

**cavendish  
cancer  
care**

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**2018/19**

**Impact  
Report**

# Hello we are Cavendish Cancer Care.

We're an independent, local charity, founded in 1991 by David Simons and a small number of like-minded colleagues.

David's vision was to establish a centre where people affected by cancer could find the time, support and space needed to rebuild their confidence and strength.

Our team of therapists specialise in supporting those with cancer.

We're here to listen, offer counselling, therapies and physical support.

We do the human stuff.

**Our  
strength  
is helping  
you recover  
yours.**

# Welcome



We're delighted to welcome you to Cavendish Cancer Care's 2018/19 Impact Report. Over the last year Cavendish has continued to deliver an exceptional service to people affected by cancer and this report summarises the difference our support has made.

In 2018/19 we:

- Supported over 1,900 people, an increase of more than 11% from the previous year
- Delivered almost 7,500 hours of therapy and support
- Saw significant growth in our specialist Young People's Service, with a successful application for grant funding from BBC Children in Need giving fantastic security to this critical part of our service
- Continued to run the Cancer Information Hub at the Moor Market which enables us to reach wider community groups.

As you'll see in this report our service continues to evaluate extremely well, demonstrating the real impact we have on the lives of families affected by cancer, with:

- 79% of specific concerns identified by our clients significantly improved by our support

- 88% of people reporting that their overall quality of life was improved by our care
- 84% of people rating our support as an 'essential' or 'very important' part of their overall package of cancer care
- 97% of people telling us that they would be extremely likely to recommend us to their friends and family

We could not do any of this essential work without the support of the wider community. Our volunteers remain at the core of everything we do, our donors are the bedrock on which we can deliver our service and all of our supporters contribute to enabling us to do such fantastic work. We are hugely grateful for their tireless enthusiasm, energy and support.

We would like to add our thanks and praise to our staff and trustees not just for their professionalism and hard work but their commitment to our charity. It is because we can rely on the commitment of so many people that we can achieve the high level of service that we do.

**David Grey MBE**  
Chairman

**Emma Draper**  
CEO

# Our Vision

Cavendish Cancer Care believes that people affected by cancer have individual needs that cannot always be fully addressed by their health care providers and social support networks. We offer a place for people to go to talk, to get help to deal with the way cancer has affected them and their life.

We are an independent local charity, established in 1991, giving free of charge support to people affected by cancer in South Yorkshire, North Derbyshire and Nottinghamshire.

Our vision is clear. We want to improve the quality of life for people living with cancer by providing emotional and physical support to them and their families where and when they need it most.

“ With your timely interventions I have started to put the pieces back together. I feel that I am now finding the new me and a new normal. I feel that I can plan things and move forwards. ”



# Our Mission

To help people in South Yorkshire, North Derbyshire and Nottinghamshire adjust to, cope with and face up to the impact of living with cancer by treating the person and not the illness. We aim to improve their quality of life, enrich their emotional wellbeing and provide the support they need to deal with the challenges life threatening and life limiting illness places on people's lives.

To achieve this we:

- Offer support, counselling and therapies to help people face the impact cancer can have on the lives of the patient and their family
- Have a team of trained professionals who work closely with people affected by cancer to give individually tailored support at critical times following a unique evaluated model of care
- Work with people to find ways to adjust, cope and improve their quality of life
- Offer a service that is free of charge to the patient and their family or friends
- Work in a collaborative way with the NHS, hospices and primary care to ensure the highest quality of care for people affected by cancer
- Help people to feel more in control, more confident and more able to cope
- Consider the needs of people we support and broaden our services to reach more people in new areas where appropriate

“ Before I came to Cavendish, I was depressed. I was really struggling. I had sessions with a counsellor who never judged or dictated he just showed me my options. It took a lot of stress and anxiety off me by making me realise it wasn't my fault and that sharing a problem really releases the pressure. When you're struggling to find answers everything feels cloudy, he helped me move the clouds away and see things from a different point of view. My condition hasn't changed, but my mind-set has. ”

# Our Core Values

## Professional

We set ourselves high standards both in what we do and how we do it and believe our model of care is what makes the real difference to our families

## Respectful

We treat people with respect and courtesy and value people's differences, considering our thoughts and actions and the impact they will have on others

## Open and honest

We are open and transparent in everything we do. We act in the best interests of the people who use our service, our supporters and our staff and are accountable for our activities

## Unflappable

To provide the services we do, we are persistently calm, reliable and collected and approach all challenges and opportunities in a considered way

## Determined

We work hard to make a difference, determined to work together to make a real, positive impact for people who need us, now and in the future



# Meet Julie



Julie, 39, lives in Hackenthorpe, Sheffield, with her husband, her two children aged 11 and 9, and two cats. In 2018, Julie was diagnosed with breast cancer.

“After my diagnosis, my daughter in particular was quite emotional - she seemed to be getting upset about things a lot. I was worried about her, so my children’s primary school passed on the details about Cavendish, and I got in touch about the Young People’s Service. I thought the children might benefit from play therapy; there was no other service for older children that I could find.

My son wasn’t particularly confident at the time, so I wasn’t sure if he’d take to play therapy or not. But he loved the sessions – offering him a safe space to express himself and have fun was so valuable. Getting out of school for a bit was an added bonus for him, of course! Alongside my son’s sessions, Helen, his therapist, gave me lots of advice and support over the phone.

This was invaluable during the summer holidays, as school was no longer there to support the children until the new school year started. My daughter started therapy when my son finished. She really likes art, so she did a lot of art therapy with a children’s therapist called Ellie.

I began to notice a difference in both the children. They were calmer; I’d learned new ways to support them, and not demand too much of them. The therapy helped them understand what was happening, and why Mummy wasn’t up for doing the usual activities for a while.

You can feel so alone when you’re diagnosed with cancer. You and your family are just hit with this awful news, and you don’t know anything about what’s going to happen. That’s why Cavendish is so important – it’s a place full of lovely, helpful people, that’s always there if you need it. It’s been such a reassuring presence for me and the children, like a friend we can always turn to.”

“ It’s something a lot of people say about Cavendish, and it’s true – the door is always open. ”

# Our Services

## Tim Pryor Centre

At our home base in the heart of Sheffield we provide physical, psychological and social support to those living with cancer and their loved ones in a relaxing, non-clinical environment.

All of our assessors and therapists are highly skilled and experienced professionals. Therapists hold a recognised qualification in their therapies and are members of professional organisations that maintain high standards of safety, efficacy and quality of practice.

Anyone affected by the impact of cancer, including family and carers, can access our packages of support free of charge.

## Cavendish Cancer Buddies

Cavendish Cancer Buddies are a group of volunteers who have either had cancer themselves, or cared for someone who has. They offer regular phone support so people can share their thoughts and feelings without guilt or the fear of upsetting anyone. Because they've been there, they understand what other people affected by cancer might be going through.

## Cancer Information Hub

Based in the Moor Market in Sheffield City Centre the Cancer Information Hub is open five days a week. It provides support, advice and information on cancer symptoms, treatments, screening and prevention as well as sources of further support.

## Young People's Service

We offer a specialist service to children and young people up to the age of 18, whose lives have been affected by cancer. This includes those who have had cancer themselves, and those who have been affected by the illness within their family. The service also works with young people who are bereaved.

Our therapists use a wide range of approaches including Counselling, Art Psychotherapy and Play Therapy, to enable young people to explore their experiences and feelings in a safe and creative environment.

## Outreach Services

Cavendish Cancer Care currently provides holistic support for inpatients at Weston Park Hospital, the Macmillan Palliative Care Unit at the Northern General Hospital and the haematology wards at the Royal Hallamshire Hospital.

Cavendish therapists also provide a service at the Cancer Information and Support Centre in Sheffield and at the NGS Macmillan Unit at Chesterfield Royal Hospital.

Benefits reported by patients receiving therapies in both the acute stages of treatment and during palliative care include improved symptom management, reduction in anxiety and improvements in well-being.

In addition to our core work with people affected by cancer we provide support for people and families affected by Motor Neurone Disease. We also work in partnership with St Luke's Hospice to offer support for their staff.

# How we make a difference

## We provide a safe and welcoming environment

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“The centre as a whole is such a calm and welcoming environment, where you can step back and take some time for yourself.”

## We listen and respond to individual concerns

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“The assessor was very informative, supportive and so calm also. I felt really supported when I left the Centre.”

## We help with symptom control

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“The therapy I received helped me to relax and de-stress, which in turn helped reduce pain and anxiety.”

## We promote self management

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“I’ve learned so many relaxation techniques that will see me through my life, not just for grief but for every situation I’m going to face.”

## We provide support for carers

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“The assessor validated everything I was feeling, we spoke about how being a carer is a totally different journey to being a patient.”

## We help people to feel more in control

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“Thank you for all the help and support you have given me - it’s made a real difference to my life and how I cope with what’s happening to me”

## We help to foster independence

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“You helped me to put some perspective in to my problems. I started to feel stronger and so started to put in to place the changes I had talked about.”

## We can help with a return to work

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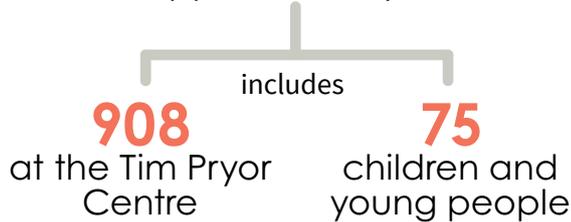
“I felt the therapist really listened and heard me and I feel much less anxious about returning to work.”

# Therapy Services

Therapies to support physical and emotional wellbeing

Our model of care provides assessment and therapeutic support to families at all stages from diagnosis, through treatment and beyond. We offer 14 different therapies, which have been carefully chosen based on evidence that they can deliver specific and tangible benefits to cancer patients and their families. Offering such a wide range ensures that we can always find the right combination to suit each person and their individual needs.

**1,900+ people**  
supported this year



We don't just support cancer patients. A third of people we support are carers and family members



**7,461** hours of support provided to clients



Top 5 therapies  
**Reflexology. Hypnotherapy. Reiki. Shiatsu. Counselling.**

**79%** of clients concerns were reduced by our support

**97%** of clients are extremely likely to recommend Cavendish to family and friends in a similar situation

**88%** told us they felt more in control of their situation because of our care

**80%** of clients took a more active role in managing their condition because of our support

**91%** of carers said Cavendish support enabled them to better support the person diagnosed

**59%** reported a more successful return to work with our help

**88%** said their quality of life was better as a result of Cavendish's care

**IMPACT**

People are **supported through difficult times** and with their long-term wellbeing

A team of experienced therapists use a wide range of approaches including play therapy, art therapy and counselling to enable young people up to the age of 18 to express their experiences and feelings in a safe environment.

**100%** of parents and carers report that Cavendish support reduced the impact of cancer on their child's home life



**75**

children and young people supported this year



**100%** of parents and carers said that Cavendish support reduced the impact of cancer on their child's friendships and social life



“Cavendish really taught me the importance of talking. When you keep something in for too long, it affects every aspect of your life, making you anxious and on edge. It can get so much worse if it's left unchecked as you grow up.”

**90%** of parents and carers report that Cavendish support reduced the impact of cancer on their child's school life



**100%** reported a reduction in the severity of their child's individual concerns such as anxiety, bereavement and lack of confidence as a result of our support



## IMPACT

Children feel **safer, happier**, less stressed, anxious and fearful about the future

# Cavendish Cancer Buddies

Volunteer  
peer support

Our Cancer Buddies are a group of trained volunteers who have either had cancer themselves or have cared for someone with cancer. Because they have been in a similar situation, they can understand what it is like to deal with a cancer diagnosis as a patient or as a partner or family member. Support is flexible and was offered over the phone, by text and face-to-face.



Over  
**40**  
people referred

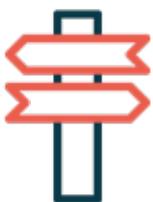
**100+**  
hours of  
volunteer training  
support and  
other activities



"She has been amazingly helpful she has helped me get back to work and cope with the stress. She has listened to me moaning and ranting and has been quite brilliant. I have been able to talk to her in a way I couldn't with my family."



Nearly **435**  
hours of volunteer  
support, both  
face-to-face and  
over the phone



This project signposts people to a wide variety of extra support and specialist services, including the Cancer Support Centre, cancer nurse specialists, Breast Cancer Care and GP counselling services.

**94%**

Of people supported were either likely or extremely likely to recommend the service to friends and family

**73%**

73% of people gave a score of 5 or higher, on a scale from 0 to 6, when asked how much having a buddy helped them deal with the impact of cancer

## IMPACT

Loneliness and isolation are reduced through **empathy and shared experience**

The Cancer Information Hub is based in the Moor Market in Sheffield City Centre. It aims to help educate and inform people about a range of issues concerning cancer and to promote the support and services available to people affected by cancer in Sheffield. The hub is open every weekday and there is no need to make an appointment.

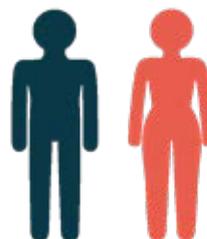
**2,990 visits**  
over  
**236 days**

People of all ages visited the hub. The most common age group was **55-64**

We spoke to people about **29** different types of cancer.



**74%** of people that visited the hub took away written information including information on specific types of cancer, coping with the symptoms of cancer and cancer treatment and information on healthy lifestyles.



**57%** of people visiting the hub were female and **43%** were male

The hub made direct introductions to other organisations for

**210 people**



**67%** told us if they hadn't visited the hub they wouldn't have sought the information it provided from anywhere else.

## IMPACT

People are **better informed** about cancer symptoms, screening, prevention and where to get support.

# Meet Tina



Tina has been working with Cavendish since 2005. She is a qualified reflexologist and works as both an Assessor and a Therapist. Tina supports people at the Tim Pryor Centre and also at the Macmillan Palliative Care Unit at the Northern General Hospital. Before joining Cavendish's therapy team Tina worked in nursing.

There have been lots of changes at Cavendish since I first started but one thing that has always remained the same is how we support the whole person. I think this approach is one of our key strengths. It means that while we address specific concerns clients raise to us, like problems sleeping or feeling anxious, what we really do is treat their whole body.

All our therapies provide an element of talking therapy which gives clients the opportunity to discuss their worries and fears while they're having their treatment. Reflexology can be particularly good for this

because you're often face-to-face with your clients. Of course, clients can choose to be quiet and relax but many want to talk.

Clients tell me things that they've never told anyone else involved in their care. Sometimes we don't just talk about what a person is experiencing now but also what they've been through earlier in life. Previous experiences and trauma can affect your resilience and how you cope with a cancer diagnosis.

If someone is stressed, anxious, tense and struggling to relax the combination of touch therapy and talking can help to quieten their mind. People come to us when they are overwhelmed and have all these thoughts and fears going around in their head. During the therapy sessions, clients can have a rest from this. Their anxiety decreases and their confidence increases meaning they feel better and more able to cope. When the session is finished we've not taken anything away but they've been able to tell their story which helps them to process their situation.

I'm proud to be involved with Cavendish because we make a massive difference to people's lives in such a short space of time. We don't have the resources of a big charity but we still make a huge impact.

“ I can't take the cancer away, but I can give people the ability to cope better with the treatment and the life that is still carrying on around them. ”

# Fundraising

Cake sales and quiz nights, to big events, parties and life-changing challenges

We could not provide essential support for thousands of people affected by cancer without the generous support of the wider community. Our supporters organise and attend events, take on challenges, give one off or regular donations, run hundreds of miles, remember us in their Wills, pack countless bags and much more to ensure no-one has to face cancer alone.

Will completed a hundred mile bike ride in memory of his wife Gill. He wanted to raise money for Cavendish Cancer Care because of the support given to Gill during her illness and also to her son Gabriel after her death. Will raised more than **£1,000** and hopes that his ride will inspire others to take on the route in aid of our work.



We held a black-tie Celebration Ball at Ponds Forge in March for over **600 people**. The event raised an amazing **£170,000**.



Jo and Hoddles took on the ultimate dog walk. **186 miles** of the beautiful Pembrokeshire coastal path, camping along the way. By the time they crossed the finishing line, they had ascended more than the height of Everest!



After another year of bag packing, carolling, staff fundraising and more, Marks & Spencer Fargate has raised **£15,362.59** for Cavendish Cancer Care. This takes us to an astounding total of **£54,828.63** across three years of partnerships!



**More than 100 people** ran either the Sheffield 10K or Sheffield Half Marathon in aid of Cavendish in 2018. We are delighted to be charity partners for both events organised by Run for All.



## IMPACT

Every step, mile, event and donation makes a difference

# Fundraising in memory

Helping to secure our future

Fundraising in memory can be an amazing way to honour a loved one whilst helping a cause that was important to them. We're incredibly grateful to everyone that fundraises for us in memory of a loved one.

The friends and family of wrestler and Cavendish patron Kris Travis have organised a number of fundraising events in his memory. Since his death 3 years ago they have raised

more than **£30,000** in his memory. We're so grateful for their support.



Mother and son duo Rani and Aaron Sandhu of Ranmoor Friery have taken on a number of running challenges in memory

of her Mother Jasbir. Rani is a great champion of Cavendish and with the support of her family and customers they have raised more than **£3,500**. Also importantly Rani has helped spread the word about Cavendish services and their importance to local people affected by cancer.



After the death of Tramlines Director Sarah Nulty just a few weeks before the 2018 festival a range of merchandise bearing the #BeMoreNulty logo was sold to fundraise for local causes. Various fundraising activities then took place at the Tramlines 10th Anniversary event raising an incredible **£14,500** for Cavendish. Together Sarah's family, friends and colleagues from the local music scene alongside the festival she put on the map have raised **£24,932.62**. A staggering amount and testament to the love people have for Sarah.



**IMPACT**

Our **essential services** can continue, grow and develop

# Volunteers

Volunteers bring a wealth of skills and experience to benefit Cavendish Cancer Care.

Our dedicated and skilled volunteers are crucial to the success of every element of our work. They govern us, provide a warm welcome at reception, fundraise, pack bags, marshal events, update our records, keep our garden and building looking beautiful, directly support people affected by cancer, make countless cups of tea and much more. We cannot thank them enough for everything they do.



**10 days**  
gardening,  
cleaning  
and building  
maintenance

**435 hours**  
of support through  
Cavendish Cancer Buddies

**25 hours**  
shredding  
confidential  
notes



**5,700**  
cups of tea  
and coffee  
made



**100+**

hours counting  
money raised by our  
fundraising events and  
collections

**190 hours**  
marshalling  
and cheering  
on runners at  
events



**2,000+ hours**  
of support by our office  
based volunteers

**250 hours**  
ringing clients to  
remind them of  
appointments



**275**  
letters sent to  
GPs



**IMPACT**

Our volunteers **make a difference** to  
people affected by cancer

# Financial Summary

A brief financial overview of April 2018 - March 2019

Total income in the year ended 31 March 2019 was £778,787. Expenditure was £965,422 and, in line with the strategy, included investment in strengthening the team and processes, ready for growth in future years. Consequently, net expenditure was £186,635. We are delighted that we managed to increase expenditure on therapy provision by 26%, to £689,415. Total funds at the end of the year were £410,009, with cash balances at £239,767.

The below chart shows the income we received this year from different sources.

### Statutory bodies 6%

Funding received from the Department of Health and Sheffield CCG (NHS). Funding from the Department of Health and Social Care specifically funded the Cavendish Cancer Buddies service.

### Charitable trusts 10%

Grants given by charitable trusts to support our work.

### Therapy fees 24%

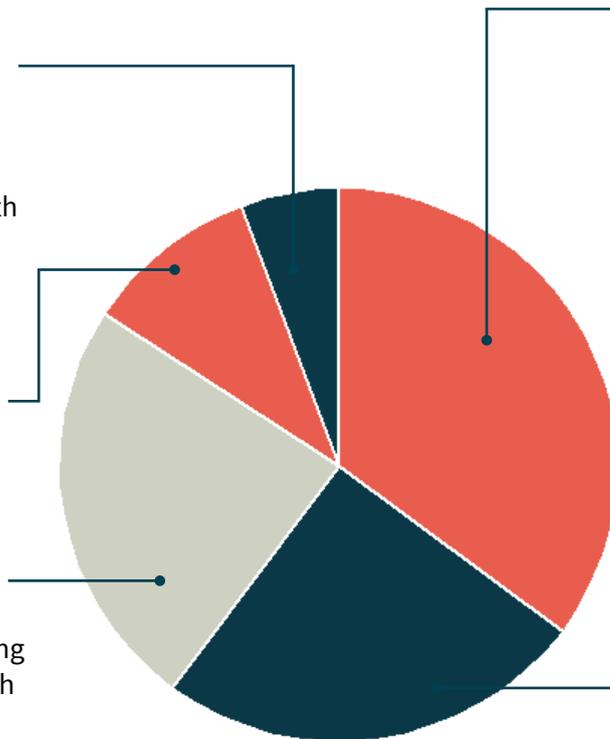
Income from our satellite projects and delivering training for student doctors and health professional seminars.

### Fundraising events 35%

Our fantastic supporters raised money by attending events such as the Celebration Ball and Ladies Lunch. They also took part in sponsored challenges like the Sheffield Half Marathon and organised community in aid of events.

### Centre Fundraising 25%

Donation from regular givers, collection boxes, private donations, in memory donations, legacies, merchandise sales, gift aid, payroll giving, corporate and charity of the year donations.



**£689,415**

The cost of providing support in the year.

**4%**

The proportion of our income we receive from the NHS.

**£360**

The cost of a full package of care for one person

**£222,756**

The amount we held in free reserves at 31st March 2019.

# Thank you

We are grateful to the following organisations that have supported our work over the last year. We appreciate their generosity.

7 Legal and Finance  
Abbeydale Brewery  
Abbeydale Golf Club  
BBC Children in Need  
Bell & Buxton Solicitors  
Benchmark  
BHP  
British Silverware  
BRM Solicitors  
Coventry Building Society  
DB Cargo UK  
Department of Health & Social Care  
Dick's Board Store  
Dixon Pitchfork Charitable Trust Fund  
Earl Fitzwilliam Charitable Trust  
Eyam Domiciliary Service  
Gilly's Gift  
Graysons Solicitors  
GRI Group  
Gripple  
Hallam FM Cash for Kids  
Hallamshire Round Table  
Hot Metal Press  
Irwin Mitchell Solicitors  
J W Chapman Earlesmere Trust  
Jane Tomlinson's Run for All  
Jaywing  
Joseph Sheldon Trust  
Journeysmiths  
Keebles LLP  
Lloyds Bank Foundation  
Marjorie Coote Old People's Charity Fund  
Marks & Spencer  
Masonic Charitable Foundation  
NHS Sheffield Clinical Commissioning Group  
Nilec Electrical  
OSL Group  
Parker Hannafin  
Paul Grant Charitable Trust  
Pink Ribbon Foundation  
Rotary Club of Sheffield Vulcan  
Rotary Club of Wortley  
Royal Airforce Aerobatic Team  
Sheffield & District Association for the Disabled

Sheffield Church Burgesses Trust  
Sheffield City Council  
Sheffield City Trust  
Sheffield Hallam University  
Sheffield Hospitals Charity  
Sheffield Life & Pensions Society  
Sheffield Print Club  
Sheffield Soroptimist Housing  
Sheffield Town Trust  
Sheffield United Community Foundation  
Silver Web Holistic Centre  
Simon James Cars  
Souter Charitable Trust  
South Yorkshire Motor Neurone Disease Association  
St James's Place Foundation  
St Luke's Hospice  
St Mary's Lane Trust  
Swann Morton Foundation  
Sytner BMW Sheffield  
The Baer Charitable Trust  
The Company of Cutlers in Hallamshire  
The Co-op  
The Harry Bottom Charitable Trust  
The Hugh Neill Charity  
The J G Graves Charitable Trust  
The James Neill Trust Fund  
The Montagu Family Charitable Trust  
The Ronald and Kathleen Pryor Charity  
The Sir Hugh and Lady Sykes Charitable Trust  
The Talbot Trusts  
The Whitecourt Charitable Trust  
The Zachary Merton and George Woofindin Convalescent Trust  
Thessco Limited  
Thincats  
Thornbridge Brewery  
Thorntons  
Tramlines Festival  
Unison  
Unite the Union  
University of Sheffield Students' Union  
Utopia Tableware  
Virgin Money  
Wednesdayite  
Weston Park Cancer Charity  
Yorkshire Building Society Charitable Foundation

**We don't treat  
cancer.**

**We treat  
the fear,  
guilt and  
loneliness.**

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**Cavendish Cancer Care**

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