

Impact Report 2021/2022

MAKING AN IMPACT

cancersupportscotland.org



cancer support
scotland



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Chair & CEO Statement

#NEVER MORE NEEDED

One in two of us will be diagnosed with cancer in our lifetime. The need for wellbeing support is never more needed.

Cancer Support Scotland has continued to play a vital role in improving the wellbeing of those affected by cancer across Scotland. We delivered vital mental health and wellbeing services during a period of external uncertainty due to Covid-19 and the cost-of-living crisis.

We are proud to have made great strides in our 'Here For Your Wellbeing' strategy (launched in 2020). We have worked tirelessly to:

- **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.**

Through our hands on work across Scotland, we have seen the strain put on the NHS due to lack of investment and the global pandemic, resulting in some delays in diagnosis and increasing pressure on our colleagues within the NHS. This in turn breeds poor mental health for those trying to live well with a cancer diagnosis. We understand the impact cancer has on the lives of people affected by cancer, this is why we offer free, individually tailored services by our specially trained and experienced staff at our



Centre in the heart of the Gartnavel Campus in Glasgow, through our digital methods reaching the rest of Scotland and by slowly introducing our outreach centres.

We have continued to innovate during this year, with the introduction of our accredited Oncology Massage Course, delivered by our award-winning complementary therapist and introducing aromatherapy nasal inhalers. Both providing real relief and support to the wellbeing of those affected by cancer.

During 2022 and onwards we will continue, subject to funding, to put all our efforts into opening face to face services again and securing support and funding for a much-needed family counselling service so children and young people impacted by cancer have the wellbeing support they so very deserve.

Rob Murray *Suzanne George*

Rob Murray, CEO

Suzanne George, Chair

OUR SERVICES

1 in 2 of us will be diagnosed with cancer during our lifetime and with over 30,395 cancers diagnosed in 2020 (2021 data not published at time of this report) it is vital all our efforts go into supporting a holistic health care provision across Scotland. This includes cancer prevention, early diagnosis, world leading treatment and a fully resourced wellbeing support service.

Cancer Support Scotland understands the real impact cancer has on the lives of those affected by cancer and the unique mental health/ wellbeing needs each person faces.

Therefore, we aim to improve the wellbeing of not only those affected by cancer but their loved ones too. We have made great efforts in the aftermath of the pandemic to deliver services where people want to access them and when.

During 2021/22 we delivered:

40

People attended our Coping with Change workshops

44

People attended mindfulness sessions

1,612

Here for you (befriending calls)

53

Digital self-help resources

6

People completed our new Oncology Massage course

148

Aromatherapy inhalers

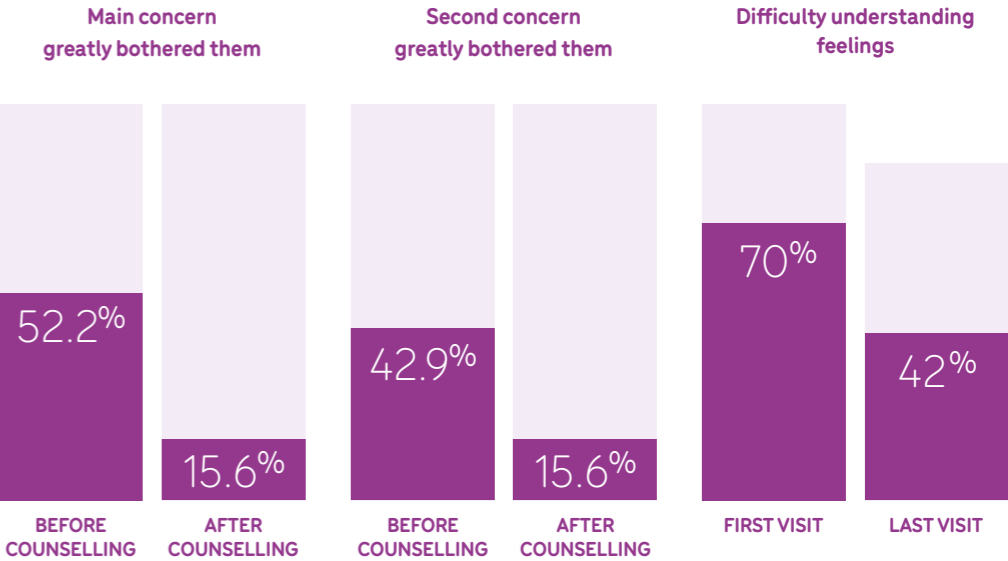
1945

Counselling appointments

"It's been incredibly helpful; it has kept me positive with such an uncertain future ahead"

DAVID

Counselling



'Here for You' Befriending Service

We are proud of our 'Here for You' befriending service. These calls have helped to reduce loneliness, isolation, fear, and suffering. During the year we have expanded our volunteer team and over the next year we look to introduce a face-to-face service offering resulting in a deeper befriending support.

"It's very important to me, I look forward to my regular call."

ELIZABETH

Oncology Massage Training

Our team regularly hears about the impact having a cancer diagnosis can have on accessing spas and massage establishments.

Due to this our award-winning Complementary Therapist developed a training academy to educate complementary therapists in oncology massage. The course has been accredited by the Federation of Holistic Therapists and provides students with the opportunity to develop the skills and experiences required to safely deliver massage to people with cancer in their communities.

Cancer Support Scotland is taking steps to reduce our carbon footprint while delivering training, sourcing new disposable, eco-friendly, therapy towels. These towels are made from 100% natural compostable wood fibers from certified sustainable sources.

“I wanted to add to my current therapies as had a few ladies contact me who had had cancer and had been refused massage. Cancer Support Scotland offered me this opportunity.” Sharon.

- **100% of students agreed that the level of support provided by Cancer Support Scotland was excellent.**
- **100% of students would recommend Cancer Support Scotland’s Oncology Massage Diploma to others.**

Mindfulness

As a result of our increasing digital offerings our wellbeing team designed Mindfulness sessions for those affected by cancer. We know that mindfulness can be a powerful tool in supporting wellbeing and provide an opportunity for people to be present in the moment. The 10 sessions have been provided over zoom over the past year and we have started to test these as an in-person event.

- **All participants in Mindfulness reported a decrease in their stress level after only attending one session.**

Over the next year we plan to digitalise these so people can access Mindfulness via our website and carry out a simple evaluation to help us show the benefits of Mindfulness for them.

“That was a very helpful session and always feel better after it.” Flora

Aromatherapy Inhalers

Personalised Aromatherapy Nasal Inhalers were launched in June 2021, since then our own Aromatherapist has skillfully hand blended 148 inhalers for people affected by cancer. These inhalers have helped ease stress and anxiety, reduced nausea and aided in promoting sleep.

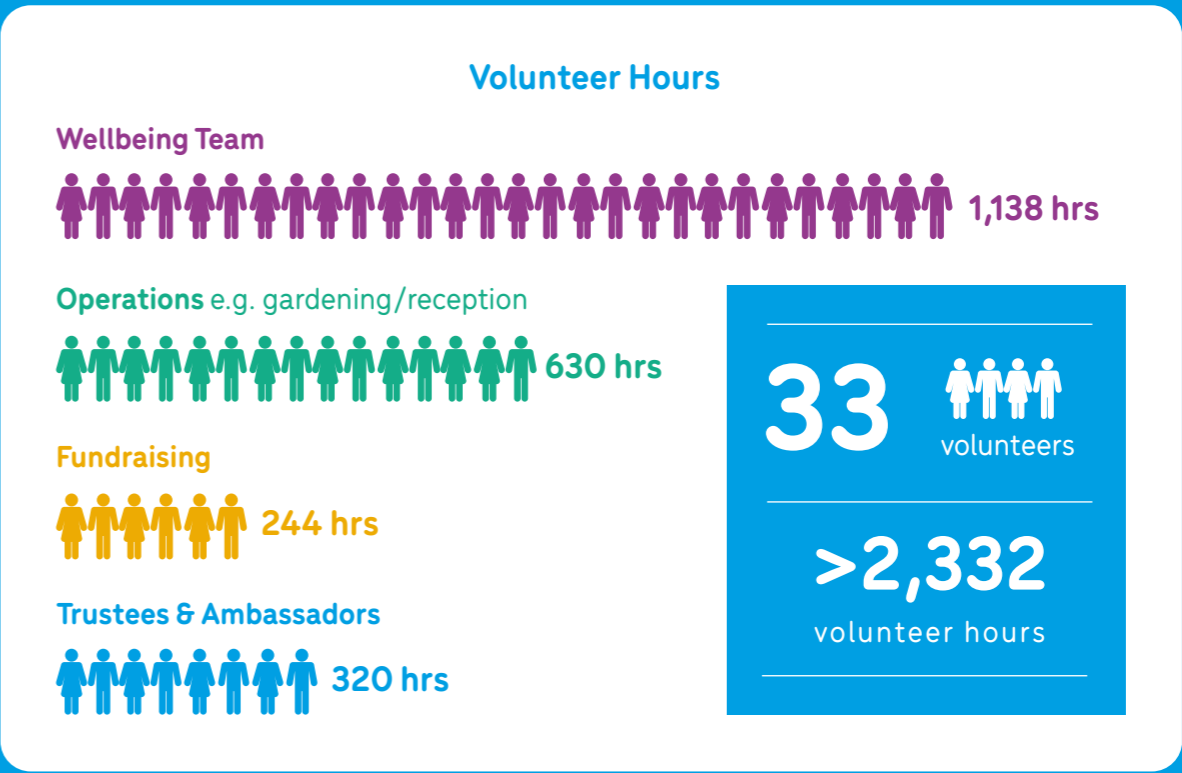
Additionally, we sell the inhalers in our Cancer Support Scotland shop, online and in the Calman Centre. The profits go directly back into funding the free inhalers for people we are currently supporting.

“It’s really good, as it calms and relaxes me and pushes my anxiety to the back of my head.” Nathan.

VOLUNTEER HOURS

During the year 2021/22 our fabulous volunteers delivered over 2332 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.

Our volunteer numbers do remain lower than pre-pandemic levels and we are working to increase these.



FUND RAISING

During this financial year we have continued with our approach of being agile and creative in our fundraising efforts and campaigns. We welcomed the return of our much loved in person events including our festive Christmas Fayre in December 2021 and our Ladies Lunch in April 2022 which was attended by 160 guests. We have continued to develop a suite of “do it yourself” and challenge events which supporters can take part in during their own time and boost their wellbeing too.

Total income
£413,786
(2021 - 2022)



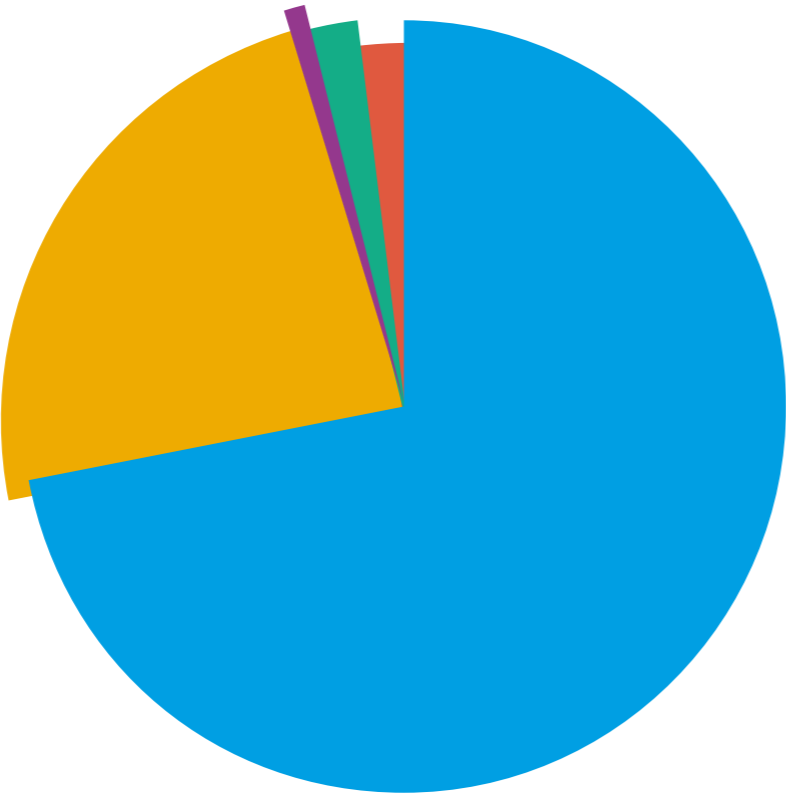
Donations from Companies, Trusts
£298,377

Donations from individuals
£96,584

Legacies
£3,716

Gift Aid Reclaimed
£7,849

Donated services and facilities
£7,260



SPEND FOR 2021/22

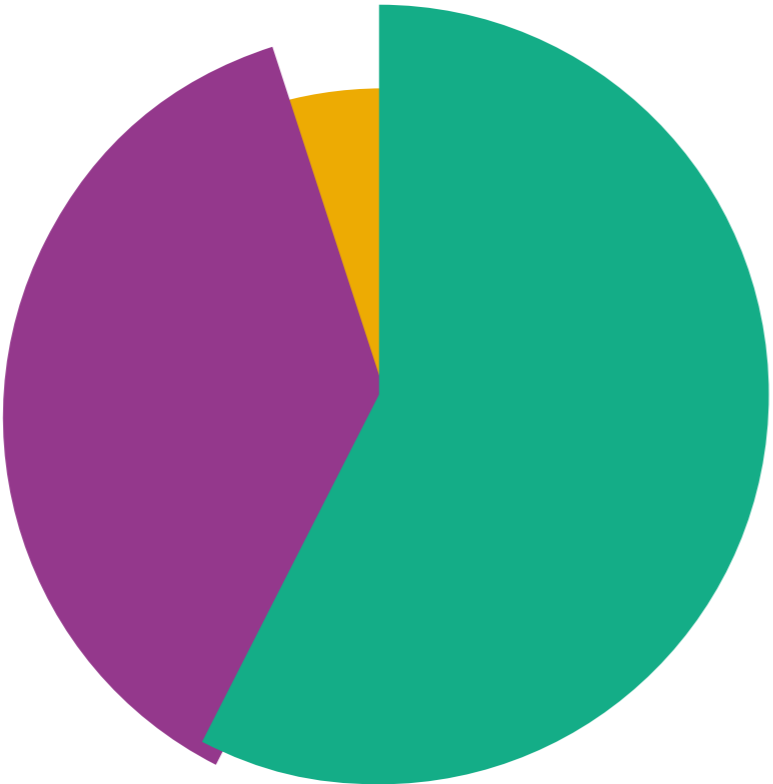
Our accounts consider our normal spending along with the special project being carried out on the building repair. Therefore, our accounts show an overall deficit of £123,923 being incurred for the year, however if you remove the £137,046 of building costs the end year result shows a surplus of £13,123. For the purposes of this impact report, we will highlight the figures for the normal operational costs and income.

Total spend
£444,562
(2021/22)

Charitable activities
£256,371

Raising funds
£167,137

Other expenditure
£21,054



Liz's Story

Liz first got in touch with Cancer Support Scotland after her difficult diagnosis of breast cancer, she was seeking some wellbeing support to cope with the changes that this brought for herself and her family.

She told us **"When I had cancer the first time there was nothing out there, there was no mention of managing stress, I just had to get on with it. This time I have had so much support from Cancer Support Scotland."**

After engaging in our 'Here For You' befriending calls Liz was referred to our 'Coping with Change' workshop as she was continuing to feel overwhelmed due to her own health and family issues. We were delighted to offer Liz a place on one of our first returning face to face workshops, which are held in our beautiful Calman Centre in Glasgow.

She said **"While I knew I could access the course online; I didn't feel confident using zoom or my husband's iPad to join. Being able to do the workshops in person allowed me to connect better with the wellbeing facilitators Debra & Natalie. This time on a Saturday morning also gave me time out, time just for me and my wellbeing"**

Liz has thrived throughout the workshop and now feels she has the tools and skills to be able to deal with her emotions and wellbeing. We asked Liz what she felt was most beneficial to her, she said **"Just having someone to talk to and having someone there for you. Meeting other people and being able to talk to them and learn from their experience and what they do to cope."**

Following on from the workshop, Liz also took part in a focus group with other people affected by cancer to talk about and provide useful feedback for us and was part of the steering group of updating some of our service provision. Liz is also now a member of the 'Coping with Change' Peer Support group who catch up weekly in their own communities.

"Cancer Support Scotland has been wonderful to me. The things I have learned have been so useful. I couldn't have done all this without you."

CASE STUDY



A BIG THANK YOU

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

TRUSTEES

1 May 2021 – 30 April 2022

Suzanne George
Christine Hamilton
Jane Law
Craig McDermid
Jack Ogston
Katie Tweedie
George Walker
Fiona Drury (appointed 21 September 2021)
Margaret Wright (appointed 23 June 2021, resigned 29 June 2022)
Donald McKinnon (resigned 30 September 2021)
Dr Katrina Knight (appointed 29 June 2022)
Jacqueline MacDonald (appointed 29 June 2022)

PATRONS

Professor Sir Kenneth Calman
The Lord Provost of Glasgow

AMBASSADORS

Laura Boyd
Emma Cameron
Susan Calman
Judith Ralston

CHIEF EXECUTIVE OFFICER

Rob Murray

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