



# Key Changes

Trustees' Annual Report and Accounts 2023

## On behalf of the trustees, I present our report and accounts for the year ended 30 September 2023. It contains a directors' report as required by company law.

During the year under review, despite the cost-of-living crisis, our recovery from the pandemic accelerated and Key Changes Music Therapy continued to deliver the required constitutional objectives, with a focus on delivering services of the highest professional standards to a wide range of clients. We also made time and space to celebrate our 15th year of delivering our services, with the whole team working together with a common purpose to continue having positive impact on our clients, their families, the care teams, and the communities in which they live and work:



Our innovative core team met some challenging objectives.



We changed the way we funded some services to ensure we could continue to deliver impact and benefit.



Service provision continued with long-standing clients and started with new ones, despite increasingly challenging funding restrictions.



Our volunteers provided invaluable support and helped us to expand what we can achieve.



Our trustees broadened their skills and experience as a team and adapted their aspirational, strategic targets for the long term alongside operational plans to maintain a robust foundation for the charity.



The therapists once again showed enormous dedication and brought their caring and innovative nature to the fore by creating new ways of delivering impact to as many people as we can, whilst pushing the boundaries of how to make music therapy improve the lives of the people we support.

# Constitution

Key Changes Music Therapy was incorporated on 8 April 2008 as a company limited by guarantee (registration number 6559536).

The company operates as a registered charity (registration number 1124102) and is governed by its memorandum and articles of association.

**The Key Changes Handbook provides staff, therapists, trustees, and volunteers with information on Policies, Processes and Guidance required to deliver operations efficiently, effectively, economically, and safely.**

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## Objectives

**Objectives of the charity have public benefit and as stated in the memorandum of association, are the:**

- relief of physical and mental illness and disability, congenital or acquired, by providing or assisting in providing music.
  - protection and promotion of good health, both physical and mental, by the use of music.
  - alleviation of developmental, emotional, and social difficulties by the use of music.
  - advancement of the education of the public concerning music as a means of therapy for physical and mental illness and disability, and for developmental, emotional, and social difficulties.
  - promotion and publication of research concerning the therapeutic use of music as set out in these objectives.
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## Governance, structure, and management

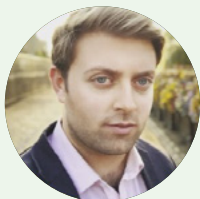
**One new, additional trustee has been appointed. The board team have taken continued steps to strengthen governance, including:**

- Regular review of policies, processes and guidance for staff, volunteers, and trustees.
- Pro-Bono legal advice has been used to establish trademark and copyright protection, to review therapist agreements and update the contracts of employment with our core team of permanent employees.
- Maintenance of an appropriate balance of skills and expertise of the trustees.
- Stock-takes of strategic progress and direction.
- Proactive operational planning.
- Regular reviews of risk identification and mitigation.

# Trustees



**Jim Squire**  
Chair



**Jordan Mullineaux**  
Vice Chair



**Darrell Porter**  
Treasurer



**Sarah Lewin**  
Board Secretary



**Martin Oxley**  
Marketing



**Kate Palmer**  
Fundraising

**Trustees (who are also directors for the purposes of company law) are responsible for the overall operation of the company, ensuring that the objectives are maintained and for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).**

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards 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 presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They 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. In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware.
- The trustees have taken all steps they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustees have been and will continue to be recruited, using a combination of inviting expressions of interest (using for example Reach Volunteering, The Young Trustees Movement, LinkedIn) and via existing personal and professional networks, from people with the skills and experience needed to strengthen the team. Prior to appointment, candidates will be interviewed by at least one trustee and member of staff, two references will be taken, and candidates offered the chance to observe a board meeting and talk informally with members of the team. Trustees are expected to adhere to the Trustees Basics, Code of Conduct, and declare any Conflicts of Interest.

# Our Team

In addition to Sarah Lewin (Board Secretary), Jim Squire (Chair), Jordan Mullineaux-Davis (Vice-Chair) and Darrell Porter (Treasurer) and Kate Palmer (fundraising advice) who all continue as trustees, Martin Oxley was appointed in July 2023, bringing his marketing expertise to our board considerations. The trustees share responsibilities of Company Secretary, supported by core team staff.

The company employs four part-time staff based in our small, rented office / therapy space in Winchester and between 10 & 15 contracted music therapists who deliver therapy sessions with clients either 1:1 or in small groups. Each music therapist has a master's degree in music therapy and is registered with The Health and Care Professions Council. Beccy Read (Lead Therapy Coordinator) provides day to day management and leadership, supervised by The Chair of Trustees. Reporting to Beccy are Julie Fullstone (Finance Administrator), Claire Simmons (Fundraising) and Leigh Warren-Thomas (Dementia Therapy Coordinator).

Our team of self-employed therapists continue to show huge loyalty and dedication to Key Changes and trustees would like to thank them for their enthusiasm and innovative approach to ensuring we maintain the highest standards of care and professionalism.

The Board met virtually each month and once face to face, in autumn 2022, for an extended stocktake and strategy refresh session, then again in Spring 2023 to develop operational planning. An Annual General Meeting took place as required in March 2023 where we presented our strategy and plan to members.

We are also grateful for the ongoing voluntary support to our information and communications technology from Ben Williams, from Jess Ryall who supports our weekly social media drumbeat, Ewan Castle who focuses on our website and Charlotte Willbourne who brings her graphic design expertise into the team.



# Activities

Activities during the year include:

## **1. The ongoing provision of music therapy services.**

See 'Achievements and Performance' for more details.

## **2. The ongoing raising of funds via direct client payments, grant-making bodies, events, and donations.**

See 'Funders, donors, events, and financial supporters' for more details.

## **3. Maintaining strategic priorities.**

The trustees maintained their focus on our priorities and planning activities that were set at the start of the reporting period (and updated at the end of it). We expect these targets to guide our decision making for the next 3-5 years and will keep them under review as part of our regular cycle of business.

- Build stronger relationships between our team and clients, to influence them to make an enduring commitment to music therapy.
- Build a strong brand that makes the case for music therapy and for the Key Changes offering, with a focus on areas with greatest need.
- Build a resilient and professional organisation, including our team of therapists, of core staff and trustees, with strong governance and reliable infrastructure.
- Raise funds to enable agility and growth.
- Take opportunities as they arise to raise the national profile of music therapy and of Key Changes

## **4. Enacting our plans**

- Work with new and existing clients, with Patrons and Members both face to face and using our website, social media and newsletter, to influence more uptake of music therapy.
- Generate the funding we need to enable growth and agility, so we can create and take more opportunities to broaden our service provision.
- Actively prepare the team and the infrastructure for succession planning and for growth.
- Build a persuasive marketing and promotions strategy, supported by appropriate experts.
- Systematically identify and manage risks.

Annual updates to both the strategic priorities and the plans derived from these will be reported in next year's trustees report.

# Achievements and performance

## Our service users and beneficiaries

We have delivered a total of over

# 3000

hours of music therapy

We have supported over

# 160

clients

We have supported

# 10

families who contracted our services directly

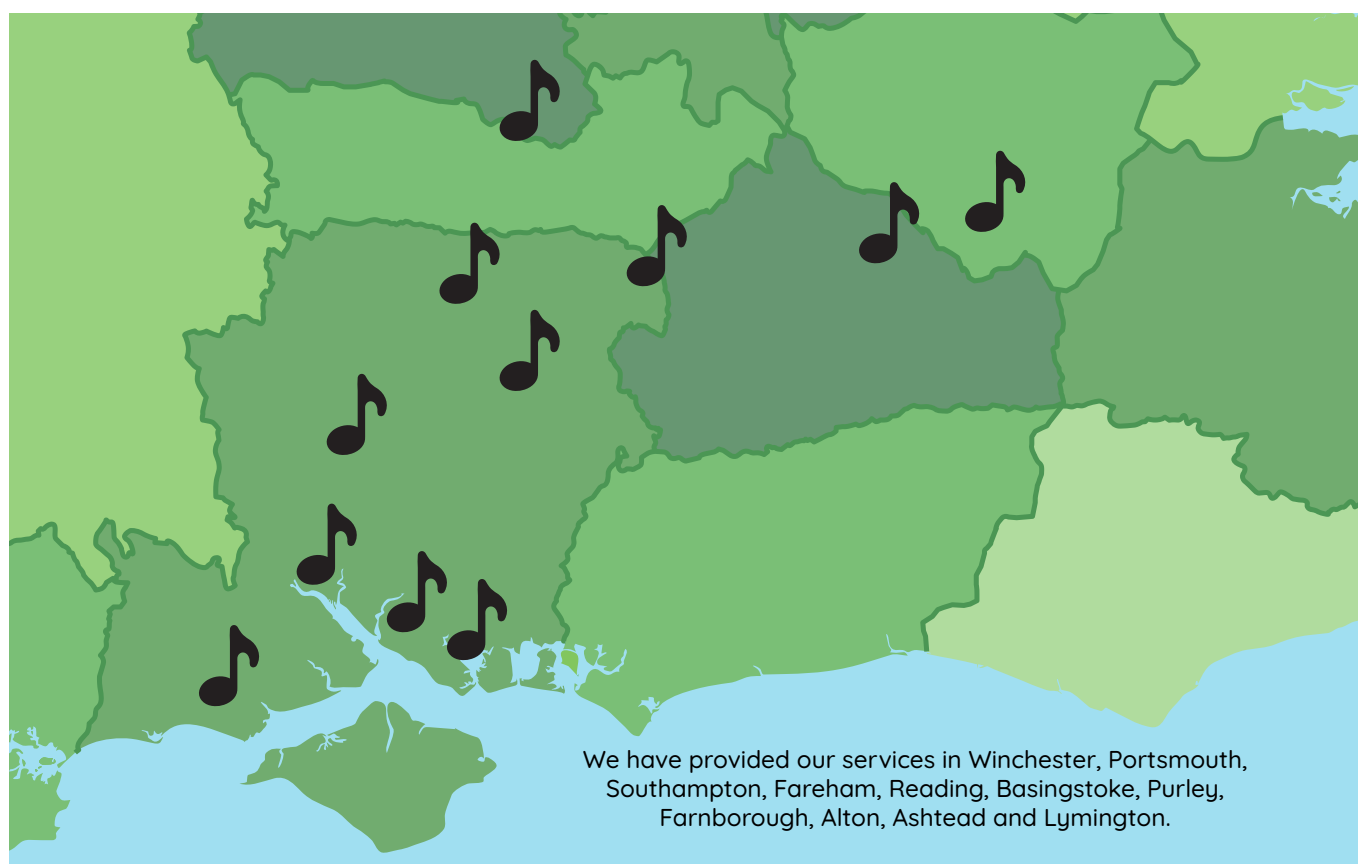
Provided our clinical expertise in partnership with

# 17

organisations

### These organisations support:

- Adults with Profound and Multiple Learning Difficulties
- The Mental Health Needs of Adults
- Children In Special Education Including Nurseries
- Dementia Care Organisations
- Ukrainian Refugee Adults and Children



Music therapy does not just provide benefit directly to our clients; our beneficiaries also include the friends, close and extended families of clients, the care teams providing the day-to-day care, the organisations, and establishments we work in

and the broader local communities in which our clients live, work, and learn. All these extended groups of people benefit from the improved communication with and well-being of our clients.

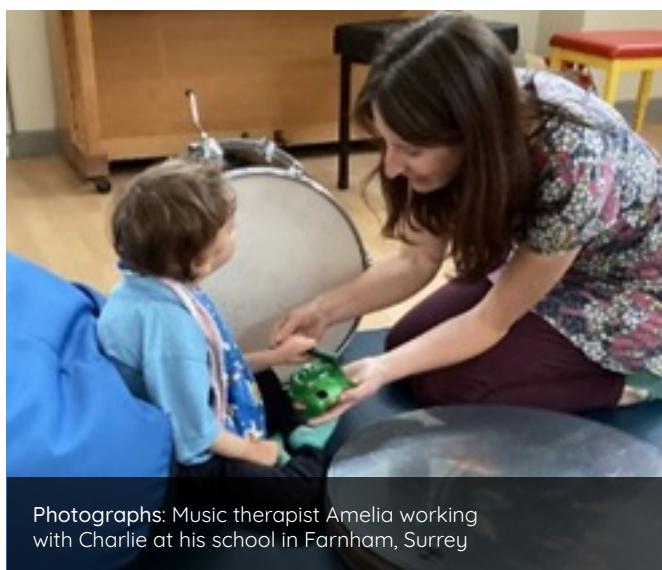
# Charlie's music therapy experience

## Case Study 1

### Amelia (the music therapist who worked with Charlie) reports:

Supporting staff began commenting on how energetic Charlie was during our sessions and how his attention was sustained throughout our time each week. As time passed, we were able to find increasing choices of instruments he could access, and he began to vocalise increasingly in our sessions.

It seemed that Charlie had gained a real sense of confidence during our time together, always arriving with a big smile when he saw me and playing with an increasing sense of purpose each week. Encouragingly he also began to use some basic words such as 'go' when he wanted me to play.



Photographs: Music therapist Amelia working with Charlie at his school in Farnham, Surrey

Charlie had a diagnosis of Wolf-Hirschhorn syndrome, global developmental delay, epilepsy, hypotonia and both visual and hearing impairments. He was non-verbal and his mobility and strength were reduced. He was referred for music therapy predominantly for support with his communication, self-expression and to encourage creativity.

Charlie reacted very positively to the sessions, and soon began to indicate his preferences about the choices of instruments offered to him. He would often smile or laugh when Amelia played certain

instruments or styles, or conversely look more serious when he was less keen. These were very helpful communications which allowed them to work on finding ways to motivate and encourage him.

Music therapy also supported Charlie's co-ordination, voluntary movement and core strength, through the physicality of playing certain instruments and we started to use instruments that he clearly enjoyed playing, giving him motivation to reach out and tap or move the instruments and sounds around him. Charlie seemed to enjoy this challenge and would vary his choice, depending on his mood and energy levels.

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It seemed that Charlie had gained a real sense of confidence during our time together, always arriving with a big smile when he saw me and playing with an increasing sense of purpose each week. Encouragingly he also began to use some basic words such as 'go' when he wanted me to play.

### As music therapy ended, his teacher commented:

"If Charlie is quiet, withdrawn or lacking in energy, music therapy has always been the one thing that he is willing to participate in and that he enjoys. It has had the effect of increasing his motivation to engage afterwards, and as a result he will also tend to be more alert."





# Age Concern

## Case Study 2

Key Changes was delighted to feature in Age Concern Hampshire's on-line newsletter highlighting music therapy sessions to support physical and emotional wellbeing. We offered music therapy sessions to support clients' physical wellbeing, emotional wellbeing and quality of life, using music therapy group work at Lockwood Care & Wellbeing Centre in Locks Heath.

For many older people struggling with declined health or living with dementia, music therapy offers many benefits, including improving emotional wellbeing, quality of life and supporting psychological, emotional, cognitive, communicative and social needs. Observed benefits have included clients exploring, expressing and connecting with the world, through unique musical languages, where communication was previously difficult.

Music therapy provided older people an opportunity to interact and connect with others through music, using a wide range of musical styles and instruments. Sessions were tailored to individual needs, offering active participation, listening to familiar music, or engaging in group activities.



### **The Head of Care at Age Concern Hampshire said:**

“We were delighted to offer music therapy sessions for our clients at Lockwood Care & Wellbeing Centre. Music therapy will help individuals discover new ways of communicating and open doors towards experiencing a more fulfilled life”

# Izzy's music therapy experience

## Case Study 3

**We were recently delighted to feature in a write-up on social media, by the parent of a girl who has been receiving music therapy at Rosewood School, Southampton, through Key Changes.**

### **Izzy's Mum wrote:**

“Last school year Izzy enjoyed Music Therapy. Izzy was given several Star of the Week awards for doing amazing at drumming. Today I had the absolute privilege of watching her in a group session with two of her classmates. It was... magical!

The chap who ran the session was absolutely phenomenal at engaging the three girls. He matched the pace of how they played their instruments with his guitar, so when Izzy was slowly beating the drum, his playing was slower, but when another little girl got way excited with her tambourine, he sped up his playing. He also mirrored how the girls vocalised. So, when Izzy made a sound, he would lyrically use it whilst strumming away.

I watched Isobel hit a drum using a drumstick consistently without dropping it for about 40 beats... I believe that is the longest I have ever seen her hold something in her hands post brain injury. And talk about being engaged! Izzy seems to just love her music therapist. She was clearly enjoying every minute with huge smiles and chuckles throughout. This is why Izzy's school is so perfect for her... she is determining cause and effect beautifully, in a safe and encouraging environment. So proud of her today!”



# Music therapy for Ukrainian refugees in Winchester

## Case Study 4

**Our innovative work, funded by Hampshire County Council, developed a new way of benefitting from music therapy for Ukrainian refugees arriving in Winchester. We worked with multiple age groups, from age 5 to 16 and over, and 25-30 people in total.**

The aim was to provide emotional support for the Ukrainian refugees in Winchester. In collaboration with Winchester city of Sanctuary for planning and publicity, and The Arc, Winchester as the accessible venue, group sessions were offered to adult refugees, from October to December 2022, and entitled: Music for Soul, on advice from an English-speaking Ukrainian. Key Changes produced a short promotional film in Ukrainian, shared via Winchester City of Sanctuary. On average between 2 and 4 adults attended these weekly open group sessions. Music was used freely, incorporating Ukrainian musical culture – music and dance, and active playing, transcending language barriers. No interpreter was available, but those attending had varying understanding of English – one who had taught English in Ukraine helped translate for her peers. Some were therefore able to verbally share something of the feelings of anxiety on leaving their homeland and families. All appreciated the opportunity which the non-verbal medium of music provided for sharing their sense of loss and worries for the future.

As Christmas approached, we were recommended by Winchester City of Sanctuary to provide an input for Ukrainian children, who were now in school. Western Primary and Westgate through School were keen to take up this offer and the teachers felt that aim for this work was to enable the children to share and celebrate their Ukrainian culture. Two closed groups of five children were seen weekly. In June & July 2023 Ukrainian refugees from the secondary provision at Westgate through school took up the opportunity to form a small group of three. Again, this opportunity to use music and explore their culture freely was valued and welcomed by the children.

### A teacher commented:

“We have seven Ukrainian children attending our school and were very pleased to receive the offer of music sessions to support these children. The children are always keen to attend these weekly sessions, they have been a very positive enjoyable experience for them all. We have noticed how they are learning to listen to each other in these sessions and work together as a supportive group, giving them an enjoyable opportunity to be together during the school day. Thank you for providing this extremely valuable opportunity and to Diane (the therapist) for her nurturing approach to the children. I look forward to seeing how these sessions develop over the coming months.”



# Raising awareness

## Promotion and marketing

Our website ([www.keychanges.org](http://www.keychanges.org)) provides a stable, professional, and engaging ‘front door’ to access information about who we are, what we do, why we do it, the impact we have and how to support our work. Aligned with the website, we continue a weekly “Beating the Drum for Key Changes” social media campaign, that raises awareness more broadly and with immediacy about how we are taking forward our plans and introduces members of the team and the events we are planning. A regular newsletter is also circulated to our growing mailing list with updates and news of what’s happening at Key Changes.

We continue to welcome the advocacy of and support from our two Patrons, Professor Helen Odell-Miller OBE, who is Emeritus Professor of Music Therapy at the Cambridge Institute for Music Therapy Research; and renowned baritone and composer Roderick Williams OBE. We are looking forward to working with both our Patrons in future and record our gratitude to them for their support as part of this report.

We have maintained our membership numbers during the year in order to gain the benefit of their knowledge, support, advocacy, and advice as we set our aspirations for the future. A number of the members took an active part in our Annual General Meeting, and we welcome their ongoing input and enthusiastic engagement.



**Professor Helen Odell-Miller OBE**



**Roderick Williams OBE**



[www.keychanges.org](http://www.keychanges.org)



[enquiries@keychanges.org](mailto:enquiries@keychanges.org)



01962 842269



Key Changes Music Therapy



[www.facebook.com/KCmusictherapy/](http://www.facebook.com/KCmusictherapy/)



@key\_changes

# Funders, donors, events, and financial supporters

**Key Changes is enabled to meet our objectives by the philanthropy of grant-makers and donors.**

Their support creates opportunities for us to deliver services to new clients and organisations and to support those who have a profound need, who are unable to directly fund our services.

A successful focus on regular submissions to grant-makers has enabled us to continue services in some schools in particular that would not otherwise have been able to afford to continue music therapy provision. An increase in securing unrestricted or less-restricted funding is also a key enabler to maintaining flexibility and responsiveness to needs that arise.

We have benefited from and are grateful for ongoing grant funding from:

- The Martin Read Fund
- Hampshire County Council
- Arnold Clarke
- Edward Gostling Foundation
- Hampshire and Isle of Wight Community Fund

We also received new grant funding from:

- St James's Place Charitable Foundation
- The Radcliffe Trust
- The Ashley Family Foundation
- Winchester City Council
- Tesco

As an example, the support we had from St James' Place enabled Key Changes Music Therapy to directly support 30 children and indirectly support up to 120 parents, family members and carers of those children. The music therapy provided helped to develop their; emotional well-being, ability to relate to others, use of voice, confidence in play and creativity and attention and awareness.

A series of fundraising events continued during the reporting year, including a concert to celebrate Key Changes Music Therapy's 15th anniversary.

Generous donations were also received from Arc Pensions Law, Rathbones, Persimmon and NISA; we were also grateful for the fundraising contributions from Diane Byrne (for her amazing jungle run), Alton Community Choir, Northwood String Orchestra, Round Table and Pitchpipers.



# Research and education of the public

**We have continued our commitment to support the continuing professional development of our therapists, hosting a regular series of ‘learning from experience’ sessions open to all the team.**

Also, this year saw our latest in person annual conference in November 2022 which attracted an excellent group of presenters and a healthy audience of therapists and music therapy students.

The theme this year was ‘**Just when we thought it was safe**’ and the conference was hosted at Itchen Abbas and Avington Village Hall, near Winchester.

Reflecting the rapidly changing times we find ourselves in, we heard from music therapists working in neonatal terminal care, homelessness, biodiversity & PMLD bereavement and we discussed what we needed to survive and thrive as therapists.

Our Keynote address was presented by Anna Seymour, Professor of Drama Therapy at The University of Roehampton, who focused on being with and coping with change.



## Financial review and performance

During the year under review, the company received income of

**£220,814**

(2022: £186,309)



The cost-of-living crisis impacted on our decision making but overhead costs remain closely managed and demand for our services strengthened.

The charity's total reserves at 30 September 2023 were

**£88,794**

(2022: £71,662)

of which

**£31,251**

(2022: £24,396) is restricted.

The reserves policy requires trustees to aim to hold sufficient reserves equivalent to the costs of winding up the charity and does not include any period of further running.

# Future strategy and plans

In alignment with the plans derived from our 3-5-year strategy described previously and updated in Autumn 2023; in the coming 12 months we aspire to:

- Develop and maintain relationships between our team and clients, to influence them to make an enduring commitment to, and grow music therapy.
  - Build a strong brand that makes the case for music therapy and for the Key Changes offering, with a focus on areas with greatest need.
  - Build a resilient and professional organisation, including our income, our team of therapists, our core staff and trustees, with strong governance and reliable infrastructure.
  - Raise funds to enable agility and growth.
  - Take opportunities as they arise to raise the national profile of music therapy and of Key Changes.
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## Public Benefit

The trustees confirm that they 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 future objectives.

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## Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The Trustee's Annual Report was approved on 13th March and signed on behalf of the board of trustees by:



**Jim Squire**

Trustee

# Key Changes Music Therapy

## Company Limited by Guarantee

### Independent Examiner's Report to the Trustees of Key Changes Music Therapy

Year ended 30 September 2023

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I report to the trustees on my examination of the financial statements of Key Changes Music Therapy ('the charity') for the year ended 30 September 2023.

#### Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

#### Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Mr Jonathan Rhodes BSc BFP FCA  
Independent Examiner

Walter Hunter & Co. Limited  
Chartered Accountants  
24 Bridge Street  
Newport  
South Wales  
NP20 4SF

27 February 2024



**Key Changes Music Therapy**  
**Company Limited by Guarantee**  
**Statement of Financial Activities**  
**(including income and expenditure account)**  
**Year ended 30 September 2023**

		2023	2023		2022
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>					
Donations and legacies	5	8,309	32,146	40,455	30,522
Charitable activities	6	179,364	–	179,364	155,707
Investment income	7	995	–	995	80
<b>Total income</b>		<u>188,668</u>	<u>32,146</u>	<u>220,814</u>	<u>186,309</u>
<b>Expenditure</b>					
Expenditure on charitable activities	8,9	178,774	24,868	203,642	183,148
<b>Total expenditure</b>		<u>178,774</u>	<u>24,868</u>	<u>203,642</u>	<u>183,148</u>
<b>Net income</b>		<u>9,894</u>	<u>7,278</u>	<u>17,172</u>	<u>3,161</u>
Transfers between funds		423	(423)	–	–
<b>Net movement in funds</b>		<u>10,317</u>	<u>6,855</u>	<u>17,172</u>	<u>3,161</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		47,226	24,396	71,622	68,461
<b>Total funds carried forward</b>		<u>57,543</u>	<u>31,251</u>	<u>88,794</u>	<u>71,622</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

**Key Changes Music Therapy**  
**Company Limited by Guarantee**  
**Statement of Financial Position**  
**30 September 2023**

	Note	2023 £	2022 £
<b>Fixed assets</b>			
Tangible fixed assets	15	248	396
<b>Current assets</b>			
Debtors	16	15,891	19,118
Cash at bank and in hand		87,111	65,121
		<u>103,002</u>	<u>84,239</u>
<b>Creditors: amounts falling due within one year</b>	17	14,456	13,013
<b>Net current assets</b>		<u>88,546</u>	<u>71,226</u>
<b>Total assets less current liabilities</b>		<u>88,794</u>	<u>71,622</u>
<b>Net assets</b>		<u><u>88,794</u></u>	<u><u>71,622</u></u>
<b>Funds of the charity</b>			
Restricted funds		31,251	24,396
Unrestricted funds		57,543	47,226
<b>Total charity funds</b>	20	<u><u>88,794</u></u>	<u><u>71,622</u></u>

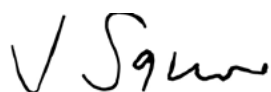
For the year ending 30 September 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 27 February 2024, and are signed on behalf of the board by:



J Squire  
Trustee

# Key Changes Music Therapy

## Company Limited by Guarantee

### Notes to the Financial Statements

Year ended 30 September 2023

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#### 1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Winnall Community Centre, Garbett Road, Winchester, SO23 0NY, Hampshire.

#### 2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

#### 3. Accounting policies

##### Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity, rounded to the nearest pound.

##### Going concern

There are no material uncertainties about the charity's ability to continue.

##### Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

##### Income tax

The charity is exempt from tax on its charitable activities.

##### Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

# Key Changes Music Therapy

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 30 September 2023

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#### 3. Accounting policies *(continued)*

##### Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

##### Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

##### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

# Key Changes Music Therapy

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 30 September 2023

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#### 3. Accounting policies *(continued)*

##### Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office Equipment - 33% p.a. Straight Line

##### Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly.

##### Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as either financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

##### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

#### 4. Limited by guarantee

The charity is incorporated under the Companies Act 2006 and is limited by guarantee, each member having undertaken to contribute such amounts not exceeding ten pounds as may be required in the event of the company being wound up whilst he or she is still a member or within one year thereafter. There are 24 members of the company (2022: 18).

# Key Changes Music Therapy

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 30 September 2023

#### 5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
<b>Donations</b>			
Donations and Friends	1,471	–	1,471
Virgin Giving	–	–	–
Rathbones	1,000	–	1,000
Persimmon	1,000	–	1,000
Martin Read Fund for Young People	–	276	276
Arc Pensions Law Firm	2,000	–	2,000
IBM	–	–	–
Sponsored Walk	–	–	–
Portsmouth Choral Society	–	–	–
Adult Wellbeing Donation	–	–	–
Ukukaladies	–	–	–
Take Note Concert	–	–	–
Alton Community Choir	500	–	500
Northwood String Orchestra Collection	491	–	491
Diane Byrne Jungle Run	1,282	–	1,282
Round Table	155	–	155
NISA	200	–	200
The Pitchpipers	210	–	210
<b>Grants</b>			
HCC Concert Grant	–	350	350
Arnold Clarke Community Fund	–	–	–
Winchester City Council Grant	–	5,000	5,000
Radcliffe Trust	–	3,000	3,000
Ashley Family Foundation	–	4,020	4,020
Edward Gostling Foundation	–	7,500	7,500
Waitrose	–	–	–
HIWCF	–	–	–
HCC Grant - Refugee therapy	–	–	–
Aviva Community Fund	–	–	–
Foyle Foundation	–	–	–
St James Place	–	10,000	10,000
Tesco	–	2,000	2,000
	<u>8,309</u>	<u>32,146</u>	<u>40,455</u>

# Key Changes Music Therapy

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 30 September 2023

#### 5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
<b>Donations</b>			
Donations and Friends	772	–	772
Virgin Giving	1,961	–	1,961
Rathbones	–	–	–
Persimmon	–	–	–
Martin Read Fund for Young People	–	216	216
Arc Pensions Law Firm	–	–	–
IBM	379	–	379
Sponsored Walk	283	–	283
Portsmouth Choral Society	286	–	286
Adult Wellbeing Donation	20	–	20
Ukukaladies	–	90	90
Take Note Concert	834	–	834
Alton Community Choir	–	–	–
Northwood String Orchestra Collection	–	–	–
Diane Byrne Jungle Run	–	–	–
Round Table	–	–	–
NISA	–	–	–
The Pitchpipers	–	–	–
<b>Grants</b>			
HCC Concert Grant	–	–	–
Arnold Clarke Community Fund	–	1,000	1,000
Winchester City Council Grant	–	–	–
Radcliffe Trust	–	–	–
Ashley Family Foundation	–	–	–
Edward Gostling Foundation	–	7,500	7,500
Waitrose	–	350	350
HIWCF	–	4,925	4,925
HCC Grant - Refugee therapy	–	4,360	4,360
Aviva Community Fund	–	2,546	2,546
Foyle Foundation	–	5,000	5,000
St James Place	–	–	–
Tesco	–	–	–
	<u>4,535</u>	<u>25,987</u>	<u>30,522</u>

#### 6. Charitable activities

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Therapy	178,220	178,220	154,792	154,792
Annual Conference	1,144	1,144	915	915
	<u>179,364</u>	<u>179,364</u>	<u>155,707</u>	<u>155,707</u>

# Key Changes Music Therapy

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 30 September 2023

#### 7. Investment income

	Unrestricted Funds £	<b>Total Funds 2023 £</b>	Unrestricted Funds £	Total Funds 2022 £
Bank interest receivable	995	995	80	80

#### 8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	<b>Total Funds 2023 £</b>
Therapy	139,660	24,868	164,528
Salaries and related expenses	28,529	–	28,529
Office expenses	9,127	–	9,127
Governance - Accountancy	1,458	–	1,458
	<u>178,774</u>	<u>24,868</u>	<u>203,642</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Therapy	125,094	21,809	146,903
Salaries and related expenses	25,548	–	25,548
Office expenses	9,347	–	9,347
Governance - Accountancy	1,350	–	1,350
	<u>161,339</u>	<u>21,809</u>	<u>183,148</u>

#### 9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	<b>Total funds 2023 £</b>	Total fund 2022 £
Therapy	164,528	164,528	146,903
Salaries and related expenses	28,529	28,529	25,548
Office expenses	9,127	9,127	9,347
Governance - Accountancy	1,458	1,458	1,350
	<u>203,642</u>	<u>203,642</u>	<u>183,148</u>

#### 10. Taxation

As a charity, Key Changes Music Therapy is exempt from tax on income and gains, to the extent that such income or gains are applied exclusively to charitable purposes. No tax charges have arisen in the charity.



# Key Changes Music Therapy

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 30 September 2023

#### 11. Net income

Net income is stated after charging/(crediting):

	<b>2023</b>	2022
	£	£
Depreciation of tangible fixed assets	148	49

#### 12. Independent examination fees

	<b>2023</b>	2022
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	1,458	1,350

#### 13. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	<b>2023</b>	2022
	£	£
Wages and salaries	28,093	25,144
Employer contributions to pension plans	436	404
	<u>28,529</u>	<u>25,548</u>

The average head count of employees during the year was 4 (2022: 4). The average number of full-time equivalent employees during the year is analysed as follows:

	<b>2023</b>	2022
	No.	No.
Management and administration	1	1

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

#### Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £14,973 (2022:£13,862).

#### 14. Trustee remuneration and expenses

No remuneration or expenses or other benefits from employment with the charity or a related entity were received by the trustees.

**Key Changes Music Therapy**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*  
**Year ended 30 September 2023**

**15. Tangible fixed assets**

	<b>Equipment</b> <b>£</b>
<b>Cost</b>	
<b>At 1 October 2022 and 30 September 2023</b>	<u>1,839</u>
<b>Depreciation</b>	
At 1 October 2022	1,443
Charge for the year	148
<b>At 30 September 2023</b>	<u>1,591</u>
<b>Carrying amount</b>	
<b>At 30 September 2023</b>	<u>248</u>
At 30 September 2022	<u>396</u>

**16. Debtors**

	<b>2023</b> <b>£</b>	<b>2022</b> <b>£</b>
Trade debtors	15,244	17,988
Prepayments and accrued income	237	720
Other debtors	410	410
	<u>15,891</u>	<u>19,118</u>

**17. Creditors: amounts falling due within one year**

	<b>2023</b> <b>£</b>	<b>2022</b> <b>£</b>
Trade creditors	10,812	8,385
Accruals and deferred income	3,467	4,598
Social security and other taxes	177	30
	<u>14,456</u>	<u>13,013</u>

**18. Deferred income**

	<b>2023</b> <b>£</b>	<b>2022</b> <b>£</b>
At 1 October 2022	3,248	–
Amount released to income	(3,248)	–
Amount deferred in year	2,009	3,248
<b>At 30 September 2023</b>	<u>2,009</u>	<u>3,248</u>

Deferred income contains payments from clients in advance held at the year end.

# Key Changes Music Therapy

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 30 September 2023

#### 19. Pensions and other post retirement benefits

##### Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £436 (2022: £404).

#### 20. Analysis of charitable funds

##### Unrestricted funds

	At 1 October 2022 £	Income £	Expenditure £	Transfers £	At 30 September 2023 £
General funds	45,120	181,508	(177,165)	423	49,886
Virgin Giving	–	–	–	–	–
Winchester Collections	–	–	–	–	–
IBM	378	–	(378)	–	–
Flautissimo Concert	148	–	(148)	–	–
Southampton University Orchestra	–	–	–	–	–
Madding Crowd	–	–	–	–	–
John Terry Funeral Directors	225	–	(225)	–	–
Folks In Harmony	–	–	–	–	–
Sponsored Walk	283	–	–	–	283
Portsmouth Choral Society	286	–	–	–	286
Adult Wellbeing Donation	–	–	–	–	–
Take Note Concert	–	–	–	–	–
Rathbones	–	1,000	–	–	1,000
Persimmon	–	1,000	–	–	1,000
Arc Pensions Law Firm	–	2,000	–	–	2,000
Alton Community Choir	–	500	–	–	500
Northwood String Orchestra Collection	–	491	–	–	491
Diane Byrne Jungle Run	–	1,282	–	–	1,282
Round Table	–	155	–	–	155
NISA	–	200	–	–	200
The Pitchpipers	–	210	–	–	210
Fundraising	–	322	(72)	–	250
Gift Aid	786	–	(786)	–	–
	<u>47,226</u>	<u>188,668</u>	<u>(178,774)</u>	<u>423</u>	<u>57,543</u>

# Key Changes Music Therapy

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 30 September 2023

#### 20. Analysis of charitable funds *(continued)*

##### Unrestricted funds *(continued)*

	At 1 October 2021 £	Income £	Expenditure £	Transfers £	At 30 September 2022 £
General funds	45,782	156,560	(156,436)	(786)	45,120
Virgin Giving	160	1,961	(2,121)	–	–
Winchester Collections	74	–	(74)	–	–
IBM	1,236	378	(1,236)	–	378
Flautissimo Concert	298	–	(150)	–	148
Southampton University Orchestra	252	–	(252)	–	–
Madding Crowd	181	–	(181)	–	–
John Terry Funeral Directors	225	–	–	–	225
Folks In Harmony	35	–	(35)	–	–
Sponsored Walk	–	283	–	–	283
Portsmouth Choral Society	–	286	–	–	286
Adult Wellbeing Donation	–	20	(20)	–	–
Take Note Concert	–	834	(834)	–	–
Rathbones	–	–	–	–	–
Persimmon	–	–	–	–	–
Arc Pensions Law Firm	–	–	–	–	–
Alton Community Choir	–	–	–	–	–
Northwood String Orchestra Collection	–	–	–	–	–
Diane Byrne Jungle Run	–	–	–	–	–
Round Table	–	–	–	–	–
NISA	–	–	–	–	–
The Pitchpipers	–	–	–	–	–
Fundraising	–	–	–	–	–
Gift Aid	–	–	–	786	786
	<u>48,243</u>	<u>160,322</u>	<u>(161,339)</u>	<u>–</u>	<u>47,226</u>

# Key Changes Music Therapy

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 30 September 2023

#### 20. Analysis of charitable funds *(continued)*

##### Restricted funds

	At 1 October 2022 £	Income £	Expenditure £	Transfers £	At 30 September 2023 £
Morrison Foundation	–	–	–	–	–
Martin Read Fund	3,073	276	(869)	–	2,480
Winchester Rotary	–	–	–	–	–
D'Oyly Carte	–	–	–	–	–
Eight Foundation	–	–	–	–	–
St. James' Place Foundation	–	10,000	(10,000)	–	–
HCC Grant	2,874	–	(2,874)	–	–
Arnold Clarke Community Fund	1,500	–	–	–	1,500
Greville School Advance	423	–	–	(423)	–
Round Table	–	–	–	–	–
Baily Thomas	–	–	–	–	–
Amanda Lapping	–	–	–	–	–
Hedley Foundation	575	–	–	–	575
Radcliffe Trust	–	3,000	–	–	3,000
Albert Hunt Trust	1,000	–	(255)	–	745
Edward Gostling Foundation	5,532	7,500	(5,787)	–	7,245
Waitrose Grant	350	–	–	–	350
Ukukaladies	90	–	(90)	–	–
HIWCF	4,646	–	(476)	–	4,170
HCC - Refugee funds	4,333	–	(4,088)	–	245
Aviva Community Fund	–	–	–	–	–
Foyle Foundation	–	–	–	–	–
HCC Concert Grant	–	350	–	–	350
Winchester City Council grant	–	5,000	–	–	5,000
Ashley Family Foundation	–	4,020	–	–	4,020
Tesco	–	2,000	(429)	–	1,571
	<u>24,396</u>	<u>32,146</u>	<u>(24,868)</u>	<u>(423)</u>	<u>31,251</u>

# Key Changes Music Therapy

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 30 September 2023

#### 20. Analysis of charitable funds *(continued)*

##### Restricted funds *(continued)*

	At 1 October 2021 £	Income £	Expenditure £	Transfers £	At 30 September 2022 £
Morrison Foundation	40	–	(40)	–	–
Martin Read Fund	3,395	216	(538)	–	3,073
Winchester Rotary	412	–	(412)	–	–
D'Oyly Carte	512	–	(512)	–	–
Eight Foundation	1,244	–	(1,244)	–	–
St. James' Place Foundation	731	–	(731)	–	–
HCC Grant	5,000	–	(2,126)	–	2,874
Arnold Clarke Community Fund	500	1,000	–	–	1,500
Greville School Advance	423	–	–	–	423
Round Table	2,500	–	(2,500)	–	–
Baily Thomas	200	–	(200)	–	–
Amanda Lapping	1,000	–	(1,000)	–	–
Hedley Foundation	575	–	–	–	575
Radcliffe Trust	2,686	–	(2,686)	–	–
Albert Hunt Trust	1,000	–	–	–	1,000
Edward Gostling Foundation	–	7,500	(1,968)	–	5,532
Waitrose Grant	–	350	–	–	350
Ukukaladies	–	90	–	–	90
HIWCF	–	4,925	(279)	–	4,646
HCC - Refugee funds	–	4,360	(27)	–	4,333
Aviva Community Fund	–	2,546	(2,546)	–	–
Foyle Foundation	–	5,000	(5,000)	–	–
HCC Concert Grant	–	–	–	–	–
Winchester City Council grant	–	–	–	–	–
Ashley Family Foundation	–	–	–	–	–
Tesco	–	–	–	–	–
	<u>20,218</u>	<u>25,987</u>	<u>(21,809)</u>	<u>–</u>	<u>24,396</u>

# Key Changes Music Therapy

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 30 September 2023

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#### 21. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	248	–	248
Current assets	71,751	31,251	103,002
Creditors less than 1 year	(14,456)	–	(14,456)
<b>Net assets</b>	<u>57,543</u>	<u>31,251</u>	<u>88,794</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	396	–	396
Current assets	59,843	24,396	84,239
Creditors less than 1 year	(13,013)	–	(13,013)
<b>Net assets</b>	<u>47,226</u>	<u>24,396</u>	<u>71,622</u>

#### 22. Related parties

There are no related party transactions in the reporting period that require disclosure.

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