



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

Our organisation experienced some very difficult times internally during this year under review. A failure to successfully fill the post of Therapy Services Manager left a significant gap in our managerial resource for virtually the whole of the year, and it was not until the Spring of 2010 that we were able to once again start moving forwards. A Management Review was called for in the Summer of 2009, followed by a very thorough recruitment process after which Karen Martin-Rodriguez was appointed in December, taking up her position in April. Whilst the "interim" months were very challenging, it is a great tribute to the staff at CancerCare that everyone was willing to put in considerably more individual effort than normal to ensure that our Clients' needs were fully attended to and that our service maintained its high standards.

The Management Review referred to above was conducted by Lois Willis, to whom we are extremely grateful. Her experienced insight and high integrity, not to mention her willingness to be flexible and quick, made what was a very thorough and timely piece of work into a most useful guide for the Trustee Board in their deliberations on the future shape of the Organisation. The main suggestions emanating from the Review were: the need for much greater cohesion internally throughout CancerCare; a requirement for a significantly greater investment in Management; a recognition that we should be aspiring to, and attaining, even higher standards of professionalism in our work; and finally to effect all the above changes in performance without disturbing the well-recognised and valued ethos which has been the hallmark of CancerCare for very many years.

Whilst this analysis and ensuing actions were underway we were also returning to our refurbished home in the Lakes Centre. The improvements which were able to be carried out through the generous support of our Jubilee Appeal have been a great success, and this is a good opportunity to thank everyone who contributed to the project. We will enjoy the greatly enhanced facilities for many years to come, and much appreciate the design, decoration, and also the very hard removal work (twice!) which allowed the project to be so fruitful. I am particularly pleased that we have managed to enhance further the delightful atmosphere which has been such a distinctive part of our Lakes Centre for so long now.

Although there is a separate section in this report on Finance, I want to highlight the excellent year we have had, with sterling work being done both within and alongside our talented team of Fundraisers. The value which our local community holds for the service we provide is seen very clearly in the many and varied activities going on over the year, and the hugely loyal and willing group of Volunteers who assist so often. Our thanks are sincerely offered for such tremendous support.

This year has been a busy one for the Trustee Directors, and I would like to thank all of them for their efforts on our behalf. Liz Ingram will be stepping down from her role as a Director, and I am hoping we will have appointed a replacement before too long. Liz has been an excellent Trustee and ensured that someone at Board level has taken a keen interest in the Lakes Centre. I am very pleased to know that she will be continuing her volunteering role for us into the future, and offer our most grateful thanks for her valued contribution.

Finally, may I take this opportunity on behalf of my Colleagues on the Board to thank Peter Hearne and all the team for their continued commitment to CancerCare and its Clients. As I have previously mentioned, the greatest complement you can have is recognised by the high regard in which our service is held. We have much to do in the coming year as we begin to implement many of the suggestions from our Management Review, and I am looking forward with confidence to being able to report continuing progress in the strengthening of CancerCare, and building a brighter future.

*Robert Webb
Chairman
August 2010*

Therapy Services

The past year had seen a period of change and realignment of the management structure of Therapy Services. Following an external management review, the post of Therapy Services Manager was advertised towards the end of 2009 with the new manager commencing in post in April 2010. This has meant that for several months the therapy teams continued with their work without a permanent manager. It is a testament to the good will of the Therapy Services staff that the service was held during this difficult time. Arrangements were put in place for external clinical support in the interim and we were grateful to have the professional support of Trudy Johnston and Hilary Simmons during this transitional period.

2009 also saw the departure of two respected members of the Therapy Services Team. Jennifer Maclennan, the Deputy Therapy Services Manager, regrettably decided to leave CancerCare after many years. In addition to this, the loss of Sue Ruel as the Therapy Services Coordinator, who retired from CancerCare in September 2009, was keenly felt by all in the organisation. Sue's post has been reviewed and has been incorporated into the new Senior Therapy Services Administrator post which was offered to Pam Lewis, the previous PA to the Therapy Management Team. Pam's new role involves overseeing the work of the Therapy Admin team which is the epicentre of all the activity within Therapy Services.

The number of Therapy sessions offered in the past year was 14,188 which is a slight decrease on the previous year. Almost 800 people were referred to CancerCare, which led to 517 assessments. Disappointingly, over 3000 appointments were missed in this period, something that we are reviewing in an attempt to understand the reasons why.

1200 clients attended CancerCare in the past year, 71% were female and 29% male. 55% of all sessions were offered at Slynedales, 30% at the Lakes Centre and 15% at the Royal Lancaster Infirmary, Furness General Hospital or in clients' own homes.

The service has continued to offer Aromatherapy sessions at the Royal Lancaster Infirmary and Furness General Hospital and counselling sessions have continued to be provided by a sessional counsellor in the Barrow area.

The Lakes Centre was reopened in September 2009 following its refurbishment and staff and clients alike have reported their satisfaction with the improved facilities on offer. The provision of dedicated space for our Children and Young People's Service has made a significant difference and the increased Reception space has been particularly well received by users of CancerCare as it has led to an improvement in the quality of their experience coming to the centre.

Staffing

During the past year the following joined CancerCare Therapy Services as contracted therapists:
Emma Jan: Sessional Children's Therapist
Katherine Daniels: Sessional Children's Therapist

In March 2010, following a review of the Children and Young Persons Service, Emma Jan was appointed as a member of staff and took up her role as the new Children and Young Person's Coordinator for 3.5 days per week. Katherine Daniels was also appointed as a PAYE children's therapist for 1.5 days per week.

The Children and Young Person's Service

There were 336 sessions attended by children and young people in 2009/10. Consultation has continued to be provided to parents, teaching staff and health professionals in addition to liaison with them to promote the play therapy, drama therapy and counselling offered at both centres.

Karen Martin-Rodriguez
Therapy Services Manager

Fundraising and Public Affairs

Once again the local community has provided the lion's share of the fundraising income for another year here at CancerCare. We have seen ladies' car pulls, coast to coast bike rides and walks, trips from Lands End to John O'Groats, 3 Peaks Challenges and rowing marathons. Record numbers have taken part in events such as the Great North Run and Swim in aid of our cause and many have used their personal celebrations to benefit CancerCare.

To each and everyone who has supported us a huge THANK YOU.

The fundraising team has been working really hard over the year with one or two staff changes taking place. Amanda Hutchinson came to work in the office on a temporary basis from April until September. Unfortunately Sarah Stimson left us to work full time at Beaumont College in July and we had a hectic couple of months when we were seriously short staffed. We were happy to welcome Helen Hartin back from maternity leave in October and Rachael Law joined the team full time as Nicki Hearne stepped back to a two day week to fit around the degree course she has undertaken at Manchester University. Lizzie Anderson joined us for just one day a week to deliver our new event, The Big Book Bonanza, in March 2010. This included a 'Readathon', two book fairs with story-telling and art workshops and a short story competition for children. We hope this event will now become an annual event in the CancerCare calendar.

Another new event that joined the calendar in April 2009 was 'Bike the Bay'. This attracted young and old to ride along Morecambe Promenade on our 5 mile bike ride. This year's event ended in Happy Mount Park with an Easter Extravaganza. Our other annual events, StarWalk and the Cross Bay Challenge, continued to go from strength to strength. StarWalkers were treated to a beautiful firework display, fire dancers and drumming bands along the route. The Cross Bay Challenge benefited from much improved weather from the year before, received rave reviews from participants and featured in the 50 Best Runs in Runners World.

The Lune Valley Rotary Club once again delighted us by organising a Dragon Boat race on the River Lune at the end of May to raise funds for CancerCare and we were partners, once again, with our friends at Cockerham who attracted record numbers to the Cockerham Triathlon in August.

During the summer months, the annual season of Secret Gardens, as ever, delighted visitors. Included in this offering was a chance to see the garden at Slynedales in all its glory and speak to the hard working gardening team who have transformed the garden from an overgrown wilderness to the beautiful garden we see today. Also on the day was an opportunity to talk to therapists from all the different disciplines about the work that takes place here at CancerCare.

Unfortunately not all our fundraising initiatives were so successful. Our efforts to substantially increase the number of regular givers to the charity, which would allow us to help more people now and for us to be confident that we can provide services for the foreseeable future, has yet to realise its potential. However, we have not given up and will continue in our efforts to recruit more committed givers.

CancerCare Day saw street and store collections across the region all on one day, a concept we will be repeating in coming years, and once again we were invited to take part in the Kendal Torchlight Procession in September.

Re-cycling also took on a new meaning here at CancerCare this year with ladies being encouraged to re-cycle their bras. Large numbers of bras flooded in and with the help of a donation of 10,000 bras from a manufacturer we made a good amount of money for our funds and had the satisfaction of knowing the recycled bras were destined for Africa where we are told they are in great demand.

Starlights made November and December very special for a number of our supporters with services in Kendal (Unitarian Church), Ambleside (Rothay Manor Hotel) and a new Starlight

ceremony at Lakeland in Windermere. In Lancaster there was a wonderful Starlight Concert at the Baptist Church with performances by the Rushley Singers, St. Laurence Singers and the Ripley Choristers. To mark the conclusion of our Silver Jubilee Appeal, a specially commissioned piece had its inaugural performance. 'A Song for CancerCare' was set to music by Dr John Bertalot with words by poet Elizabeth Burns.

Christmas time saw the launch of another new event for CancerCare, 'The Santa Dash', which was a really fun event and saw over 200 Santas and 'reindeers' take to the streets of Lancaster on the day of the Christmas light switch on.

A number of local companies supported us with donations and corporate events. In particular a local firm of solicitors who, all during the month of June, drew up wills for free with their clients donating the usual fee to CancerCare.

Finally, I would like to take this opportunity to thank all our volunteers without whom the fundraising department could not function. They help at our events and collections, make goods for us to sell and perform many other tasks too numerous to mention but all greatly appreciated.

*Christine Blease
Fundraising Manager*

Volunteers Report

The volunteer service continues to be a huge support and asset to CancerCare. Currently we have 134 regular volunteers registered with us. The number is down from last year as some volunteers have moved away and some have stopped volunteering due to ill health or age.

The volunteers continue to provide help with:

- Driving services - taking clients to and from therapies at Slynedales, the Lakes Centre and the hospice
- Reception duties at both the Lakes Centre and Slynedales
- Gardening duties at both centres
- Fundraising events. Volunteers have been called on more than ever before to help at fundraising events and they have risen to the challenge every time, often being the backbone of many events.

The Annual Cream Tea and Service Awards event took place in June and was once again very well attended.

A Listening Skills training day is planned for the Autumn, available to all volunteers. This is an annual training event which is usually fully booked up and beneficial to all who attend.

There are quarterly meetings for receptionists and drivers which gives everyone a chance to discuss any problems or training needs. We have a bi-monthly newsletter, specifically for volunteers, which is a good method of communication for those who do not come into the centres on a regular basis.

Unfortunately both SLVC (South Lakeland Volunteer Centre) in Kendal and the volunteer recruitment office of CVS (Council for Voluntary Service) in Lancaster have been closed due to lack of funding. Both centres have proved to be a valuable resource for recruiting new volunteers and delivering training opportunities in the past. However, we still continue to recruit new volunteers through word of mouth or from interest shown at fundraising events etc.

*Iona Price
Volunteer Co-ordinator*

Transport Report

Our dedicated team of 47 volunteer drivers continue to provide an excellent transport service for CancerCare throughout the North Lancashire and South Lakes Area.

Our drivers bring clients into Medical Daycare, clinic appointments and admission to and discharge from St John's Hospice as well as to Social Daycare at Lancaster and Kendal and for therapy appointments at both centres.

Training and meetings are held throughout the year and several drivers received their long service awards at the Volunteer cream tea held at Brookhouse in June.

We know how much our transport service is appreciated by patients, carers and their families and both myself at Lancaster and Mike Cooper at Kendal pay tribute to all our volunteer drivers for continuing to give so generously of their care and time.

Thank you.

Pat Johnson, Transport Co-ordinator, Lancaster

Mike Cooper, Transport Co-ordinator, Kendal

Years Highlights

April

Bike the Bay
Regent Singers & K Shoe Male Voice Choir Concert
Indulge Yourself Evenings (Lancaster & Kendal)

May

Starwalk
Dragon Boat Racing (organised with Rotary)
Scorton Open Garden

June

Gourmet Food & Wine Evening at Lancaster & Morecambe College (organised by Paul Mellor)
Make a Will Month
Newton Hall Open Garden

July

Art Exhibition at Sultan Gallery, Lancaster (July & August)
Clearbeck Open Garden

August

Cross Bay Challenge
Cockerham Village Triathlon
De-tagging new, donated bras for bra recycling campaign

September

Kendal Torchlight Carnival

October

Summer Sunshine Draw
Lakes Centre official re-opening
De-tagging 10,000 new, donated bras for recycling campaign
Challenge 25

November

Santa Dash & Reindeer Run, Lancaster
Christmas Fairs, Kendal & Ambleside Friendship Groups

December

Leighton Hall Christmas Fair
Bag packing at Marks & Spencer, Lancaster
StarLights Concert, Lancaster
StarLights services, Kendal & Ambleside

January

Sing-a-long-a-Mama Mia

February

Around the World in 80 Days

March

Big Book Bonanza

Treasurer's Report

Introduction

In the financial year ended 31 March 2010 CancerCare generated a surplus of £211,010 to which must be added the increase in the value of investments of £28,577 giving a total of £239,587.

The charity's accounts for the year, which are attached, contain a comparison with the previous full year period and demonstrate an increase in voluntary income but a decrease in incoming resources from activities for generating funds. This is mainly due to a reduction in income to the Silver Jubilee Appeal, although income from the lottery also saw a small decrease. Investment income was also down reflecting market conditions. Overall incoming resources were £1,304,580 (a reduction of a little over £12,000 compared to the previous year).

In terms of resources expended these amounted to £1,093,570 compared to £1,137,646 in the previous year. The main reduction was in charitable activities which reduced by £42,544 to a figure of £913,402.

The surplus £239,587 will be added to the reserves brought forward.

Balance sheet

Following the addition of the surplus for the year CancerCare will carry forward in to the next year balances of £663,612 (unrestricted funds) and £717,299 (restricted funds) - a total of £1,380,911. These balances are mainly held in tangible assets (principally freehold property of £651,703); investments (value at 31 March 2010 = £238,026) and net current assets of £491,182.

Over the course of last year tangible assets have increased by a net figure of £116,972 mainly as a result of the improvements to the Lakes Centre in Kendal as part of the Silver Jubilee appeal.

The Directors have determined that the unrestricted reserves (excluding reserves relating to fixed assets and those attributable to designated funds) should reflect the security of each income source. This analysis has shown that the uncommitted reserves should be approximately £550,000 after allowing for the legacy equalisation policy, which means that total uncommitted reserves at 31 March 2010 should have been £1,014,124, including £464,124 which is the value at 31 March 2010 of the legacy equalisation reserve. The Directors propose that income in excess of budget for the foreseeable future be used to refurbish CancerCare's premises and to rebuild free reserves.

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:

Bay Radio
Lakeland Radio
Reid Hamilton & Co Ltd
Moore and Smalley
Joseph A Jones
Lakeland Limited
The Staff of Lakeland Limited
Heinz
CNJ Media
Boswell Photographic
Cath's Country Kitchen
Gibsons of Kendal
Lancaster Chamber of Commerce
Cumbria Chamber of Commerce
Langdale Chase Hotel
Rothay Manor Hotel
Daniel Gray Hair
Marks and Spencer, Lancaster
Sainsbury, Lancaster
Asda, Kendal and Morecambe
St. Nicholas Arcade, Lancaster
Marketgate, Lancaster
Westmoreland Shopping Centre, Kendal
Lakes Leisure, Kendal
South Lakeland District Council
Lancaster District Council
Local Soroptimists
Rotary Clubs throughout the area
Local Masonic Lodges
W.I.groups throughout the area
BBC Children In Need
Sir John Fisher Foundation
John Slater Foundation
Sir Jules Thorn Charitable Trust
Rayner Charitable Trust
Kentdale Charitable Trust
Yorkshire Building Society Charitable Foundation
Cumberland Building Society Charitable Trust
The War Memorial Village
Frieda Scott Charitable Trust
Garfield Weston Foundation
The Rank Foundation