

Annual Report 2012/13



Board and Staff

Founder and Life President

David Simons

Vice Presidents

Roy Finch

Lady Neill

Professor Malcolm Reed

Trustees

John Bryan

Roy Finch

Julietta Patnick (resigned May 2012)

Sue Shepley

Dr June Smailes

Nick Stratford

Peter Crossland (resigned Oct 2012)

Sharon Kay (resigned Oct 2012)

Karen Codling

Kate Senter

Lisa Leighton (joined Oct 2012)

Alan Spier (joined Feb 2013)

Maria Vardy (joined Feb 2013)

Management Team

Jess Osborn (early retirement Jan 2013)

Lynn Seymour (resigned March 2013)

Jane Beatson (from Feb 2013)

Ann Hetherington & Delphine Sayre
(Deputy Head of Therapy Services)

Reception and Administration Team

Dallas McDade

Claire Stacey-Midgley

Glynis Sullivan



Fundraising Team

Annie Sutherland (resigned Nov 2012)

Jonny Cole

Sally Eustace

Patrons

Kerrie Gosney

Suzanne Liversidge

Jackie Drayton

Harry Gratton

Mike Pye

Chris Waddle

Julietta Patnick (from June 2012)

Anthony Hinchcliffe

Paul Blomfield

Chairman's Report

There is no doubt that 2012 -13 was a difficult year for the Cavendish, but we have emerged in good shape and ready for the challenges that lie ahead. Looking back at how the year unfolded, I feel it shows us to be an increasingly professional and capable charity that remains true to its core values and caring mission.



The harsh economic climate, and the competition for charitable giving has made change inevitable for the Cavendish, but the pace of change has perhaps been a little faster than we might have envisaged.

Nonetheless we have responded well to these changes, whilst maintaining our model of care, with high quality and specialist therapies available to more people than ever. To illustrate this perhaps I could recall some of the key events from last year.

Having identified early a strategic financial problem, our year began with an open meeting at which we started the process of tackling this recurring deficit. Whilst this problem is not yet resolved, I am pleased to say that we ended the year with our reserves in good shape at £235,738 and well placed to tackle the challenge ahead.

At the same time our fundraising effort was running on overdrive as we rose to the demands of the Master Cutler's Challenge. Busy as we were, the results were very worthwhile, and have given us the funding, and therefore the time, to address the deficit in a strategic and planned way. Moreover, the challenge in general reflected very well on our charity. As well as raising much-needed funds, we engaged imaginatively with the business community, repeatedly spread the word about what we do, and raised our profile.



And of course during that summer we were shocked when both of our managers succumbed to serious illness over one weekend. Our whole community responded well, many people stepped forward and stepped up, and our service continued to normal standards.

As we righted the ship in the Autumn, it became clear that we would need to plot a course back to financial stability, and the board took time to look carefully at a range of

options, before holding another open meeting in March to consider the options, settling upon a new course with a new head of fundraising and CEO.

An intensive recruitment and interview process led to a very high calibre applicant field, (in itself a vote of confidence in our charity), from which we were able to select a strong candidate. Although Rebecca's appointment falls into this year by a few weeks, it represents the culmination of a really good year's work under very testing circumstances.

I see this pointing to a charity taking charge of its own future, carefully setting appropriate strategies, and taking the steps to execute them. It will take time to put new ideas in to action, but we are very committed to not only repairing our finances, but pushing beyond, so that we can build the resources to take forward our work to more and more people, with an ever increasing quality of care.

All of us at the Cavendish believe that reducing stress, and using talking and complementary therapies plays a huge role in helping people to adjust to life with cancer and serious illness. This year it has been pleasing to see others in mainstream healthcare increasingly value what we do, and report that they see it as an integral service. But this appreciation from some is not yet universal, nor does it carry the funding with it. So we must take every opportunity to explain what we do and why it matters so much. This task falls onto all of us in the Cavendish community.

The Cavendish of 2014 will look a little different from the Cavendish of 2012, and we are in the middle of this change process, which is not always a comfortable place to be. But these changes only strengthen us to widen and deepen the care we provide.

I am very confident that we will emerge a stronger charity, but first we must deliver the funding improvements that are imperative. I know that we will all pull together to make this aspiration a reality.

A handwritten signature in black ink, appearing to read 'John Bryan', written over a horizontal dotted line.

John Bryan
Chairman of the Board of Trustees
Cavendish Cancer Care

Lead Management Report

The financial year 2012-2013 was a year of continued consolidation of the previous year, as well as looking at ways of increasing the resilience of the organisation, strengthening existing partnerships and forging new ones; as well as valuing the ongoing support and commitment of our extremely dedicated and loyal team of staff and volunteers.



Cavendish Cancer Care continues to offer support to patients, carers and young people at the Centre on Wilkinson Street. Outreach services continue successfully at the Macmillan Palliative Care Unit and the Cystic Fibrosis ward at Northern General Hospital and at Ashgate Hospice. In addition the staff support service at St Luke's and a service for patients with a diagnosis of Motor Neurone Disease and their carers have been maintained.

Our fundraising team had a strong year despite the challenging fundraising climate, running successful events including our Diamond Ball, Golf Day and Ladies Lunches. Our continued involvement with the Derbyshire Charity Clay Shoot based at Chatsworth House still contributed significantly to our event income. We continue to build relationships with local companies and as part of our work to secure corporate partnerships, Cavendish Cancer Care was fortunate enough to be the Master Cutler's chosen charity, which contributed a surplus of £75,000 in the year.

Ann Hetherington & Delphine Sayre
Deputy Head of Therapy Services

Jane Beatson
Head of Finance & Resources

Financial Report April 1st 2012 - March 31st 2013

Statement of Financial Activities

Financial Report 1st April 2012 - March 31st 2013				
Statement of Financial Activities				
Statement of Financial Activities	Unrestricted Funds	Restricted Funds	Total Funds 2013	Total Funds 2012
Incoming Resources				
Voluntary Income:				
Charitable trusts	17,550	32,500	50,050	55,350
Statutory bodies	30,924		30,924	32,924
Others	110,390		110,390	107,961
Activities for generating funds:				
Fundraising events	143,316		143,316	160,252
Master Cutler Challenge	103,290		103,290	17,748
Room hire	1,827		1,827	3,229
Investment Income:			0	
Bank interest receivable	2,865		2,865	2224
Incoming resources from charitable activities			0	
Therapy fees	108,807	12,019	120,826	120,955
Total incoming resources	518,969	44,519	563,488	500,643
Resources Expended				
Costs of Generating Funds:				
Fundraising costs	101,861		101,861	98,486
Master Cutler Challenge	28,500		28,500	8,296
Charitable activities	318,378	46,843	365,221	430,085
Governance costs	6,910		6,910	8,946
Total resources expended	455,649	46,843	502,492	545,813
Net income/(expenditure) for the year before transfers	63,320	(2,324)	60,996	(45,170)
Transfer to new charity RCCC		(36,502)	(36,502)	
Total funds brought forward	176,074	51,846	227,920	273,090
Total funds carried forward	239,394	13,020	252,414	227,920

Financial Report April 1st 2012-March 31st 2013

Balance Sheet at 31 March 2012

Financial Report 1st April 2012 - March 31st 2013		
Balance Sheet at 31st March 2013		
Charity Balance Sheet At 31st March	2013	2012
Fixed Assets		
Tangible assets	4,318	10,549
Current assets		
Debtors	42,091	30,020
Cash at bank and on hand	225,913	226,827
Creditors - amounts falling due within one year	19,908	39,476
Net assets	252,414	227,920
The funds of the charity		
Unrestricted income funds:		
General funds	235,738	170,371
Designated funds	3,656	5,703
Total unrestricted funds	239,394	176,074
Restricted funds	13,020	51,846
Total funds	252,414	227,920

This is an abstract from the audited accounts for 2013.
A full set of accounts can be supplied upon request.

Therapy Services Report

The year from April 2012 to March 2013 has been one of further consolidation of the service as we have worked together to bring the Cavendish model of care to more and more people throughout the region. We have remained steadfast in our aim of providing physical, psychosocial and spiritual support to enable patients, carers and young people to live through the experience of illness with maximum independence and optimum quality of life.

The Cavendish Centre

At our main Wilkinson Street Centre we continue to see a steady increase in the number of new people attending. Patients and carers are seen initially for assessment before usually being referred on for individual therapy sessions and review will be offered prior to discharge. Children and young people are assessed and seen exclusively by the specialist workers for this part of the service. We also continue to regularly run two groups which give people the opportunity to have a therapeutic experience in a different setting. The first of these is the relaxation group, run weekly, facilitated by an assessor or therapist experienced in using relaxation techniques and open to any of our clients who may book in on an informal basis. This can enable people to keep contact with the service and establish links with each other. The second group is our bereavement group which generally takes place twice a year and runs for six sessions in total, spread over 12 weeks. This group is run by a skilled group and bereavement counsellor and again provides a different kind of therapeutic experience than the one-to-one bereavement counselling which is available. It enables clients to share with each other both their experiences and their coping strategies.

The Outreach Services

We continue to have flourishing services at Weston Park Hospital, at The Cancer Information and Support Centre and at the Macmillan Palliative Care Unit at the Northern General Hospital. Our skilled and experienced assessors and therapists who work in these areas help to keep Cavendish Cancer Care at the frontline of integrated health care. The value to patients is highlighted by the following comment.

“The unexpected supportive care was a lovely experience....making you feel that you matter as an individual in very challenging times” (patient on ward 2 at Weston Park Hospital, following reflexology)

The service at Ashgate Hospice and the pilot project with the Teenage and Young Adults Unit at Weston Park Hospital and the Royal Hallamshire Hospital have both unfortunately concluded this year. The former evaluated extremely well but no further funding was available. The latter pilot project did not continue as a regular service due to a relatively low referral rate that made it unsustainable at this time.

Our Model of Care in Related Areas

Where our well-formulated tried and tested model of care is appropriate, we have been able to offer our service in other carefully selected areas where the funding has also been available. At the Northern General Hospital on the Cystic Fibrosis ward, for the past four years, we have offered therapies to adults who are in-patients on the ward and this continues to evaluate well. Since 2008 we have offered our model of care as a form of clinical support to any of the staff at St. Luke's Hospice who are referred at times when they may need extra help. This service is funded by St. Luke's and staff are seen at the Centre. Similarly, we also provide support sessions for staff working on the Macmillan Palliative Care Unit. Four years ago we set up a pilot project, funded by the South Yorkshire Motor Neurone Disease Association to offer our full model of care to patients and carers affected by this rare and progressive neuro-degenerative disease. The project aims to provide psychological support and to alleviate symptoms associated with this condition. When they are able patients attend at the Centre but we do offer home visits when necessary for this group.

Education

The Cavendish continues to promote educational activities in a variety of ways. The Medical School provides the funding for student doctors choosing to come to the Centre for placements and funds the Cavendish to provide a regular three hour taught session at Weston Park for final year students during their oncology week. We provide monthly Professional Seminars which are open to and attended by a wide range of people who are interested in the work of the CCC. We are also currently developing training that aims to make good use of the expertise and skills that have been developed through the work here and will increase awareness of the service.

And Finally

Over the years Cavendish Cancer Care has carefully built up its reputation of excellence by underpinning our work with up-to-date clinical governance and continued audit and research. We wish to express our sincere thanks to our dedicated, hard working, enthusiastic and professional team who have made all this possible.

"I stumbled to the Cavendish Centre – absolutely bewildered, lost, alone and totally bereaved. The Centre has saved my life – literally. Words cannot express – thanks is not enough." (patient quote from the comments book at the Centre)

Ann Hetherington and Delphine Sayre

Fundraising and Thanks



During 2012/2013 the ongoing global economic problems continued to impact on all areas of society including hitting all streams of charitable giving. Like all charities we continue to feel the effects of this across all streams on fundraising. An established fundraising team of Sally Eustace, Annie Sutherland and Jonny Cole, supported by all of the Cavendish Team and volunteers were able to plan and implement a fundraising programme. Much of last years report detailing the knock on effects of the financial problems to corporate and trust support is once again relevant to the fundraising challenges this year but to dwell on these aspects would be overly negative. These are challenges faced by us all and we strive hard to overcome them. This is not possible without the continued support of people like you. We are truly grateful for your support.

A calendar of fundraising events organised by the team at the centre are established in peoples' minds year in year out as events to attend and have once again proved popular. These events also allow us to target messages to our supporters and as people learn more about the work we do, to generate additional support and hopefully more 'In Aid Of' events. A huge portion of our fundraising efforts during the year were taken up with the Master Cutlers Challenge. Almost 90 teams took part in the 2012 challenge to grow £50 by as much as possible. The support of the challenge and the teams raised £100,000 enable our reserves position to be maintained in line with the trustees wishes

The core Cavendish events this year were:

- Ladies Lunch at Baldwin's Omega
- Chris Waddle's Celebrity Golf Day
- The Diamond Ball
- Sheffield Wednesday Bucket Collection
- Sportsman's Dinner
- Concert with Out of the Blue
- Christmas Market in Dore
- Christmas Draw



In aid of

“In Aid Of” events are events carried out by the community in support of our work. In aid of events can vary from those that require no support from us at all, to those that we support with graphic design, organisational, PR, financial or budgetary help. They play a vital role in not only raising funds but also educating the wider community about the work we do and opening up new funding streams.



The most significant contributions of the year were made once again by The Derbyshire Charity Clay Shoot but also by Food Fight Against Cancer. This event, with chefs James Martin and Brian Turner, was an evening in the “Ready Steady Cook” style at The Crucible Theatre. We are hugely lucky to be adopted by many organisations as their charity of the year who support our work with contributions and fundraising throughout the year. Below is a selection of the diverse range of events that took place this year.

An evening with Tone Apart
Sheffield University 24 hour Musical
Sheffield University The Platform Festival
Quiz Night at Philadelphian Club
Josie Paszek Station Collections
Devonshire Arms Golf Day
Dore Gala
Sheffield International Venues Lost Property Auctions
Lynn and Paddy O’Brien’s Cabaret Night
Joan Kersey Table top Sales
Sarah Jabir Musical Night



Sponsored Events

Many people also agree to undertake personal challenges to raise sponsorship money on our behalf from runs, and walks to cycle challenges. Throughout the year we have had many people supporting us. In this year many of these took part within the framework of the Master Cutlers Challenge. Under the London Marathon bond scheme we were awarded one place and Jennie Robertson undertook the challenge on our behalf.

Master Cutlers Challenge

Participating Teams raised an impressive £100,000 in the Master Cutler's Challenge 2012. Around 90 teams took part in the Challenge who were recruited with the help of new patron Anthony Hinchliffe who loaned his expertise and staff to help us make initial contact with local businesses. The challenge ran from March to the end of September, raising funds for various local charities, including us as the main beneficiary charity. Each team was challenged to take an initial £50 stake and grow it by any legal or ethical means.

Some highlights of the challenge included the Iris v ProCo challenge where two local firms took competed against each other in a series of Olympic themed events. The DLA Piper life size Sheffield Monopoly Challenge around the sights of Sheffield. Vince Middleton of Newburgh Engineering completing his own Great North Swim after the official one was cancelled. Grey Matter who produced "I support Cavendish" T-shirts and sold them on Fargate and the Sheffield Children's Centre who despite being very short of money themselves raised more than £4000 which was an incredible achievement. Equally though the challenge would not have been a success without all those who contributed to the overall total including smaller ideas like the production of a Cavendish poetry anthology and a Street Party.

In the ceremony to mark the close of the Challenge, a number of companies were given special awards for their efforts. Including those for overall Winner, Best Individual, Best Teams, Master Cutlers Special Prize and Most Innovative Idea.

Master Cutler Pam Liversidge said: "Sheffield and the wider region are blessed to have an organisation such as Cavendish Cancer Care giving care and support to local people affected by a diagnosis of cancer.

As Master Cutler I know that support for our local charities is vitally important as it enables them to continue with their essential services for us and our families. I have been delighted to be able to support Cavendish Cancer Care this year."



Cavendish Cancer Care is enormously grateful to all those funding organisations, companies, firms, and individuals who have contributed financially to our work.

Zachary Merton & George Woofindin
Dixon Pitchfork Charitable Trust
The Marjorie Coote Old People's Charity
Facey Family Foundation
Yorkshire Bank Trust
Hyman Winstone Foundation
Harry Bottom Trust
The James Neill Trust Fund
St Mary's Lane Trust
Swann Morton Foundation
The Hugh Neill Charity
Sheffield Town Trust
Joseph Sheldon Trust
The H M Burdall Charity
Robert & Josephine Memorial Charitable Trust
H & L Cantor Trust
The Talbot Trusts
Keith Black Will Trust
The Montagu Family Charitable Trust
Church Burgesses Trust
The J G Graves Charitable Trust
Freshgate Foundation
The John William Chapman Earlesmere Trust
The Fitton Trust

Other Financial Support

Irwin Mitchell Solicitors
The Gilder Group
John Wade: The Prestonian
Lectures

Legacies

John Starkey Taylor
Helen Bate

Thanks also for in-kind support to:

Goodman Sparks Laundry
Tapton Lodge
The Gilder Group
Freemasonry
Irwin Mitchell Solicitors
Simpson Sissons Brooke LLP
Baldwin's Omega
David Hayes
Sheffield Theatres

**Many Thanks
for your support**

Goodbye and thank you

This year Cavendish Cancer Care has said goodbye to some of our most dedicated and loved colleagues. So, in no particular order..

Jess Osborn

Jess was Head of Finance from 2005. Always a determined lady, one of her first team building exercises was to move the contents of the offices from number 24 to number 27 Wilkinson Street. This was the start of her building up the Financial Practices and Procedures at Cavendish Cancer Care. These are the foundations which enabled us to keep the ship afloat in the days following Jess and Lynn's sudden illnesses, and which we still depend upon. Her belief in Cavendish Cancer Care was always paramount to her. An artistic and creative person, Jess always sought to empower those around her to fulfil themselves in their work and personal lives. Jess and her family are now on a different path, enjoying each other and their new house, with so many friends (and cats!).

Mandy Reichwald

Mandy was one of the first Assessors at the centre starting in 1999 and was trained by Gillian Peace, Andrew Manasse and Diane Morgan. These people were the first to begin the very high standard of assessments and they expected assessors to learn and work in the same professional and unique way. Mandy did not disappoint. She enjoyed people, became a first class assessor, an expert listener, an empathetic teacher and we know she was loved and respected by everyone she came into contact with. We wish Mandy a happy healthy and fulfilled retirement and we know she is already filling her days with bridge, art, Spanish and of course Bill! Go for it Mandy!

Lynn Seymour

The Cavendish Centre had reached the stage where we needed help. Someone who would understand our ethos, who had a health care background, who could manage, who was positive about complementary therapy and would be able to understand the concept of assessment. Lynn connected with us from the beginning: she took to the job beautifully. Her professionalism and hard work led, in time, to partnership projects with the Motor Neurone Disease Society and with the adult Cystic Fibrosis Unit at NGH, where our model of care was tested and proved valuable in other life-limiting conditions. She was always ready to offer time and support to assessors and therapists after a difficult session with a patient or to bring her calm attention and experienced wisdom to the unraveling of a tricky situation.

Annie Sutherland

Annie joined the Cavendish about 8 years ago, really by default. She was asked to come in and speak to us regarding a fundraising managers role, she soon realised that this was not what she wanted to do – still agreed to help on a Cavendish Golf Day and was still with the Cavendish up until last year. While at the Cavendish, Annie took on the community fundraiser role and general events organiser...she is the lady who knows everyone, and their families. She singlehandedly organised ladies lunches, balls, walks and many more community based events. Fortunately, she has been unable to cut the cord completely and still lends a hand when envelopes need stuffing or tickets need selling for events.

**We thank them all and wish them well -
they inspire us to continue with their hard work.**

Volunteer Activity at Cavendish Cancer Care

At Cavendish Cancer Care Centre there are approximately thirty five volunteers who provide support over a wide range of areas, approximately 90% of whom are ex-service users.

There are five main Volunteer teams at the Cavendish Cancer Care Centre:

The Reception Team, who meet and greet clients and visitors to the Centre. They provide a warm welcome, offer refreshments and help the receptionist with clerical duties.

The Speakers Team, who work with community groups and events in the area to provide information about the work of the Centre.

The Collection Box Team, who site, collect and replace, count and issue thank you certificates for our collection boxes.

The Fundraising Team, who help to organise and run our charity balls and large scale events and facilitate our Recycling Box fundraising income stream. A volunteer from this team also runs our Christmas Draw, liaising with businesses across the city in order to source prizes.

The Office Team, who help with administration tasks, data entry, as well as writing and issuing our thank you letters.

DIY [Team?] this is actually just one dedicated person! He makes bespoke items, does repairs and gives essential advice as to when to call in the professionals.

Cavendish Cancer Care has significant contribution from Corporate Volunteers who have donated their expertise in areas such as marketing and legal advice. Some have funded a member of staff for a year, others have organised their own fundraising events.

We have strong support and a variety of links with both of the Universities in Sheffield and with many local schools. Some of whom organise events for us and some students come into the Centre on work experience or individually over a set period.

Cavendish Cancer Care is committed to providing placements for work experience students from a variety of local schools, this is usually two or three students per year.

Volunteers at Cavendish Cancer Care are provided with a main contact (Dallas McDade, Volunteer Co-ordinator), a supervisor, an induction process, quarterly volunteer meetings, and training opportunities. Their contributions are widely recognised within the organisation.

Volunteering

*Special thanks go to all of our volunteers.
All of your contributions are greatly appreciated*

Apr 2012-March 2013

[have since left]

Sarah Aistrop

Diane Channer

Donald Dennison

Margaret Dennison

Dhira

Ann Eley

Margaret Etches

Elspeth Gaines

Tracy Green

Charlotte Hetherington

Linda Heywood

Terry Howsham

Lubna Khan

Natalie McMillan

Sue Morley

Sandra Nundy

Krystle O'Brien

Ruby Osborn

Keith Pascoe

Carol Pearson

Joanna Pigott

Robyn Postle

Lynne Quinney

Kath Rhodes

Suffreen Sadique

Emma Sweetman

Maggie Tierney

Margaret Ward

Pam Wigfield

Wendy Woodhead

Diamond Ball Committee

Di Salamat

Sue Whitworth

Other Friends:

Mary Raw

Janet Miles

Maurice Blackwell

Peter Eustace

Jenny Cole

Joan Kersey

Josie Paszek

Ellie Beatson

Cavendish Cancer Care

The Cavendish Centre

27 Wilkinson Street

Sheffield

S10 2GB

Enquiries 0114 278 4600

enquiries@cavcare.org.uk

Fundraising 0114 275 4070

fundraising@cavcare.org.uk

Registered Charity

1104261

Company Number

5086868