



Cancer
Support
Scotland

Annual Review 2016

cancersupportscotland.org



Cancer Support Scotland
*provides emotional and
practical support on a
one-to-one basis, and
through community-based
groups to **anyone** affected
by cancer, including **family,**
friends and carers.*



Services



Community



Fundraising



Volunteers



Oncology



Emotional



Physical



Psychological



Spiritual



Chief Executive's Statement

Our hard work continues in a financially challenging climate.

Scotland has the highest rates of cancer diagnosis per capita in the UK, up 14% over the last 10 years. Glasgow in particular is very badly affected. 82 people in Scotland are diagnosed with cancer every day.

Over 12,000 new patients are treated at the Beatson Oncology Centre each year. It is believed 25% (3000) of these patients will need some sort of physiological support with the NHS meeting only 10% (300) of what is needed. The result is that there has been a repeat in the surge seen in recent years of people wanting to access Cancer Support Scotland's services.

Although this has put a strain on the charity, I am pleased to report that we have continued to develop our services portfolio to ensure we meet the demand of cancer patients, their families and carers in the west of Scotland, and further afield.

It is clear from our projections that the number of people wanting to access our unique one-to-one services will continue to increase as people are diagnosed earlier and are living longer. Waiting times for all our services reflect this, ranging from two to eight weeks with the longest waiting times experienced in the east end of Glasgow.

During this period we introduced a group stress management course for patients and another stress management course for carers. We piloted Lymphedema Reflexology massage and are assessing the result.

The demand for Cancer Support Scotland's services and support has risen by 40% over 12 months. In 2015-16 we helped over 1300 clients, and we are expecting this number to surge and increase to 3400 by 2019.

We have also made a commitment to extending our services to the east of Scotland, with the introduction of counselling and complementary therapy in both Bathgate and Craigmillar in Edinburgh with further locations being added in 2017.

The demand for Cancer Support Scotland's services has risen by 40% over 12 months. In 2015-16 we helped over 1300 clients and expect this number to increase to 3400 by the year 2019.

We also launched a hand and nail service. We have established a complementary therapy service in Johnstone and continue to deliver our services in Campbeltown and Rothesay libraries.

Unfortunately, our pilot Saturday morning service and Thursday evening service at the Cancer Support Scotland centre will not continue due to a funding shortage. We hope to restart the Saturday service should sustainable funding become available.

Initial funding by Macmillan for the Glasgow Library Outreach services has concluded but we have agreed to maintain our partnership with Glasgow Life to ensure our eight Outreach locations in the city are maintained. Due our successful partnership working together this past year, Macmillan is funding our development costs for the east of Scotland, which has allowed us to recruit a volunteer service coordinator to deliver this project.

Qualified, trained and dedicated volunteers play a vital role in the organisation, providing 47% of our services. Eight interns completed our programme, of which three went on to find full-time employment within six months. Our Volunteers freely gave up 13,510 hours, an increase from 10,442 in 2014/15, almost a 20% rise.

Volunteering is vital as the organisation grows and we support our volunteers by holding training and thank you events. We would like to express our sincere thanks to all volunteers who have supported us during this period. Our 2016/17 service plans are ambitious as we increase our geographic footprint eastwards while committing to additional counselling appointments in our centre. This will require us to recruit additional volunteers to deliver our services.

The number of support groups has reduced from five to four as people find new ways of accessing support, such as online groups. However, we're delighted to have introduced a pancreatic support group who meet monthly in our centre. It is highly encouraging to see those attending our support groups has grown by 10%. Our support groups have a vital role and we will continue to offer them assistance, training and guidance. Funding continues to be a challenge and we have taken steps to reorganise the fundraising team to focus on activities with the largest return.

We are also implementing a sustainable fundraising plan to ensure the future success of Cancer Support Scotland. The organisation has invested in staff to deliver the fundraising strategy and we anticipate seeing a return on this investment in the coming period of 2016/17.

Throughout the last year, we have hosted several well-attended events in the centre including a Christmas fayre, race night, afternoon tea, music events, networking functions and special-interest talks. Several new events were added to the fundraising portfolio including 'Later with...' and a Ladies Night. These will be repeated and can be built on over the coming year. Large-scale events like the Zipwire, Battle of the Bands, Moscow to Houston cycle and Heel Appeal performed well.

We would like to express our sincere thanks to all the dedicated volunteers who have supported us during this period.

However, income was lower than expected in individual giving, as well as from school development. Also participation in events like the Women's 10k, Great Scottish Run, Edinburgh Marathon and other sporting challenges was lower than expected. We have devised a strategy to deliver more income from these areas and have identified challenge events, corporate charity of the year nominations, major trusts, and legacies as areas on which we will focus and develop.

We get no government financial support nor receive lottery funding so every pound we raise is thanks to the generosity of the public. We are exceptionally grateful to all our donors and funders who supported us during this financial period and hope they will continue to support us as we deliver our ambitious services plans for 2016/17.



Colin Graham Chief Executive

Objectives & Aims

Through consultation with the Board we've updated our three-year business plan, refocused our aims and developed three strategic objectives.

- Increase the practical and emotional support available for those living with cancer and reduce our waiting time to under four weeks.
- Increase Cancer Support Scotland's ability and opportunity to influence legislation and policy, to improve the lives of people affected by cancer, by 2019.
- Increase Cancer Support Scotland's sustainability so the charity has a three month reserve and covers its core costs month on month.

Our Aims

- Reduce waiting lists and improve awareness of our services to allow more people to access our support.
- Provide as much practical information and specialist support to people directly and indirectly affected by cancer.
- Develop partnerships to provide more support in local communities and continue to spread our reach.
- Constantly develop the skills of our staff and volunteers to be able to deliver the best possible care and support.
- Influence legislation, cancer agendas and practices to improve the lives of people affected by cancer.
- Grow our fundraising income and performance year on year. Also develop new funding streams.
- Monitor our spending in all areas to use our resources to maximum potential.
- Tell it how it is in both our internal and external communications.
- Embrace and utilise our dedicated volunteers in everything we do.
- If we are unable to help someone we will direct them to organisations that can.

Chairman's Statement

Ever-increasing challenges; Ever-growing determination.

My relationship with Cancer Support Scotland started in 2012 by raising funds through various events. In this year, my first as Chairman and my fourth as a volunteer, I have done my best to spread my time between leading the Board and our extremely committed Chief Executive, Colin, and spending time with our dedicated volunteers and staff, ensuring that trustees truly understand their motivations – it is this which make the cogs of our organisation turn on a daily basis.

As a team, we are trying hard to balance the immediate short-term needs of our service users, focusing on today and tomorrow as well as preparing ourselves long-term for the months and years to come, focusing on adapting to the increasing demand for existing services and developing new ways to help the growing number of people living longer with cancer and also more importantly surviving cancer.

Despite concerning stories about some charity fundraising tactics in the press, and subsequently a potentially negative public perception towards methods of gathering charitable donations, we have adapted swiftly to this whilst conducting ourselves in the highest standard and keeping a steady eye on our positive vision for the charity.

We have been working hard to develop and diversify our team of trustees by bringing more volunteers, each of whom bring with them new, different strengths. This has led to the development of a new three year strategic and financial plan, the aim of which is to lead us towards more stable times across 2016/2017 and beyond.

There is no getting away from our financial deficit for this year, nor from the length of our waiting lists; both make uncomfortable reading. The challenges ahead will be tough, but I know we have the strong, unwavering team to achieve them.

My thanks also go to all the individuals, trusts, groups and businesses who have supported us financially over this period.

We pay close attention to our finances to ensure as high a percentage of the donations as possible go towards service delivery. From our smallest individual gift, to our largest trust donation, every penny is appreciated and put to great use.

With constant demand, this 12 month period has presented the entire organisation with many challenges to overcome.

Whether you are a friend, member or volunteer of the charity, one of our board of trustees, one of our dedicated staff, or one of our inspiring service users, I have to pay tribute to you for being part of the synergy that makes up Cancer Support Scotland.

I hope you all hear these words often, but I would just like to take this opportunity to say 'thank you'. I am inspired by each and every one of you.



Craig Mackie Chairman

Services



In 2014, according to ISD Scotland, there were 31,711 cancer diagnoses; 16,183 women and 15,528 men.

Over the last ten years, age-adjusted incidence rates of cancer in Scotland have decreased by 3% for men but increased by 6% for women. Due to an ageing population and the improvements in cancer detection, this is forecast to rise over the next ten years, according to NHS Information Services Division Scotland.

At Cancer Support Scotland we are proud of our staff and volunteers who work hard to meet the needs of people affected by cancer. Through their efforts, we have been able to increase the number of people we can help and the services we can provide.

We have continued to increase the number of our counselling services and now have 18 volunteer counsellors working in the Cancer Support Scotland Centre and across Glasgow.

As promised during 2015 following our Bridging the Gap survey, we have ran our first three Stress Management workshops, with groups of up to eight people attending four workshops. At each class they get a chance to share their experiences, understand stress and it's triggers, as well as techniques on how to manage it.

Most of the people who use our services are struggling with stress due to a cancer diagnosis and the feedback from the workshops shows this has been a great addition to our portfolio. During 2016 we also added a new hand and nail service, and Lymphedema Reflexology.

Working closely with NHS staff, we have seen a steady increase in the number of people dropping into the Cancer Support Scotland Centre for information and support and staying for a coffee and a chat.

Some of our services offered at the centre:

- *Aromatherapy*
- *Facial Reflexology*
- *Hand & Nail Service*
- *Indian Head Massage*
- *Massage*
- *Podiatry*
- *Reflexology*
- *Reiki*
- *Stress Management*



"It has helped me so much to talk about my illness in a safe place."



"Group support was the most helpful. It was good to learn we were all struggling although our physical treatments were successful. The workshops were well presented and informal in a lovely setting, the therapists were excellent."



"The fact that a family member or carer is made to feel just as welcome to share their experience is wonderful."



WE ARE MACMILLAN. CANCER SUPPORT

"Our relationship with Cancer Support Scotland has been incredibly positive. Our partnership is helping to ensure that individuals affected by cancer have access to a range of excellent services. The warm, welcoming and accessible services are testament to the dedication, passion and hard work displayed by the Cancer Support Scotland team and volunteers, and we are excited to continue this fantastic work in the coming years."

Craig Menzies – **Macmillan** Programme Manager (Glasgow Life)

"I'm looking forward to working with Cancer Support Scotland in the coming years to establish a counselling service for people affected by cancer in our area. Their previous experience within local communities has been invaluable in developing this service and bodes well for future partnership "

Joanna Mackenzie – **Macmillan** Manager (West Lothian)

"The guidance and input from Cancer Support Scotland has been invaluable as we design and set up the new Macmillan @ Edinburgh Libraries Cancer Information and Support Service."

Cath Coombs - **Macmillan** Programme Manager (Edinburgh)



"It's a great opportunity working with Cancer Support Scotland, their help and support to set up the Pancreatic Cancer Support Group has been invaluable. We're working together to get the best service for people with pancreatic cancer, as well as their carers."

Norman Wilson – **Pancreatic Cancer Scotland** Fundraiser



"The relaxed nature of the layout, the helpful staff and other supporters all come together to make our cancer patients feel good, safe and secure. Cancer Support Scotland deserves a lot of praise for the way the centre is run and it's upkeep. It's a great place for a chat, a coffee or to make use of therapy rooms and treatments on offer."

Heads Up (Head & Neck Cancer Support Group)

Community & Partnerships



Our partnerships in the community continue to grow and develop.

Due to the success of our partnership with Macmillan Cancer Support and Glasgow Life, we now provide services in Drumchapel, Elder Park, Parkhead, Castlemilk, Partick, Dennistoun, Royston and the Mitchell libraries. As part of our Macmillan and Argyle & Bute Council partnership, we have continued to offer complementary therapies in both Rothesay and Campbeltown.

As part of our partnership with Macmillan Cancer Support, and both Edinburgh and West Lothian Councils, we have now appointed a member of staff specifically to arrange and organise our complementary therapy and counselling services in Edinburgh and West Lothian.

During the coming year we will be launching complementary therapy services in Carmondean Connected in Livingston, counselling in Bathgate Partnership Centre and Strathbrock Partnership Centre, Broxburn. There will be a further location in West Lothian, which is yet to be confirmed, and in Edinburgh we will begin to have counselling services at Craigmillar Library. There will also be a further two locations in Edinburgh which have yet to be confirmed.

We started our complementary therapy service in Johnstone Library as part of our new partnership with Macmillan Cancer Support and Living Well at Renfrewshire. A mindfulness course, funded by Macmillan Cancer Support, is also being run at Craigmillar Library.

Among the many groups which meet at the Cancer Support Scotland Centre, the Heads Up Group for people affected by head and neck cancer meets every Thursday and goes from strength to strength.

During 2016 Pancreatic Cancer UK has also started to run support groups in the centre on the second Thursday of every month.



Rothesay Service



Launch of Partick service

Fundraising



We have had a challenging, but rewarding year for fundraising.

Our work with schools has grown this year, and we were delighted to have been awarded our first Young Persons Initiative from Smithycroft Secondary School.

We have created new corporate relationships and have benefited from events such as a race night kindly hosted by the Royal Bank of Scotland. Our Major Donor Board have been busy as well, hosting new events such as our first ever golf day, as well as a live music event in the Cancer Support Scotland centre.

Our annual events, such as the Heel Appeal and Zipwire, have grown with more participants racing around Glasgow's west end in crazy shoes and bravely zipping across the River Clyde. Our annual Battle of the Bands sold out with a record attendance of 400 guests. Our dedicated volunteer fundraising team have been busy organising sold-out events throughout the year such as Ladies Nights, Gala Days and Psychic Nights.

Our Trusts and Foundations fundraising programme has had a successful year building on existing strong relationships, and also establishing and developing new ones. Building on these varied funding opportunities we are looking forward to the new challenges ahead in 2016 and beyond.

We are extremely grateful to the Trusts and Foundations that have chosen to fund us again as well as new supporters that recognise how necessary our services are.

Special thanks to:

- *The Robertston Trust for their continued multi-year funding*
- *Ian Sunter Charitable Trust*
- *PF Charitable Trust*
- *WA Cargill Trust*
- *The Caron Keating Foundation*
- *John Dalby and his dedicated Battle of the Bands Committee*
- *The Fingland Family for their annual Summer Solstice event*
- *Our hard-working Volunteer Fundraising team*



"You get to meet lots of new people while developing your skills and experience. My organising and planning has definitely improved through volunteering with Cancer Support Scotland! But the best bit is knowing that the money I helped raise is funding a service that makes such a huge difference to peoples' lives."

Andrew Crosbie – Fundraiser





"I'm honoured to work in an amazing team. Volunteers, staff and managers are professional and helpful. We as a team hope we can provide, while also improving, services for all our service users."

Rui Zhang – Counsellor



"The more I help out at Cancer Support Scotland, the more I see the great work they do to help people who are living with cancer. It's really rewarding to see people benefiting, and to feel I've helped out in the process."

Fiona McKay – Receptionist



Volunteers



Volunteers are integral to the success of Cancer Support Scotland.

They provide over 50% of the appointments per week through our counselling and Outreach Programme. This number will increase over the next three years as we expand into Edinburgh and West Lothian.

Our Community Outreach Programme continues to develop. We now provide complementary therapy or counselling appointments in 11 centres in Glasgow, Renfrewshire and Argyll & Bute. By 2018 we will have at least six more centres across Edinburgh and West Lothian.

We'd like to emphasise our gratitude to each of our volunteers for every minute they've donated.

In addition to providing counselling and complementary therapy appointments, we have an incredible team of volunteers. They all enthusiastically give up their time to welcome people to our centre and explain our services, cover reception and make appointments while other dedicated volunteers operate our support groups. Also, the fantastic Volunteer Fundraising Team provide an additional income stream.

It doesn't stop there - a group of event volunteers assist the fundraising staff, admin assistants support office staff and talented photographers help cover our events, while complementary therapists offer taster sessions to boost our awareness and enthusiastic interns support us in a variety of roles.

Over the past 12 months volunteers have donated a whopping 13,510 hours to Cancer Support Scotland – an increase of over 20% from 2014/2015. We would not be able to continue supporting people through their cancer journey without the help of our volunteers – each of them plays an essential part supporting service users.



University Volunteers



Outreach Volunteers

Financial Statement

We raised more money than in the previous financial year. However, due in part to the NHS changing its post-operative care policy and increased awareness of our services, there has been an increase in referrals.

When we look at the statement of financial activities we need to look at both the restricted funds (designated for a particular purpose) and the unrestricted funds (available for the charity to use to deliver its objectives) individually.

Restricted Funds

This year £66,362 was raised for restricted activities. Fundraising and other costs of £43,882 were incurred resulting in a surplus of £22,480. This surplus increases the brought forward amount of £305,802 to £328,282. This amount will now be carried forward to the next year.

Unrestricted Funds

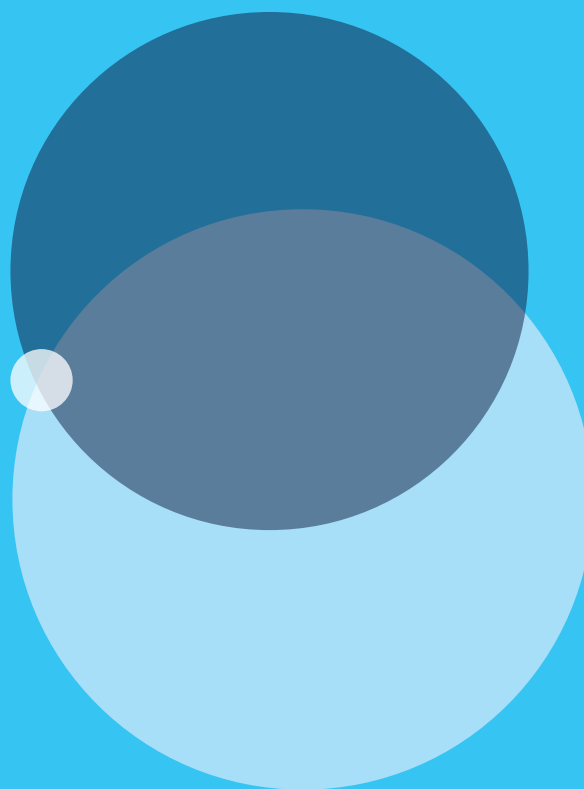
£361,902 was raised this year to fund operational activities. The actual costs incurred amounted to £435,832, resulting in a deficit of £73,930. This is deducted from the brought forward amount of £128,198 to give a total of £54,268 to carry forward.

Balance & Loan

The Balance Sheet shows our balances of £111,815. It remains essential that we raise, every year, sufficient funds to cover all costs. There is also an interest free loan of £47,000 that has to be repaid at the rate of £12,000 per annum.

Reserves Policy

The Board's policy is to maintain liquid reserves equivalent to approximately 3 months expenditure. The aim is to achieve this at all times during its year.



INCOME - £428,264
EXPENDITURE - £479,714
DEFICIT - £51,450

Statement of Financial Activities

	Unrestricted Funds	Restricted Funds	Total Funds 30/04/16	Total Funds 30/04/15
	£	£	£	£
Incoming Resources				
Donations & Legacies	357,584	66,362	423,946	365,903
Other Trading Activities	3,853	-	3,853	4,054
Investment Income	465	-	465	935
Total Incoming	361,902	66,362	428,264	370,892
Expenditure on				
Raising Funds	146,052	34,712	180,764	89,025
Charitable Activities				
Services Provided	257,613	2,664	260,277	249,618
Other Resources	32,167	6,506	38,673	20,388
Total Resources Expended	435,832	43,882	479,714	359,031
Net Incoming/(Outgoing)	(73,930)	22,480	(51,450)	11,861
Reconciliation of Funds				
Total funds brought forward	128,198	305,802	434,000	422,139
Total Funds Carried Forward	54,268	328,282	382,550	434,000

Balance Sheet

	Unrestricted Funds	Restricted Funds	Total Funds 30/04/16	Total Funds 30/04/15
	£	£	£	£
Fixed Assets				
Tangible assets	12,996	299,296	312,292	321,177
Current Assets				
Debtors	33,360	-	33,360	49,047
Cash at bank & in hand	82,829	28,986	111,815	155,123
Total	116,189	28,986	145,175	204,170
Creditors				
Amounts falling due within 1 yr	(39,917)	-	(39,917)	(44,347)
Net Current Assets	76,272	28,986	105,258	159,823
Total Assets Less Current Liabilities	89,268	328,282	417,550	481,000
Creditors				
Amounts falling due after 1+ yrs	(35,000)	-	(35,000)	(47,000)
Net Assets	54,268	328,282	382,550	434,000
Funds				
Unrestricted Funds			54,268	128,198
Restricted Funds			328,282	305,802
Total funds			382,550	434,000



"The relaxed nature of the layout, the helpful staff and other supporters all come together to make our cancer patients feel good, safe and secure."



"The service was a great influence in my life to get me back on track and enjoy every moment. I now trust myself more. I'm more assertive, and I'm dealing with emotions better."



Our Challenge

We have to rise to the challenge in these uncertain times.

Cancer isn't going to go away and we have to do more to support those dealing with the traumatic effects of a cancer diagnosis and its aftermath. In light of our financial results, a new business plan as well as supporting documentation will be created.

We will continue discussions with NHS Greater Glasgow & Clyde to acquire additional land adjacent to the centre and scope a potential build project. This will be a multi-million pound expansion and will need massive cash investment from funders if this is to become a reality.

To allow our services to be given free of charge, we need to target our fundraising efforts at areas of high financial reward including major donors, the corporate sector, legacy giving and large trust funders, while retaining our current supporters.

The fundraising portfolio will be extended with the introduction of new fundraising events and activities to ensure we have a balance and are not just reliant on a few high yielding events and activities.

Cancer isn't going away and we have to do more to support those dealing with the traumatic effects of a cancer diagnosis and its aftermath.

Our aim during 2016/17 is to drive down waiting times to allow service users to access our services promptly. This requires a concerted effort to recruit additional volunteer counsellors and complementary therapists. We never want to be in a position where we did not help a cancer patient due to extensive waiting times.

In conclusion, we have faced financial challenges in the past year but we have already taken steps to consolidate the charity's financial health, which includes monitoring our spending and investments closely and keeping our administrative costs to a minimum. Our intention, as always, is not just to maintain the available services, but to both improve and extend them wherever possible.

To do that we rely on your continued goodwill and support to meet the needs of the ever increasing number of patients being diagnosed with, and surviving, cancer throughout their treatment and their recovery.



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