



Offering you
a lifeline

help is at hand...

CANCER *lifeline*

achievements 14/15



“They picked the
right name –
Cancer Lifeline
has been my
lifeline.”



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Welcome to our Annual Report for 2014/2015

Whether you are a person who has been diagnosed with cancer, a carer, a family member or friend you are welcome to come to Cancer Lifeline for support.

Being diagnosed with cancer can be one of the most difficult situations a person will have to face in their lifetime. The end of treatment is a time when people often expect to feel relieved and able to get on with life again. But it isn't unusual to feel quite low and lost, especially during the first few months. After treatment the "safety net" of regular frequent contact with the health care teams ends. Many miss this source of support, especially because anxieties may surface at this time.

Cancer Lifeline has continued to grow and develop ensuring North Belfast has an accessible and effective cancer support facility. Providing a range of support services for cancer patients and their families.

Helping them to manage their condition and its treatments in partnership with their health care professionals.

We hope this report gives you a brief snapshot of the key support programmes facilitated throughout the year and more importantly the positive impact of this work on individuals and family lives. We are continuing to pursue with Belfast City Council the possible purchase and redevelopment of the property adjacent to our base in Alliance Avenue. This will help us to increase and enhance the provision of cancer support services in North Belfast.

Our two Charity Shops continue to be a crucial and vital source of income to

finance the charity's work. The Boutique and Furniture Shops continue to flourish under the team of expert volunteers and staff. Without the dedicated team of shop volunteers this would not be possible, our heartfelt thanks to you all.

Also to the many volunteers, helpers, donors, businesses, organisations, individuals and families who have given their time, finance and skills to help us develop Cancer Lifeline's services we cannot thank you enough; particularly during this time of austerity. We look forward to working with you all in the year ahead helping us to reach out to those coping with cancer.

Board of Directors and Staff

“Having someone
to listen really
helped me to get
my life back
together and to
move on.”



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Support Services

40% of Belfast cancer diagnoses are to North Belfast residents. With more people than ever surviving after a diagnosis, getting appropriate support after treatment is vital.

Cancer survivorship is a day to day ongoing process that begins with your diagnosis and continues through the rest of your life. Surviving cancer is more complicated than simply being sick or well, having cancer or being cancer free. Instead, it is a continual process that is constantly changing. "There may be times when the joy you feel about survival far outweighs any anxieties you may have. Then, there will be times when your fears and uncertainties seems to take over your life, and you wonder if you will ever feel normal again".¹

Cancer Lifeline's community based programme of support services focus on helping individuals and families adapt to life after cancer. People come to the Centre for a variety of reasons, some because they

are facing a possible diagnosis. Others because they have been recently diagnosed or dealing with the side effects of treatment. It may also be a time for coming to terms with changes to plans for the future. Carers also come for support. This could be a family member, partner, friend or neighbour. Patients now spend less time in hospital and more time at home, so carers are important members of the health care team. But becoming a carer can also be overwhelming at times. Hence the importance message that all support services at Cancer Lifeline are available to carers / family members.

Cancer Lifeline has been working with the BHSCT via the Carers Co-ordinator to provide some specific Counselling and

Complementary Therapies for carers.

This year has seen the continued growth and success of the Big Lottery funded "Active Lives After Cancer" project. This project is targeted at isolated people aged 60 years and over who are affected by cancer and living in North Belfast. The target for the end of year two (Feb 15) was to engage 50 older people in support services through the project. This has been well exceeded with 89 older people having been engaged in the project. This project has supported access to a range of one to one and group support services all of which have been key to reducing isolation, improving confidence levels and coping skills as well as improving participants overall sense of positive mental health and wellbeing.

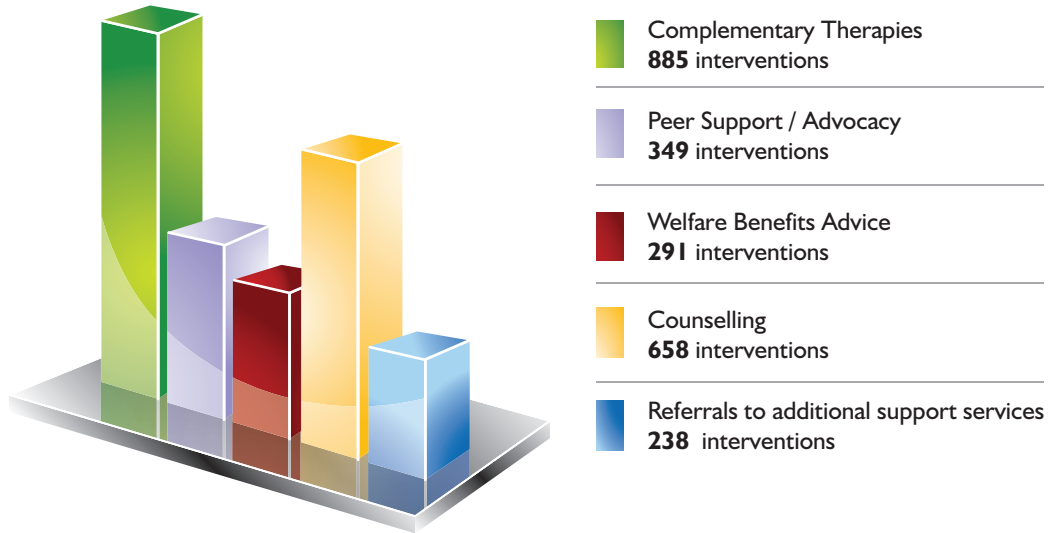
¹ Cancer Survival Toolbox National Coalition for Cancer Survivorship 2013

“Counselling is excellent as you are trying to be strong day to day but this enables you to let go and off load. It helped me get a lot off my mind.”



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This year Cancer Lifeline facilitated a total of 2421 one to one support interventions.



Examples of other support and information programmes facilitated throughout the year include;

- Bereavement Support sessions
- Family Support sessions (in conjunction with Cancer Focus NI)
- 6 monthly, News Sheet production and distribution
- Female peer led Support Group sessions
- Female peer led Support Respite / Residential
- Library Information
- Tailored Support for those aged 60+
- Advocacy Support
- Carers Information sessions
- Creative workshops
- Feel Good Factor Workshops (in conjunction with Cancer Focus NI)
- Experienced Listening sessions
- Annual Volunteer Celebrations

This year there was a reported a benefit retrieval of approximately
£270,940

“The
Complementary
Therapy is very
relaxing and you
come back
uplifted.”



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Feedback on activities that members surveyed have engaged in, has been very positive with;

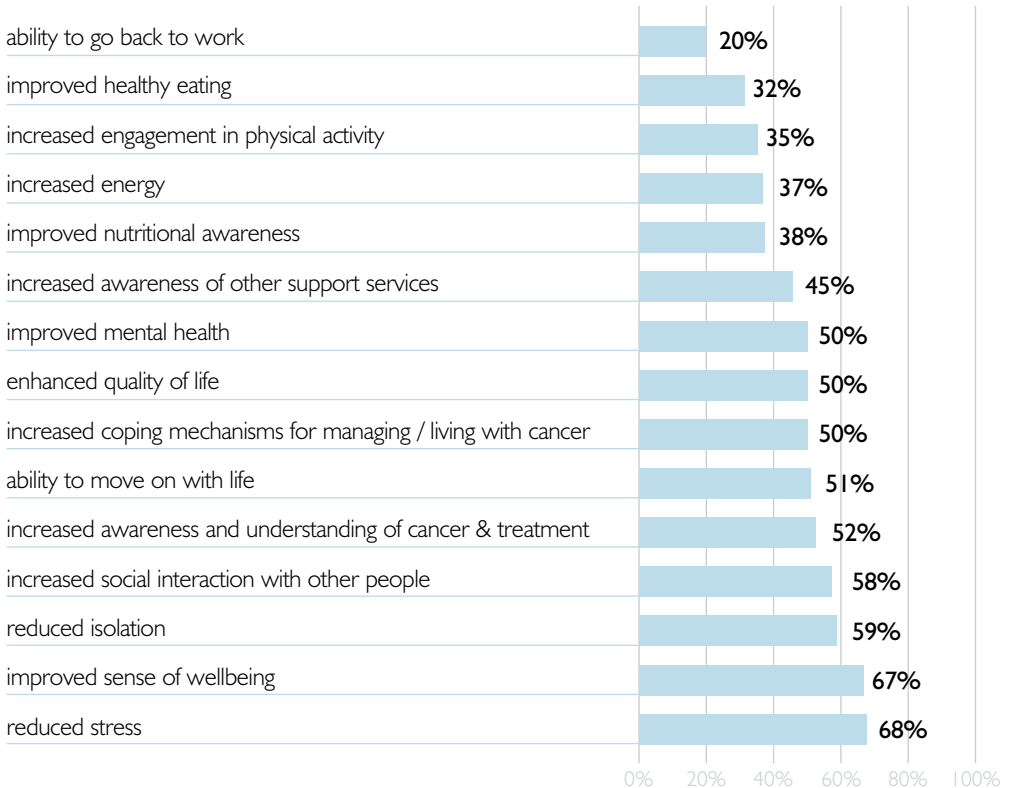
85%
of responses to activities
rated as excellent and

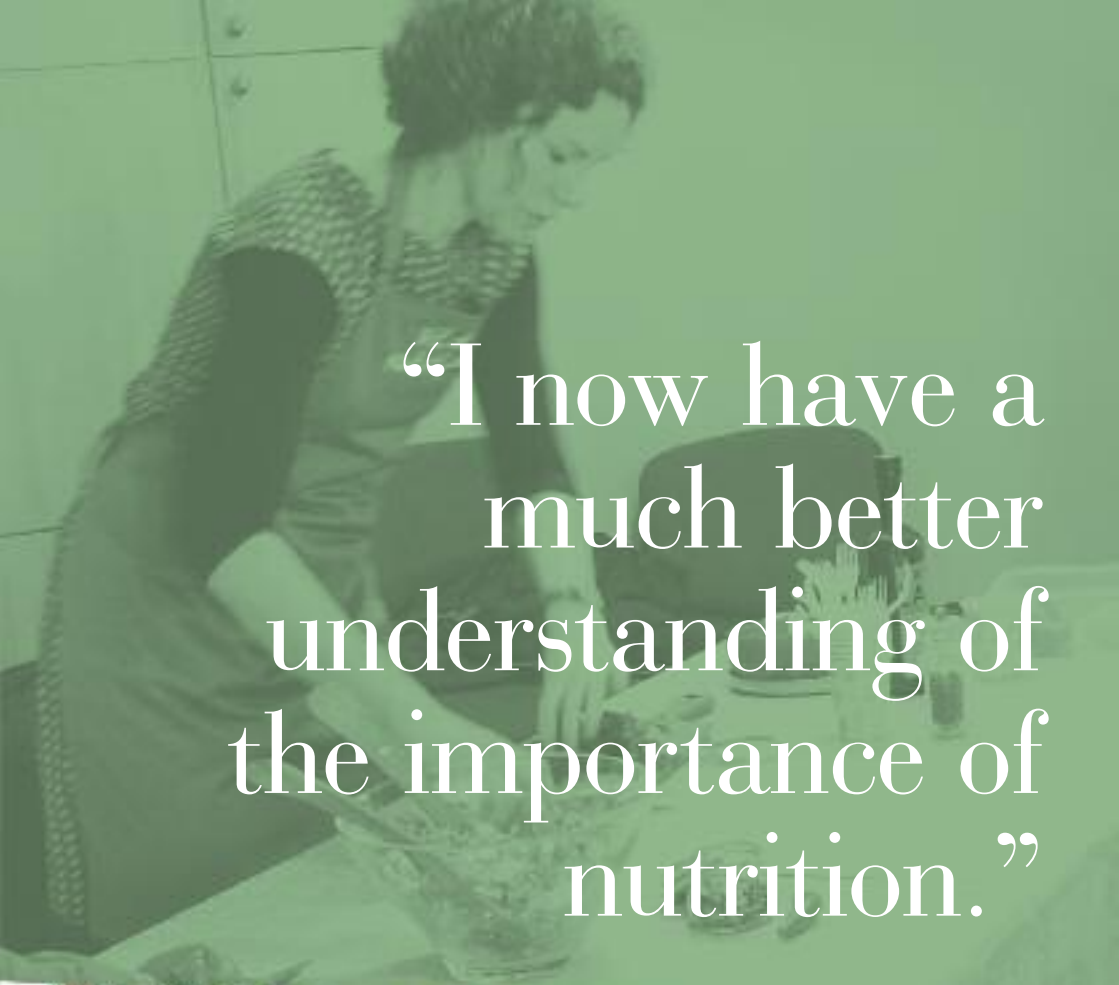
11%
as
very good.

Cancer Lifeline Member's
Survey, Locus Management
2015.

Cancer Lifeline Member's Survey, Locus Management 2015.

Benefits of Engaging in Cancer Lifeline's services





“I now have a
much better
understanding of
the importance of
nutrition.”



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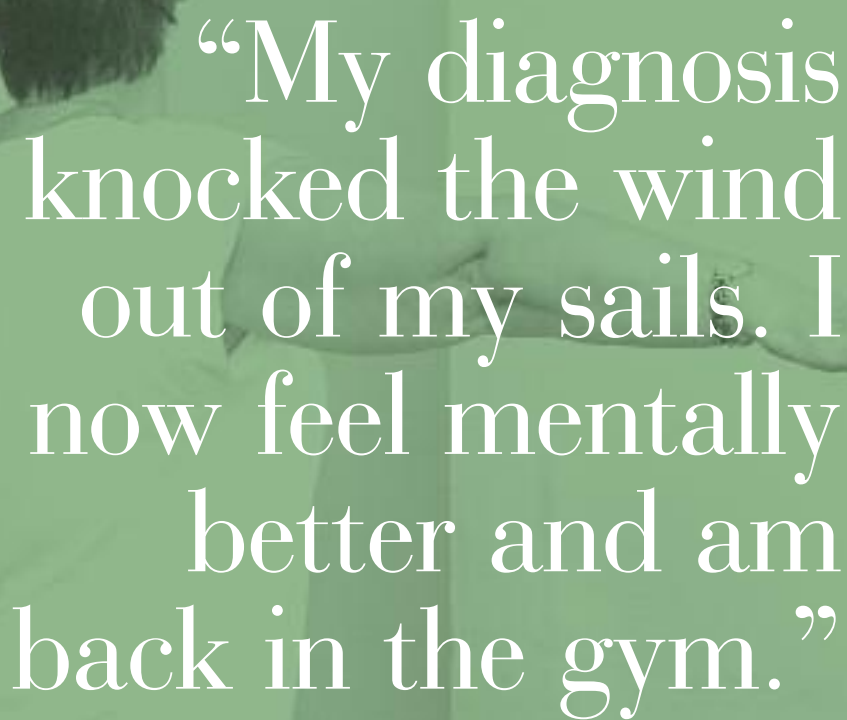
Health Improvement

After a cancer diagnosis many people want to make positive changes to their lives. Taking steps to live a healthier lifestyle can be a big part of these changes.

Cancer Lifeline has been working with other Cancer Charities, Health Professionals and Community Organisations to deliver a varied programme of Health and Well Being Programmes and health awareness raising sessions. These are key to supporting people to make healthier lifestyle choices and to build their knowledge and skills to maintain and sustain positive health and wellbeing.

- Relaxation workshops
- Get Active Walking and Swimming programmes
- Yoga
- 60+ Wellbeing mornings
- Male health improvement workshops
- Fatigue Management
- Vital Nutrition
- Coping with Stress workshops
- Outreach information stalls / talks in a range of community venues / hospital settings / schools etc.
- Outreach coffee mornings highlighting the services at Cancer Lifeline
- Feel Good Factor mornings
- Outreach Drama sessions raising awareness about the importance of early detection.
- Smoking Cessation signposting and support.
- Referrals to external support programmes / organisations / front line services

These tailored information and education programmes provide valuable opportunities for people to come together, share experiences and learn from each other.



“My diagnosis
knocked the wind
out of my sails. I
now feel mentally
better and am
back in the gym.”



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Throughout the year...

39

individuals took part in the 4 week Vital Nutrition for Living Well With Cancer” programme.

21

individuals were engaged in the 4 week “Fatigue Management” programme.

87

individuals took part in the “Feel Good factor” workshops.

54

individuals were engaged in Stress Management programmes.

32

males were involved in Male health Improvement workshops.

1,591

individuals were engaged in a range of health improvement / health awareness events

“Cancer Lifeline is an excellent example of partnership working with the BHSCT and they are an organisation who the BHSCT has confidence in.”

(“Active Lives After Cancer” Project, Interim Evaluation - Locus Management 2015).



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Working in partnership to improve cancer services for all.

In 2011, 742 people in North Belfast were diagnosed with Cancer. This represents a 21% increase over a 10 year period.

With the number of cancer survivors increasing by 3.5% annually we know that many people need support after treatment to meet their ongoing needs and to live with cancer as a long term illness.

Partnership practice is key to improving services to meet the changing needs of people affected by cancer; through driving forward improvements and innovation in practice.

A snapshot of some of the key partnership initiatives Cancer Lifeline has engaged in during the year have included;

- Development of specific information and support programmes for carers in conjunction with the BHSCT.
- Engagement in the BHSCT Cancer Charities Alliance Information and networking meetings.
- Addressing health inequalities and improving the quality of life for people living in some of the most deprived areas in Northern Ireland via the Crumlin / Ardoyne Neighbourhood Renewal Partnership and health subgroup. Joint community projects have focused on a North Belfast Quit Campaign to encourage smoking cessation programmes. Also developing links between community mental health support services and GP practices.
- Delivery of outreach services for isolated older people affected by cancer in partnership with the Bridge of Hope (A project of Ashton Community Trust) funded via PHA and supported by the Belfast Strategic Health Partnership.
- Co-facilitation of "Get Active" walking and swimming programmes with Ardoyne / Shankill Healthy Living Centre and the Maureen Sheenan Centre.
- Well established Social enterprise involving local volunteers and cancer survivors in running two charity shops to help fund the organisation's support services.
- Successful selection by BHSCT as one of the provider organisations as part of the BHSCT Mental Health Hub talking therapies initiative.

“You think nothing
can be done but
Cancer Lifeline
gives you a positive
outlook on life.”



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- Engagement with the Belfast City Council, Belfast Investment Fund Programme process regarding the possible purchase of the premises next door at 42 Alliance Avenue in order to develop and integrate both premises into one larger facility to meet the growing needs of people affected by cancer in North Belfast.
- Successful fully operational Steering Group for the “Active Lives After Cancer” Project. This is an excellent mechanism for sharing information and gives confidence to stakeholders in the project and in Cancer Lifeline as a professional organisation. This Steering Group has engagement from BHSC Social Work Manager and lead, North Belfast Partnership Board, North Belfast Senior Citizens Forum, Good Morning North Belfast and Cancer Focus NI.
- Cancer Lifeline’s overall organisational Steering Group made up of representatives from voluntary, statutory and community health professionals.
- Facilitation of the Belfast Men’s Health Group, period of review and assessment of future plans to develop Men’s Health Improvement Initiatives across the city.
- Bringing key support services to North Belfast such as Family Support Services, Look Good Feel Good in addition to Well Aware programmes targeting those aged 60 years and over via partnership practice with Cancer Focus NI. Cancer Focus has delivered these services on an outreach basis at Cancer Lifeline’s project base in response to demand from Cancer Lifeline members. Recruitment and selection plus the administration of the sessions are organised via Cancer Lifeline.
- Engagement in various research initiatives and consultation exercises across various sectors representing the needs of people living with cancer in North Belfast. Inequalities in cancer still means that communities such as North Belfast experience disproportional poorer health outcomes. Also there are variations in patients experience of care and these experiences are key to informing the design and delivery of future services. Some examples include engagement in the Public Health Agency “Be Aware” campaign U.U.J development of an information DVD to help inform potential Breast Reconstruction candidates.
- Outreach coffee / information mornings in various community venues to raise the profile of the services available at Cancer Lifeline. In particular, a series of outreach events have been held in the Rathcoole community in conjunction with the Newtownabbey Neighbourhood Renewal Officer.
- Selection by Lord Mayor Cllr Nichola Mallon as one of her chosen charities for the year. This culminated in a Grand Gala Ball hosted by the Lord Mayor in the City Hall. This allowed a coming together of Corporate Businesses, Councillors and Medical / Health professionals as well as local residents in celebrating and highlighting the importance of Cancer Lifeline’s role as part of the cancer support family.
- Partnership Practice with BHSC in terms of having an outreach presence in the Belfast City Hospital Cancer Centre and the Mater Hospital to raise the profile of Cancer Lifeline’s services. Also via ongoing GP Practice visits alongside the BHSC information managers.
- Working with Portaferry Regeneration Group and Cancer Renew regarding the possible development of a respite provision in Portaferry for families affected by cancer.



“Cancer Lifeline
has helped me to
come to terms
with my loss.”



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Acknowledgements

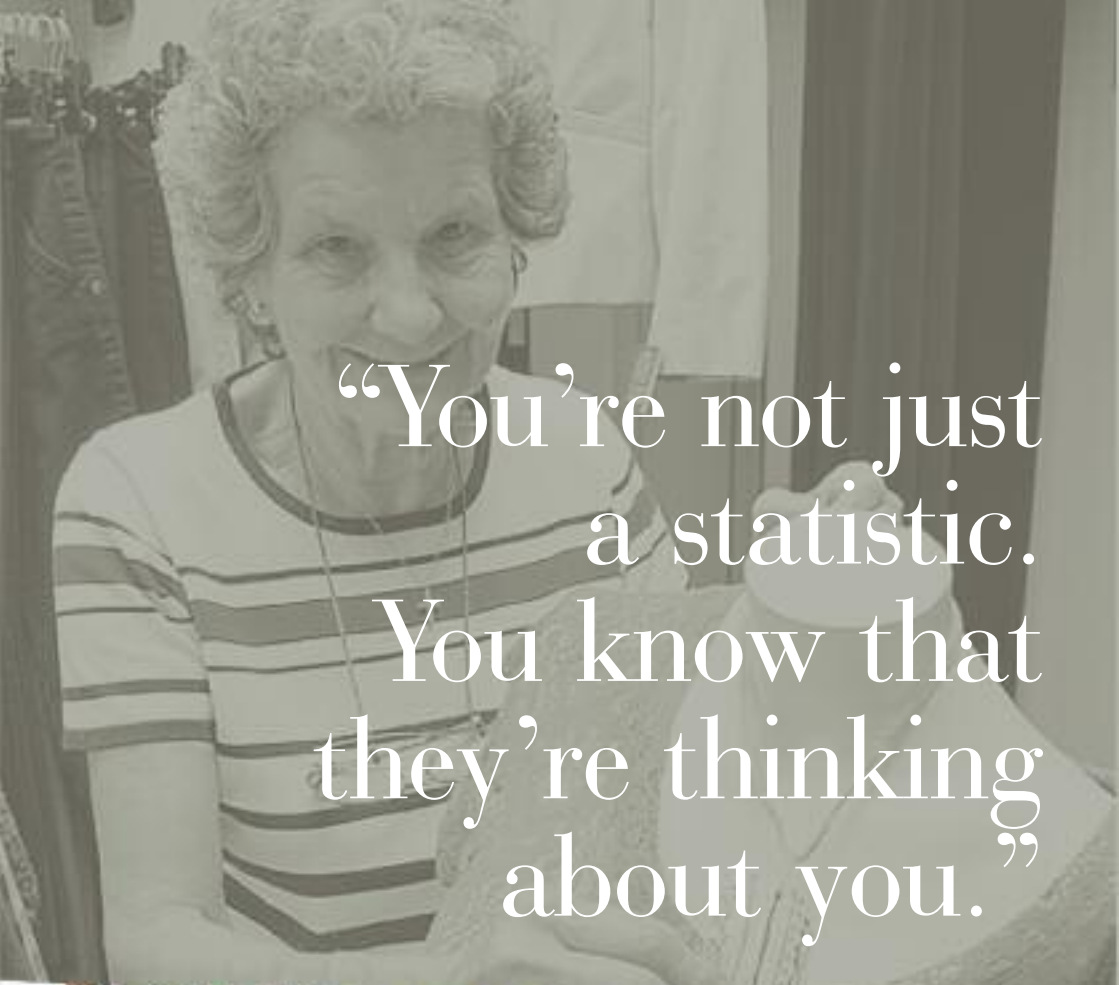
Cancer Lifeline would like to acknowledge all the Funders, Staff, Therapists, Counsellors, Steering Group members, Statutory, Community and Voluntary agencies, Friends of Cancer Lifeline, Shop staff, Volunteers, Individuals and Families, the Business Community and Political Representatives for their support during 2014 / 2015.



Belfast
City Council



Our heartfelt thanks to everyone who has helped us throughout the year to make a real difference to the lives of those coping with cancer. We look forward to your continued support.



“You’re not just
a statistic.
You know that
they’re thinking
about you.”



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Abridged accounts for the year 31 March 2015

Cancer Lifeline (A company limited by guarantee)

Trustees' Report statement to the members of Cancer Lifeline

These Abridged Accounts are a summary of information 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, the auditor's report on those financial statements and the trustees' annual report are available on request from the Company Secretary.

On Behalf of the Board

B. Montgomery, Chairperson, 14th September 2015

Independant Auditor's Statements to the members of Cancer Lifeline

We have examined the abridged accounts of Cancer Lifeline for the year ended 31 March 2015.

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 14th September 2015, and the Trustees' Annual Report.

Basis of opinion

We conducted our work having regard to the Auditing Practices Board PN11, 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 2015.

William Ian Murray FCCA (Senior Statutory Auditor)

Ian Murray & Co. Ltd

Chartered Certified Accountants and Statutory Auditor

14th September 2015

ABRIDGED ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2015

	Unrestricted Funds £	Restricted Funds £	2015 Total £	2014 Total £
Incoming resources				
Incoming resources from generating funds:				
Voluntary income	50,271	485	50,756	62,313
Activities for generating funds	131,119	-	131,119	80,457
Other incoming resources (Note 1)	-	260,304	260,304	291,129
Total incoming resources	181,390	260,789	442,179	433,899
Resources expended				
Costs of generating funds:				
Fundraising:				
Cost of goods sold & other costs	88,660	-	88,660	42,135
Charitable activities	28,613	259,682	288,295	295,573
Governance costs	1,330	1,000	2,330	3,175
Total resources expended	118,603	260,682	379,285	340,883
Net incoming resources before transfers	62,787	107	62,894	93,016
Transfers between funds	-	-	-	-
Net incoming resources for the year	62,787	107	62,894	93,016
Total funds brought forward	215,395	213,821	429,216	336,202
Total funds carried forward	278,182	213,928	492,110	429,218

	Unrestricted Funds £	Restricted Funds £	2015 Total £
Represented by :-			
Analysis of net assets between funds			
Tangible Fixed assets	25,466	200,778	226,244
Current assets	257,818	15,372	273,190
Current liabilities	(5,102)	(2,222)	(7,324)
	278,182	213,928	492,110

	2015 £	2014 £
Note 1: Other incoming resources:		
DSD [Neighbourhood Renewal]	90,362	63,049
Big Lottery Fund [Connecting Older People]	48,899	42,560
Big Lottery Fund [Reaching Communities Programme]	11,586	50,455
Big Lottery [10th Anniversary]	2,000	-
HSC [Public Health Agency]	72,881	56,149
HSC [PHA: Emotional Resilience Small Grant]	712	2,850
HSC[PHA: Take 5 Small Grant]	4,810	-
BHSCT [Health Improvement Consortium]	6,966	7,954
BHSCT [Carers' Support Services]	4,900	3,900
BHSCT [Belfast Strategic Partnership]	9,957	-
Belfast City Council [Revenue Grant]	7,231	9,212
Big Lottery [Energy Efficiency]	-	50,000
Limestone Trust	-	5,000
	260,304	291,129

The BHSCT [Belfast Strategic Partnership] is supported by the Belfast Health Development Unit.

Cancer Lifeline supports people affected by cancer and their families/carers living in North Belfast.
The organisation is managed by individuals who have been affected by cancer.

help is at hand...
CANCER *lifeline*

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A charity for tax purposes, Inland Revenue Ref No. XR37617
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PATRONS

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