

Impact Report 2019/2020

MAKING AN IMPACT

cancersupportscotland.org



cancer support
scotland



Contents

Chair & CEO Statement	3
Our Services	5
Volunteers	8
Fundraising	9
Expenditure	11
Thank You	13

Chair & CEO Statement

#NEVER MORE NEEDED

This has been a year of growth and development for Cancer Support Scotland. During the year we finalised our strategic review which led to the production of our 5-year strategy 'Here for Your Wellbeing' which launched in March 2020. Within our new strategy we have identified four key themes we will work towards.

We will:

- improve the wellbeing, mental & physical, of those affected by cancer.
- promote the experience of those affected by cancer.
- support our people to be the best they can be.
- deliver long term financial and operational sustainability.

We are pleased with the progress the charity is making under our new leadership and that despite financial challenges because of the pandemic we continued to meet our strategic goals for the year. As a team of Trustees we are exceptionally proud of the staff and volunteers and the work they have done to support the wellbeing of those affected by cancer across Scotland as well as ensuring that we are at the forefront of campaigning for better wellbeing support within our health service.

During the financial year we continued to grow as a Board and welcomed Christine Hamilton, Katie Tweedie and Suzanne George. Their expertise, drive and passion will help ensure the charity continues to grow each year and along with other trustees, their support is essential for us to achieve our goals.

We have continued to reduce the impact of Dry Rot which is affecting the Calman Centre. The building, outwith COVID-19 restrictions, is fully operational however we have taken steps to mitigate any disruption to those affected by cancer and our staff team. We will try to reduce disruption when remedial works begin.



2019/20 was set to be a year of significant growth in income generation. Whilst we did not meet our original target in this regard, we did make considerable progress and secured a highly skilled fundraising team. Our income for the year end 30 April 2020 saw an increase of 26% on previous year.

Those affected by cancer are at the heart of everything we do at Cancer Support Scotland. We are pleased we continue to work collaboratively with local authorities and other charities to deliver our charity's aims.

Rob Murray

Rob Murray, CEO

Jack Ogston, Chair

OUR SERVICES

2 in 5 people will be diagnosed with cancer in Scotland. Our services need to be accessible to those diagnosed, as well as to family members and carers. We understand the impact cancer has on their lives and each person has unique requirements. That is why we offer free, individually tailored services delivered by our Wellbeing Team. We have made great efforts to reduce our waiting lists and improve the awareness of our services. On average our waiting time during the year 2019/20 was 8 weeks. As we moved into May 2020 our waiting time was down to 2 weeks despite a rise in demand for services.

During 2019/20 we offered:



From the Podiatry and Complementary Therapy figures above you will note a decrease in service delivery. This was down to our face to face services being suspended and the impact of people cancelling their appointments due to nervousness around COVID-19.

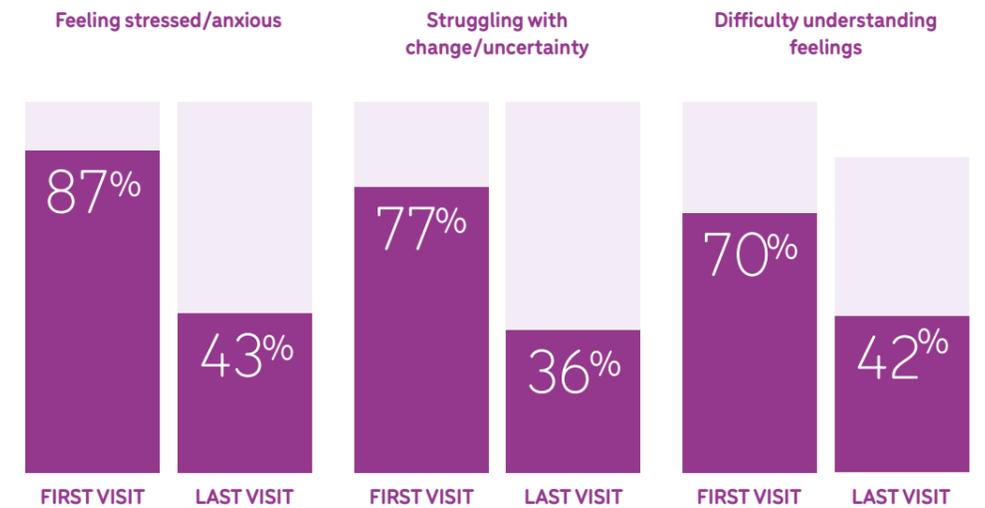
"Speaking to a counsellor about my fears and anxiety has helped enormously. It has helped me to see that this is not the end and put it in perspective. I can see that my feelings are part of the healing process."

BENEFITTED FROM COUNSELLING

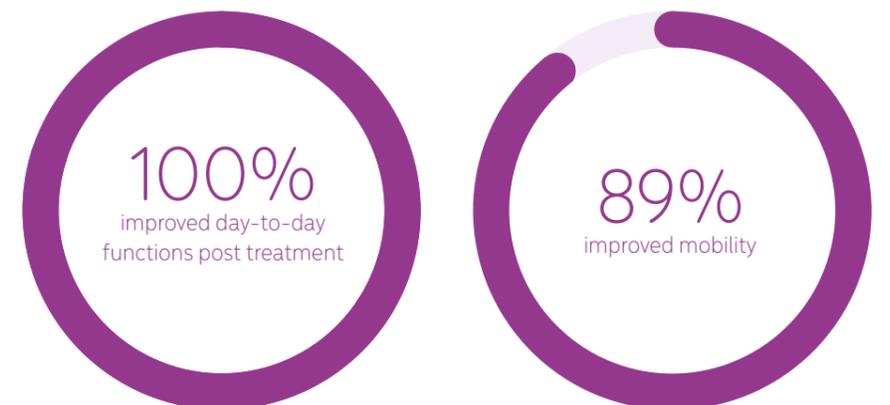
"I could dance on air after my podiatry sessions... and has not only brought my feet relief but also improved my mood and wellbeing."

MARGARET

Counselling



Podiatry



"I don't think I would have managed to get through the last few months of my life. It's been a lifesaver and given me windows of brightness in very dark times."

BENEFITTED FROM
COMPLEMENTARY
THERAPY

"Thanks for another insightful session.... and the laughter yoga which gets me every time."

BENEFITTED FROM
STRESS MANAGEMENT

Complementary Therapy



Stress Management



VOLUNTEER HOURS

During the year 2019/20 our wonderful volunteers delivered over 5,700 hours for the charity. Being a volunteer for Cancer Support Scotland provides amazing opportunities and benefits not only to the volunteers themselves however to the wider community as well. We aim to make it as easy as possible for anyone to become a volunteer with us. Our Volunteer hours are down slightly on last year due to the impact of COVID-19.

Volunteer Hours

Wellbeing Team



Operations e.g. gardening/reception



Fundraising



Trustees & Ambassadors



86 volunteers

>5,700
volunteer hours

FUND RAISING

Total income
£614,785
(2019 - 2020)

Whilst we work closely with the NHS and the Scottish Government, we are an independent charity relying on donations from individuals, corporate supporters and grant-making bodies to deliver our vital work and recognise the importance of securing income from a variety of sources to be able to ensure long-term sustainability. We set ourselves the goal of having a 1:3 fundraising cost versus income. We ended the 2019/20 year with the 1.2:4

Trusts & foundations
£167,994

Gifts in wills
£137,484

Individuals
£121,776

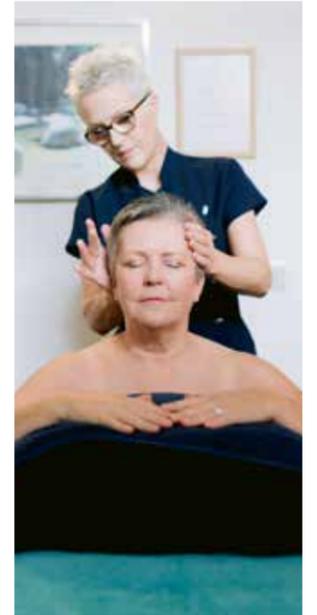
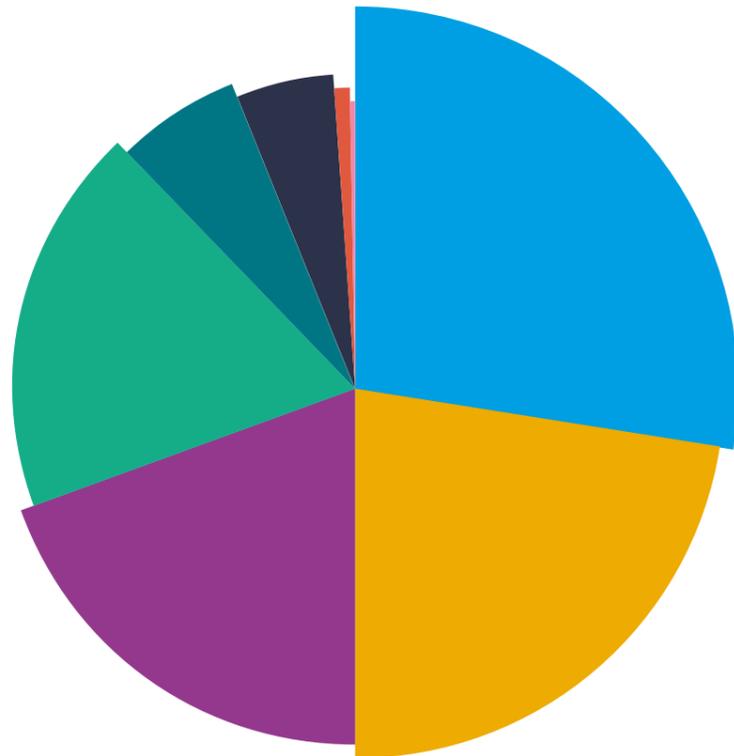
Statutory Funding
£109,676

Corporate bodies
£37,385

Donated services & facilities
£36,245

Gift aid
£4,158

Investment income
£67



SPEND FOR 2019/20

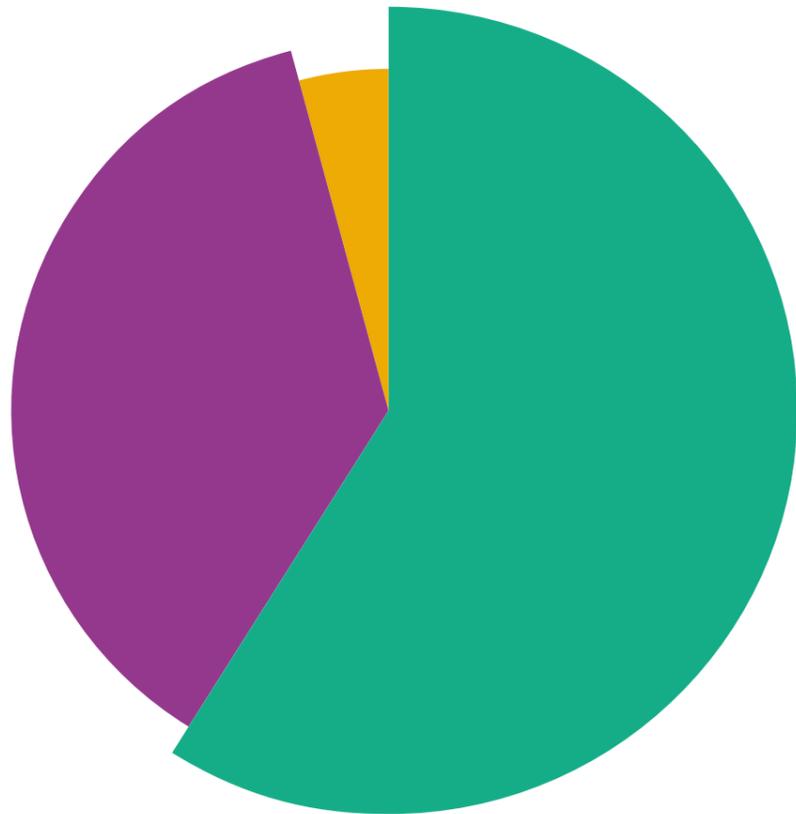
During the financial year 2019/20 we spent a total of £701,229. £413,974 of this was spent on charitable activities, £260,335 on raising funds, and £26,920 on other expenditure. For every £1 we spent on fundraising, we raised £2.36. We know we must do better. In the next financial year, we are working towards raising £3 for every £1 spent. Despite the climate we find ourselves in, we are working to ensure 2020/21 is a more financially successful year.

Total spend
£701,229
(2019/20)

Charitable activities
£413,974

Raising funds
£260,335

Other expenditure
£26,920



A BIG THANK YOU

Thank you to all those who volunteer their time as a Board Trustee, Ambassador, or Patron.

TRUSTEES

1st May 2019 - 30th April 2020

Mr Jack Ogston, (Chair)
Ms Kylie Forrest (resigned 12th November 2019)
Mrs Suzanne George (appointed 12th November 2019)
Mrs Christine Hamilton (appointed 12th November 2019)
Ms Jane Law
Dr Brendan McCann
Mr Craig McDermid, (Chair - Services Sub-Committee)
Mr Donald McKinnon
Mr Gary Sutherland, (Chair - Fundraising Sub-Committee)
Mr George Walker, Treasurer (Chair Finance & Risk Sub-Committee)
Ms Katie Tweedie (appointed 12th November 2019)

PATRONS

Professor Sir Kenneth Calman
The Lord Provost of Glasgow

AMBASSADORS

Laura Boyd
Emma Cameron
Susan Calman
Judith Ralston

CHIEF EXECUTIVE OFFICER

Mr Rob Murray

PARTNERS

Scottish Cancer Coalition
Argyll & Bute Council
Rainbow HR
Denvir
Support Key
Pancreatic Cancer Scotland
Kidney Cancer Scotland
Glasgow Life
Renfrewshire Leisure
Macmillan Cancer Support
Glasgow Caledonian University
Heads Up
Scotrail

SUPPORTERS

The Robertson Trust
The Murray Foundation
PF Charitable Trust
Scottish Government
Urban Potential
The W.A Cargill Charitable Trust
Elizabeth Frankland Moore & Star Foundation
Health & Social Care Alliance
Roche
Astra Zeneca
Ethigen

Cancer Support Scotland
Calman Centre, 75 Shelley Road,
Gartnavel Campus, Glasgow,
G12 0ZE

T: 0141 337 8199
E: info@cancersupportscotland.org
cancersupportscotland.org



Cancer Support Scotland is a charity registered
in Scotland (Number SC012867) and a company
limited by guarantee (Number 153568).

