



# Cavendish Cancer Care Annual Report 2015-2016



## Chair's Report - Dr June Smailes

This year's Annual Report marks my third as Chair of Cavendish Cancer Care and, in our anniversary year, it is only right that we both celebrate all that we have achieved over the last 25 years and look forward to ensure we are ready for what comes next.

Today, it is sometimes easy to forget that the person-centered, holistic view of cancer that is found at the heart of the national cancer strategy was very far from being widely recognised when David Simons and colleagues first began planning for the charity at the start of the 1990s. Indeed, looking at our understanding now of what it means to live well following a cancer diagnosis, it is remarkable just how forward thinking it was. From the outset we ensured there was space and time built into our model of care for each person to reflect on what has happened to them and how it has impacted on their life, before agreeing a tailored individual package of therapy based on their needs, and evaluated on a case by case basis in order to ensure it has been effective.

**For most people, hearing the news that they or someone they love has cancer is one of the most difficult situations they are ever likely to face.**

But no matter how poor the prognosis, taking an active role in managing your own health, and having the time to reach an understanding of about what is important to you and those you care about is highly likely to mean you do better, whatever the eventual outcome.

Equally, thanks to advances in treatments and diagnosis, survival rates are better than ever. But there is no cancer that does not leave its mark, and almost inevitably, it will be a life changing event. As someone said to me recently: "Even though they were physically able to remove the tumour, the cancer never really leaves you emotionally."

**That's why what we do is so important.**

Over the years I have been involved with the Cavendish its been a privilege to meet so many wonderful people who are managing to live life to the full regardless of their situation.

**We've now supported over 20,000 local people affected by cancer and, through this, we know many more lives have been changed for the better.**

But with one person every hour being diagnosed with cancer in South Yorkshire, and more people than ever before living with and beyond cancer, the demand for our support has never been greater.

We literally could not do this work without the support of the community we are based in. People raise the money that keeps the door open for the next family who need our support and volunteer at the Centre to welcome our clients when they come for an appointment, checking they have everything they need. Some people also share their own story with friends and family so people know we are also there for them when they need us.

**The coming months will be an exciting time for us.**

We plan to end our anniversary year by moving into a new Centre, just up the road from our current building, that will give us the environment local families deserve when coming to us for support.

We've also got ambitious plans to grow our service so as to reach people wherever they might need us and be true to our vision to provide physical and emotional support where and when they need it most.

I don't doubt there will be some challenges ahead, but I am confident we have an unrivalled team of people ready to take us forward and I look forward to seeing what is coming next for Cavendish Cancer Care and all those we support.



**Chair  
Cavendish Cancer Care**



## Chief Executive - Chris Farrell

In the summer of 2015, Sheffield City Council published its Cancer Health Needs Assessment. While it confirmed much that we already knew or suspected, it contains one stark fact. While, overall as a city, Sheffield is broadly in line with the national average for cancer outcomes, there are very substantial differences depending on where in the city you live. This means, for example, those living in the city wards with the worst outcomes are likely to die at least 10 years before those in the wards with the best outcomes.

As I reported at last year's AGM, by some way the best thing about my job is when people I have never met before come up and thank me for the support they and those they love have received from Cavendish over the years, and the difference we have made to their lives.

On a weekly basis, they tell me that we have played an essential role supporting them through some of the most difficult times they have faced, and that their world would have been considerably more difficult without us.

**This is a fantastic validation of the work we do and an ongoing reminder of the importance of ensuring we are here for the next person who needs us.**

However, while we are supporting around 1,500 local families each year, we know there are many more people affected by a cancer diagnosis who we do not currently reach.

**This raises the question, if our service is so important to those we do see, what about those we don't?**

From looking at our service uptake and, for example, comparing this with cancer incidences across the city, we also know that many of these people will be the ones doing least well generally. This includes being diagnosed late or only having their cancer diagnosed following a visit to A&E, and ultimately, dying early.

We know that when someone does reach us we can play an essential role in them taking back some control and ensuring they are able to make the best of their situation, no matter how

poor the prognosis. In fact, when facing a life-limiting condition, it is even more important that you are able to make the most of this time, based on what is important to you and to those you love.

We therefore have a question: are we content to just support those who currently know us and can find us; or are we committed to our vision of providing support to anyone in our region who would benefit from it, where and when they need it most?

**As we celebrate our 25th Anniversary I believe it is this latter challenge that must drive everything we do and I am delighted to say we have already made good progress.**

Over the last year we have extended our outreach work across Sheffield Teaching Hospitals as we know this introduces us to a group of people who would never come to us by themselves at the Cavendish Centre, and whose families can then go on to access our service should they need it.

We know we will never reach everyone who would benefit from our support if we try to do it alone. That's why we've spoken to health professionals, community leaders and members of the public about our work. We've asked them to lend us their voice; to introduce us to communities that currently don't know us or don't recognise the relevance of our support to their situation. The great news is that they are responding.

In this report you will also read about the work we have been doing to establish a peer to peer support scheme, enabling more people to get support over a longer period of time, and also our work to develop 'Cavendish Voices', ensuring our clients' voices are at the heart of everything we do.

**We are fortunate to meet many amazing people within our work and last year was no exception.**

We were delighted to hear we had been chosen as beneficiary charity for the Reds vs Blues football match. Through this we met the Sheffield-born wrestler, Kris Travis. Kris had just come



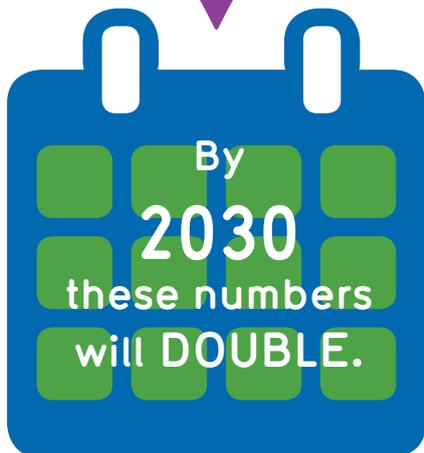


through treatment for stomach cancer and was delighted to play with some of his football heroes, as well as support a local charity close to his heart. Sadly, Kris's cancer returned later in the year and he passed away in March. However, before then, he did us the honour of becoming a Cavendish Patron and encouraged his fans across the world to join his fundraising for us. This fundraising drive has now topped £12,000 and is a fitting tribute to his energy, drive and his generosity.

I would therefore like to end my report by paying tribute to Kris, and to all those people who, like him, ensure we are able to support the next person who needs us.

A handwritten signature in black ink that reads "Chris Farrell". The signature is written in a cursive, flowing style.

**Chris Farrell**  
**Chief Executive**  
**Cavendish Cancer Care**



We provide a safe, calm environment where people can talk and take back control of their situation.



At Cavendish Cancer Care we support 1,500 families every year.



# Volunteering - Hilary Nugent

At the Cavendish Centre, volunteers have been at the heart of all that we do since the very early days, and we know that it would have been impossible to have reached our 25 year anniversary without their support. During 2015/16 we have had over 30 volunteers who regularly help us out. There are receptionists, administrators, researchers, media specialists, money counters, DIY helpers, speakers, envelope stuffers, letter writers and collection box collectors.

The excellent relationship that the Fundraising team have built up with Sheffield Hallam University has also provided us with placement students who bring a wide range of skills to the organisation.

## **During 2015/16 volunteers have spent:**

- Over 1,000 hours meeting and supporting visitors in our reception (that's a lot of cups of tea made!),
- Over 250 hours supporting our Therapy and Finance teams with administrative skills,
- Over 100 hours counting money,
- Over 300 hours of PR and research for our Fundraisers.

We are also lucky to have an army of people who are willing to bake cakes, pack bags, rattle tins, like our Facebook posts, and organise and support events for us.

They all work selflessly to help us keep Cavendish Cancer Care up and running and helping so many local families.

## **Volunteering achievements during the year:**

- The growth of the volunteer reception team including recruitment of new members, training and getting to know each other meetings, and the development of a confidentiality code.
- Improvement of the volunteering section of the website, including an online application form and volunteer stories.
- Increased support and information to volunteers, including a new handbook (with design support from Jaywing) and newsletters.

# Volunteering - Hilary Nugent

## Looking forward to 2016/17

We are very pleased that Our 25th anniversary year will see volunteers providing therapeutic support for the first time.

In January 2016 we secured funding from the Department of Health, "Health and Social Care Volunteer Fund" for a 3 year pilot to develop Cavendish Cancer Buddies. This will also be supported in the first year by Sheffield CCG.

Cavendish Cancer Buddies will be a group of trained volunteers who have either had cancer themselves or have cared for someone with cancer.

They will provide telephone, face to face and eventually email support for both people with cancer and their close family and carers, and will be supported in-house by our Therapy team.

## And finally...

We have had so many people volunteer for us over the years; unfortunately far too many to list here.

We did want say to a special thank you to Tracey Green, Carol Pearson, Terry Howsham, Kath Rhodes, Margaret Ward, Linda Heywood and Wendy Woodhead, all have whom have been actively volunteering for us for over 10 years.

**Their amazing support adds up to a whacking 96 years of help between them.**

**Hilary Nugent**  
**Volunteer Programme Lead**  
**Cavendish Cancer Care**



# Therapy Services - Ann Hetherington & Delphine Sayre

## What we do

We provide physical, psychosocial and spiritual support to individuals including family members, carers and friends, affected by a diagnosis of cancer. We see people of all ages and backgrounds. Each person who contacts the Centre is offered an initial assessment, a choice of therapy and a review.

We continue to hold a weekly relaxation class and a professional seminar at the Centre each month.

This support is provided by a team of 6 Assessors and 25 Therapists and is informed by our model of care which is:

- Person centred
- Integrated
- Evaluated

Today 2.5 million people are living with cancer and by 2030 this number is expected to reach 4,000,000. The Cavendish plays a vital role in helping people cope with the diagnosis and adjust to living with and beyond cancer. We also see those who are bereaved.

All our work is underpinned by effective governance, research and audit.

## Where we provide therapy

### Wilkinson Street, including:

- Young People's Service
- Clinical support for staff from St. Luke's
- Families affected by a diagnosis of MND
- A total of 700 new referrals were received at Wilkinson Street last year.

### Outreach Services, including:

- Palliative Care Unit at the Northern General Hospital.
- Weston Park Hospital
- Cancer Support Centre
- Cystic Fibrosis Ward at the Northern General Hospital
- Royal Hallamshire Hospital – haematology pilot

## Young People's Service

We provide a specialist service for children and young people. With 4 Therapists in this team, the service supports parents, carers and children on a one-to-one basis.

Last year we had a total of 57 referrals. In addition, and thanks to funding by the charity Ride for Eric, we have been able to develop a specialist bereavement service for children and young people who have been bereaved for reasons other than cancer.

## Development and outreach

- Open evening at the Centre organised by the Lord Mayor to introduce the service to local community leaders.
- Health and Wellbeing events for patients.
- Community events including Roshni.
- Presentation of poster at the 'Living With and Beyond Cancer' Conference.
- Training events for health care professionals
- Relaxation sessions on the Moving Forward Course run by Breast Cancer Care.
- Training - included events for spa therapists and staff at Irwin Mitchell.
- Presentations at induction days for new starters within Sheffield Teaching Hospitals.
- Student Doctor placements at Wilkinson Street.
- A 3 hour training session on complementary medicine is delivered to all medical students in their phase 3B (4th/5th year), as part of their oncology training.
- Introduction of 'Cavendish Voices' to obtain feedback from clients to inform service development.

The Therapy team is committed to continue to improve and develop the quality of care and support to meet the needs of an increasing number of people affected by cancer. Thank you to our dedicated, hardworking and enthusiastic team who have helped to make such a difference.

**Ann Hetherington and Delphine Sayre**  
**Head of Therapy**  
**Cavendish Cancer Care**

# Fundraising and Thanks

**At Cavendish we are absolutely committed to providing our care free of charge to all who need it, and to ensuring that everyone in our region who is affected by cancer knows they can count on our support.**

Our NHS funding only keeps our doors open for three weeks each year and for the rest of the time we rely on donations and fundraising from local people and businesses. This is our chance to say thank you to some of them.

Although we can only feature a few, you can read more about them, and many other incredible people on our website at [www.cavcare.org.uk/news](http://www.cavcare.org.uk/news).

- David Clayton shaved his head as a way of taking back control as he underwent chemotherapy and, as a lifelong Sheffield Wednesday fan, was delighted when Owls legend Carlton Palmer stopped by the Centre to say thank you.
- Rich Hillam was lucky enough to receive a London Marathon place in 2015 and used it to fundraise for us!
- Jean Ashton held a pie and peas supper in memory of her late husband Martin and as a way of giving back after the support we gave them both.
- Our long-time supporter Sandra Nundy completed an epic 450-mile cycle ride from Leeds to Paris - magnifique!
- Keeping it in the family, brothers Kurt and Karl Lindley both tackled incredible running challenges this year. Karl took on the London Marathon and Kurt pushed himself even further by completing the Comrades Ultra Marathon in South Africa - a whopping 56 miles!
- Long-time volunteer Kath Rhodes raised funds for us by asking for donations in return for the chance to suggest a name for her new puppy. The winning suggestion was Milo.
- Casualty star Jane Hazlegrove won £3,000 for us on Celebrity Mastermind!



# Fundraising and Thanks

- Local belly dance group the Sisters of Tribellica held an amazing charity Hafla (a festival of dance) for some 150 people from dance groups all over Sheffield.
- Simon Davis of local firm Gripple Ltd took on the epic 20-mile fell race that is the Edale Skyline. Not only that, but he had to complete two prior races just to qualify for this notoriously gruelling event.
- Huge thanks to Eddie Smith, who took on a Tough Mudder challenge for us. This incredible obstacle race involved splashing through muddy waters, receiving electric shocks and being submerged in ice cold water not once, but twice!
- Thanks to The Rotary Club of Sheffield Vulcan, who chose us as one of the beneficiary charities of the ever-popular Vulcan Motor Show.
- Rebecca Barrett ran the Great Yorkshire Run to thank us for the support we gave to her family and her employers, HSBC, kindly agreed to match her funding.
- Jane Durnford challenged herself to walk 10,000 steps every day for 100 days. Instead of asking for sponsorship directly, she came up with the novel idea of asking friends to have a 'change' jar at home which they filled over the course of her amazing challenge.

## Key events this year were:

- Ladies Lunch at Baldwin's Omega
- Sheffield Together 10k
- Christmas Draw
- Reds V Blues
- Yorkshire Half Marathon
- Extra Day Campaign
- Sound & Vision event at Yellow Arch Studios

Thank you for all that you do and please keep helping us to raise awareness of our work and raise vital funds so that all of the local people who will be diagnosed this year, and their families, know that they can count on us when they need us most.



# Fundraising and Thanks

**We are grateful to the following companies and organisations who adopted us as their chosen charity or gave resources or expertise on a free of charge basis:**

- Abbeydale Brewery
- Ancon Building Products
- Ashover Riding Association
- B Braun Medical Ltd
- Bell and Buxton
- Classic Business Forms
- Cooper & Turner Ltd
- Dore & Totley United Reformed Church
- Freemasonry in The Community
- Goodman Sparks Laundry Services
- Hillsborough Arena
- Hot Metal Press
- Inner Wheel of Sheffield
- Irwin Mitchell Solicitors LLP
- Jaywing
- M3 Ltd
- Manor Operatic Society
- Marks & Spencer
- Martin-Brooks Ltd
- Moorhead Savage
- Nether Edge Farmers Market
- Nilec Electrical
- Oxburgh Services
- Reds Vs Blues
- Ride for Eric
- Rotary Club of Drone Valley
- Sheffield Cricket Lovers Society
- Sheffield High School
- Sheffield Rotary
- Soroptimist International of Sheffield
- South Yorkshire Police's Women's Network
- Sports Coach UK
- St Luke's Church
- Sterling Commodities
- Tapton School
- The Derbyshire Charity Clay Shoot
- The Devonshire Cat
- University of Sheffield
- Wilson Field
- Woodhouse Fights Cancer
- Woskow Brown Solicitors

**We are also grateful to the following organisations who have contributed financially:**

- Weston Park Cancer Charity
- Sheffield Hospitals Charity
- MND Association
- Caron Keating Foundation
- Cash for Kids
- Church Burgesses Trust
- Dixon Pitchfork Charitable Trust Fund
- Esh Charitable Trust
- Freemasonry in the Community
- Friends for Children's Charities
- H M Burdall Charity
- Hyman Winstone Foundation
- J W Chapman Earlesmere Trust
- Jane Tomlinson Appeal
- Joseph Sheldon Trust
- Marjorie Coote Old People's Charity Fund
- May Hearnshaw Charitable Trust
- Pink Ribbon Foundation
- Robert & Josephine Memorial Charitable Trust
- Sheffield CCG
- Sir Jules Thorn Charitable Trust
- St Mary's Lane Trust
- Swann-Morton Foundation
- The Brelms Trust
- The Company of Cutlers In Hallamshire
- The Hugh Neill Charity
- The James Neill Trust Fund
- The Mollie Croysdale Charitable Trust
- The Montagu Family Charitable Trust
- The Ronald and Kathleen Pryor Charity
- The Talbot Trusts
- The Whitecourt Charitable Trust
- Zachary Merton & George Woofindin Trust

# Cavendish Voices

Cavendish Voices is our new method of capturing important impact data from our services. It helps us to improve our service and to always offer the best possible care to those who need us. It can also help us demonstrate the value of our support to potential funders and ensure that we can be there for every local person affected by cancer.

## Here are just some of the pieces of feedback we saw:

- 82% of patients able to play a more active role in managing their condition as a result of our support
- 89% of people returning to work felt it was more successful
- 95% of people felt more in control of their situation
- 95% of people felt their overall quality of life was improved
- 86% of clients rate our care as 'essential' or 'very important'

“Cavendish Cancer Care is gentle and understanding and, most importantly, gave me space - ‘me time’ - away from all the pressures I was facing.”

“I really valued the fact that the staff working there are so compassionate and experienced. Their support, and knowing there is somewhere to go following such an upheaval and life change meant a lot to me at one of the most difficult times in my life. I can't thank you enough.”

“It's a unique and vital service”

“I gained help not only at the sessions. Annie became my ‘virtual’ friend/guide through the most difficult time in my life. The experience I received at the Cavendish Cancer Care will be something I will never forget and will always be grateful for the help I received. I experienced nothing but kindness and understanding from all of the people I came into contact with.”

“When I first accessed the Cavendish 4 years ago my late partner was in pain due to bone secondaries from prostate cancer. I knew the possible outcome and if it hadn't been for the wonderful support that I received from Cavendish I would have gone under.”

PLEASE GIV  
ch

THA

PLEASE GIV  
ch

# Board, Staff & Patrons

## Founder and Life President

David Simons

## Vice Presidents

Roy Finch

Lady Neill DL

Professor Malcolm Reed

## Trustees

Dr June Smailes - Chair

Lisa Leighton - Treasurer

Karen Codling - Vice Chair

Sue Shepley

Nick Stratford

Alan Spier

Maria Vardy

Will Cleary-Gray

Chris Raven - resigned June 2016

## Management Team

Chris Farrell - CEO

Jane Beatson

Ann Hetherington

Delphine Sayre

## Reception and Administration Team

Dallas McDade

Suffreen Sadiq

Liz Giles

Giselle Sutcliffe - from September 2016

## Volunteering Programme Lead

Hilary Nugent - from July 2015

## Fundraising Team

Jonny Cole

Victoria Wood

Mike Sawkins

## Patrons

Kerrie Gosney | Suzanne Liversidge | Jackie Drayton | Harry Gration | Mike Pye | Chris Waddle | Julietta Patnick | Anthony Hinchliffe | Paul Blomfield | Kris Travis | Paul Pashley

Just when I needed an escape  
from the madness that was my life,  
there you were!

THANK YOU FOR EVERYTHING ♥

IT IS A LONG ROAD TO RECOVERY  
BUT I KNOW THEY WILL BE THERE  
TO HELP ME COPE MENTALLY &  
EMOTIONALLY, AND I AM NOT  
ALONE.

I CAN FORGET JUST AWHILE  
THE FEAR AND UNCERTAINTY WHEN  
I'M HERE.

THANK YOU!

Thanks to everyone from Paula +  
Lisa through to the reception  
staff and everyone else involved.  
You have all been very kind  
and helpful.

THE MORE I THINK  
I think you all do amazing work  
and words cannot express our  
deepest thanks and gratitude  
for all you have done for us.

Every City should have a  
Cavendish Centre! You help  
us more than you realise x

The Cavendish Centre makes Breast Cancer  
Somewhat bearable!

Thanks you sooo much, my anxiety  
has gone, I feel much calmer and  
I am looking forward to living the  
rest of my life, which is something  
I found nigh on impossible just a  
few months ago!

MY WIFE PASSED AWAY ON 10TH DECEMBER  
JUST OVER 10 WEEKS AGO AND I THOUGHT  
THAT I COULD COPE ON MY OWN BUT  
AFTER BEING GIVEN CAVENDISH'S NUMBER I  
REALISED THAT THERE WAS HELP IN THE  
FORM OF CAVENDISH IVE HAD 2  
COUNSELLING SESSIONS SO FAR AND THEY  
HAVE HELPED ME IMMENSELY. HAVING  
SOMEONE TO TALK TO AND SHARE MY  
PAIN AND FEELINGS WITH IS HELPING  
ME TRY AND COME TO TERMS WITH SUCH  
DEASTATING NEWS. I KNOW IVE GOT  
A LONG WAY TO GO BUT WITH  
CAVENDISH'S HELP AND SUPPORT I KNOW I  
WILL NEVER BE ALONE

MUCH LOVE

AGE 37

# Financial Report

1<sup>st</sup> April 2015 – 31<sup>st</sup> March 2016

Financial Report 1 <sup>st</sup> April 2015 – 31 <sup>st</sup> March 2016				
Statement of Financial Activities				
	Unrestricted Funds	Restricted Funds	Total Funds 2016	Total Funds 2015
<b>Incoming Resources</b>				
Voluntary Income:				
Charitable trusts	49,880	35,200	85,080	81,272
Statutory bodies	46,800	2,504	49,304	30,924
Others	147,877	1,042	148,919	111,922
Activities for generating funds:				
Fundraising events	111,858		111,858	181,311
Room hire	1,037		1,037	1,211
Investment Income:			0	
Bank interest receivable	2,203		2,203	3,047
Therapy fees	109,231		109,231	107,128
<b>Total incoming resources</b>	<b>468,886</b>	<b>38,746</b>	<b>507,632</b>	<b>516,815</b>
Resources Expended				
Costs of Generating Funds:				
Fundraising costs	103,683		103,683	120,878
Charitable activities	428,263	33,450	461,713	380,502
Governance costs	8,198		8,198	8,161
<b>Total resources expended</b>	<b>540,144</b>	<b>33,450</b>	<b>573,594</b>	<b>509,541</b>
Net income/(expenditure) for the year before transfers	(71,258)	5,296	(65,962)	7,274
Total funds brought forward	306,315	3,572	309,887	302,613
Total funds carried forward	235,057	8,868	243,925	309,887

# Financial Report

## 1<sup>st</sup> April 2015 – 31<sup>st</sup> March 2016

Financial Report 1 <sup>st</sup> April 2015 – 31 <sup>st</sup> March 2016		
Balance Sheet at 31st March 2016		
Charity Balance Sheet at 31st March	2016	2015
Fixed Assets		
Tangible assets	7,930	6,050
Current assets		
Debtors	68,550	45,845
Cash at bank and on hand	181,833	271,507
Creditors - amounts falling due within one year	(14,388)	(13,515)
<b>Net assets</b>	<b>243,925</b>	<b>309,887</b>
The funds of the charity		
Unrestricted income funds:		
General funds	228,626	300,637
Designated funds	6,431	5,678
<b>Total unrestricted funds</b>	<b>235,057</b>	<b>306,315</b>
Restricted funds	8,868	3,572
<b>Total funds</b>	<b>243,925</b>	<b>309,887</b>

