



Lymphoma Action

Annual Report and Accounts for the year ending 31 December 2019

Inform	Award-winning information and education resources
Support	Outstanding support services
Connect	An established lymphoma community

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Welcome

Welcome to this year's report on the achievements and progress we have made in 2019.

Over the last year our Board of Trustees has sought, with our staff, our senior managers and with Ropinder, our CEO, to really focus on our people, our finances and our strategy in order to be the most effective that we can be for people affected by lymphoma.

There were challenges, not least consolidating on the changes that we made in 2018 following a difficult financial year, but there were many more successes for us to celebrate. These included a solid financial performance, awards for our information provision, improved impact reporting across our services and building valuable partnerships with others.



We also started to see the fruits of all of the development activity from the previous two years including a growing online audience and the strengthening of the new brand. Our staff, with their amazing contribution and commitment, underpin all of our success and the Board of Trustees thanks them for all of their hard work and effort in 2019.

Ropinder and her team also built on our *Theory of Change* work including robust consultation with people affected by lymphoma and others. As a result of this we have a new and reinvigorated longer-term strategy with clear goals and aspirations. We also updated and embedded new values which reflect where we are now and where we want to be in the future.

Whilst we looked to the future, little did we know that going into 2020, we would have to deal with one of the biggest challenges that the charity sector has faced, along with everyone in the UK who has been affected by COVID-19. With blood cancer patients being high-risk, we hope to have fulfilled our duties to provide those affected by lymphoma with the best possible information and support at this particularly difficult time. That is, after all, the very reason that we are here.

It goes without saying that none of what we do is possible without the support of those that so generously give their time, donations and expertise to what we do. On behalf of all our Trustees I would like to extend our heartfelt gratitude to all of our supporters.

Gordon Johns
Chair of the Board of Trustees
Lymphoma Action

Who we are and what we do

Lymphoma Action is a national charity, established in 1986, which provides high quality information, advice and support to people affected by lymphoma – the fifth most common cancer in the UK.

We also provide education, training and support to healthcare practitioners who care for lymphoma patients. In addition, we engage in policy and lobbying work at government level and within the National Health Service with the aim of improving the patient journey and experience of people affected by lymphoma. We are the only charity in the UK dedicated to lymphoma.

Our vision

Everyone affected by lymphoma will receive the best possible support, treatment and care.

Our mission

Through information, education, support and influence, we will make sure no one has to face lymphoma alone.

Our values

All our work is underpinned by our values which were updated in 2019:

- **Focused** – we are dedicated to the needs of those affected by lymphoma
- **Empowering** – we build confidence to make change happen
- **Trusted** – we use our expertise to deliver quality services
- **Innovative** – we look to a better future for people affected by lymphoma
- **Collaborative** – we are inclusive and value our partnerships



2019 - Our year in numbers

Information

Information booklets sent:
27,885

Information sheets printed or sent:
16,000

Lymphoma Matters magazine sent:
38,484



Unique website users:
1,641,456



Lymphoma TrialsLink page views:
13,696

Support & volunteering

Helpline calls:
858



Live chats:
488



Emails & Enquiries:
387



Active volunteers:
315



Support group attendees:
approx:
4,500

Support group meetings:
approx:
500



Buddy links:
39



Education & training

333 healthcare professionals

200 people affected by lymphoma

25 Live Your Life events held

314 people attended Live your Life events

Social media

297,892
YouTube views



36,719
Facebook followers



8,517
Twitter followers



2,427
Instagram followers



Income

£1.83m
Total income:



£337.6k
Challenge events:



£264.9k
Legacies:



Our objectives and achievements

In 2019 we were working towards the following priorities. Here we summarise our progress against our five main goals.

1. Create the highest quality information so that people can understand their lymphoma

2019 objective	Key achievements in 2019
Provide up-to-date specialist information on lymphoma	<ul style="list-style-type: none"> Continued to provide high quality information; recognised by the British Medical Association's Patient Information Awards where our 'Live your Life Workbook' and our 'Clinical Trials for Lymphoma' won two awards and our Easy Read resource was runner up in the accessibility award. Developed new end-of-life and bereavement information Produced three high quality editions of Lymphoma Matters sent free of charge to an increasing readership Revision of three booklets leading to an increased distribution of materials
Increase the impact and extend the reach of our information	<ul style="list-style-type: none"> Implemented new impact reporting process for our helpline services
Providing information digitally	<ul style="list-style-type: none"> 67 web pages created or revised with a 20% increase in web traffic compared with 2018 116 news blogs to raise awareness of lymphoma, specialist news and issues highlighted in the press

Why it matters:

We know that people affected by lymphoma want to be informed about diagnosis, treatment and side-effects and that different people want information at different times, or in different formats. Research shows that having access to information helps people feel more positive, more confident, more in control and less fearful.



"Being armed with information makes it easier to live with lymphoma"

2. Ensure that people affected by lymphoma can access the treatment and care that they need

2019 objective	Key achievements in 2019
Increase the impact of our TrialsLink service	<ul style="list-style-type: none"> • 67 open trials listed, 74 closed trials • Increased promotion to healthcare professionals to increase referrals to service
Continue building an engaging and supportive education programme for healthcare professionals	<ul style="list-style-type: none"> • Working with over 50 expert speakers, we delivered 5 healthcare professional events with over 330 attendees, with 100% saying that they feel confident to recommend Lymphoma Action. • Expanded our Medical Advisory Panel to include Clinical Nurse Specialists
Effectively represent the needs and views of people affected by lymphoma in policy and health consultations	<ul style="list-style-type: none"> • 7 consultations with NHS England • 5 with the Scottish Medicines Consortium • 19 with NICE, all with the objective of improving the treatment options available.

Why it matters:

Access to the most effective new treatments is especially vital as lymphoma is a complex condition and often treated differently to other cancers. Some types of lymphoma relapse and require a number of rounds of treatment over many years. Communicating well with a healthcare professional and having access to a Clinical Nurse Specialist (CNS) are known to improve outcomes and quality of life.



“It’s good to know that there are more treatments available should I relapse again”

“Your information has prepared me to discuss my concerns with my doctors”

3. Ensure that people feel supported with and beyond lymphoma by others who understand what they are going through

2019 objective	Key achievements in 2019
Develop an effective volunteering strategy which increases the impact of our work	<ul style="list-style-type: none"> • Introduced a new three-year volunteering strategy • Volunteer numbers increase by 19% to 315 many of whom have lived experience of lymphoma • 2,160 people affected by lymphoma directly supported by volunteers
Continue to build our lymphoma community which includes support groups, buddies, online forum	<ul style="list-style-type: none"> • Introduced new guidance and a webinar training programme to our Support groups • New groups were set up in Brighouse, Darlington, Harrogate and Southport, and we relaunched our Reading support group • Reviewed our Buddy Scheme and saw 78% of new buddy requests being successfully matched in the last quarter
Deliver an education, training and events strategy for people affected by lymphoma	<ul style="list-style-type: none"> • Delivered 25 Live your Life workshops for 314 participants • Our Live your Life workbook was the award winner at the BMA awards in the 'Long-term Conditions' category • Annual conference had a focus on family members; exploring how a diagnosis can affect loved ones too. 198 people attended
Deliver our helpline services whilst improving how we record the impact and benefit of this service to our service users	<ul style="list-style-type: none"> • 1733 significant interactions • New impact reporting system for the helpline showed that the top three areas of impact are: <ol style="list-style-type: none"> 1. People expressed being grateful, thankful for interaction and finding it very helpful/ useful 2. The opportunity for emotional release and given time and space to express their feelings 3. People felt that they now had a plan of action to work through

Why it matters:

Receiving the right support can help people cope through diagnosis, treatment, side effects and life beyond cancer. Being part of a community can make a huge difference and this is particularly important because many forms of lymphoma are long-term, requiring ongoing emotional, psychological and peer support.

“Meeting others who know how you feel and can relate to you when you want to talk can help you face further challenges in the future”

4. Be a voice for people affected by lymphoma in order to influence the decisions that affect them and raise awareness of lymphoma

2019 objective	Key achievements in 2019
Develop strategic partnerships with others to achieve our goals for people affected by lymphoma	<ul style="list-style-type: none"> We developed our relationships with the other Blood Cancer Charities including Leukaemia Care, WMUK and Blood Cancer UK amongst others to share best practice and learn from each other With our partners, we were signatories to One Cancer Voice Manifesto; contributed to the NHS Long-term plan; to the APPG on Blood Cancer; and joint letter on Cart T- cell therapy to NHS England
Influence policy at the national level for better outcomes for people affected by lymphoma	<ul style="list-style-type: none"> Participated in the European Community Advisory Board and presented at the Lymphoma Coalition Global Summit Through Chairing the Blood Cancer Alliance, we were able to focus on early diagnosis, access to treatment and to other psychosocial support. In 2019 we broadened the funding for the group; saw the launch of the Blood Cancer Dashboard and commissioned research into barriers to access to treatment
Incorporate user engagement in our activities and represent the patient voice	<ul style="list-style-type: none"> Strengthened our user engagement panels such as the Volunteer, Reader and Buddy panels Consulted with key stakeholders for the development of our longer-term strategy Participated in Pharma Advisory Boards; in the NHS Biosimilars steering committee; the Patient Organisations' forum at the ABPI; the Haematological Cancers Quality of Life Metrics focus group and the NCRI Lymphoma group. Raised awareness of lymphoma and our work through 287 press features, radio interviews and campaigns like our BBC Radio Appeal, <i>27 in 27</i>, social media and Blood Cancer Awareness Month

Why it matters:

Lymphoma is the UK's fifth most common cancer, but it is not well known and is notoriously hard to diagnose – people often tell us their symptoms were mistaken for other conditions and so it is important we continue to raise awareness. Involving people affected by lymphoma in research and policy ensures that their needs remain the focus of decisions.

“Knowing that mine is not a lone voice makes me more hopeful”

5. Have the most effective resources so that we are sustainable and can deliver impactful services

2019 objective	Key achievements in 2019
Have an effective people strategy in place to drive employee engagement, retention and the effective delivery of our strategic goals	<ul style="list-style-type: none"> • Invested in our People Strategy to make us an employer of choice • Developed our strategy for 'Becoming a Learning Organisation' which saw an investment in L&D • Refurbished our offices (with pro bono support) to improve our working environment • Updated our values and behaviours and created more effective internal communications • Introduced working practices to improve our staff work/life balance
Develop effective financial planning processes	<ul style="list-style-type: none"> • Developed Risk Appetite Statements for the seven Board level risks (including financial) • Achieved income of £1,834,973 against target of £1,532,872 with new activities including our 'Bridges of London Walk' and 'Forever Flowers' campaign amongst others • Completed a reserves review, implementing a new policy on reserves in line with best practice
Develop an impact plan to develop our impact assessment	<ul style="list-style-type: none"> • Repeated our impact assessment which showed improvement in eleven areas since 2018 • Produced our first Impact Report • Developed a Forward Impact Plan
Have the right ICT systems and processes to underpin the work of the organisation	<ul style="list-style-type: none"> • Agreed investment in and progressed an update to our ICT hardware, meaning we were well placed for homeworking in 2020 • Continued to grow and develop our database

Why it matters:

We need to be a flexible, effective and sustainable organisation to adapt to challenges, make the most of opportunities and to ensure we can support more people affected by lymphoma. The success of our strategy relies on the right staff, volunteers, partners, funding and infrastructure working together.

“Volunteering has enriched my life as I hadn’t realised until I did it, how much of a buzz I get from talking to others about the work of Lymphoma Action”

“It is rewarding to have a positive impact on the lives of those affected by lymphoma”

Note: towards the end of 2019 the Charity, in updating its emergency response policy and procedures, considered its testing regime against a crisis incident to test the Charity's response mechanisms and to manage risk.

Fortunately, this meant that going into 2020 we were well placed to react to the evolving situation with COVID-19 with robust home-working infrastructure in place so that we could continue to offer a seamless service to those that needed us.

However, our activities and work would have to shift in response to the pandemic situation: staying abreast of daily developments to ensure that our information was accurate and effective; ensuring that the wellbeing of our staff and our volunteers (many of whom have lymphoma) was prioritised and suspending/postponing those activities which posed risks to supporters, volunteers or service users such as our Support Group meetings.

A thank you to our fundraisers

Our fundraising success in 2019 was all down to the wonderful supporters who took part in events, supported us through their work, set up regular gifts, made donations and remembered us in their wills. We would like to thank each and every person who supported us for their generosity and for keeping us in their hearts.

2019 was a time of trying lots of new events and activities. We introduced more family friendly activities like our Bridges of London walk which surpassed all expectations to raise over £37,000 and we were overrun with ducks in the office as our duck race in August saw 700 sponsored ducks dropped into the Aylesbury basin. We ran our first ever prize draw, sold over 400 *Forever Flowers* and even held a dog walk.



We were delighted to run our BBC Radio 4 appeal for a week in November, which together with our Christmas appeal and other Christmas activities raised over £30,000.

For adrenaline junkies we had a zipwire challenge and skydives. For others we ran a 27 in 27 campaign in September and many people ran, walked and cycled for us. We had more London Marathon runners than ever before and these all combined to raise a fabulous £337,619 for Challenge event income



Those in the business community continued to support us, sometimes pro bono so that we could focus on spending our funds on services, and many other organisations and trusts also gave generously to our work. The focus throughout the year was on building strong and lasting relationships with all our amazing supporters.

Reflections and lessons learnt

2019 was a positive year in many ways but it is important for us to understand what didn't work and what lessons we can learn going forward.

Some of the things that we have come to understand in 2019 include:

- That the pace of change we sometimes set for ourselves is ambitious and we must minimise the impact on staff both of positive and negative change through more effective communication. We strive to work in different ways, something which we have to appreciate takes time and effort to embed.
- The process of annual budget setting does not reflect the rolling nature of our income and expenditure, nor the changing nature of the issues that affect us. We need to innovate in how we consider our budgets and risks to put in place more robust medium-term financial planning.
- In the few areas where we missed delivery objectives, we have had to accept that we had either set the targets too high; had expected too much within existing resource; or had not made sufficient allowance for changes in staffing or demand, nor the time needed for evaluations and reviews.
- Strict controlling of costs and consolidation in 2019 meant that any development activity was incremental which can be frustrating for an organisation that wants to do more for people affected by lymphoma. To manage this in future, we must continue to be forward-focused and aspire to increasing our impact and our reach through our longer-term strategy. Sometimes this is planned and sometimes development happens in relation to external events beyond our control (such as COVID-19) but the important thing is for Lymphoma Action to be as prepared as possible to react to changing circumstances.

There were also many positive lessons to learn from what did work. These included accepting some risk in trying different fundraising activities and events (but which were ultimately successful in raising more funds); that if we give our staff flexibility and responsibility to make decisions affecting their work they will achieve more; that mistakes or failure are an important part of the learning process and that a precision focus on why we are here and what we are here to do (our impact) needs to be at the forefront of everyone's understanding in Lymphoma Action.

Our future plans

In 2018 we started our Theory of Change work and in 2019 we combined this with desk research, needs analysis and a consultation with people affected by lymphoma, healthcare professionals, staff and volunteers to craft our strategic goals for 2020 and the longer-term.

Our strategic aims for 2020 and beyond

Several themes sit across all of our goals: increasing our impact and our reach; understanding our different communities and what role digital service delivery can play in supporting them; playing to our strengths and identifying gaps in our provision as well as being responsive to the external environment.

1. Create the highest quality information so that people can understand their lymphoma

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|---|
| <ul style="list-style-type: none">• Develop more detailed and niche information to cover more of what people need• Better understand our information reach into communities, their specific experiences and identify areas of need to increase our impact• Strengthen and build our channels to distribute information, using consultation, collaboration and technology to increase our impact |
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2. Ensure that people affected by lymphoma can access the treatment and care that they need
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|---|
| <ul style="list-style-type: none">• Help identify those treatment priorities, quality of life issues and behaviours which would make the biggest difference in terms of better access to treatment and care• Develop a range of initiatives and educational services for healthcare professionals to support them in their diagnosis and treatment for people with lymphoma• Give people affected by lymphoma the tools, resources and confidence to have more effective communications with their healthcare professionals |
|---|

3. Ensure that people feel supported with and beyond lymphoma by others who understand what they are going through

- Continue to build resilient communities of people who can support each other in person and/or through digital means
- Build a large volunteering community that increases the reach and breadth of our work in supporting people affected by lymphoma
- Increase the impact of our helpline and educational services to support people to live well with and beyond their lymphoma, scoping additional needs across the patient pathway

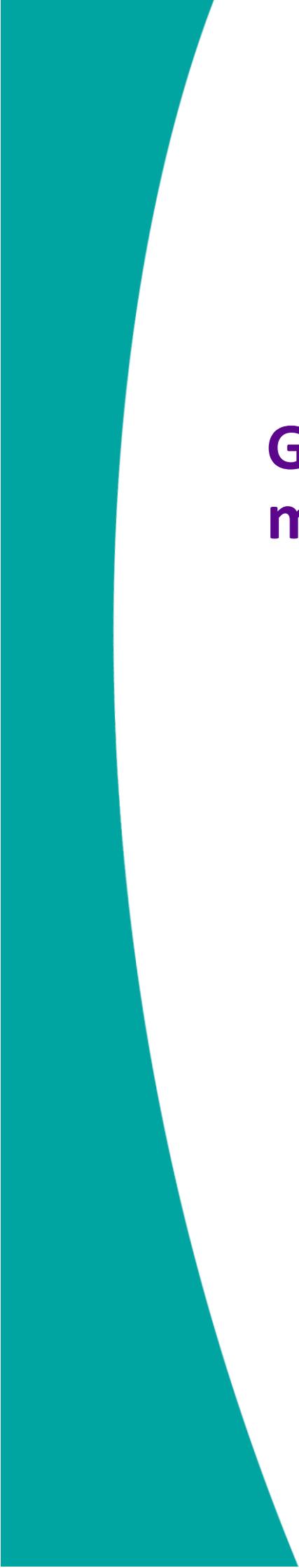
4. Be a voice for people affected by lymphoma in order to influence the decisions that affect them and raise awareness of lymphoma

- Collaborate with a broad spectrum of partners to amplify the voice of people affected by lymphoma
- Develop our policy strategy to strengthen the voice of people affected by lymphoma on a national platform
- Continue to strengthen the engagement of people affected by lymphoma to increase the quality and impact of our work
- Develop communications and campaigns to deliver our message to a wide and diverse audience

5. Have the most effective resources so that we are sustainable and can deliver impactful services

- Invest in our people to build capacity, deliver quality services and be the most effective that we can be
- Seek opportunities to collaborate with other blood cancer charities which will help us meet our aims better
- Be financially strong and strategically resilient for longer-term sustainability
- Develop our infrastructure, ICT and digital capabilities aligned to our goals

Note: We already know that in 2020 the impact of COVID-19 will show a huge surge in demand for information and support services, most notably on our helpline services as people affected by lymphoma turn to us for emotional support and for up-to-date information around the impact of COVID-19.



Governance, structure and management

Constitution

Lymphoma Action is incorporated as a charitable company limited by guarantee and is a registered charity in England and Wales, and in Scotland. It is governed by its Memorandum and Articles of Association, and the work, management, finances and strategy of the Charity are overseen by a Board of Trustees, who are also the Company Directors. The Trustees who held office during the financial year and at the date of the report are set out on page 51.

A minimum of four Trustees and a maximum of eleven Trustees in office at any one time are required by the Articles of Association. At every Annual General Meeting (AGM) four Trustees retire by rotation, but are eligible for re-election. There is no restriction on the term of tenure as a Trustee. Trustees do not receive remuneration for their duties.

Purpose

The Charity's purposes are set out in its Memorandum of Association:

- The relief of suffering of persons affected by lymphoma and other blood cancers by providing information, psychological support and treatment.
- The promotion, funding and publication of research into lymphomas and other blood cancers, including the causes, the treatments and treatment outcomes.
- Activities to raise the awareness of lymphomas and other blood cancers, to encourage the allocation of resources to their treatment and research and to allow more people to access Lymphoma Action's services.

Public benefit

We **inform** people by providing the information and literature they need to understand the complexities of their type of cancer and the different treatment options.

We **support** anyone affected with our confidential phone and LiveChat support line, online forum and education/training events.

We **connect** people to the best resources available and to others affected by the same experience including through our local support groups and 'buddy' peer support service.

A diagnosis of lymphoma changes lives, whether someone is diagnosed themselves or caring for a loved one. We are often the first point of contact and continue to be there for people throughout their lymphoma journey. Despite being the fifth most common cancer, many people know very little about lymphoma. Therefore, as well as providing information and support services, we represent the interests and voice of people affected by lymphoma in areas of policy and raise awareness of lymphoma as a blood cancer.

The Trustees review the aims, objectives and activities of the Charity each year. This report looks at what the Charity has achieved and the outcomes of its work in the reporting period. The Trustees report the success of each key activity and the benefits the Charity has brought to those groups of people that it is set up to help. The review also helps the Trustees ensure the Charity's aims, objectives and activities remained focused on its stated purposes.

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

Board and management operations and structure

Board of Trustees

The Board of Trustees meets four times a year to review the organisation's work, finances and services, and to agree the strategic goals for the Charity. The Chief Executive and Senior Management Team (SMT) attend all meetings. The Board also reviews its own operation, effectiveness and governance on an annual basis and every year there is a Trustee/SMT Away Day.

A Finance Committee, comprising three Trustees, including the Chair of the Board and the Treasurer, has specific responsibility for overseeing and reviewing the organisation's financial operation, including its investments. It meets four times a year, with the Chief Executive, the Director of Finance and the Director of Fundraising and Communications in attendance.

In addition, a Remuneration Committee, comprising three Trustees, including the Chair of the Board, the Treasurer and one other Trustee (preferably with HR expertise), meets once a year to make recommendations on setting salary levels and to review the Chief Executive's salary.

Recruitment and appointment of new Trustees

An annual review of the recruitment needs of the Board of Trustees is carried out under the leadership of the Chair, including a skills audit of the current knowledge, experience, skills and abilities and how they will be affected by any Trustee departures in the future. Any Trustee vacancies are advertised nationally and via relevant professional and organisational networks, depending upon the expertise and specialisms required.

Applicants are shortlisted against the criteria in the person specification for the role of Trustee, including any specific qualities highlighted during the above audit. Shortlisted applicants are invited for interview by at least two Trustees, one of whom will be the Chair. Shortlisted applicants are only appointed where they have the necessary skills and qualities to contribute effectively to the Charity's management and development.

The Charity aims to have the following represented on the Board of Trustees in terms of personal knowledge or experience: lymphoma (directly or indirectly); medical or clinical practice; financial management or investment (with preferably a recognised accountancy or auditing qualification); legal and governance; fundraising; strategic planning, human resources; public relations; media and communications; lobbying and campaigning; sales or marketing; NHS and/or cancer policy; change management; digital / information technology; monitoring and evaluating performance.

All new Trustees receive a comprehensive induction, which includes detailed information about the Charity, including its Memorandum and Articles, accounts, financial reports and minutes of previous Trustees' meetings. In addition, Trustees attend a one-day induction process, where they are briefed by the Chief Executive and key staff members on all aspects of the Charity's operations, staffing and organisational management.

Management and organisation

Day-to-day operation of the Charity, and strategy implementation, is delegated to the Chief Executive, with the support of the Senior Management Team (SMT).

The Senior Management Team is comprised of:

Chief Executive	Ropinder Gill
Director of Operations and External Affairs	Stephen Scowcroft
Director of Finance	Jim Howson
Director of Fundraising and Communications	Karen Rabjohn

Related parties

The only related parties are considered to be the Trustees and those connected with the Trustees including their close family, business and other charity interests. There have been no transactions with related parties, other than the reimbursement of reasonable travel expenses for the purposes of attendance at Board meetings and other relevant organisational activities.

Remuneration policy

The Board of Trustees formally approved a remuneration policy in February 2016 and was reviewed in February 2019 and can be summarised as follows.

Lymphoma Action is committed to ensuring that we pay our staff fairly and in a way that ensures we attract and retain the right skills to have the greatest impact in delivering our charitable objectives. As such, our principles are to pay a fair salary that is competitive within the charitable sector, proportionate to the complexity of each role, in line with our organisational objectives and without discrimination on grounds of protected characteristics as set out in the Equality Act 2010.

In establishing this policy, Lymphoma Action has taken into account the National Council of Voluntary Organisation's 2014 inquiry into executive pay (NCVO, Report of the Inquiry into Charity Senior Executive Pay and Guidance for Trustees on Setting Remuneration).

In setting levels of pay for all staff, we take into account a range of factors which are set out in detail in the full policy and include:

- Purpose, aims and values of the organisation and its general needs.
- How any decision might impact on the overall pay policy.
- Skills, experience, expertise, and competencies, and any significant changes in job descriptions or increases in duties.
- Current strategic business plan and how this might affect current and/or future needs.
- Organisational financial ability to pay.
- Available information on charitable sector pay levels.

- The nature of the wider “employment offer”.
- The organisational track record in recruiting and retaining high-performing staff.
- The likely impact of any decision on the Charity’s public reputation.

Lymphoma Action upholds a policy that the ratio for remuneration between its highest paid member of staff and the median salary level will not exceed 3:1, and that remuneration will always meet all national pay standards, ensuring all staff are provided with a living wage.

A review of salaries normally takes place annually in March/April, to take effect from the January before and, if changes are to be made, staff are advised in writing of the amount and the date from which it takes effect.

A salary review does not imply an increase and in making any pay award the review will be based on the organisation’s financial health. The remuneration policy is reviewed annually and a Remuneration Committee oversees its application, providing advice to the full Board.

With reference to the 2014 NCVO inquiry noted above, the Board of Trustees is committed to including the following information within its annual statutory report and financial statements:

- A summary statement of the organisation’s remuneration policy and approach to senior executive pay.
- Disclosures on the number of staff in receipt of more than £60,000 per annum (in bands of £10,000), and the collective total benefits (including pension payments and employer’s national insurance) paid to “key management personnel” (which we have defined as the Senior Management Team), in line with the accounting Statement of Recommended Practice 2019 for charities. Given the organisation’s size, the Board of Trustees does not believe it is appropriate to disclose the actual/personal salary of any individual member of staff, including senior executives, to the public.
- Disclosures on pensions and other staff benefits (see subsequent notes to the financial statements). Staff/pension costs: total organisational staff costs in 2019 were £944,425 (2018: £1,130,060). Overall our staff costs as a proportion of overall expenditure were 62% for 2019 an increase from 59% in 2018.



Risk assessment and management

In 2019 we drafted an overall risk appetite statement for Lymphoma Action as well as risk appetite statements covering each of the seven Board level risks.

Risk appetite is an expression of the type and amount of risk that Lymphoma Action is prepared to take. The risk appetite statements set out the context of the risk, looking at the risks we may be willing to take, those that we may have a low appetite for and those which we are not willing to take. They consider the upside of taking appropriate risks as well as the emerging issues that require escalation. At the end of 2019 our risks were well managed and mitigated.

Note: As soon as the impact of COVID-19 started to become apparent the risk register was reviewed with a number of risks increasing as expected – most notably the financial risk to the Charity and the risk to people, although others like the services strategy and facilities were also affected. As is our usual process a number of resolving actions were put in place to help us mitigate these risks including scenario planning based on a dynamic short-term financial model.

Overall risk appetite statement

The Board is responsible for setting and monitoring risk appetite, balancing our need to be sustainable with our desire to meet our strategic objectives. We understand that taking risks, when well assessed and managed, is healthy - often leading to innovation, improvement and growth and that, when taking risk, we must do so in an open and transparent way.

We also understand that risks fluctuate and it is important to monitor and report on risk in order to be the most effective that we can be. Lymphoma Action operates a dynamic approach to risk assessment with each of the seven Board level risks ‘owned’ by a senior manager and actively managed. A risk matrix, showing all the risks relative to each other, is regularly reviewed so that Trustees are satisfied that major risks have been accurately identified and that measures for managing those risks are in place. The Board approach to, and appetite for risk is summarised in the risk appetite statements relating to each of the Board level risks.

Top level risks and their measures and controls

Top-level risks	Measures and controls
<p>Services strategy Lack of coherent and effective strategy around service delivery to drive impact and/or reduced quality of services</p>	<ul style="list-style-type: none"> • Long-term strategy in place • Business planning/strategy processes and cycles – strategic plans in place • Key performance indicators set and reported to the Board • Groups to provide advice e.g. Medical Advisory Panel, patient forum • Effective Board decision making and governance processes
<p>Financial Significant drop in fundraised income of more than £50k in</p>	<ul style="list-style-type: none"> • Diversified income streams and income generating strategies, mapping risks and assumptions • Robust reserves policy

<p>one or more major income streams/failure to meet income and expenditure targets, which affects net income, charity reserves and ability to deliver strategic goals</p>	<ul style="list-style-type: none"> • Appropriate insurance cover and measures • Internal and external monitoring mechanisms e.g. market trends, management accounts • Robust budget setting process with finance committee in place
<p>People Failure to recruit and retain the required skills and talent to deliver our services and strategy (staff, volunteers and Trustees)</p>	<ul style="list-style-type: none"> • Competitive pay and benefits for staff • Staff and volunteer surveys • Robust policies and procedures • Remuneration Committee in place • Effective inductions and exit interviews process • People strategy including learning and development strategy in plans • Internal communications processes
<p>Reputation Reputational risk which impacts on financial sustainability and ability of the Charity to continue its services due to incidents or events which damage or negatively impact the Charity's reputation or operations (e.g. policy position, non-compliance, security, major incidents and catastrophes, inappropriate support or poor information provision)</p>	<ul style="list-style-type: none"> • Preventative policies and procedures, including conflicts of interest and whistleblowing • Monitoring of feedback, complaints, incidents and trends • Mechanisms to detect, investigate, report and respond on issues • Support from experts e.g. Medical Advisory Panel and Advisory Group • Public liability and professional liability insurance in place • Member of the Fundraising Regulator • Media training and crisis communications policy in place
<p>Systems and facilities Inadequate, antiquated or prone to failure which will impact on our ability to provide services or raise income</p>	<ul style="list-style-type: none"> • ICT roadmap with significant investment already committed – including in our IT infrastructure, website and database • Office/lease management and maintenance plan • Emergency response policy and procedures in place

<p>Data and Information Security Accidental or malicious loss of personal data or confidential information</p>	<ul style="list-style-type: none"> • DPO and data protection policy in place • GDPR risk register, robust documents and procedures in place • Training for staff and volunteers • 2 factor authentication and security measures across our IT systems • Cyber Essentials security certificate
<p>Governance Inadequate governance and/or financial controls (leading to possibility of fraud) or non-compliance to legislation or regulation, leading to unbudgeted losses, reputational loss, cashflow problems and/or lack of compliance with statutory requirements</p>	<ul style="list-style-type: none"> • Effective HR provision in place • Policies and procedures • Reviews against financial regulations in place • Quorate number of Trustees on the Board with varied experience and expertise • Adhere to guidance from the Charity Commission

Our approach to fundraising



We have continued to uphold the highest standards in how we communicate with donors and supporters and ensure that our fundraising practices meet the requirements of the recommended Codes of Practice. We never take our supporters for granted and treat them with the respect and gratitude that befits a community of people and organisations that make our work possible.

Key aspects of our approach to fundraising

- We are registered with the Fundraising Regulator, which maintains the standards for charitable fundraising and ensures that fundraising is respectful, open, honest and accountable to the public. It also takes complaints about fundraising, investigates cases and adjudicates on fundraising practice.
- Our [fundraising promise](#) outlines our commitment to high standards.
- Our fundraising approach is in keeping with the Charity's governing objectives.
- We have a complaints policy, which outlines our commitment to resolving fundraising complaints as promptly and amicably as possible. It also sets out our process for handling any complaints received. As per our policy, complaints will be reported and referred to the Fundraising Regulator if a resolution with the complainant cannot be reached or if they are about the breach of any aspect of the Code of Fundraising Practice.
- In 2019 we handled nine complaints across the organisation, seven of which related to fundraising activity, with five of the seven related to quality and accessibility of fundraising merchandise. All these complaints were dealt with in line with our complaints policy. Trustees are updated on a quarterly basis with regards to the number of complaints we have handled in the year.
- We raise funds through individual giving asks (cash appeals, regular donation asks, online giving and major donor approaches), community, challenge events, corporate, legacy and trust fundraising.
- We do *not* carry out any telephone, face-to-face or door-to-door fundraising.
- We do *not* use third party agencies to make fundraising asks, although we do use them for fulfilment purposes, eg processing direct debits or distribution of fundraising direct mail. In such situations, legal agreements are in place. In no other circumstance do we swap or share data and we never sell data.
- All fundraising activity complies with EU General Data Protection Regulation (GDPR) introduced in May 2018.
- Promotional goods sent out for fundraising purposes and use of our logo on external fundraising materials is subject to approval. Official stationery such as our letterhead is never sent out for external use.
- The Board of Trustees has a member with senior fundraising expertise who provides additional assistance, advice and reassurance on our fundraising delivery.
- We hold a full gambling licence issued by the Gambling Commission (Operating Licence Number: 000-052725-N-329568-001) and adhere to its rules and regulations, including membership to a third-party consumer dispute agency, ADRg Consumer Dispute Scheme which ensures Lymphoma Action is compliant with The Alternative Dispute Resolution for Consumer Disputes Regulations 2015.

- We have a [policy for working with healthcare and pharmaceutical companies](#) – those who provide products, drugs or services to patients on a commercial or profit-making basis. This includes that no more than 20% of our income can come from these companies and there is a cap of £50k per company. Acceptance of donations does not mean that we endorse their products and under no circumstances can these companies influence our strategic direction, activities or the content of the information and support we provide to people affected by lymphoma.
- In 2019 we received funding from the following healthcare and pharmaceutical companies:

AbbVie Ltd	£10,000
Astra Zeneca	£8,394
Bristol-Myers Squibb Pharmaceuticals Ltd	£5,000
Celgene Ltd	£20,000
Gilead Sciences Ltd	£46,187
Janssen-Cilag Ltd	£15,000
Kyowa Kirin	£15,500
Mallinckrodt PLC	£3,000
Novartis	£10,410
Orphan Europe	£3,000
Proton Partners International Ltd	£750
Roche	£12,000
Takeda	£27,750



Financial review

Financial overview and review

A number of factors contributed to our fundraising success in 2019: windfall/unexpected legacy income; successful new fundraising activities and events; innovation and improvement in existing fundraising activities; the new brand and website; staff positivity and stability; robust income planning processes; an increase in communicable supporters; an increase in communications activity/direct marketing asks and cross-organisational effort and understanding of the role of fundraising – in short a whole myriad of factors.

Expenditure decreased to £1,520,466 (2018: £1,919,190), reflecting reduced development activity from the previous year and robust controlling of costs in 2019. Staff expenditure decreased due to a lower overall headcount following changes to the structure in Autumn 2018, this changed our headcount from 37 to 30 in 2019 (FTE drop from 31 to 25). This reduction in number was from three posts being made redundant; two maternity cover posts coming to an end and a further two leavers who were not replaced.

We spent a lot less on international/regional support for people affected by lymphoma (circa £107k) as this predominantly included improvements to our website in the prior year. We also spent less in 2019 on workshops, conferences and events (£52,417) as we delivered fewer Live your Life events due to the life cycle of that project.

Whilst finance, HR and IT costs reduced considerably after the investment in 2018, which was predominantly in our ICT, some of our premises costs increased due to a refurbishment of the offices. It is worth noting that nearly all of this work was done on a pro bono basis and is therefore reflected as a gift in kind in income and expenditure.

We had less restricted income and expenditure due to the ending of some elements of our regional development project which was funded in 2017/18.

At 31 December 2019 the net assets of the Charity were £866,576 (2018: £552,069), comprising £717,069 in uncommitted unrestricted funds (2018: £439,440) and £116,276 in designated unrestricted funds (2018: £19,647). We significantly increased our designated unrestricted funds by setting aside a sum for a legacy fluctuation fund (to minimise financial risk in the legacy line which has been volatile over the last few years); by designating a sum for our premises move in 2022 when the current lease expires. The designated funds are listed in note 19a of the financial statements.

Note: In 2020 we will need to un-designate reserves in order to help meet the financial challenges posed by COVID-19. The positive financial out-turn from 2019, whilst it meant that we started 2020 from a position of strength, may not be enough to mitigate all of the impact on income. It is the profile and the timing of the losses in income in 2020 which will dictate the extent of the measures that we will need to take.

Our reserves policy

In 2019 we reviewed our reserves policy in line with best practice guidance to better build a resilience within the finances of the Charity. By developing an intelligent reserves policy (with a clear understanding of income and expenditure), we could more effectively consider financial risk. Our policy identifies three elements of reserve:

- Known liabilities and contingencies i.e. wind-down costs based on the costs of closing down the Charity
- Provision to absorb setback i.e. predominantly related to income based risk

- A strategic development reserve, subject to funds being available which can be designated for development or to take advantage of emerging opportunities.

The reserves are reviewed in line with this policy annually at budget setting time and in time for the new financial year. Notwithstanding this, the reserves amount is calculable at any point of the year if required. Lymphoma Action will continue to express the reserves amount in 'months expenditure' for the purposes of external communications and will consider and recalculate the reserves level should it fall under what would be deemed three months of expenditure. At 31 December 2019 we held £717,069 as free reserves (2018: £439,440) representing 7.6 months of unrestricted annual expenditure not met from designated reserves (2018: 4.3 months under the old reserves calculation).

Statement of Trustees' responsibilities

The format and content of the report and financial statements comply with the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2019) issued October 2019, applicable accounting standards, the Charities Act 2011 and the Companies Act 2006.

Company law requires the Trustees, as Directors of the Charitable Company, to prepare financial statements for each financial period which give a true and fair view of the state of the affairs of the Charitable Company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial period. In preparing those financial statements, the Trustees follow best practice and:

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

The Trustees are responsible for maintaining adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Charities Act 2011 and the Companies Act 2006.

The Trustees are also responsible for safeguarding the assets of the Charitable Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to the Auditor

In accordance with company law, as the Company's Trustees, we certify that:

- So far as we are aware, there is no relevant audit information of which the Company's Auditor is unaware.
- So far as we are aware, we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the Auditor is aware of that information.

Auditor

The Auditor, Sayer Vincent LLP, have signified their willingness to continue in office. A resolution to re-appoint them as Auditor will be proposed at the forthcoming annual general meeting.

Financial statements are published on Lymphoma Action's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements, which may vary from legislation in other jurisdictions.

The maintenance and integrity of Lymphoma Action's website is the responsibility of the Trustees. The Trustees' responsibility also extends to the ongoing integrity of the financial statements contained therein.

The Trustees have prepared this report in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Signed by Gordon Johns, chair, on behalf of the Trustees of Lymphoma Action



Gordon Johns

11 May 2020

Chair

Independent Auditor's report to the members of Lymphoma Action

Opinion

We have audited the financial statements of Lymphoma Action (the 'charitable company') for the year ended 31 December 2019 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 December 2019 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Basis for opinion

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

Conclusions relating to going concern

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

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

Other information

The other information comprises the information included in the Trustees' annual report, other than the financial statements and our Auditor's report thereon. The Trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the Trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements
- The Trustees' annual report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

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

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

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

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities set out in the Trustees' annual report, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for

such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) 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 objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
- Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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 section 44(1)(c) 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 charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Helen Elliott (Senior statutory auditor)

28 May 2020

for and on behalf of Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006.

Lymphoma Action

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 December 2019

	Note	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Income from:							
Donations and legacies	2	1,075,885	340,308	1,416,193	662,976	399,143	1,062,119
Charitable activities	3	49,488	-	49,488	49,740	-	49,740
Other trading activities	4	368,068	-	368,068	316,415	-	316,415
Investments	5	1,224	-	1,224	3,903	-	3,903
Total income		1,494,665	340,308	1,834,973	1,033,035	399,143	1,432,178
Expenditure on:							
Raising funds	6	488,630	-	488,630	531,519	-	531,519
Charitable activities							
Publication production & distribution, information and raising awareness	6	315,687	79,987	395,674	452,246	74,881	527,127
Support for people affected by lymphoma	6	204,623	262,713	467,336	123,729	466,352	590,081
Education and training	6	111,467	57,359	168,826	242,062	28,402	270,464
Total expenditure		1,120,407	400,059	1,520,466	1,349,555	569,635	1,919,190
Net income / (expenditure) before net gains / (losses) on investments		374,258	(59,751)	314,507	(316,520)	(170,492)	(487,012)
Net gains / (losses) on investments	13	-	-	-	(5,675)	-	(5,675)
Net movement in funds		374,258	(59,751)	314,507	(322,195)	(170,492)	(492,687)
Reconciliation of funds:							
Total funds brought forward		459,087	92,982	552,069	781,282	263,474	1,044,756
Total funds carried forward		833,345	33,231	866,576	459,087	92,982	552,069

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 19 to the financial statements.

Lymphoma Action

Balance sheet

Company no. 03518755

As at 31 December 2019

	Note	£	2019 £	£	2018 £
Fixed assets:					
Tangible assets	12		37,050		10,902
Investments	13		-		-
			<u>37,050</u>		<u>10,902</u>
Current assets:					
Stock	14	8,379		2,038	
Debtors	15	118,947		121,744	
Cash at bank and in hand		820,414		497,897	
			<u>947,740</u>	<u>621,679</u>	
Liabilities:					
Creditors: amounts falling due within one year	16	(118,214)		(80,512)	
Net current assets			<u>829,526</u>		<u>541,167</u>
Net assets	18		<u>866,576</u>		<u>552,069</u>
The funds of the charity:	19				
Restricted income funds			33,231		92,982
Unrestricted income funds:					
Designated funds		116,276		19,647	
General funds		717,069		439,440	
			<u>833,345</u>	<u>459,087</u>	
Total unrestricted funds			<u>833,345</u>		<u>459,087</u>
Total charity funds			<u>866,576</u>		<u>552,069</u>

Approved by the trustees on 11 May 2020 and signed on their behalf by



Gordon Johns
Chairman

Lymphoma Action

Statement of cash flows

For the year ended 31 December 2019

	Note	2019 £	£	2018 £	£
Cash flows from operating activities					
Net income / (expenditure) for the reporting period (as per the statement of financial activities)		314,507		(492,687)	
Depreciation charges		6,967		7,967	
(Gains)/losses on investments		-		5,675	
Interest from investments		(1,224)		(3,903)	
(Increase) Decrease in stocks		(6,341)		(2,038)	
Decrease / (Increase) in debtors		2,797		360,520	
Increase/(decrease) in creditors		37,702		12,517	
		<u>314,507</u>		<u>(492,687)</u>	
Net cash (used in) operating activities			354,408		(111,949)
Cash flows from investing activities:					
Dividends, interest and rents from investments		1,224		3,903	
Purchase of fixed assets		(33,115)		(4,928)	
Proceeds from sale of investments		-		173,313	
		<u>1,224</u>		<u>3,903</u>	
Net cash provided by investing activities			(31,891)		172,288
Change in cash and cash equivalents in the year			322,517		60,339
Cash and cash equivalents at the beginning of the year			497,897		437,558
Cash and cash equivalents at the end of the year			820,414		497,897

1 Accounting policies

a) Statutory information

Lymphoma Action is a charitable company limited by guarantee and is incorporated in England, Wales, and Scotland.

The registered office address is 3 Cromwell Court, New Street, Aylesbury, HP20 2PB.

b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (March 2018) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

1 Accounting policies (continued)

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

i) Expenditure and irrecoverable VAT

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

- Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of publication production, information and raising awareness, support for people affected by lymphoma, and training and other educational activities undertaken to further the purposes of the charity and their associated support costs

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on a per capita basis.

Governance costs, comprising the audit fee, trustees' expenses and indemnity insurance, and the cost of recruiting new trustees, are apportioned on a per capita basis.

All Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

1 Accounting policies (continued)

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

▪ Property improvements	10 years
▪ Computer systems	3 years
▪ Furniture and equipment	5 years

m) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

n) Stocks

Stocks are stated at the lower of cost and net realisable value. In general, cost is determined on a first in first out basis and includes transport and handling costs. Net realisable value is the price at which stocks can be sold in the normal course of business after allowing for the costs of realisation. Provision is made where necessary for obsolete, slow moving and defective stocks.

o) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

p) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

q) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

r) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

s) Pensions

Contributions payable to the company's pension scheme are charged to the statement of financial activities in the period to which they relate.

Lymphoma Action

Notes to the financial statements

For the year ended 31 December 2019

2 Income from donations and legacies

	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Fundraising and individual giving	520,758	-	520,758	377,089	-	377,089
In memoriam	105,373	-	105,373	100,215	-	100,215
Trusts and companies	91,754	229,414	321,168	39,114	294,809	333,923
Big Lottery Fund	-	110,894	110,894	-	104,334	104,334
Gift aid	93,047	-	93,047	86,246	-	86,246
Legacies	264,953	-	264,953	60,312	-	60,312
	<u>1,075,885</u>	<u>340,308</u>	<u>1,416,193</u>	<u>662,976</u>	<u>399,143</u>	<u>1,062,119</u>

3 Income from charitable activities

	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Education and training	49,488	-	49,488	49,740	-	49,740
	<u>49,488</u>	<u>-</u>	<u>49,488</u>	<u>49,740</u>	<u>-</u>	<u>49,740</u>

4 Income from other trading activities

	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Challenge events	337,619	-	337,619	299,538	-	299,538
Trading income	30,449	-	30,449	16,877	-	16,877
	<u>368,068</u>	<u>-</u>	<u>368,068</u>	<u>316,415</u>	<u>-</u>	<u>316,415</u>

5 Income from investments

	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Bank interest	1,224	-	1,224	661	-	661
Investment income	-	-	-	3,242	-	3,242
	<u>1,224</u>	<u>-</u>	<u>1,224</u>	<u>3,903</u>	<u>-</u>	<u>3,903</u>

Lymphoma Action

Notes to the financial statements

For the year ended 31 December 2019

6a Analysis of expenditure (current year)

	Cost of raising funds		Charitable activities				2019 Total £	2018 Total £	
	Generating donation and legacies £	Costs of activities for generating funds £	Publication production & distribution, information and raising awareness £	Support for people affected by lymphoma £	Education and training £	Governance costs £			Support costs £
Staff costs (Note 8)	210,517	26,968	194,724	286,577	58,882	20,650	146,107	944,425	1,130,060
Direct costs									
Generating donations and legacies	63,874	-	-	-	-	-	-	63,874	65,935
Challenge event fees	-	42,874	-	-	-	-	-	42,874	52,348
Merchandise and other costs	-	16,141	-	-	-	-	-	16,141	14,271
Publications	-	-	66,465	-	-	-	-	66,465	71,204
Raising awareness and website	-	-	39,593	-	-	-	-	39,593	31,397
Helpline and support services	-	-	-	37,579	-	-	-	37,579	45,191
Regional and international	-	-	-	11,557	-	-	-	11,557	118,643
Workshop, conference and events	-	-	-	-	77,585	-	-	77,585	130,002
	63,874	59,015	106,058	49,136	77,585	-	-	355,668	528,991
Support costs									
Finance, HR & IT	-	-	-	-	-	-	86,598	86,598	163,966
Premises	-	-	-	-	-	-	67,114	67,114	42,240
Stationery, post, phone, equipment and sundry	-	-	-	-	-	-	47,033	47,033	34,220
Depreciation	-	-	-	-	-	-	6,967	6,967	7,967
	-	-	-	-	-	-	-	-	-
Governance	-	-	-	-	-	12,661	-	12,661	11,745
	274,391	85,983	300,782	335,713	136,467	33,311	353,819	1,520,466	1,919,190
Support costs	100,641	16,646	86,685	120,148	29,699	-	(353,819)	-	-
Governance costs	9,478	1,491	8,207	11,475	2,660	(33,311)	-	-	-
Total expenditure 2019	384,510	104,120	395,674	467,336	168,826	-	-	1,520,466	1,919,190

Lymphoma Action

Notes to the financial statements

For the year ended 31 December 2019

6b Analysis of expenditure 2018

	Cost of raising funds		Charitable activities					2018 Total £
	Generating donation and legacies £	Costs of activities for generating funds £	Publication production & distribution, information and raising awareness £	Support for people affected by lymphoma £	Education and training £	Governance costs £	Support costs £	
Staff costs (Note 8)	247,746	27,490	313,620	334,133	88,034	8,004	111,033	1,130,060
Direct costs								
Generating donations and legacies	65,935	-	-	-	-	-	-	65,935
Challenge event fees	-	52,348	-	-	-	-	-	52,348
Merchandise and other costs	-	14,271	-	-	-	-	-	14,271
Publications	-	-	71,204	-	-	-	-	71,204
Raising awareness and website	-	-	31,397	-	-	-	-	31,397
Helpline and support services	-	-	-	45,191	-	-	-	45,191
Regional and international	-	-	-	118,643	-	-	-	118,643
Workshop, conference and events	-	-	-	-	130,002	-	-	130,002
	65,935	66,619	102,601	163,834	130,002	-	-	528,990
Support costs								
Finance, HR & IT	-	-	-	-	-	-	163,966	163,966
Premises	-	-	-	-	-	-	42,240	42,240
Stationery, post, phone, equipment and sundry	-	-	-	-	-	-	34,220	34,220
Depreciation	-	-	-	-	-	-	7,967	7,967
	-	-	-	-	-	1	-	(27,968)
Governance	-	-	-	-	-	11,745	-	11,745
	313,681	94,109	416,221	497,967	218,036	19,749	359,426	1,919,190
Support costs	106,427	10,886	105,226	87,145	49,742	-	(359,426)	-
Governance costs	5,827	588	5,680	4,969	2,685	(19,749)	-	-
Total expenditure 2018	425,935	105,584	527,127	590,081	270,464		-	1,919,190

7 Net income / (expenditure) for the year

This is stated after charging:

	2019 £	2018 £
Depreciation	6,967	7,967
Operating lease rentals payable:		
Property	28,982	27,987
Other	5,156	6,534
Auditor's remuneration (excluding VAT):		
Audit	7,300	7,200
	<u> </u>	<u> </u>

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2019 £	2018 £
Salaries and wages	806,958	975,393
Redundancy and termination costs	12,000	6,096
Social security costs	70,896	88,992
Employer's contribution to defined contribution pension schemes	45,547	51,789
Income protection and life assurance	9,024	7,790
	<u>944,425</u>	<u>1,130,060</u>

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2019 No.	2018 No.
£70,000 – £79,999	<u> 1</u>	<u> -</u>

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £247,416 (2018: £255,290) in relation to four key management posts.

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2018: £nil). No charity trustee received payment for professional or other services supplied to the charity (2018: £nil).

Trustees' expenses represent the payment or reimbursement of travel and subsistence costs totalling £1,984 (2018: £2,184) incurred by 6 (2018: 7) members relating to attendance at meetings of the trustees.

During the year trustee liability insurance was obtained for £1,831 (2018: £921)

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 30 (2018: 37).

Staff are split across the activities of the charity as follows (head count basis):

	2019 No.	2018 No.
Raising funds	9	10
Charitable activities	16	22
Support staff	5	5
	<u>30</u>	<u>37</u>

10 Related party transactions

There are no related party transactions to disclose for 2019 (2018: none).

11 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

	Property improvements £	Computer equipment £	Furniture & equipment £	Total £
Cost				
At the start of the year	4,457	49,696	10,208	64,361
Disposals in year	–	(36,241)	–	(36,241)
Additions in year	–	33,115	–	33,115
At the end of the year	<u>4,457</u>	<u>46,570</u>	<u>10,208</u>	<u>61,235</u>
Depreciation				
At the start of the year	3,259	41,246	8,954	53,459
Disposed of in year	–	(36,241)	–	(36,241)
Charge for the year	1,198	5,289	480	6,967
At the end of the year	<u>4,457</u>	<u>10,294</u>	<u>9,434</u>	<u>24,185</u>
Net book value				
At the end of the year	<u>–</u>	<u>36,276</u>	<u>774</u>	<u>37,050</u>
At the start of the year	<u>1,198</u>	<u>8,450</u>	<u>1,254</u>	<u>10,902</u>

All of the above assets are used for charitable purposes.

13 Listed investments

	2019 £	2018 £
Fair value at the start of the year	–	178,988
Disposal proceeds	–	(173,313)
Net gain / (loss) on change in fair value	–	(5,675)
	<u>–</u>	<u>–</u>
Fair value at the end of the year	<u>–</u>	<u>–</u>

14 Stock

	2019 £	2018 £
Goods for resale	8,379	2,038
	<u>8,379</u>	<u>2,038</u>

15 Debtors

	2019 £	2018 £
Income tax receivable	16,303	11,327
Prepayments	94,749	74,663
Accrued income	7,895	35,754
	<u>118,947</u>	<u>121,744</u>

16 Creditors: amounts falling due within one year

	2019 £	2018 £
Trade creditors	50,196	28,521
Taxation and social security	18,996	26,433
Accruals	9,489	8,640
Deferred income (note 17)	39,533	16,918
	<u>118,214</u>	<u>80,512</u>

17 Deferred income

Deferred income comprises income received in advance for events, including entry deposits and sponsorships for individuals undertaking challenge events.

	2019 £	2018 £
Balance at the beginning of the year	16,918	16,295
Amount released to income in the year	(16,310)	(16,295)
Amount deferred in the year	38,925	16,918
	<u>39,533</u>	<u>16,918</u>

18a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	–	36,276	774	37,050
Net current assets	717,069	80,000	32,457	829,526
Net assets at 31 December 2019	717,069	116,276	33,231	866,576

18b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	–	9,648	1,254	10,902
Net current assets	439,440	9,999	91,728	541,167
Net assets at 31 December 2018	439,440	19,647	92,982	552,069

Lymphoma Action

Notes to the financial statements

For the year ended 31 December 2019

19a Movements in funds (current year)

	At 1 January 2019 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 December 2019 £
Restricted funds:					
Information and publications					
Publications	-	79,507	(79,507)	-	-
Webinar equipment	1,254	-	(480)	-	774
Support for people affected by lymphoma					
Counselling/psychological support	3,200	-	-	-	3,200
Information & support, including helpline, buddy scheme & support groups	-	81,148	(81,148)	-	-
Live Your Life – Big Lottery Fund	-	110,894	(93,662)	-	17,232
Live Your Life – other	23,764	11,400	(35,164)	-	-
Research	12,024	-	-	-	12,024
Regional Development	52,739	-	(52,739)	-	-
Education and training					
Events and activities		57,359	(57,359)	-	
Total restricted funds	92,982	340,308	(400,059)	-	33,231
Unrestricted funds:					
Designated funds:					
Unplanned information products	10,000	-	-	(10,000)	-
Legacy fluctuation fund	-	-	-	30,000	30,000
Premises fund	-	-	-	50,000	50,000
Value of functional assets net of restricted funds	9,647	-	(6,487)	33,116	36,276
Total designated funds	19,647	-	(6,487)	103,116	116,276
General funds	439,440	1,494,665	(1,113,920)	(103,116)	717,069
Total unrestricted funds	459,087	1,494,665	(1,120,407)	-	833,345
Total funds	552,069	1,834,973	(1,520,466)	-	866,576

The narrative to explain the purpose of each fund is given at the foot of the note below.

Lymphoma Action

Notes to the financial statements

For the year ended 31 December 2019

19b Movements in funds (prior year)

	At 1 January 2018 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 December 2018 £
Restricted funds:					
Information and publications					
Clinical Trials Database	-	20,100	(20,100)	-	-
Lymphoma nurse educational resource	-	20,526	(20,526)	-	-
Publications	-	33,775	(33,775)	-	-
Webinar equipment	1,735	-	(481)	-	1,254
Support for people affected by lymphoma					
Counselling/psychological support	3,200	-	-	-	3,200
Information & support, including helpline, buddy scheme & support groups	-	178,770	(178,770)	-	-
Live Your Life – Big Lottery Fund	13,169	104,334	(117,503)	-	-
Live Your Life – other	83,346	13,236	(72,818)	-	23,764
Research	12,024	-	-	-	12,024
Regional Development	150,000	-	(97,261)	-	52,739
Education and training					
Events and activities	-	28,402	(28,402)	-	-
Total restricted funds	263,474	399,143	(569,636)	-	92,982
Unrestricted funds:					
Designated funds:					
Unplanned information products	10,000	-	-	-	10,000
ICT strategy	150,000	-	(119,355)	(30,645)	-
Legacies subject to negotiation at 31 December	377,000	-	-	(377,000)	-
Value of functional assets net of restricted funds	12,205	-	(7,486)	4,928	9,647
Gains/(losses) on quoted investments	7,277	-	(5,676)	(1,601)	-
Total designated funds	556,482	-	(132,517)	(404,318)	19,647
General funds	224,800	1,033,034	(1,222,712)	404,318	439,440
Total unrestricted funds	781,282	1,033,034	(1,355,229)	-	459,087
Total funds	1,044,756	1,432,177	(1,924,865)	-	552,069

Purposes of restricted funds

Information and publications

Lymphoma nurse educational resource

We have continued to develop a combination of online resources through videos in conjunction with our education and training programme and make these available to participants of our National Lymphoma Training Programme. We have piloted these resources being available to a wider audience and this will continue on our website in.

Publications

Grants to fund information booklets from our award-winning range about lymphomas and their treatment (all of which are accredited with the Department of Health's Information Standard).

Support for people affected by lymphoma

Counselling / psychological support

Grants towards a counselling psychological support service for people affected by lymphoma, helping them to come to terms with a diagnosis and deal with distress, anxiety and depression.

Information and support, including helpline, buddy scheme and support groups

Grants received towards our information and support services. These include our helpline (telephone, email and live chat enquiries from people worried about or needing information on lymphoma), buddy scheme (putting people in touch with others going through a similar experience) and a network of support groups across the UK (where patients, relatives and friends can meet on a regular basis to learn from each other and give mutual support).

Live Your Life – Big Lottery Fund

Funds received as part of a three-year grant totalling £318,000 from the Big Lottery Fund to launch an education and support programme for people returning to a 'new normal' after treatment has finished and for those on a 'watch and wait' regime.

Live Your Life – other

Grants and donations for Live Your Life work other than that funded by the Big Lottery Fund

Research

Funds received and carried over for research into lymphoma and the lives of those affected by lymphoma, work to scope activity has taken place in 2018, which we expect to launch in 2020.

Regional Development

A significant grant to develop our regional structure and significantly extend our organisational reach.

Education and training

Education and training events and activities

Events for healthcare professionals are held throughout the year

Purposes of designated funds

The legacy fluctuation fund is set aside to offset any lower than expected legacy income.

The premises fund is created to cover potential costs of relocation and or refurbishment when the current lease expires.

The unplanned information products fund was held to cover unplanned publishing costs.

20 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property 2019 £	2018 £	Equipment 2019 £	2018 £
Less than one year	78,469	28,534	13,148	5,232
One to five years	130,782	76,091	48,209	–
	<u>209,251</u>	<u>104,625</u>	<u>61,357</u>	<u>5,232</u>

21 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

Reference and administrative details

Trustees	Gordon Johns (#,*) Dr Cathy Burton Tricia Cavell-Hill (#) Jeremy Harrington Mark Harrison Nicola King Keith McLeod (#,*)	Chair (and Chair of Remuneration Committee) Treasurer (and Chair of Finance Committee) (appointed 23 July 2019) (appointed 23 July 2019) (appointed 23 July 2019) (retired 23 July 2019) (retired 17 December 2019) (retired 2 January 2020)
	# Member of Finance Committee * Member of Remuneration Committee	
Chief Executive	Ropinder Gill	
Key management personnel	Stephen Scowcroft Jim Howson Karen Rabjohn	Director of Operations & External Affairs Director of Finance Director of Fundraising & Communications
Company secretary	Ropinder Gill	
President	Professor John Radford	
Patron	Lord Menzies Campbell of Pittenweem	
Charity number		
England and Wales	1068395	
Scotland	SC045850	
Company number	03518755	
Registered office	3 Cromwell Court New Street Aylesbury Buckinghamshire HP20 2PB	
Website	www.lymphoma-action.org.uk	
Bankers	CAF Bank Ltd 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ National Westminster Bank plc 22 Market Square, Aylesbury, Buckinghamshire HP20 1TR	

Auditor Sayer Vincent LLP
Invicta House
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Medical Advisory Panel

Dr Kirit Ardeshta
Miss Charlotte Bloodworth
Dr Adrian Bloor
Professor Kristian Bowles
Dr Cathy Burton
Dr Graham Collins
Professor David Cunningham
Professor Stephen Devereux
Professor Martin Dyer
Dr Paul Fields
Dr George Follows
Dr Christopher Fox
Dr Eve Gallop-Evans
Dr Georgina Hall
Dr Chris Hatton
Professor Peter Hoskin
Professor Tim Illidge
Professor Graham Jackson
Professor Peter Johnson
Dr Rod Johnson
Dr Nagesh Kalakonda
Dr Ben Kennedy
Professor David Lynch
Dr Kim Linton
Professor Andrew Lister
Dr Prem Mahendra
Dr Robert Marcus
Dr Pam McKay
Dr Andrew McMillan
Dr Christopher McNamara
Dr Wendy Osborne
Dr Shankara Paneesha
Dr Ruth Pettengell
Professor Andrew Pettitt
Professor John Radford (Chair)
Dr Ravi Ratnavel
Professor Simon Rule
Ms Barbara Von Barsewisch
Ms Sarah Wells
Dr Andy Wotherspoon