



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

For this, my last annual report as Chairman of CancerCare, I am reminded of the inaugural meeting of the Advisory Board "established to set up an informal support group for cancer patients and their families in the Lancaster area" held in February 1984. The aims and objectives were recorded as follows:

- (1) to be a forum for increasing knowledge of cancer amongst patients, relatives and the community as a whole
- (2) for patients to help and support one another through informal gatherings
- (3) to provide counselling for patients and families with further development in a direction determined by the needs of the group once it had become established.

Looking back over the past 25 years I think we have achieved this and so much more. Little did we know then how great the need would be, both in the numbers involved and in the complexity of the response that has evolved to deal with their distress. We now have a comprehensive, secure and widely respected organisation which supports over 1000 new referrals each year. It is filling a huge and important gap in cancer services, year after year, in this part of north Lancashire and south Lakeland. I continue to be amazed at the generosity of countless people, notably my fellow directors/trustees, who give their time freely in so many different ways, many of whom have been associated with CancerCare since the very early days. We are fortunate indeed to have such able and committed staff and such dedicated and skilful therapists who deliver such high quality care to the people who use our services.

So in this annual report I would like once again and finally to thank all of you - volunteers, support staff, managers, fund raisers, therapists and directors, including all those who have filled these roles in the past and are no longer involved, and particularly now to Peter Hearne who as General Manager is responsible for the day to day running of CancerCare. A special 'thank you' to Pippa Youren who was the inspiration and drive behind CancerCare. Her book "Dreams, Reflections and Memories", an account of the development of CancerCare, was published in January 2007 and is still available for purchase.

Now, to the year April 2008/9.

In line with general recommendations the charity has become a company limited by guarantee. Trustees have become directors but there are no other obvious manifestations of this change of status. An early task for the directors was to work on a strategic plan and to review current working practices. For this purpose we secured the services of Harry Clark and Michele Pomphrey, senior managers in the health service. A draft action plan was produced after organised "away days" and further work is continuing on four specific topics, namely, current service provision, finance, governance and fundraising. During this time we welcomed

Tim Bennett, Director of Finance for the acute trust, to the CancerCare Board of Directors.

The Silver Jubilee Appeal was officially launched in April 2008 at Leck Hall and at the end of the first year sufficient funds were raised to commission the first phase of the building programme - to develop the facilities at the Lakes Centre in Kendal. The response to the Appeal has been slow, however, and progress was further set back when Angie Kay resigned as Appeal Director in November 2008. This coincided with the appointment of Christine Blease to head the fund raising department. The Appeal strategy has been revised since her arrival.

Trudy Johnston, a key member of the Therapy Services Management team, announced her resignation in June 2008 and she was replaced by Sue James in September 2008. Ann Irving who was running the outreach services, left in December 2008. She had successfully completed a 3 month pilot of an innovative "first point of contact" service based in out patient clinics in the Royal Lancaster Infirmary and the Westmorland General Hospital. This was a particularly important piece of work as we progress our discussions with the acute trust Chief Executive in the development of plans for a cancer unit with radiotherapy at WGH and our view that CancerCare should be part of any new centralised cancer service.

Relationships with St John's Hospice continue to improve and regular meetings take place with representatives of both organisations at a senior operational level. Similarly, discussions have been held with the Primary Care Trusts about our current financial arrangements and to develop clear referral guidelines for distribution to GP's and other key referrers.

So, finally, I can report sustained levels of referrals and a steady income flow during this 12 month period which has meant that CancerCare has continued to provide a high quality of specialised care to our local community. The Silver Jubilee Appeal has enabled the first phase of the building programme to be approved but remains well short of its overall target. I feel confident about the future and I wish all possible success to those who continue to work for this wonderful organisation.

Thank you

Professor Malcolm McIlmurray
Chairman

6 August 2009

SERVICES

Therapy Services

This has been another busy year for CancerCare Therapy Services. Sadly, Trudy Johnston, who had steered the team so well, left her role as Therapy Services Manager. We wished her well in her increasingly busy role at the University of Cumbria and are grateful for her valuable influence on the Therapy Service during the time she was in post. Following her departure, the post unfortunately was not able to be filled permanently by Sue James, who had been particularly supportive to the therapists and their work. The management team is now being realigned as Jennifer MacLennan, Deputy Therapy Services Manager, has requested a return to her previous roles as Assessor and Counsellor, following a period of ill health and Sue Ruel, Therapy Services Co-ordinator, is soon to retire. Jennifer's professional and dedicated approach to her work will be a loss to the Therapy Services Management Team. She promoted and managed the extremely successful Conference 'The Impact of Caring' which was part of the celebration of CancerCare's 25th Anniversary. This was not only a great opportunity for CancerCare staff and medical professionals (both locally and from further afield) to hear excellent speakers on the subject of self support when working in this type of environment, but the event also made a healthy profit boosting CancerCare's much needed funds.

The number of therapy sessions offered in the past year was 14931, again showing an increase on the previous year. There were 738 assessments (an increase of 15%). Many more potential clients were referred for assessment but did not take up the offer. Over 1400 clients attended, 73% of whom were female and 75% aged over 50 years. 60% of all sessions were offered at Slynedales, 30% at the Lakes Centre and 10% at the Royal Lancaster Infirmary, Furness General Hospital, in clients' own homes or in the hospice.

Higher demand has led to waiting lists for assessment and most therapies from time to time. Aromatherapy and massage/SLD, counselling, hypnotherapy, yoga and art were the most popular.

There were 2993 missed appointments in this period and, although some cancellations were offered to others, many were not possible to fill.

The Lead Practitioners have continued in their role of support to their teams and liaison between the Therapy Services Management Team and therapists. They provide guidance and induction/ mentoring for new members of staff, assist with training issues and discussion on general matters of governance relating to their disciplines.

The service has continued to offer Aromatherapy sessions at the Royal Lancaster Infirmary and Furness General Hospital. St.John's Hospice now has a small team of therapists for their patients, but in order to provide continuity of support (in certain circumstances) CancerCare therapists liaise with St John's and provide therapy to clients during their stay in the hospice if appropriate. Monthly meetings

with hospice staff take place which have proved helpful to both parties. This is proving to be an opportunity to work together on 'common issues' for the benefit of the clients and improve communications.

The Lakes Centre at Kendal has been in temporary accommodation at Castle Lodge during major refurbishment at the Centre in Blackhall Road. We look forward to returning there very soon and are grateful to all those who have 'made it happen', especially Peter Hearne and Iona Price, along with others who have helped and been so patient.

Staffing

We have welcomed the following new members of staff this year:

- Aurea Kelvin has joined us as a sessional therapist to provide much needed massage at Slynedales.
- Cynthia Higson was appointed to provide relief cover and assist in Day Care at both centres. This has proved invaluable during staff sickness.

Service Development

The Children and Young Persons' Service:

There were 453 sessions attended by children and young people and 83 sessions of advice to parents and guardians.

Training and liaison with other services has been undertaken to promote the play therapy, drama therapy and counselling offered at both centres.

A survey of the clients attending is beginning to show trends and indications of outcome measures which will be particularly helpful to those planning the future of this part of the service.

The Policy Review Group:

The Suicide Risk Policy is ready for ratification.

The Lone Worker policy is almost complete but further action on this has been postponed until the new managers are in post.

The Client Contract and Frequently Asked Questions sheet has been introduced to help create greater parity for clients and boundaries for therapists around confidential issues. A modified contract and FAQs are also in use for Domiciliary Clients.

Training:

The Training projects have been successfully managed by Jennifer MacLennan with help from Cathy Gregg and other staff during the year. Members of staff have been encouraged to develop their knowledge and skills. Help with funding course attendance has been made available and made it possible for staff and the service to benefit.

Medical students visit CancerCare regularly as part of their training and Jennifer Maclennan has introduced them to all aspects of the service. It is hoped this knowledge will prove valuable to them and to those they meet throughout both their working and personal lives.

Quality Assurance:

Work on quality assurance has begun and there are plans to extend this across all disciplines.

User Questionnaires:

The returned questionnaires continue to reflect significant benefit and appreciation of the service offered. Any suggestions or criticisms (of which there have been very few) are considered and followed up as soon as possible. We welcome comments and are keen to regularly review and improve the service delivery. A review of the current questionnaire is planned, in order to capture client opinions more fully.

The User Group:

This group unfortunately has not been able to get established in the way it was hoped. However, it is felt it would be an important asset for the future if there is sufficient interest and people able to organise it.

Research:

The Kershaw Research Fellowship has funded Zoe Cockshott's research and she is beginning to present her findings on 'client' and 'non client' opinions and take up of CancerCare Services. This will be most useful in the future planning of this service.

The Acupuncture Trial:

The trial aims to ascertain the benefits of Acupuncture for women experiencing fatigue following treatment for breast cancer. It is led by Prof Alex Molassiotis of Manchester University and participants to the trial are recruited via Christie Hospital, The Royal Marsden Hospital, and CancerCare (via therapists and the specialist breast cancer clinicians and nurses at Royal Lancaster Infirmary and Westmorland General Hospital). CancerCare's representative is Sally Jeffrey and the Acupuncture is administered locally by Penny Towler.

A total of 320 participants are sought and, at the midpoint of the recruitment phase, 92 had been recruited. 14 of these have been recruited into the trial in this area, 52 in Manchester and 26 in London. Recruitment has slowed down recently and it is hoped that further women fulfilling the research study criteria can be reached.

All the women in Lancaster and Kendal who have been allocated to the treatment group have successfully completed the required number of sessions. The findings of this trial will be reported on when complete.

*Sue Ruel,
Therapy Services Coordinator*

Fundraising and Public Affairs

This year has seen a number of staff changes within the Fundraising team. Nicki Hearne joined the team on a temporary basis at the end of June '08 and has now become an invaluable and permanent member of the team. Sarah Stimson reduced her working time to 2 days per week in September when she extended her part-time role at Beaumont College and Helen Hartin left us temporarily in December and gave birth to a beautiful little boy in January. We all look forward to her return in September '09. During this year the Trustees took the decision to appoint a Fundraising Manager to oversee the department's activities and I started in post on 1st December.

Fundraising income held steady over the year with the 2nd annual StarWalk, in May, once again being the largest grossing event in the annual calendar. Over 800 ladies took to the streets of Kendal for this colourful event which finished in the early hours of the morning with a supply of well deserved 'bacon butties'.

During the summer months the annual season of Open Gardens once again delighted visitors as well as adding to the fundraising pot.

July proved to be a busy and profitable month with the Windermere Golf Club organising a very successful golf day for CancerCare and a celebrity football match at Morecambe Football Club between Coronation Street, Hollyoaks and Shameless Stars versus The Bay Allstars jointly organised by British Energy, Morecambe FC and The Bay radio station.

The unpredictable weather last August caused quite a few problems at the 3rd annual Cross Bay Challenge. Over 400 runners and 250 walkers set off across the bay but, due to the deteriorating weather conditions, they had to be turned back at the Kent Channel. The runners still covered most of the half-marathon distance and many seemed to relish the challenge of the weather. Fingers crossed for better weather this year!

CancerCare seems to have designated August as their extreme sports month and was happy to join forces with a team of local enthusiasts to help organise the Cockerham Triathlon. This event has been running for a number of years but 2008 was the first year it was associated with a charity. We hope this partnership will be fruitful for both parties and will be another annual event on our calendar.

StarLights made November and December very special for a number of our supporters. I attended the Kendal ceremony, my first CancerCare event, and I was very moved by the proceedings. There were also ceremonies in Lancaster and Ambleside and many dedications to loved ones. Also in December the annual Leighton Hall Coffee Morning raised a record amount of money.

Once again a number of local choirs and musicians came to the aid of CancerCare and many well attended concerts took place across the area in aid of our work.

A retired member of the local constabulary undertook an astonishing journey from Lands End to John O'Groats which included the 3 Peaks and a number of marathons along the way. As well as being a fantastic achievement it raised a substantial amount of money for CancerCare.

There were numerous street and store collections over the year. Most notably, we were again invited to participate in the Kendal Torchlight Procession in September and collected the most money by any charity in the Torchlight's history. March saw the introduction of CancerCare Day, with co-ordinated collections across the catchment area of the charity, and we hope to build upon its success in years to come.

April 2008 saw the public launch of the Silver Jubilee Appeal with a garden party at Leck Hall to celebrate CancerCare's first 25 years of services. The private stage of the appeal had been running since 2007 and the Appeal is endeavouring to raise over £1.5 million for extensions to premises and service improvements which would help to meet the rising demand for CancerCare services. Unfortunately the current economic climate has not been kind to our Appeal but with the help of Trusts, Foundations, individual and corporate donations, together with Community Events such as the Lakeland Charity Ball and an Art event, building work has begun on the Lakes Centre extension. This will provide dedicated Children and Young People's unit as well as increasing therapy space and improving facilities overall.

Due to the Appeal, the local media has supported us with increased PR activity, which has helped raise the profile of the charity with the general public. There is, however, still a good deal of confusion in the community with many linking CancerCare and St. John's Hospice as one and the same charity. Over the next 12 month there will be a campaign to try and rectify this misconception.

Finally, I would like to take this opportunity to thank all our volunteers who selflessly help at our events and collections, make goods for us to sell and perform many other tasks without which the fundraising department could not function.

Christine Blease
Fundraising Manager

Volunteers and Training

The volunteer service continues to play an invaluable part in CancerCare's overall service provision.

We have 160 volunteers on our database, who are involved in the various elements of the organisation to help us ensure the smooth running of our many departments. Some examples include:

- Our drivers, who not only bring clients into our two centres at Slynedales and Kendal but are also involved in taking clients to the Hospice – and they do hospital trips as well.
- Our receptionists in Kendal efficiently run the reception area and we have 22 regular volunteers doing this over a fortnight period.
- We also have regular reception volunteers based at Slynedales who are valuable assets to Jan and Sue.
- Many of our 160 volunteers are involved in fundraising events – and this year in particular has seen the need to call on the help of our volunteers in this capacity more than ever. As usual, the volunteers rise to the occasion and prove to be the backbone of many of our events.
- The Drop-Ins have been changed to Friendship Groups and we have lost two of our volunteer facilitators as some of the groups have merged.
- Day care volunteers have seen a drop at Lancaster but there have been one or two new volunteers recently interviewed who have shown an interest in this area of volunteering.

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, we try to meet requests relating to particular training needs and our induction day, listening skills and first aid training continue on an annual basis.

The annual cream tea and long service award ceremony can only be a token of the considerable regard with which our volunteers are held, but it offers an opportunity to convey our gratitude and appreciation – and it is very well received and well attended.

Iona Price

Transport Service

Cancercare continues to provide an excellent transport service thanks to a dedicated team of 58 volunteer drivers in Lancaster and Kendal. We bring clients in for appointments at both centres who have no other means of transport. We also bring people to Daycare at Slynedales and the Lakes Centre and to St John's Hospice.

Two of our long standing drivers 'retired' in August and we recruited one new volunteer in Lancaster and one in Kendal. We presented the long service awards at the Volunteer Cream Tea afternoon at Slynedales in June and continue to provide specific training events e.g. the 'Moving and Handling' course in July.

We know how much our transport service is appreciated by patients, carers and their families and we pay tribute to the volunteers who make this possible.

Pat Johnson

Some of the Year's Highlights

APRIL	Silver Jubilee Appeal launch – Leck Hall Sue Garnett Memorial Ladies Rugby - Vale RUFC
MAY	Charity Fashion Show - Morecambe Drop-in Second annual Star Walk, Kendal
JUNE	Volunteer Cream Tea and Long Service Awards Moore and Smalley Quiz Night
JULY	Soap Stars football match - Morecambe FC Windermere Golf Club Day
AUGUST	3 rd Cross Bay Challenge half marathon and Annual Cross Bay Walk Inaugural Dragon Boat Race – Lunesdale Rotary
SEPTEMBER	Silver Jubilee Grand prize Draw - Westmorland County Show Kendal Torchlight Procession
OCTOBER	Lancaster Guardian Day Annual Bridge Tournament
NOVEMBER	Lakeland Charity Ball Lindeth Howe Hotel Fireworks Handel's Messiah StarLights, Lancaster
DECEMBER	Leighton Hall Christmas Fair StarLights, Kendal and Ambleside Carnforth Choral Society, Leighton Hall Rushley Singers Christmas Concert, Leck Hall
JANUARY	Cumbria Chamber of Commerce, Royal Thawa
FEBRUARY	J M Marriott Bowling Night
MARCH	Silver Jubilee Conference 'Impact of Caring' Lakes Centre temporary move to Castle Lodge CancerCare Day

Treasurer's Report

Introduction

The first full financial year of CancerCare as a company has seen a surplus of £179,315 of income over expenditure. This was due to the proceeds of the Silver Jubilee Appeal and to the level of income from legacies, a source which, though welcome, cannot be relied upon to occur regularly.

The charity's accounts for the year, which are attached, contain an unadjusted comparator period of the 6 months to March 2008. Anyone wishing to see a full annual figure for the year to March 2008 should refer to a copy of the 2007-8 accounts which contained details of the last 6 months of CancerCare as a charity governed by a trust deed and the first 6 months as a company.

Balance sheet

The overall excess of income over expenditure in both the last and preceding 12 months has continued the slow rebuilding of the charities finances. In addition, the net proceeds of the Silver Jubilee Appeal, amounting to £99,734, are included in the year end balances. This part of the reserves is currently being committed to the work at the Lakes Centre. Allowing for this special sum, the net reserves available for use on service provision in the future (which discounts the reserves tied up in buildings) is only £476,594

Of this total £431K is the legacy equalization fund held to spread the use of legacies over a period and is already committed to meeting the cost of service provision in the next 4 years. Consequently only some £21K 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 donations and fund raising, whilst remaining at a historically high level, was below the total in 2007-8. 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 that needed to finance our activities and thanks are due to the 7,500 members who play every week.

Expenditure was very similar to that incurred in previous year with the cost of managing the charity once again being below 5% of turnover.

Summary

CancerCare is a charity which over the past 25 years has grown from 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 and to commit to a further investment of £100,000 in the Lakes Centre.

This level of support in the past is a reflection of the worth of CancerCare's services to the community. Our task remains to continue to finance 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
Judy Rayner
BBC Children in Need
Soroptimists
Joseph A Jones
Jean L Ward Trust
John Cutforth Trust
Rank Foundation
John and Phillida Entwistle
Reid Hamilton & Co Ltd
Lancaster Chamber of Commerce

Marks and Spencer, Lancaster
Asda, Kendal and Morecambe
Rotary Clubs throughout the area
Rothay Manor Hotel
Blood Donor Centre, Lancaster
Lancaster City Council
South Lakeland District Council
St Nicholas Arcades, Lancaster
Judy Graham-Clegg
Lakes Leisure, Kendal
CJN Media
Westmorland Shopping Centre, Kendal
Evans Marquee Hire
Gibsons of Kendal
Brian Todd's Bacon Supplies
Willans
Boswell Photographic
Cath's Country Citchen
Lindeth Howe Country House Hotel
British Energy
Morecambe Football Club
Rayrigg Motor Group
Windermere Golf Club
Jill Santamera
Lancaster Guardian
Westmorland Gazette
Lakeland Radio
Bay Radio
Underbarrow Marrow Charity
Queen Elizabeth School
Ambleside Flower Club
Local Masonic Lodges
Hindu Society
Equinox hairdressers
Kendal Arms
LA Serve UK
Grange-over-Sands Golf Club
Pride and Health Fitness
Central Lancaster High School
Kieron Bassett Financial Services
Crag House Trust
C E Burgess Charity
Dowager Countess Eleanor Peel Trust
Order of St Lazarus
Lunesdale Arms
Border Assets Financial Management
Abbey Charitable Trust

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

Tim Bennett, Finance Director (joined October 2008)

Mark Burrow, Legal Adviser

Dr. David Elliott

Meg McCaldin

Liz Ingram

Dr. David Fyfe

Peter Hearne, General Manager

Trudy Johnston, Therapy Services Manager (left September 2008)