



ANNUAL REPORT 2007 / 2008



SLYNEDALES



LAKES CENTRE

Registered Charity no. 1120048



CancerCare is a local charity dedicated to the support of cancer patients, their families and their carers, and of those bereaved by cancer

Registered Charity Number 1120048

Chairman's Report

The year 2007/8 has been a time of consolidation for Cancercare as new external and internal structures have settled into place.

We referred last year to the reorganisation of Primary care Trusts. Having now established important links with the new trust boards in North Lancashire and Cumbria we expect both to recognise more fully the contribution from CancerCare to the supportive care of cancer families in their respective catchment populations. There is mounting pressure from central government for PCTs to include supportive care (as distinct from palliative care) in statutory local health service provision and CancerCare would be the obvious provider for such services in this area. To do so, however, CancerCare would have to accept patients (and their families) with a non-cancer diagnosis and until recently this was not possible under our constitution. This situation has now changed.

With support and guidance from our professional advisors, Blackhurst Swainson Goodier (solicitors) and Moore and Smalley (auditors) and on the advice of the Charity Commission, Cancercare has become a company limited by guarantee. This process has provided the opportunity to remove any restriction to limit CancerCare's services to patients and families with cancer and has paved the way to discussions about client referrals being based on psychological need alone. The financial and service implications of such a change are being considered, especially as there is a tension between the need for prudence in a difficult financial climate and the pressure to broaden the organisation in line with PCT requirements.

St John's Hospice is a small but important user of CancerCare services and we recognise the importance of maintaining good relations with hospice trustees and their senior management team. We have recently agreed better and regular communication arrangements between us and this is especially important with the development of their day care centre and the possibility of confusion in the services we both provide.

Internally, CancerCare has benefited from the new therapy management structure. The transition to a Therapy Services Management Team, incorporating a Manager, Deputy Manager and Service Co-coordinator, supported by a team PA has been well received and has resulted in better and more sustainable management functions. In addition, therapists feel more supported and valued.

Similarly, the administration issues at the Lakes Centre have been resolved and this has helped to achieve much smoother running of the South Cumbria facility. There has been little overall movement of staff over the year, which is perhaps a reflection of a general level of satisfaction with working conditions.

Achieving incorporated status was the time chosen by Bill Howarth to announce his retirement from the Board. He has given generous and faithful service for many years and we are deeply grateful to him. His place has been taken by Mark

Burrow from Blackhurst Swainson Goodier and we welcome him to Cancercare. Peter Hearne becomes a director on the newly constituted Board.

Once again I wish to take this opportunity to recognise and thank those many people who offer their time on a voluntary basis to the work of the charity and, of course, to our staff and therapists whose commitment often goes far beyond the call of duty.

Finally, I hope next year to report a successful result to the Silver Jubilee appeal which was officially launched at the end of this financial year to mark the twenty-fifth anniversary of CancerCare's support to local people. The need to expand our service provision to meet ever increasing demands is very evident and, with the continued kindness, support and generosity of the community, we hope to provide the highest standards of supportive care for the foreseeable future.

Thank you

Professor Malcolm McIlmurray
Chairman

7 August 2008

SERVICES

Therapy Services

This is my last yearly report for CancerCare. I feel that we have achieved at least some of the goals we set out with and I am very confident that, with the structures we have set up, the excellent team in place and the ongoing work being done, the new Therapy Services Manager will be able to further progress our drive towards best practice.

We have had a busy year with 13788 sessions offered, a similar number to last year, with 620 assessments and 806 referrals (the discrepancy is due to some being internal re-referrals, not needing assessment, and clients who do not take up offers of assessment)

The uptake across the therapies has been very steady with small increases in the Relaxation Group and Yoga 1-1.

The Children's Service saw an increase of 15%, despite losing one therapist and having to induct another one. This means that it is our fastest growing service, and it will require support and attention in the coming year to allow it to dovetail even more effectively with the adult service as well as meeting increasingly stringent external demands such as the Common Assessment Framework. We have also begun seeing children with cancer during this last year. This makes extra demands on the therapists involved.

CNA's (people who Could Not Attend) were also marginally down which I trust reflects the emphasis we have put this last year on appropriate appointment making.

During this last year we have continued to offer Aromatherapy in the Royal Lancaster Infirmary and Furness General Hospital.

Our long association with St Johns Hospice in offering complementary therapies was under review at the end of the year as the hospice managers contemplate how new staffing arrangements at the Oak Centre will function. Whether this will result in future provision, once the new pattern of service has settled, remains to be seen. This will have implications for the number of aromatherapy sessions we offer next year, as hospice provision has represented about 16% of our aromatherapy work. Aromatherapy continues to be our most popular service with 3,422 sessions offered, slightly more than our mainstream psychological therapies which offered 3129 sessions.

Staffing

Staffing has been very steady this year. We inducted a new person to offer cover for woodwork and also someone to cover for Day Care.

The Lead Practitioners continue in their good work and have driven along two major projects, the Client Contract and the Frequently Asked Questions document. Both of these will be rolled out in the coming year.

Service Development

- Zoe Cockshott, funded by the Kershaw Research Fellowship, has completed her interviews with clients. She was pleased with the ease of recruitment and we think it has worked well for them and for her.
- The Policy Review Group continues to meet and the Suicide Risk and Self Harm Policies are near to completion. We have been having discussions about a Lone Worker Policy which should become effective in the next year.
- The information area in Slynedales is now completed and, along with a new borrowing system, is being used well.
- We have initiated a system for allocating funds to the training project to ensure equity of provision.
- The training project has continued to support in-house informal talks by staff and visitors, which has included a day's training on Children at Risk.
- We offered a training input for body practitioners on aromatherapy and cancer.
- Anna Jacobs has given some very well received training to Hospital staff on supporting families where there are children and bereavement issues.
- Jennifer Maclennan continues to offer a presentation for junior doctors on rotation at the Hospice.
- Jennifer also supervised the placement of medical students from the University of Lancaster over a five-week period for which CancerCare received some payment.
- After consultation with Stuart Riley of the Research Engine, based at Lancaster University, about the Client Questionnaire we are continuing to explore the best way forward to enable clients to give us feedback about their experience of the organisation.
- Anne Oppenheimer devised a 'Green Suggestion' box to be left in the Lakes Centre and Slynedales for all concerned, and has collated the results. This has indicated how, as an organisation, we can address our own carbon footprint and manage our resources.

- We have started to attract a nucleus of clients and ex-clients interested in forming a User Group; this project moves forward very slowly.
- A Macmillan funded CAB worker has been offering a Drop-in service at the Lakes Centre
- We have initiated talks with Lancaster and Morecambe's CABx in the hope that they too will engage a Macmillan funded worker offering advice specifically to those affected by cancer.
- Sue Ruel is undertaking a Quality Assurance process with Leads and the Therapy Services Management Team, which is ongoing,
- Supervision groups have been reconfigured and are now working well with new supervisors in place.
- A new Therapists' office has been created in the Lakes Centre allowing better access to computers and filing, and working space for therapists.
- We are hosting a piece of research into the effect of Acupuncture on long term fatigue in Breast Cancer patients post chemotherapy. This is a national trial organised by Professor Alex Molassiotis from Manchester University. Working in association with Royal Lancaster infirmary, we are one of three centres involved, the others being The Royal Marsden Hospital and the Christie Hospital.
- We have had preliminary discussions about hosting a self-support group for children with cancer. Unfortunately, ill health of one of the participants has put this on hold for the moment.

Fundraising and Public Affairs

The end of the year brought further changes to the Fundraising team as Annette Quarry left after just one year and Sarah Stimson joined CancerCare on 1st April 2008. Sarah joins Helen Hartin and Richard Cogger, and we currently have one vacant position. Iona left the team to take on her new role as Administrator of CancerCare's Lakes Centre in February and still retains her responsibilities as Volunteer Co-ordinator.

The last year has seen a vast amount of planned press coverage both in the Kendal and Lancaster areas. The on-going objective is to raise significantly public awareness of CancerCare and the valuable work we do in the North Lancashire and South Lakes area. We will continue to drive press recognition, which is vital for our fundraising events but, perhaps more importantly, to increase the awareness of CancerCare as a major and valuable local charity supporting those who need us in the local community.

The annual season of Open Garden's continues to help to raise the profile of CancerCare whilst raising funds throughout the summer.

On 12th May 2007, StarWalk, the first of a new annual event took place at midnight in Kendal within the heart of the local community. This event was a massive success both in terms of public relations and financial benefit, with over 1000 women taking part.

In June we held the second CancerCare Cross Bay Challenge Half Marathon. With 200 runners entering it was a great day and a successful event. This unique event is now an annual event and will grow with more targeted PR and as the runners spread the word. We will be looking to grow the event to 400 runners in 2008. The Cross Bay Walk took place in September and was well received. A bigger PR strategy is in planned for the next walk linking it to the Cross Bay run.

September saw a team of six cyclists from HMS Lancaster complete a 301 mile cycle ride from Portsmouth to Lancaster which finished at Slynedales. A cheque presentation marked the end of CancerCare being their charity of the year

During September one brave walker complete the 10 day Inca Trail and October saw three intrepid walkers taking on the Great Wall of China in 10 days. Both trips were a real challenge, but well worth all the effort. Yet again everybody involved put in massive efforts to fundraise and have raised a fantastic amount. We already have several people taking on new and different challenges for 2008/9.

In December the new formats for Light for Life in Lancaster and Kendal were extremely well received and with the continued support of the Rothay Manor Hotel, Light for Life in Ambleside continues to be a more intimate ceremony. Light for Life events provide excellent opportunities for all sectors of our local community to remember their loved ones, and we will continue to develop the formats as we move forward with our plans for 2008.

Chinese New Year Celebrations in February 2008 saw CancerCare working closely with the Chinese Community Association in organising a Chinese New Year event at Lancaster Town Hall. This is the second time the Association has chosen CancerCare to receive profits from the celebrations and it is beneficial for all concerned to continue close links with all communities.

The Kendal College Gourmet Food and Wine evening took place once more in March and as always proved to be a very popular and outstanding event.

Numerous street and store collections have taken place throughout this period. These events, though low key, are an essential part of our overall engagement with the local community, who are both our key supporters and the beneficiaries of our service.

Volunteers and Training

The volunteer service continues to play an invaluable part in CancerCare's overall service provision. We are very fortunate to have over 170 registered volunteers and many more who volunteer on an ad hoc basis. The hard work, dedication and experience they offer to all departments is highly valued and much appreciated.

The annual cream tea and long service award ceremony can only be a token of the regard with which our volunteers are held but it is very well received and well attended.

We continue to link with local volunteer agencies both in the hope of attracting much needed new volunteers and to help us ensure we follow best practice in supporting our volunteer work force.

In addition to trying to meet requests relating to particular training needs, our induction day, listening skills and first aid training continue on an annual basis

Iona Price

Transport Service

At CancerCare we have an employed driver for 3 days a week and a dedicated team of 60 volunteer drivers who provide the bulk of our service for North Lancashire and South Lakeland.

We provide transport for clients to Social Day Care at Slynedales on Mondays and at the Lakes Centre on Wednesdays, and to both centres for therapy appointments. Our drivers also bring in people to Day Care at the Oak Centre at St John's Hospice on Monday, Tuesday and Thursday, to appointments at the palliative care clinics and for admission to and discharge home from the Hospice. During the past year we have had various training days and meetings and in June we held a cream tea as a thank you to all volunteers when many of the drivers received Long Service Awards. We have welcomed 2 new volunteer drivers and sadly 2 drivers retired on reaching their 80th birthday.

We know how much this service is appreciated and both I, at Lancaster, and Mike Cooper, Transport Organiser at the Lakes Centre, would like to take this opportunity to pay tribute to the wonderful team of drivers who make this possible.

Pat Johnson

Some of the Year's Highlights

- APRIL - CancerCare Nominated as Charity of the Year by Morecambe Golf Club
St. Thomas's Church, Lancaster – Musical Concert
- MAY - Charity Fashion Show - Morecambe Drop-in
Star Walk, Kendal – new annual event
Golf Day - Silverdale Golf Club
Ladies Day - Cartmel Races
- JUNE - Volunteer Cream Tea and Long Service Awards
2nd Cross Bay Challenge half marathon
- JULY - Skerton Bowling Club - Fun Day
- AUGUST - Elementary Penguin farewell concert – Ashton Hall, Lancaster
- SEPTEMBER - HMS Lancaster Cycle Ride and presentation
Westmorland County Show
Kendal Torchlight Procession
Elvis Tribute Act & Disco
Annual Cross Bay Walk
- OCTOBER - Bridge Tournament
Great Wall of China
Genius Gems
- NOVEMBER - Leighton Hall Christmas Fair
Glamour Evening
Light for Life, Lancaster and Kendal
- DECEMBER - Light for Life, Ambleside
Coffee Morning Leighton Hall
- JANUARY - Chinese New Year
- FEBRUARY - Reid Hamilton Casino Night
- MARCH - Gourmet Food & Wine, Kendal College

Treasurer's Report

Introduction

The first 6 months of CancerCare as a company have seen a strong current financial position which is a reversal of the position in the preceding 18 months. The surplus of £162,406 of income over expenditure was, however, due solely to the high level of income from legacies, a source which, though welcome, cannot be relied upon to occur regularly.

The charity's accounts for the 6 months, which are attached, have been expanded, for the purpose of this report only, to provide details of the last 18 months prior to incorporation. This provides the ability to compare our financial performance over the recent past.

Balance sheet

The overall excess of income over expenditure in both the last and preceding 12 months has allowed the rebuilding of the charity's current assets, which have increased from £898K at March 2007 to over £1million at 31 March 2008.

Of this total £513K represents the value of our 2 properties and a further £363K is the legacy equalization fund held to spread the use of legacies over a period and which is already committed to meeting the cost of service provision in the next 4 years. Consequently, only some £130K is available as a buffer to finance expenditure should our voluntarily donated income fall in the future.

The directors consider that this level of reserve is too low and are working towards a free reserve level of £550K.

Current activities

Income from fund raising, whilst below the previous 6 months, was high for the winter half year. Other income levels were consistent with previous periods and the directors' budgets. Once again the income received from the CancerCare Lottery provided a substantial proportion of the funds needed to finance our activities and thanks are due to the 8,000 members who play every week.

Expenditure was very similar to that incurred in previous 6 monthly periods with the cost of managing the charity once again being below 5% of turnover. Expenditure on fundraising was increased in the year to March partly in preparation for the major appeal launched in April 2008 in celebration of CancerCare's Silver Jubilee and also to support the new large fund raising events which are now managed by CancerCare with the support of volunteers.

Summary

CancerCare is a charity which, over the past 25 years, has grown from having an annual turnover of less than £100 to its present level of over £1million. In that time donations have been received which have enabled the charity to invest over £750,000 in buildings and equipment, all dedicated to the provision of services to people affected by cancer.

This level of support in the past is a reflection of the worth of CancerCare's service to the community. Our task now is to continue to provide the level of support which our clients request. This is expected to continue to increase as our population ages and consequently cancer affects even more people. This provides a financial challenge as the major part of CancerCare's financial resources comes from residents of South Cumbria and Lancaster, who form the community which we serve. The service we provide can only increase if we can generate more income through our local community. We are very successful in targeting donations wisely, with over 95% going directly into the client services, and can assure supporters of our intention to continue this in the future.

And Finally.....

Our sincerest thanks go to all the individuals and groups who have contributed in so many ways to CancerCare over the past year and have helped us play our part in the wider provision of care and support for local cancer patients and their families.

Legacies make a significant contribution to CancerCare's income and we are very appreciative of the generosity of those people who have been thoughtful enough to remember us in their wills.

We are also especially grateful to the following companies, trusts, foundations and organisations for their support:

Sir John Fisher Foundation
John Slater Foundation
Lakeland Limited
The Staff of Lakeland Limited
BBC Children in Need
Soroptomists
The Elizabeth & Richard Wilson Charitable Fund
Jean L Ward Trust
John Cutforth Trust
Reebok
HSBC Trust

Reid Hamilton & Co Ltd
Friends of Conah Higgins
Elementary Penguin
Chapleys
O'Reilly Transport
Lancaster Chamber of Commerce
Marks and Spencer, Lancaster
Asda, Kendal and Morecambe
HMS Lancaster
Rotary Clubs of Ambleside
Rothay Manor Hotel
Blood Donor Centre, Lancaster
Kendal Round Table
Morecambe Golf Club
The Voice Community Trust
Lancaster City Council
South Lakeland District Council
St Nicholas Arcades, Lancaster
Lakes Leisure, Kendal
CJN Media
Westmorland Shopping Centre, Kendal
Evans Marquee Hire
Gibsons of Kendal
Brian Todd's Bacon Supplies
Willans
Boswell Photographic
Abbotts Hall Community Centre
Cath's Country Citchen

Our sincere thanks to you all.

CancerCare Management

Trustees (Directors) – serving as Management Committee:

Professor Malcolm McIlmurray, Chairman
Robert Webb, Vice Chairman
Mervyn Bonnett, Treasurer
Bill Howarth, Legal Adviser (retired December 2007)
Mark Burrow, Legal Adviser (joined December 2007)
Dr. David Elliott
Meg McCaldin
Liz Ingram
Dr. David Fyfe
Peter Hearne, General Manager

Trudy Johnston, Therapy Services Manager