and not having my life dictated by cancer."

Launched in December 2013, our CV support scheme has helped young people look for work and prepare for interviews. "It was nice to have feedback from professionals," said Jon who used the scheme.

Our Young Ambassadors Programme launched in April 2013 and is giving young people we work with the opportunity to volunteer within CLIC Sargent teams. Now seven young people have completed the training and are getting involved in community fundraising in their local areas.

Next year, we plan to:

- Improve our approach to securing quality work placements for young people
- Review our CV support scheme and promote and expand our Young Ambassadors Programme to help build young people's confidence and skills in the workplace.



Haroon, who was diagnosed with Hodgkin's lymphoma at 23, with his CLIC Sargent Young People's Community Worker, Tracy

Reaching potential

We listen to children and young people with cancer. This helps us shape and influence our work and makes sure they get the support they need. It also provides young people with personal development opportunities.

Our priority for 2013/2014 was to:

- Continue to create opportunities for children and young people with cancer to have their say about the treatment they have received
- Gain external accreditation from the National Youth Agency, a charity that supports youth organisations, for the way we involve children and young people in our work.

In 2013/2014, we achieved:

We increased opportunities for children and young people to share their views by a third (33%), with 315 children and young people doing this 900 times, through 191 different opportunities. These included being part of interview panels, helping us recruit the right staff and, through focus groups, ensuring our new resources for schools are age-appropriate. Young people also completed surveys for our policy reports and played key roles at fundraising events.

“Over the past year few years, I’ve seen a massive increase in the number and level of opportunities for us to share our thoughts and experiences,” said Matt, 22, one of the young people who has helped shaped our work.

In November 2013, the National Youth Agency awarded us a gold award for our commitment to listening and acting on the views of children and young people. The charity is endorsing the way we involve the people we work with for the next three years.

Next year, we plan to:

- Support more children and young people with cancer to play an active role in decision-making across all levels of our organisation.

“CLIC Sargent should be congratulated for developing some truly sector-leading practice. The evidence submitted in the charity’s application has been amongst the very best submitted for a Hear by Right award to date.”

Fiona Blacke, Chief Executive at the National Youth Agency

12-year-old Joshua is a member of our Children and Young People's Advisory



“Tracy filled that gap
between leaving
hospital and getting
back to normal.”



Haroon's story

Haroon, 25, from Glasgow was diagnosed with Hodgkin's lymphoma at the age of 23. He was in his last year at Glasgow Caledonian University. CLIC Sargent Young People's Community Worker, Tracy, helped him to rebuild his life after treatment.

"I felt fragile when I left hospital after my treatment. Months of chemotherapy and a stem cell transplant had taken its toll. I knew I needed to get my life back on track but I didn't know where to start.

Tracy filled that gap between leaving hospital and getting back to normal.

She found me an exercise class for cancer patients as the steroids I'd taken during my treatment meant I'd put on a lot of weight. Once I was feeling stronger physically, she helped me focus on getting back to work. I'd given up my job as a financial analyst when I was ill. I'd been planning to train to be an accountant, but I was no longer sure that was something I wanted to do.

Tracy helped me reassess my options. We revamped my CV, practised interview skills and talked through feedback I received. Interviewers told

me my lack of work experience was an issue. Having cancer in my last year of university had meant I'd missed out on placements, so Tracy encouraged me to volunteer for charities, like CLIC Sargent, to gain new skills.

I've been in remission 18 months now, and have a job as a business adviser. Tracy's support was key - it kept me motivated whenever I was feeling low.

Tracy still calls and texts to see how I'm getting on. I share the guidance she gave me with other young people in my community who've been diagnosed with cancer. People say 'Go and speak to Haroon. He's been through it and come out the other side'."

You can watch a short film about Haroon at www.clicsargent.org.uk/haroon

Read more about the support our young people's community workers offer on p32



Future plans

In 2014/2015, we will continue to do everything we can to support children and young people with cancer, and their families. We'll also grow and develop our organisation by doing the following:

Understanding the needs of children and young people, and their families

- Carry out research that improves understanding of how young people with cancer access and engage with support

Improving the lives of children and young people with cancer and their families through evidence-based clinical, social, emotional and practical support

- Make preparations for the opening of our new Home from Home for young people in Belfast, and the relocation of our Homes from Home in Glasgow and Edinburgh
- Recruit seven new young people's social workers and community workers, to help us to reach more of the young people who need us

Influencing decision-makers at all levels so that children and young people can live life to the full

- Continue our campaign around improved access to education, employment and training for children and young people with cancer

Increasing voluntary income so that we can reach more children and young people with cancer and ensure our financial resilience

- Increase our income from fundraising by 12%

- Inspire more people to join us in supporting families affected by childhood cancer

Continuing to build an effective and efficient organisation, and working with partners and supporters to deliver greater impact

- Sustain recent operational and financial improvements and maintain and increase our effectiveness and performance
- Strengthen our internal systems, infrastructure and financial controls, and develop a property strategy to better support our work.



CLIC Sargent Nurse Rhian with 14-year-old Sara

Risks and uncertainties

Our Trustees have identified and fully understand the risks CLIC Sargent faces, and confirm that systems are in place to manage them.

We have looked at three types of risk which inform our plans for 2014/2015, those associated with the:

1. Quality of outcomes for children and young people with cancer and their families
2. Financial stability and resilience of our organisation now and in the future
3. Reputation of our organisation.

Our Audit Committee is responsible for ensuring that processes are in place to actively manage risks across our organisation.

Fundraising strategy

We aim to grow our services so that we can reach more of the young people who need us, since currently we do not have the capacity to meet all the needs of 16-24 year olds. But as we raise more funds to grow, and to deliver our new Homes from Home, we also need to continue to deliver and improve our wide range of services. This is why we're closely monitoring our fundraising strategy. It aims to increase the proportion of our income that is relatively stable and strengthen our relationships with donors. This will mean we are less reliant on income streams associated with risk, such as legacies.

Improving systems

Strengthening systems and processes across our organisation is becoming more important as we

grow. It includes improving our IT infrastructure, internal systems and financial controls, and being responsive to unplanned opportunities.

Risk framework and register

We have a framework which is used at all levels of management to identify risks and respond to them appropriately. Our 'risk register' includes an assessment of key risks, their likelihood and significance, and a description of how they will be managed and mitigated. The register is regularly monitored by the Executive Team and the Audit Committee, and a wider range of risks are monitored by managers across CLIC Sargent.

Financial review and results for the year

The Consolidated Statement of Financial Activities (SOFA) set out on page 49, shows the financial results for CLIC Sargent and its trading subsidiary.

This year, we have continued with our plan to invest in fundraising infrastructure, in particular individual giving, so that we are able to generate sustainable income to fund increased service provision in the future. This is reflected in the results for the year, as fundraising costs have increased, but so too has income.

Income has increased by £3.22 million to £25.49 million despite a 3% decrease in legacy income. This year, CLIC Sargent was chosen to be a beneficiary of ITV's Text Santa fundraising appeal, which not only promoted the activities of the charity but brought in an additional £850,000 in income. In addition, our fundraising appeal for our Northern Ireland Homes from Home has continued to attract increased funding. An increase in regular committed giving, combined with strong backing from our corporate partners, donors and supporters has also contributed to this increase. The charity was also gifted two Homes from Home in Scotland in the year and the market value of these properties (£1.33 million) is included in the total income figure.

The increase in funding received is starting to be reinvested in service delivery with charitable expenditure increasing by £207,000 and a further £500,000 being spent on the design and construction of two new Homes from Home in Northern Ireland.

A surplus of £954,000 was generated in the year, however £1.46 million relates to restricted funding received that will be utilised in future years. As a consequence, total funds restricted for specific purposes increased to £4.46 million. The restricted funds balance includes a capital balance of £2.4 million relating to the acquisition and construction of our two Homes from Home in Northern Ireland and the two Homes from Home in Scotland that were donated to the charity. These balances will be retained in restricted funds as capital funds and expended over the useful lives of the properties.

Our reserves at the start of the year allowed us to plan for a deficit within unrestricted funds (including gains on investments) of £507,000, leaving unrestricted reserves of £12.42 million. The deficit on unrestricted reserves was due to the planned use of designated funds with free reserves remaining at a similar level to last year at £4.49 million.

The trading subsidiary had a turnover of £594,000 and net profit of £197,000, all of which will be donated to the charity.

Reserves

Free reserves comprise the total reserves available to the charity, less those reserves whose uses are restricted or else designated for specific purposes.

Each year the Trustees review the policy for maintaining free reserves, taking into consideration the major risks faced by the charity, their likely impact on income and planned expenditure, and an assessment of the ways to mitigate such risks. As a result of this review the

Trustees agreed a policy that would ensure the safeguarding of charitable commitments and the funding of operational expenditure, during a period of significant downturn. The reserves would also provide working capital and build a strategic fund for developments. The Trustees felt that in order to meet the objectives of this policy the charity should hold free reserves of between £3.5 million and £5 million. Free reserves at 31 March 2014 amounted to £4.49 million, an increase of £158,000 over the prior year. Having reviewed this position the Trustees consider that the level of reserves is acceptable and note that there is a further £183,000 in designated funds to be used for the future running costs of the charity's Homes from Home when the equivalent restricted funds have been used. It is anticipated that these designated funds will be utilised within the next two years.

The Trustees also note that there is a further £4.46 million of restricted reserves available to fund ongoing service delivery over the next two years. The Trustees continue to consider the balance of risk between financial resilience and investment in the development of activities.

Going concern

The charity's financial position and performance has been outlined in the financial review above. The Trustees have assessed projected future income, expenditure, and cash flows over the period to July 2015 and analysed the charity's reserves position and liquid assets and its ability to withstand

a material decline in incoming resources. Consideration has been given to the stability, predictability and diversity of various income streams in making this assessment.

The Trustees have concluded that there is a reasonable expectation that CLIC Sargent and its wholly-owned trading subsidiary CLIC Sargent Promotions Ltd have adequate resources to continue activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the accounts.

Investments

The Resources Committee is responsible for overseeing the overall investment strategy and for the oversight of its implementation.

The Trustees have continued to adopt a conservative investment policy that seeks first to protect the reserves of the charity, and second, to achieve an appropriate return. During 2013/2014 the charity continued to hold liquid assets due to the prevailing market conditions.

Structure, governance and management

CLIC Sargent is a registered charity in England and Wales (No. 1107328) and in Scotland (SC039857) and a company (No. 05273638) limited by member guarantees. Our registered office is as shown on page 66 and we are governed by revised Articles of Association adopted in June 2012.

Our Trustees, patrons and senior executives of CLIC Sargent are listed on page 66. Our principal place of business and the external advisers of CLIC Sargent are set out on page 66.

As disclosed in note 8 of the Financial Statements, CLIC Sargent owns 100% of the issued share capital of CLIC Sargent Promotions Limited. Information presented on the organisational structure below, is based on the group and includes CLIC Sargent Promotions Limited.

The Board

The Board of Trustees for the charity and the Board of Directors for CLIC Sargent Promotions Limited ('the Board') are responsible for the overall governance of CLIC Sargent and meet at least four times each year. The number of Trustees cannot be fewer than six or more than 14. The Governance Committee is responsible for the selection and recruitment of new Trustees, using a transparent recruitment process with input from young cancer survivors. All appointments are approved by the full Board. A skills audit is used to identify the skills, experience, characteristics and backgrounds that are needed to provide high quality effective governance.

New Trustees are provided with a comprehensive induction pack with information about the charity and their role as a Trustee. New Trustees must also complete an induction programme which includes meetings with staff within different areas in the charity, site visits and safeguarding training. Any development needs that they may have during their time as a Trustee are discussed as part of their appraisal with the Chair. Trustees also attend conferences such as the Trustee Exchange and a Trustee workshop is held each year, part of which is focused on Trustee development and Board effectiveness. Trustees are also provided with regular briefings and information about relevant events.

Trustees are initially appointed to a term of office of three year's duration and may be re-appointed by the Board for a further term of office. A Trustee who has served for two consecutive terms of office shall remain out of office for at least one year unless the Board resolves by a two thirds majority vote. A chair of the Board shall be eligible to be re-appointed for a third term as a Trustee. The Trustees may also determine that the term of office of the presiding chair of the Board be extended for up to two years, save that if the term is so extended and he or she then ceases to be the chair, he or she would automatically cease to be a Trustee.

Strategic management

The Board is responsible for setting an appropriate strategy for the charity. It also ensures that relevant performance

measures are in place. The Trustee Board has delegated consideration of specific issues to three sub-committees, who then make recommendations to the Board. The Board receives regular reports on all aspects of the charity's work. The terms of reference for these committees are summarised below.

Resources Committee

The Resources Committee is a sub-committee of the Board, with responsibility for assisting the Board to discharge its duties in the following areas:

- Financial and operational performance and procedures
- Property transactions
- Annual plans and budgets
- Investments
- Reserves.

Power to act for the charity on financial matters has been delegated to this committee by the Board.

Audit Committee

The Audit Committee is a sub-committee of the Board with responsibility for monitoring and reviewing:

- The policies and processes for the identification, assessment and management of risk, including financial control
- The charity's accounts to assess the integrity of financial reporting
- The scope, results and effectiveness of external and internal audit

- The independence of the external auditors, their range of non-audit services and fees.

Governance Committee

The Governance Committee is a sub-committee of the Board with responsibility for:

- Ensuring that the Board governance structure of CLIC Sargent is fit for purpose
- Monitoring and reviewing the composition of the Board of Trustees to ensure that the Board has the appropriate blend of skills and experience
- Leading the process of identifying and recruiting new Trustees
- Taking responsibility for Trustee induction, support and development, including ensuring that an effective performance appraisal programme is in place
- Reviewing staff and volunteer governance issues and where necessary making appropriate recommendations to the Board.

Chief Executive

Authority to conduct CLIC Sargent's day-to-day activities is delegated to the Chief Executive, who is responsible for ensuring that the agreed strategy and policies are carried out. An Executive Team reports to the Chief Executive and meets fortnightly.

Employees and volunteers

Employees

Throughout 2013/2014, our priority has been to ensure our employees were kept informed about the direction of the charity and progress.

Employees are kept informed about day-to-day news and events, and information is provided on a regular basis through staff conferences, meetings, briefings and the CLIC Sargent Intranet. All employees are encouraged to give their views about any issue within the charity, including input at the staff conference, and there is a formal opportunity for staff consultation through the Staff Forum.

The charity is fully committed to promoting and implementing equal opportunities for all staff in everything we do and we have a range of policies to support this - including a Carer's Policy and a Dignity at Work Policy. We ensure that no member of staff or job applicant receives less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic or national origin, religion or philosophical belief, disability, gender identity/reassignment, marital status, family circumstance or age, or be disadvantaged by conditions or requirements that cannot be shown to be justifiable.

We are also committed to the professional and personal development of all of our staff through learning and development opportunities, supervision and appraisal. We have been able to continue our personal development commitment to our staff

in a cost-effective manner by using the resources of many of our corporate supporters, including, J D Wetherspoon, Santander, Dell, Tesco and Zurich Community Trust to deliver a wide range of face-to-face and e-learning opportunities. We are most grateful to our supporters for these opportunities.

Volunteers

CLIC Sargent relies heavily on the support of volunteers who give their time and commitment to helping us in our work with children and young people with cancer. There are approximately 3,500 volunteers working throughout the UK in a wide range of roles. Hundreds of these volunteers work in our shops and in local fundraising committees organising a wide range of events. We also have a number of volunteers who work in our Homes from Home and in our Malcolm Sargent House holiday home. Our patrons (listed on page 66) provide invaluable support, giving their time and energy at fundraising events, hospital visits and a range of other activities. We have a number of young people and parent/carer support groups in which individuals volunteer to support others. Our User Participation Manager has developed a participation strategy, and children and young people have joined our Children and Young People's Advisory Group to advise the CLIC Sargent Trustees and management team on key issues. We have implemented a successful internship programme, and a work experience and volunteering programme for children and young

people with cancer, with opportunities both within the charity and with our corporate and other partners.

Pensions

CLIC Sargent operates defined contribution pension schemes for our employees.

Disclosure of information to auditors

With regard to the preparation of this Annual Report and Accounts:

- As far as each Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware
- Each Trustee has taken all of the steps that a Trustee might reasonably be expected to have taken to be aware of relevant audit information and to establish that the charity's auditors are aware of that information.

Statement of Trustees' responsibilities for the accounts and corporate governance

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Strategic Report, the Trustees' report and the accounts in accordance with applicable law and regulations. Company and charity law requires the Trustees to prepare accounts for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards) and applicable law.

Company law requires the Trustees to prepare financial statements for each financial year. Under company and charity law the Trustees must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the charity and the group, and of the group's net incoming/outgoing resources for that period. In preparing these accounts, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles of the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts
- Prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity and the group will continue to operate.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the transactions of the charity and the group, and disclose with

reasonable accuracy at any time the financial position of the charity and the group and enable them to ensure that the accounts comply with the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and the provisions of the charity's constitution. They are also responsible for safeguarding the assets of the charity and the group and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees have overall responsibility for ensuring that the charity has appropriate systems and controls, financial and otherwise, to provide reasonable assurance that:

- The charity is operating efficiently and effectively
- Proper records are maintained and financial information used within the charity, or for publication, is reliable
- The charity complies with relevant laws and regulations.

Internal controls over all forms of commitment and expenditure continue to be refined to improve efficiency. Processes are in place to ensure that performance is monitored and that appropriate management information is prepared and reviewed regularly by both the senior management team and the Board of Trustees. The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.

They include:

- A strategic plan and annual budget approved by the Trustees
- Regular consideration by the Trustees of financial results, variances from budgets, non-financial performance indicators and benchmarking reviews
- Delegation of day-to-day management authority and segregation of duties
- Identification and management of risks.

This Annual Report of the Trustees, under the Charities Act 2011 and the Companies Act 2006, has been approved by the Trustees including approving in their capacity as company directors the Strategic Report contained therein, and is signed as authorised on their behalf by:



Daphne Pullen OBE
Chair

21 July 2014

Independent auditor's report to the members and Trustees of CLIC Sargent

We have audited the financial statements of CLIC Sargent Cancer Care for Children for the year ended 31 March 2014 which comprise the Consolidated Statement of Financial Activities, the group and charity Balance Sheets, the Consolidated Cash Flow Statement and the related notes numbered 1 to 24.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company's Trustees, as a body, in accordance with section 44(1c) of the Charities and Trustee Investment (Scotland) Act 2005. 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 company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of Trustees and auditor

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees (who are also the directors of

the charitable company for the purpose of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed as auditor under section 44(1c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements.

In addition, we read all the financial and non-financial information in

the Trustees' Annual Report and any other surrounding information to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- Give a true and fair view of the state of the group's and the charitable company's affairs as at 31 March 2014 and of the group's 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
- Have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

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

- The parent charitable company has not kept adequate accounting records
- The parent charitable company financial statements are not in agreement with the accounting records and returns
- Certain disclosures of Trustees' remuneration specified by law are not made
- We have not received all the information and explanations we require for our audit.



Guy Biggin

Senior Statutory Auditor

For and on behalf of

Crowe Clark Whitehill LLP

Statutory Auditor
Carrick House, Lypiatt Road,
Cheltenham, Gloucestershire GL50 2QJ

22 July 2014

Consolidated statement of financial activities

(Incorporating an income and expenditure account)

For the year ending 31 March 2014

	Notes	Unrestricted funds £'000	Restricted funds £'000	2014 £'000	2013 £'000
Incoming resources					
Generated funds:					
Voluntary income					
	2				
Donations and other voluntary income		15,374	4,637	20,011	16,579
Legacies		2,339	219	2,558	2,630
Activities for generating funds					
Shop and trading activities		2,759	-	2,759	2,607
Investment and other income	3	123	34	157	445
Total incoming resources		20,595	4,890	25,485	22,261
Resources expended					
Cost of generating funds:					
Fundraising costs		8,524	414	8,938	7,937
Shop and trading activities		2,508	-	2,508	2,453
		11,032	414	11,446	10,390
Net income available for charitable activities	2	9,563	4,476	14,039	11,871
Charitable activities:					
Reducing the practical and financial impact of cancer treatment		3,596	1,206	4,802	4,497
Supporting emotional wellbeing and resilience		2,368	449	2,817	2,476
Maximising the time spent safely at home during treatment		2,275	1,159	3,434	4,227
Enabling access to education, training and employment		1,585	199	1,784	1,430
Total direct charitable expenditure		9,824	3,013	12,837	12,630
Governance costs		248	-	248	230
Total resources expended	5	21,104	3,427	24,531	23,250
Net incoming/(outgoing) resources before other recognised gains and losses, being net income/(expenditure)	4	(509)	1,463	954	(989)
Unrealised gain/(loss) on investment assets		2	-	2	(7)
Losses on revaluation of fixed assets		-	-	-	(177)
Net movement in funds		(507)	1,463	956	(1,173)
Balances brought forward		12,928	2,995	15,923	17,096
Fund balances carried forward		12,421	4,458	16,879	15,923

All amounts shown above relate to continuing operations.
The notes on pages 52 to 65 form part of these financial statements.

Balance sheets

As at 31 March 2014

Company number: 05273638

	Notes	Group		Charity	
		2014	2013	2014	2013
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible fixed assets	9	10,183	8,598	10,183	8,598
Investments	10	-	-	100	100
		10,183	8,598	10,283	8,698
Current assets					
Investments	10	17	15	17	15
Stock	11	62	64	-	-
Debtors	12	2,281	2,609	2,265	2,611
Cash at bank and short-term deposits		7,302	7,765	7,260	7,722
		9,662	10,453	9,542	10,348
Creditors					
Amounts falling due within one year	13	(2,742)	(2,909)	(2,722)	(2,904)
Net current assets		6,920	7,544	6,820	7,444
Creditors					
Amounts falling due after one year	14	(224)	(219)	(224)	(219)
Net assets	15	16,879	15,923	16,879	15,923
Funds					
Restricted funds	16	4,458	2,995	4,458	2,995
Unrestricted funds					
Free reserves	18	4,493	4,335	4,493	4,335
Designated funds	18	7,635	8,300	7,635	8,300
Revaluation reserve	18	293	293	293	293
Total funds		16,879	15,923	16,879	15,923

The notes on pages 52 to 65 form part of these financial statements.

These financial statements were approved by the Board of Trustees and authorised for issue on 21 July 2014.



Daphne Pullen OBE
Chair



Graham Clarke MBA, FCMA, CGMA
Treasurer

Consolidated cashflow statement

For the year ending 31 March 2014

	Notes	2014		2013	
		£'000	£'000	£'000	£'000
Net cash inflow/(outflow) from operating activities	21		147		(1,474)
Return on investments and servicing of finance					
Interest and other income received			150		226
Capital expenditure and financial investment					
Acquisition of properties and construction work	9	(1,866)		(553)	
Add properties gifted to the charity		1,325		-	
Purchase of other tangible fixed assets	9	(226)		(288)	
Sales proceeds from investment property		-		90	
Sales proceeds from tangible fixed assets		7		277	
Cash outflow for capital expenditure and financial investment			(760)		(474)
Net cash outflow before financing	22		(463)		(1,722)
Decrease in cash			(463)		(1,722)

The notes on pages 52 to 65 form part of these financial statements.

Notes to the accounts

For the year ending 31 March 2014

1. Accounting policies

The principal accounting policies, all of which have been applied consistently throughout the year, are set out below:

(a) Basis of accounting

The accounts have been prepared under the historical cost convention, with the exception of investments and certain properties which are included at market value. The accounts have been prepared in accordance with the Companies Act 2006, the Statement of Recommended Practice (SORP), "Accounting and Reporting by Charities", published in October 2005 and applicable accounting standards (UK GAAP). After making enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the accounts as outlined in the Trustees' Report on page 41.

The group statement of financial activities (SOFA) and balance sheet consolidate the accounts of the charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The charity has availed itself of Paragraph 3 (3) of Schedule 4 of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities. No separate SOFA has been presented for the charity alone as permitted by Section 480 of the Companies Act 2006 and paragraph 397 of the SORP. The charity's incoming resources were £25.09 million (2013: £21.93 million) and resources expended were £24.14 million (2013: £22.92 million) resulting in a surplus of £950,000 before other recognised gains and losses (2013: deficit of £990,000).

(b) Company status

CLIC Sargent Cancer Care for Children is a company limited by guarantee. The members of the company are the Trustees. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

(c) Taxation

The company, which is a registered charity, is not liable to corporation tax.

(d) Funds

Restricted funds are funds on which donors have imposed specific restrictions or which have been raised for particular purposes. The aim and use of each restricted fund is set out in the notes to the accounts.

Designated funds represent unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the accounts.

Free reserves are available for use at the discretion of the Trustees in pursuit of the general objectives of the charity.

Investment income and gains are allocated to the appropriate fund.

(e) Incoming resources

All incoming resources are included in the accounts when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. For legacies, entitlement occurs when the charity has been formally notified of an impending distribution and there is reasonable assurance of the value. Income relating to events is recognised in the period in which the event occurs.

The charity benefits from gifts in kind in the form of volunteer time and unclaimed out of pocket expenses - these are not recognised in the accounts. In addition many individuals, companies and organisations provide facilities, equipment and services such as advertising free of charge. The charity recognises, where possible, the value of these benefits in the accounts at fair market value. Items donated for resale are included in shop income when sold and no value is placed on stock at the year end.

(f) Resources expended

Liabilities are recognised when the charity has an obligation to make payment to a third party. All expenditure is accounted for on an accruals basis and has been classified to expenditure categories on a direct basis where appropriate or allocated in line with managerial and budgetary responsibilities using several criteria, which include headcount and activity.

Cost of generating funds comprises the salaries, direct expenditure and overhead costs incurred in carrying out fundraising, including events, the cost of trading and running the charity's shops and the costs attributable to managing investments and raising investment income.

Grants payable are charged in the year when the offer is conveyed to the recipient except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attached are fulfilled.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include the staffing and associated costs of administering and managing grants and the operational management of the charity. Costs have been allocated across each cost category on the basis of head count and activity.

Governance costs are those incurred in the governance of the charity in compliance with constitutional and statutory requirements.

(g) Tangible fixed assets, depreciation and revaluation

Depreciation is provided on all tangible fixed assets using a straight line basis over their expected useful economic lives as follows:

Freehold land	nil
Freehold buildings	50 years
Furniture and fittings	3-5 years
Caravans	5 years
Motor vehicles	4 years

Assets under construction represent those assets that are undergoing improvements prior to being made operational. During this phase no depreciation is charged.

Individual items costing £2,000 or less are not capitalised and are considered to be immaterial to these accounts. Where an item is below £2,000, but is combined with other items as part of a project or to create an asset, these items will be capitalised if the collective value is greater than £2,000.

Freehold properties are split into two sub-classes:

Charitable service properties

These properties are stated at historical cost.

Shops and offices

These properties were revalued at existing use value during February 2013 for the 2013 accounts. The valuation was undertaken by professional chartered surveyors and property consultants. The value of the properties is kept under review by the Trustees on an annual basis and a professional valuation is undertaken every five years, as required by FRS 15 Tangible Fixed Assets.

All fixtures and fittings are depreciated in accordance with the above policy with the exception of leasehold capital purchases. These items are depreciated over the shorter of the lifetime of the leasehold and 3-5 years.

Fixed assets are subject to periodic review for impairment where there is an indication of a reduction in their carrying value. Any significant impairment is recognised in the consolidated Statement of Financial Activities in the year in which it occurs.

(h) Investments

All the charity's investments are made in accordance with the powers contained within the Memorandum and Articles of Association. Investments are stated at market value. Realised and unrealised gains and losses are shown separately in the appropriate section of the accounts. The historical cost of investments is shown in the notes to the accounts.

Where it is the intention to realise an investment asset without reinvestment of the sale proceeds, the investment asset is reclassified as a current asset investment.

Notes to the accounts

For the year ending 31 March 2014 (continued)

1. Accounting policies (continued)

(i) Research expenditure

All research expenditure is included in the accounts for the year in which the commitment is incurred.

(j) Stock

Stock consists of purchased goods for resale and is valued at the lower of cost and net realisable value. Items donated for resale or distribution are not included in the accounts until they are distributed or sold.

(k) Pension costs

The charity contributes to defined contribution personal pension schemes on behalf of its employees. The amount charged in the statement of financial activities represents the contributions payable to the schemes in respect of the current accounting period. The organisation has an obligation to provide three unfunded pensions. This has been included under creditors falling due after one year. Full FRS17 disclosure has not been reflected in the accounts as the Trustees consider this to be immaterial against the costs of undertaking a full actuarial valuation. Each year the Trustees will seek a market quotation to provide these pensions.

(l) Finance and operating leases

Rentals applicable to operating leases are charged to the accounts on a straight line basis over the lease term.

Assets purchased under finance leases are capitalised as fixed assets.

Obligations relating to these agreements are included under creditors in the balance sheet. The difference between the capitalised costs and the total obligation under the leases represents the finance charges. Finance charges are recognised in the accounts at a constant rate over the lease term.

(m) Dilapidations policy

An annual dilapidations liability assessment is undertaken and a provision is included in the financial statements for those properties where we expect to terminate the lease within 12 months of the year end. The value of the provision is determined using the recognition criteria as per Financial Reporting Standard 12: Provisions, Contingent Liabilities and Contingent Assets.

2. Net fundraising income

During the year total donations and other voluntary income (excluding legacies) increased by £3.43 million to £20.01 million (2013: £16.58 million). This increase was in part attributable to the donation of two Homes from Home in Scotland with a combined value of £1.33 million. There were also increases in donations made through corporates, trusts, regular giving, runs, challenge and national events.

The Statement of Financial Activities includes donated services and facilities of £1.74 million (2013: £181,000). As noted above, £1.33 million relates to the market value of donated properties. £170,133 (2013: £155,000) relates to an estimate of the market value of rent for properties provided to the charity for free. Other donated services relate to fundraising materials, equipment and legal and professional advice received.

Net Fundraising income for the year is as follows:

	Unrestricted	Restricted	2014	2013
	£'000	£'000	£'000	£'000
Donations and other voluntary income	15,374	4,637	20,011	16,579
Legacies	2,339	219	2,558	2,630
	17,713	4,856	22,569	19,209
Less: Fundraising costs	(8,524)	(414)	(8,938)	7,937
Net fundraising income	9,189	4,442	13,631	11,272

3. Investment and other income

	Unrestricted	Restricted	2014	2013
	£'000	£'000	£'000	£'000
Interest received	94	-	94	139
Income from listed investments - UK	-	-	-	3
Rental income	-	-	-	1
Profit on the sale of fixed assets	7	-	7	219
Other income	22	34	56	83
	123	34	157	445

4. Net incoming resources

	2014	2013
	£'000	£'000
This is stated after charging:		
Depreciation	507	495
Loss on the disposal of fixed assets	-	16
Payments under operating leases:		
land and buildings	872	724
other	28	24
Auditor's remuneration:		
audit	21	21
audit: under accrual on previous year's fee	-	3
other services	-	2
Trustees' liability insurance	7	8

Notes to the accounts

For the year ending 31 March 2014 (continued)

5. Analysis of total resources expended

	Staff Costs	Support Costs	Other	Depreciation	2014	2013
	£'000	£'000	£'000	£'000	£'000	£'000
Cost of generating funds:						
Fundraising costs	3,586	430	4,826	96	8,938	7,937
Shop and trading activities	1,198	223	1,013	74	2,508	2,453
	4,784	653	5,839	170	11,446	10,390
Charitable expenditure:						
Reducing the practical and financial impact of cancer treatment	2,451	360	1,820	171	4,802	4,497
Supporting emotional wellbeing and resilience	1,930	196	626	65	2,817	2,476
Maximising the time spent safely at home during treatment	3,002	236	128	68	3,434	4,227
Enabling access to education, training and employment	1,518	132	104	30	1,784	1,430
	8,901	924	2,678	334	12,837	12,630
Governance costs	169	16	60	3	248	230
Total resources expended	13,854	1,593	8,577	507	24,531	23,250

Fundraising 'Other' costs include a one off VAT refund of £364,890 relating predominantly to fundraising VAT reclaimed from HMRC, using the principals set by the 2006 Church of England Children's Society High Court case.

The reduction in cost relating to 'Maximising the time spent safely at home during treatment' in 2013/2014, reflects the expiry of Tesco key workers' funding for this activity, and redeployment of some staff.

6. Analysis of support costs

Support costs	Office services	Corporate	Finance	IT	HR	Total 2014	Total 2013
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Cost of generating funds:							
Fundraising costs	244	13	26	75	72	430	427
Shop and trading activities	127	6	14	39	37	223	221
	371	19	40	114	109	653	648
Charitable expenditure:							
Reducing the practical and financial impact of cancer treatment	204	11	22	63	60	360	352
Supporting emotional wellbeing and resilience	111	6	12	34	33	196	189
Maximising the time spent safely at home during treatment	134	7	14	41	40	236	251
Enabling access to education, training and employment	75	4	8	23	22	132	125
	524	28	56	161	155	924	917
Governance costs	9	-	1	3	3	16	16
Total support costs	904	47	97	278	267	1,593	1,581

7. Employees

	Employed	Funded*	Total 2014	Total 2013
	£'000	£'000	£'000	£'000
Staff costs consists of:				
Wages and salaries	10,084	1,752	11,836	11,307
Social security costs	932	139	1,071	1,100
Pension costs	855	92	947	851
	11,871	1,983	13,854	13,258

The number of employees on full time equivalent basis at year-end was made up as follows:

	2014	2013
	No.	No.
Fundraising	100	96
Direct service provision - employed	144	135
Direct service provision - funded *	73	70
Corporate support services	70	65
Shops and trading	52	52
Governance	3	3
	442	421

The average number of staff employed during the year was 545 (2013: 533).

*Funded employees represent staff in CLIC Sargent care teams who are funded by CLIC Sargent but are employed by local authorities or by health trusts. The total cost of funded posts in 2012/2013 was £2.06 million.

	2014	2013
	No.	No.
Higher paid employees:		
Employees receiving annual gross salaries in the following range:		
£60,001 to £70,000	1	2
£70,001 to £80,000	1	1
£80,001 to £90,000	3	2
£90,001 to £100,000	1	1

All of the above employees are in a defined contribution pension scheme at a cost to the charity of £38,417 (2013:£38,545).

Trustees' remuneration and expenses

None of the members of the Board of Trustees received any remuneration. During the year six Trustees (2013:7) received reimbursements of travel and subsistence expenditure amounting to £6,332 (2013: £7,138).

Notes to the accounts

For the year ending 31 March 2014 (continued)

8. Subsidiary companies

The charity owns 100% of the issued share capital of CLIC Sargent Promotions Limited. The company buys new merchandise for resale and receives cause related marketing income from corporate partners for the benefit of the charity.

A summary of the trading results for the year ended 31 March 2014 is as follows:

	2014	2013
	£'000	£'000
Turnover	594	397
Cost of sales	(169)	(191)
Gross profit	425	206
Administration expenses	(228)	(138)
Gift Aid donation to the charity	(197)	(68)
Operating profit/(loss) for the financial year	-	-
Other income	-	-
Profit/(loss) for the year	-	-
Balance brought forward at beginning of year	-	-
Balance carried forward at end of year	-	-
Net assets at 31 March 2014	100	100

The two former charities, Sargent Cancer Care for Children and CLIC - Cancer and Leukaemia in Childhood, are both companies limited by guarantee. They are dormant 100% subsidiaries of CLIC Sargent.

CLIC Sargent is trustee of the following three unincorporated dormant charities:

Cancer and Leukaemia in Childhood Trust
CLIC UK
CLIC International

9. Tangible fixed assets

Group and charity	Land	Freehold property	Assets under construction	Fixtures and fittings	Motor vehicles and caravans	Total
	£'000	£'000	£'000	£'000	£'000	£'000
Cost or valuation						
At 31 March 2013	2,562	5,425	554	2,225	200	10,966
Additions	-	1,818	48	213	13	2,092
Disposals	-	-	-	(325)	(52)	(377)
Transfer between classes	-	213	(213)	-	-	-
At 31 March 2014	2,562	7,456	389	2,113	161	12,681
Depreciation						
At 31 March 2013	-	757	-	1,414	197	2,368
Charge for year	-	113	-	391	3	507
Disposals	-	-	-	(325)	(52)	(377)
At 31 March 2014	-	870	-	1,480	148	2,498
Net book value						
At 31 March 2014	2,562	6,586	389	633	13	10,183
<i>At 31 March 2013</i>	<i>2,562</i>	<i>4,668</i>	<i>554</i>	<i>811</i>	<i>3</i>	<i>8,598</i>

The freehold property asset class is divided into two as follows:

Asset sub-class	Basis	Freehold property and land cost	Freehold property and land accumulated depreciation	Net book value 31 March 2014
		£'000	£'000	£'000
Charitable service properties	Historical cost	9,529	(854)	8,675
Shops and offices	Open market value	878	(16)	862
At 31 March 2014		10,407	(870)	9,537

In February 2013, the shops and offices were revalued in accordance with accounting policy (1g). The properties were valued by James Redman MRICS for Alder King, property consultants. The properties were valued having regard to the RICS valuation standards (Red Book), in particular UK valuation statement 1 and FRS 15. The properties were valued on an existing use basis. The valuation report confirms that there is no significant difference between the existing use value and open market value.

The revaluation of the shops and offices resulted in a revised carrying value of £878,000.

Notes to the accounts

For the year ending 31 March 2014 (continued)

10. Investments

(a) Commercial investments

Group - current asset investments	Listed investments	Total
	£'000	£'000
Market value of investments as at 1 April 2013	15	15
Additions	-	-
Disposals at carrying value	-	-
Net gain in the year	2	2
Market value at 31 March 2014	17	17
Historical cost	24	24

It is the intention to sell shares in commercial investments in the near future. Sales proceeds will not be reinvested in new investments.

In addition to the group's current asset investments above, the charity has a £100,000 investment in the subsidiary, which is shown as a fixed asset investment in the charity balance sheet.

(b) Investments in subsidiaries

Subsidiary name	% Share	Trading activity
a) CLIC Sargent Promotions Limited	100%	Buys new merchandise for resale and receives corporate advertising income
b) Sargent Cancer Care for Children	100%	Dormant
c) CLIC-Cancer and Leukaemia in Childhood	100%	Dormant

11. Stock

	Group		Charity	
	2014	2013	2014	2013
	£'000	£'000	£'000	£'000
Shop inventories	62	64	-	-

12. Debtors

	Group		Charity	
	2014	2013	2014	2013
	£'000	£'000	£'000	£'000
Other debtors	284	84	271	84
Amounts owed by group undertakings	-	-	-	2
Prepayments and accrued income	1,997	2,525	1,994	2,525
	2,281	2,609	2,265	2,611

13. Creditors: amounts falling due within one year

	Group		Charity	
	2014	2013	2014	2013
	£'000	£'000	£'000	£'000
Trade creditors	1,164	1,178	1,159	1,176
Other taxes and social security costs	-	280	-	280
Amounts owed to group undertakings	-	-	18	-
Accruals	1,021	1,049	1,021	1,046
Deferred income*	557	402	524	402
	2,742	2,909	2,722	2,904

*£402,000 of last year's deferred income was released to income in 2013/2014. The 2014 deferred income balance relates to income received in advance of events occurring in 2014/2015 and will be treated as income in next year's accounts.

14. Creditors: amounts falling due after one year

	Group		Charity	
	2014	2013	2014	2013
	£'000	£'000	£'000	£'000
Unfunded pension obligation	224	219	224	219

Notes to the accounts

For the year ending 31 March 2014 (continued)

15. Analysis of group net assets between funds

Fund balances at 31 March 2014 are represented by:	Unrestricted funds	Restricted funds	Total
	£'000	£'000	£'000
Tangible fixed assets	7,745	2,438	10,183
Net current assets	4,900	2,020	6,920
Long-term liabilities	(224)	-	(224)
Net assets	12,421	4,458	16,879

16. Restricted funds

	Balance 01 April 2013	Income	Expenditure	Balance 31 March 2014
	£'000	£'000	£'000	£'000
Tesco	1,521	4	(836)	689
London Home	-	152	(152)	-
Nottingham Home	107	22	(65)	64
Northern Ireland Home - Revenue Fund	489	783	(598)	674
Northern Ireland Home - Project Fund	553	547	(4)	1,096
Edinburgh Homes from Home Project Fund	-	950	-	950
Glasgow Homes from Home Project Fund	-	471	-	471
Residential resource	46	296	(327)	15
Care teams	161	958	(883)	236
Grants	14	375	(389)	-
Legacies	69	1	(45)	25
Projects	35	331	(128)	238
	2,995	4,890	(3,427)	4,458

Tesco - CLIC Sargent was selected as Tesco Charity of the Year in 2010. Funds received from this partnership will enable children with cancer to spend more time at home and less time in hospital.

London Home is for the running costs of three properties close to University College Hospital and Great Ormond Street Hospital to provide accommodation for families of children and young people receiving treatment at these hospitals.

Nottingham Home is for the adaptation and running costs of a property close to Queen's Medical Centre to provide accommodation for families of children receiving treatment at the hospital. Services provided in the Nottingham area are also funded. The balance still held at the year end will be used to fund service delivery in the Nottingham area.

Northern Ireland Home Funds are for the acquisition, adaptation and running costs of two properties in Northern Ireland, one within walking distance of the Royal Belfast Hospital for Sick Children and the other to the Belfast City and Northern Ireland Cancer Centre where young people with cancer are treated. This fund also contributes to the provision of services for young people in Northern Ireland.

The Project Fund relates to the net book value on the balance sheet of the properties, fixtures and fittings purchased and construction work undertaken on them to date. Depreciation is allocated to this fund over the useful economic life of the assets.

Edinburgh Homes from Home Project Fund - This balance represents the market value of the Home from Home in Edinburgh which was gifted to CLIC Sargent at the end of 2013. The donor requires that the property shall be used for the sole purpose of providing a Homes from Home service for children and young people and their families receiving medical treatment in Scotland for cancer or leukaemia and/or for such other support for children and young people and their families in Scotland.

In the event that CLIC Sargent sells this property, it shall apply any net proceeds of the sale to the Homes from Home service for children and young people and their families in Scotland.

Glasgow Homes from Home Project Fund - £375,000 of this fund represents the market value of the Home from Home in Glasgow which was gifted to CLIC Sargent at the end of 2013. The same restrictions apply as are detailed for the Edinburgh Homes from Home Project Fund.

Additional funds received will be used for the acquisition, adaptation and running costs of a new Home from Home in Glasgow.

Residential resource relates predominantly to funds raised specifically for expenditure at Malcolm Sargent House in Prestwick, Ayrshire. It also includes funds to be spent at specific Homes from Home.

Care teams represent expenditure within the terms of geographically limited grants.

Grants represent funds provided to families and young people in specific geographical areas.

Legacies represent bequested funds provided for children, young people and families in specific areas.

Projects represents funding secured for other projects the largest being for an online community programme (income: £191,000, Expenditure Nil)

17. Restricted fund contributions

We are required to acknowledge the restricted fund contributions made during the year ended 31 March 2014 from the following donors:

Big Lottery Fund Northern Ireland	£65,592	Towards the provision of services for young people in Northern Ireland
The City Bridge Trust	£46,000	Young person's social workers in London
The Freemasons' Grand Charity	£25,000	Nurses in Cornwall
Big Lottery Fund Scotland - Young Start, Big Fund	£16,830	For Young People's Community Worker, Glasgow
Big Lottery Fund: Awards for All Northern Ireland	£10,000	Seating at children's Home from Home, Belfast
Big Lottery Fund: Awards for All Wales	£2,400	End of treatment day event

Notes to the accounts

For the year ending 31 March 2014 (continued)

18. Unrestricted funds

	Balance 1 April 2013	Income	Expenditure	Investment & Revaluation gains/(losses)	Transfers between funds	Balance 31 March 2014
	£'000	£'000	£'000	£'000	£'000	£'000
Free reserves:	4,335	20,595	(21,104)	2	665	4,493
Designated funds:						
Fixed asset reserves	7,752	-	-	-	(300)	7,452
Homes from Home	548	-	-	-	(365)	183
	8,300	-	-	-	(665)	7,635
Revaluation reserve:	293	-	-	-	-	293
Total	12,928	20,595	(21,104)	2	-	12,421

Fixed asset reserves - The Trustees have set aside funds to cover the net book value of tangible fixed assets, excluding revaluation and those assets included within restricted funds.

Homes from Home - The Trustees have set aside funds to cover the future running costs of the charity's Homes from Home. These funds will be spent once the equivalent restricted funds have been used.

Transfers between funds - Represents costs within free reserves being reallocated to designated funds.

19. Commitments under operating leases

Group and charity

As at 31 March 2014, the group and charity had annual commitments under non-cancellable operating leases as set out below:

	2014		2013	
	Land and buildings	Other	Land and buildings	Other
	£'000	£'000	£'000	£'000
Operating leases which expire:				
Within one year	125	20	122	20
Within two to five years	686	-	600	-
After five years	306	-	57	-
	1,117	20	779	20

20. Grants

During the year the charity provided £50,000 for psychosocial research funding (2013: £50,000) and £1,013,018 (2013: £1,015,986) for care grants. An analysis is provided below.

Analysis of research grants provided in the year was as follows:	£'000	
Teenagers and Young Adults with Cancer		50
Grants awarded to families and young people in the period were as follows:		
	£'000	No. grants
Standard	520	3,067
Community support and Exceptional	323	1,356
Compassionate crisis	131	437
Holiday travel	14	150
Proton beam therapy	19	37
	1,007	5,047

21. Reconciliation of net incoming/(outgoing) resources to net cash inflow/(outflow) from operating activities

	2014	2013
	£'000	£'000
Net incoming/(outgoing) resources for the year	954	(989)
Interest received	(94)	(139)
Dividends received	-	(3)
Rent received	-	
Other income received	(56)	(83)
Gifts - Properties	(1,325)	-
Profit on the disposal of fixed assets	(7)	(219)
	(528)	(1,434)
Depreciation charge for year	507	495
Loss on disposal of fixed assets	-	16
Decrease/(increase) in stock	2	28
Decrease/(increase) in debtors	328	(411)
Increase/(decrease) in creditors	(162)	(168)
Net cash inflow/(outflow) from operating activities	147	(1,474)

22. Analysis of changes in net funds

	At 1 April 2013	Cash flows	At 31 March 2014
	£'000	£'000	£'000
Cash at bank and in hand	7,765	(463)	7,302

23. Related party transactions

The charity has taken advantage of the exemptions provided by FRS 8 to not disclose intercompany transactions within the group.

There were no related party transactions during the period.

24. Capital commitments

The value of capital commitments at 31 March 2014 was £130,763 (2013: nil).

Reference and administrative details

The Trustees of CLIC Sargent are the charity's Trustees under charity law and the directors of the charitable company.

Members of the Board

Daphne Pullen (Chair)

Jonathan Plumtree FCA (Vice Chair)
Graham Clarke MBA, FCMA, CGMA (Treasurer)
Alison Arnfield RSCN RGN MSc
Rachel Billsberry-Grass (retired 25 October 2013)
Jane Burt FCIPD
Will Carter
Keith Exford MCIH FRSA
Ian Gibson Dip Health Services Man, Cert Health Econ
Dominic Grainger
Dr Meriel Jenney MRCPC MBChB MRCP (retired 27 March 2014)
Michael O'Connor

Resources Committee

Jonathan Plumtree FCA (Chair)

Lucy Caldicott
Will Carter
Graham Clarke MBA, FCMA, CGMA
Lorraine Clifton
Daphne Pullen
Steve Williams FCMA, CGMA
Michael O'Connor

Audit Committee

Keith Exford MCIH FRSA (Chair)

Dominic Grainger
Daphne Pullen

Governance Committee

Daphne Pullen (Chair)

Alison Arnfield RSCN RGN MSc
Jane Burt FCIPD
Lorraine Clifton
Ian Gibson Dip Health Services Man, Cert Health Econ
Jane Couling MBA, MA in HR, MCIPD

Executive officers

Chief Executive

Lorraine Clifton

Director of Finance

Steve Williams FCMA, CGMA

Director of Fundraising

Lucy Caldicott

Director of Services

Dara de Burca DipSW, SW Practice Teacher Award, Dip Management Studies, Health and Social Care

Director of Communications and Campaigning

Liz North

Director of People and Learning

Alastair Wilson BA (Hons) FCIPD (Until 2 December 2013)
Jane Couling MBA, MA in HR, MCIPD (from 13 January 2014)

Company Secretary

Steve Williams FCMA, CGMA

Founders

Sylvia Darley OBE

Sargent Cancer Care for Children

Bob Woodward

CLIC - Cancer and Leukaemia in Childhood

President

Gordon Morrison

Patrons

Lady Helen Taylor, CLIC
Sargent Ambassador
Lucy Alexander
James Allen
Lord Richard Attenborough
Alice Beer
Angellica Bell
Nicola Benedetti
Cherie Booth
Sara Carello
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Laura and Johnny Greenall (Billy's House)
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Julian Lloyd Webber
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Barry and Sandra McGuigan
Kai Owen
Patsy Palmer

Duncan Pow
Steve Rider
Gaby Roslin
Michelle Ryan
Sharleen Spiteri
Joanna Taylor
Richard and Susan Young

Principal professional advisers

Solicitors

IBB Solicitors
Capital Court
30 Windsor Street
Uxbridge
Middlesex UB8 1AB

Bates Wells & Braithwaite
London LLP
Scandinavian House
2-6 Cannon Street
London
EC4M 6YH

Bankers

Barclays Bank
1 Churchill Place
London E14 5HP

Royal Bank of Scotland
29 Old Brompton Road
London SW7 3JE

Lloyds TSB Bank Plc
25 Gresham Street
London EC2V 7HN

External auditors

Crowe Clark Whitehill LLP
Statutory Auditor
Carrick House, Lypiatt Road
Cheltenham
Gloucestershire
GL50 2QJ

Registered office

Horatio House
77-85 Fulham Palace Road
London, W6 8JA

CLIC Sargent is the UK's leading cancer charity for children and young people, and their families. We provide clinical, practical and emotional support to help them cope with cancer and get the most out of life. We are there from diagnosis onwards and aim to help the whole family deal with the impact of cancer and its treatment, life after treatment and, in some cases, bereavement.

We can't provide our vital services without our supporters. If you would like to donate to CLIC Sargent, you can do so easily online at www.clicsargent.org.uk/donate

Supporting
children and
young people
with
cancer

CLIC Sargent
Horatio House
77-85 Fulham Palace Road
London W6 8JA

0300 330 0803
info@clicsargent.org.uk

www.clicsargent.org.uk

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We supported around

6,650

children and young
people with cancer,
and their families