

Offering you
a lifeline

help is at hand...

CANCER *lifeline*

achievements
09/10



“Through the provision of training, information workshops, peer support, complementary therapies and counselling services, Cancer Lifeline is positively impacting upon members’ mental, physical and emotional wellbeing”

Link Project Interim Evaluation Report Dec 2009



09/10

Welcome to our Annual Report for 2009 / 2010

Throughout the year, Cancer Lifeline has been reaching out to families and individuals coping with cancer, through a varied programme of support and information services. Over 1,100 individuals have been engaged in the various intervention/ health awareness programmes.

The organisation has remained focused on its community led roots. People living with cancer reaching out to others facing similar fears and difficulties. Cancer Lifeline provides a form of extended family to those diagnosed with cancer. When people come for support they have the opportunity to meet and talk to others who have been through the same experience. Someone who understands their reactions to being told they have cancer as well as what their family and friends may be feeling.

Everyone involved has worked tirelessly throughout the year and taken great pride in continuing to develop our unique “home from home” professional service. We have continued to develop where possible, effective partnership approaches to delivering

support services to those coping with a diagnosis. This has been particularly evident in the field of Complementary Therapy delivery, where we have been working closely with the BHSCT and the Healthy Living Partnerships. Active engagement in the Neighbourhood Renewal and Investing for Health planning processes has enabled more extensive cross-sectoral, sharing of skills and resources as well as interagency working to deliver programmes.

This year culminated in celebrating the outstanding achievement of raising the necessary funds to purchase the project base in Alliance Avenue. A combination of local fundraising and Department of Social Development funding enabled us to take ownership of the property at the end of March 2010.

A momentous and joyous occasion! Our heartfelt thanks again to everyone who helped along the way. We are indebted to you all for your continued support.

Cancer Lifeline is very proud to be able to now offer a sustainable base for cancer support in North Belfast. The growing requests for support clearly serve to illustrate the importance of community based, user led support programmes in achieving our targets for health improvement.

Board of Directors and Staff

“The supportive comments from others in the group were a great help to me”

Relaxation Workshop participant



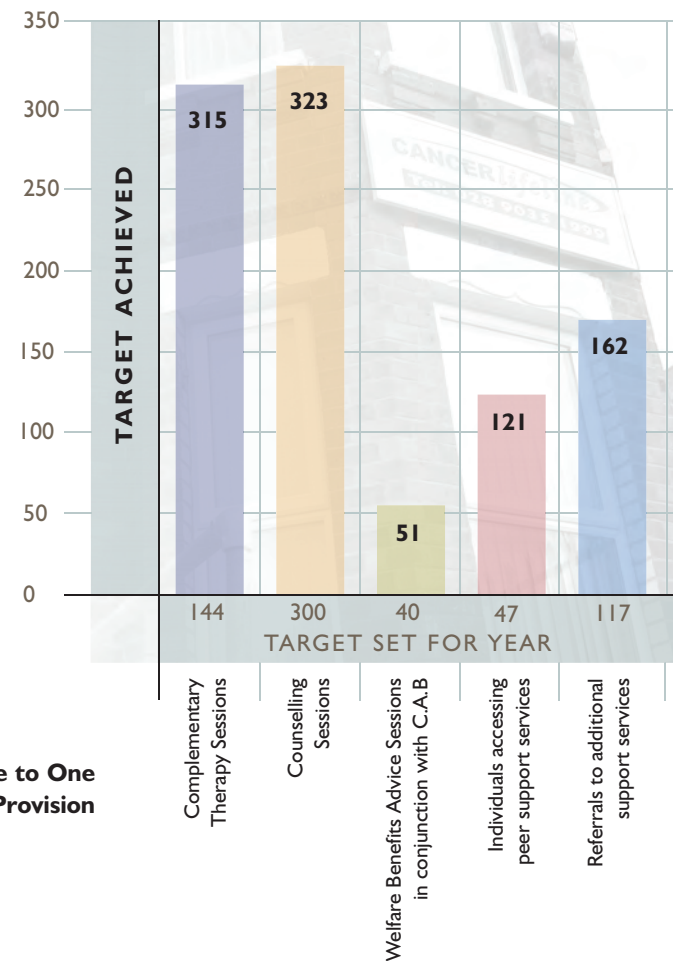
Practical Support Services

Everyday someone gets news that will change their life forever. This is true for people who receive a cancer diagnosis. It is at these times that people need to talk to others facing similar fears and anxieties.

Throughout the year Cancer Lifeline has focused on ensuring individuals and their families were able to access practical support services in a caring and comfortable setting.

This has enabled people to relax and talk through what is happening to them; somewhere they can feel comfortable, where their feelings and reactions are understood and treated sensitively.

Also at times people needed the support of professional counselling services.



One to One Support Service Provision

“The group gave me a chance to be listened to”

Relaxation Workshop participant



Financial worries can be a major concern for people affected by cancer. C.A.B. Outreach Advice Surgery at Cancer Lifeline has enabled a benefit retrieval of over £150,000 during the year.

Other group support and information services have included;

- Coping with bereavement sessions in conjunction with the Northern Ireland Hospice
- Parent support sessions in conjunction with Ulster Cancer Foundation
- Peer led Support Residentials
- Access to library and interactive information services at the project base
- News Sheet production three times a year
- Peer led Bra Fitting Support Programme
- Information mornings on e.g. Personal Development, DLA Information, Role of the Social Worker, Coffee Mornings
- Peer led weekly Support Groups Sessions

These support and information programmes are tailored to suit members needs. They have been crucial in helping people to cope better, emotionally, mentally and physically with their, or their loved ones illness. Support has ranged from; financial advice to opportunities to meet and talk to others who have been through the same experience.

Skills development to improve people's sense of wellbeing and self care strategies has been vital; as well as assisting people to link into other sources of support. This had enabled them to better understand and access services from a wide range of allied health professionals, other cancer charities, as well as community and voluntary projects.

This support is targeted at people who are often confused about where to get help or who do not have the skills, capacity or means to access help.

“It made me realise I must take time for myself”

Men's Health Workshop participant



Health Improvement

People who live in deprived communities such as North Belfast are disproportionately diagnosed with cancer and experience inequalities in care, treatment and survival when diagnosed; when compared to people in more affluent areas. Although survival rates for most cancers have increased over the years, but, because these rates have increased faster for the more “affluent” the survival gap between the least and the worst deprived has widened.

Cancer Lifeline's work has focused on trying to address the unequal and unjust health outcomes experienced by the North Belfast community through facilitating community based innovative health improvement programmes.

Evaluation findings show key outcomes of the work are; reported improved mental health and emotional wellbeing among participants, improved coping skills to deal with their illness, treatment regimes and side effects. Also increased knowledge, understanding and capacity levels to be able to make healthier lifestyle choices e.g. in relation to diet, exercise, dealing with stress. Reduced isolation and levels of anxiety were reported as well as improved self care strategies and levels of social contact.

The presentation of Cancer Lifeline's drama project “Living With Cancer” has been an excellent vehicle for raising awareness and understanding in the local community about the importance of early detection and early intervention practices.

“It has changed my eating habits to be healthier and to watch what I eat and improve my family’s health”

Nutrition Workshop participant



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A snapshot of some of the topics covered during the year included;

- Prescription drugs awareness
- Health mornings at Alliance Avenue
- Relaxation / stress management
- Men's health awareness
- Survivorship strategies
- Cancer Awareness and the importance of early intervention practices
- Benefits of exercise
- Outreach health stalls, talks at local community projects, schools, networking events.

These programmes allow accurate and relevant health information to be presented in a way that is accessible and easily understood. Self confidence, hope, peer influences, income levels and family and social networks all play an important role in supporting people to lead healthier lives.

It's not enough to just target information at communities. Instead these user led programmes help people to tackle obstacles to making healthier lifestyle choices.

The holistic model of practice at Cancer Lifeline is paramount to developing more supportive, sustainable and realistic interventions for health improvement.

“Coming to the workshop has made me realise I am not alone”

Bereavement Workshop participant

Working in partnership to improve cancer services

Drawing on peoples' experiences of good and poor practice can make a significant contribution to the development of future health services.

During the year Cancer Lifeline has been actively engaged in a range of health related networks, pieces of research, user forums, multidisciplinary meetings, literature review etc. Encouraging local people to express their views, experiences, hopes and ideas for future service delivery.

Some examples of the work included:

- GP practice visits highlighting the partnership services Cancer Lifeline can offer cancer patients and their families.
- Participation in the Northern Ireland Cancer Network Patient Information and Signposting Working Groups.
- Active engagement in the Crumlin / Ardoyne Neighbourhood Renewal Partnership process and in particular the Health Subgroup.
- Participation in the North Belfast Partnership Health and Wellbeing Group.
- Engagement with Ardoyne / Shankill and Newlodge / Duncairn Healthy Living Partnerships in relation to the delivery of Complementary Therapies to family members at Cancer Lifeline.
- Ongoing partnership development with BHSCT, Belfast City Hospital and the Macmillan Information and Support Centre with particular focus on the development of effective practice in relation to Complementary Therapy provision at Cancer Lifeline.
- Engagement in research commissioned by the BHSCT Multi-Disciplinary Palliative Care and Oncology Team, on the needs of cancer patients in North Belfast.
- Engaged project users in NICAN research on the development of chemotherapy services.
- Hosted meeting with D.S.D Minister to highlight the community based model of health improvement at Cancer Lifeline.
- Meetings held with district nursing to clarify guidelines on patient care pathways.
- Time spent clarifying sources of support, referral guidelines, contact details etc to assist with linking people into other avenues of appropriate support.
- Information folders, posters and leaflet distribution to a range of statutory, voluntary and community health providers.

Driving home the message that community based, user led cancer support services need to be recognised as a key part of future holistic cancer treatment services.



“The session has helped me focus on more positive thoughts”

Coping With Anxiety Workshop participant



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Acknowledgements

Cancer Lifeline would like to acknowledge all the funders, staffing, steering group members, statutory and voluntary agencies, volunteers, individuals, the business community and families for their support throughout 2009 / 2010.



Your support has been crucial in helping us reach out to those coping with a cancer diagnosis.

“The extension of services offered to family members of those living with cancer is a unique service which members find invaluable. They have significantly helped to develop family members’ coping skills”

Link Project Interim Evaluation Report Dec 2009



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Accounts

Cancer Lifeline (A company limited by guarantee)

Abridged accounts for the year 31 March 2010

The abridged accounts have been extracted from the full annual financial statements and may not contain sufficient information to allow a full understanding of the financial affairs of the Charity. The full financial statements were approved by the Trustees (Directors) on 27 August 2010 and received an unqualified audit report. Copies of the full financial statements are available on request from the Company Secretary.

Independent Auditor's Statements to Member of Cancer Lifeline Ltd

We have examined the abridged accounts of Cancer Lifeline Ltd for the year ended 31 March 2010.

Respective responsibilities of the trustees and auditors

The Trustees are responsible for preparing the abridged accounts in accordance with the recommendations of the Charities SORP 2005 and in accordance with Companies Act 2006. Our responsibility is to report to you our opinion on the consistency of the abridged accounts with the full financial statements on which we reported to you on 27 August 2010, and the Trustees' Annual Report.

Basis of opinion

We conducted our work having regard to the Auditing Practices Board PNI 1, the Audit of Charities, insofar as relevant to our responsibilities as auditors.

Opinion

In our opinion the abridged accounts are consistent with the full financial statements for the year ended 31 March 2010.

**Ian Murray (Senior Statutory Auditor)
for and on behalf of IAN MURRAY & CO. LTD
Chartered Certified Accountants and Statutory Auditor
27 August 2010**

ABRIDGED ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2010

| | Unrestricted Funds £ | Restricted Funds £ | 2010 Total £ | 2009 Total £ |
|---|----------------------|--------------------|----------------|----------------|
| Incoming resources | | | | |
| Incoming resources from generating funds: | | | | |
| Voluntary income | 73,490 | - | 73,490 | 44,554 |
| Activities for generating funds | 10,657 | - | 10,657 | 53,835 |
| Other incoming resources | - | 290,323 | 290,323 | 203,648 |
| Total incoming resources | 84,147 | 290,323 | 374,470 | 302,037 |
| Resources expended | | | | |
| Costs of generating funds: | | | | |
| Fundraising: | | | | |
| Costs and expenses | 20,313 | - | 20,313 | 9,722 |
| Charitable activities | 16,396 | 198,952 | 215,348 | 236,075 |
| Governance costs | 1,481 | 2,322 | 3,803 | 2,591 |
| Total resources expended | 38,190 | 201,274 | 239,464 | 248,388 |
| Transfer between funds | (18,587) | 18,587 | - | - |
| Net movement in funds / Net income for the year | 27,370 | 107,636 | 135,006 | 53,649 |
| Net incoming/(outgoing) resources for the year / Net income for the year | 27,370 | 107,636 | 135,006 | 53,649 |
| Total funds brought forward at 31 March 2009 | 77,835 | 88,971 | 166,806 | 113,158 |
| Total funds carried forward 31 March 2010 | 105,205 | 196,607 | 301,812 | 166,807 |
| Represented by: | | | | |
| Tangible fixed assets | 12,319 | 187,089 | 199,408 | |
| Current assets | 94,847 | 9,518 | 104,365 | |
| Current liabilities | (1,961) | - | (1,961) | |
| Total funds 31 March 2010 | 105,205 | 196,607 | 301,812 | |

4. Other incoming resources

| | Restricted Funds £ | 2010 Total £ | 2009 Total £ |
|---|--------------------|----------------|----------------|
| DSD [Neighbourhood Renewal] | 121,436 | 121,436 | 11,139 |
| Big Lottery Fund [Reaching Communities Programme] | 85,591 | 85,591 | 82,738 |
| Big Lottery Fund [Improving Community Buildings] | 1,147 | 1,147 | 46,116 |
| Public Health Agency/ IFH | 51,721 | 51,721 | 50,255 |
| BHSCT [Health Improvement Consortium] | 9,150 | 9,150 | 7,255 |
| Lloyds TSB foundation for Northern Ireland | - | - | 6,145 |
| BHSCT [Counselling] | 9,360 | 9,360 | - |
| Proteus (NI) Ltd [small grants programme] | 5,118 | 5,118 | - |
| Big Lottery Fund [Awards for All] | 6,800 | 6,800 | - |
| | 290,323 | 290,323 | 203,648 |

The amount of £1,147 from the Big Lottery (Improving Community Buildings) is the last tranche of a grant amount to £49,751 in total, received by the Charity and treated as restricted income.

Included in the DSD [Neighbourhood Renewal] funding of £121,436, was an amount of £105,000, towards the purchase of the project base, 44 Alliance Avenue, Belfast.

Cancer Lifeline supports people affected by cancer and their families/carers living in North Belfast.

The organisation is managed by individuals who have experience of cancer.

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CANCER*lifeline*

44 Alliance Avenue
Belfast
BT14 7PJ

T 028 9035 1999

F 028 9035 1999

E info@cancerlifeline.info

W www.cancerlifeline.info

A charity for tax purposes, Inland Revenue Ref No. XR37617
Company Limited by Guarantee, Reg. No. NI055010



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PATRONS

JOHN LINEHAN | JIM 'THE KING' BROWN | MARK SIDEBOTTOM | RACHEL KELLY