



Offering you
a lifeline

help is at hand...

CANCER *lifeline*

achievements 15/16



“Cancer Lifeline is
an excellent
example of an
organisation led by
active and
empowered
citizens.”



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Welcome to our Annual Report for 2015/2016

Very few people have managed to avoid being touched by cancer, be it personally or through witnessing the impact it has on a family member or friend. We all know what an intensely cruel and unforgiving disease it can be.

However, while the number of people being diagnosed with cancer is growing year on year, we should recognise the positive advances in the diagnosis and treatment of cancer. As a result, more people with a past diagnosis are living full and healthy lives.

Twice as many people survive cancer compared with 40 years ago. Through 2015-16 Cancer Lifeline has continued to expand and develop its vital community based support programmes for people living with cancer and their families in North Belfast. Helping people manage their condition and its treatments, in partnership with their health care professionals. Crucially the organisation retains its grass roots user led ethos and continues to be managed by a dedicated committee of local people from North Belfast all of whom are living with cancer themselves.

We hope this years report gives you an insight into some of the critical support programmes on offer and how they are changing peoples' lives for the better.

Demand for the services continues to grow and Cancer Lifeline continues to work with the Belfast City Council regarding the possible purchase and redevelopment of the property next to our base in Alliance Avenue. This would allow us to respond more effectively to member needs in the future.

Our excellent partnership working with a wide range of statutory, voluntary and community health providers and funders has flourished throughout the year. These relationships have been crucial in helping us to improve health awareness, sign post and provide vital support to individuals and families in North Belfast affected by cancer.

Our Boutique and Furniture shops have grown and developed with the team of dedicated volunteers and staff. The shops are a key point of contact for people in the community as well as a vital source of funds to advance the charity's work. We cannot thank the staff and volunteers enough.

We hope you enjoy reading this report. It is our privilege to be able to continue to provide such a vital community led support service in North Belfast.

Finally our sincere thanks to the many volunteers, helpers, donors, businesses, organisations, funders, individuals and families who have given their time, finance and or skills to help us develop Cancer Lifeline's work. We look forward to working with you all in the year ahead, improving the lives of many coping with a cancer diagnosis.

Board of Directors and Staff



“The Centre has saved my life in lots of ways”.



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Support Services

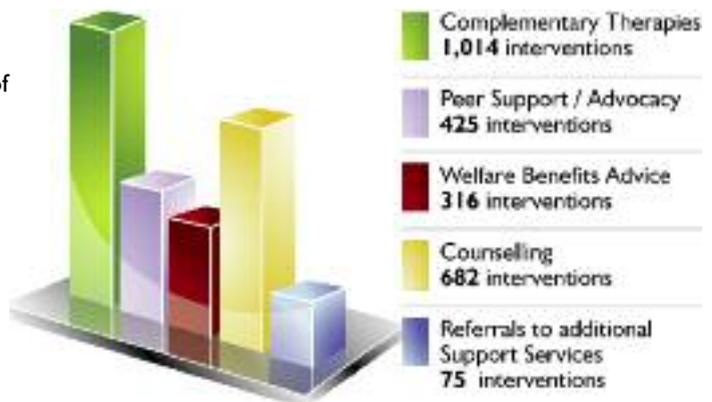
Cancer Lifeline's primary focus is improving the health and wellbeing of people living with cancer in North Belfast and reducing health inequalities.

With the number of cancer survivors increasing by 3.5% annually, we know that many people need more support after treatment to meet their ongoing needs and to live with cancer as a long term illness. NI Cancer Registry projections are that the projected numbers of cases diagnosed each year is expected to rise by 25% for men and 24% for women by 2020 and by 65% and 63% respectively by 2035. Cancer Lifeline is committed to ensuring that service provision meets the needs of those living with cancer and their family / carers.

During the year Cancer Lifeline facilitated a total of 2,512 one to one support interventions.

The role of Cancer Lifeline is important in connecting people living with cancer to one another, to the support services of Cancer Lifeline and to the support services of other organisations. Community led, quick response support services are key to helping people receive and understand information (improving their health literacy). Consultation with members has highlighted that at the time of diagnosis many often find it difficult to take in and comprehend the details of their diagnosis and treatment options.

The Centre offers a clear support mechanism where people can talk about their cancer in a relaxed "non-medical environment". Information and support is provided through, the management of a library service of updated information literature as well as, one to one staff advocacy, peer support from committee and members, as well as group support through Cancer Lifeline's varied programme of support activities.





“Helps me to
forget about the
stress of living
with cancer.”



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Examples of the other support and information programmes facilitated throughout the year included:

- Monthly Bereavement Support sessions
- Family Support sessions (in conjunction with Cancer Focus NI)
- Twice Yearly Information Newsheet
- Fortnightly Female Peer Led Support Group sessions
- Female Peer Led Support Respite Residential
- Library Information
- Weekly Creative Workshops
- Peer Led experienced Listening Service
- Annual Volunteer celebrations
- Carer's Support
- Tailored Support for those aged 60+
- Feel Good Factor workshops
(in conjunction with cancer Focus NI)

The Complementary Therapy Service includes massage, aromatherapy and reflexology. Therapists are trained specifically in Adapted Techniques Specific to working in a specialised cancer support environment. Two Senior Therapists have considerable experience and expertise in the cancer field. They also provide a key support and advisory role to established and new emerging therapists joining the team. When asked what therapeutic benefits respondents got from Complementary Therapy during

a member survey conducted in 2015 the predominate response was "relaxation" "pain relief" and a sense of "wellbeing" and "feeling good" in themselves. Respondents also reported that as a result of the therapy they felt less stressed and anxious, were calmer and felt better able to cope.

Cancer Lifeline's professional Counselling Service is delivered by four independent qualified counsellors with the support and guidance of a chartered Psychologist.

This year there was a reported a benefit retrieval of approximately **£161,123**

“Support to help me tell my son about my new diagnosis was invaluable.”



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Benefits reported by respondents who have had counselling include: "bereavement support", "improved coping skills", "reduced stress", "empowerment in managing and coping with cancer". For many, having someone to listen and with whom members could off load was a vital support as many reported this was not possible in their family setting.

Cancer Lifeline's "Active Lives After Cancer" project funded via the Big Lottery has flourished during the year. Age should not be a barrier to people getting support that would give them the best chance of coping with their cancer. The interim evaluation of the project has shown that the project has exceeded its targets, highlighting the significant demand locally. The target was to engage and support 110 older people by the end of year 4. At the end of year 3 149 older people have been engaged and an additional 121 existing older members have become more engaged in Cancer Lifeline's

activities as a result of the project.

Independent evaluations have reported on the positive impact of the work during the year, influencing the mental and physical wellbeing of people living with cancer and their family specifically in respect to;

- Improving people's skills, knowledge and their capacity to make healthier lifestyle choices.
- Improving people's mental, physical and emotional wellbeing, through access to appropriate support services.
- Increasing people's knowledge, understanding of ability to access support and health services.

Cancer Lifeline has been continuously working on improving overall governance and service delivery. New procedures for assessing need and allocation of clients to support services to ensure those most in need get access to support as quickly as possible have been put in place.



“Very good understanding from the therapist as to my overall condition.”



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Health Improvement

The five year survival rates for all cancers are increasing but there is still room for improvement. In addition, we know that almost half of all cancers are preventable and we also know what the factors are which can increase the risk; smoking and obesity, genetics and over exposure to certain toxins and sunlight. Cancer prevention, early detection and timely treatment must remain a top priority within the health agenda.

Throughout the year Cancer Lifeline has been working in partnership with other cancer charities, health professionals and community organisations to deliver a range of health and wellbeing programmes.

These have included:

- Vital Nutrition for Living Well with Cancer
- Fatigue Management
- Feel Good Factor Mornings
- 60+ Wellbeing mornings
- Smoking Cessation signposting and support
- Mindfulness
- Relaxation workshops
- Get Active Walking Mornings
- Yoga
- Coping with stress workshops
- Carer's Wellbeing events
- Male Wellbeing events
- Linking individuals and families into appropriate allied health professional support
- Male Health Improvement workshops
- Referrals to external support Programmes / organisations
- Outreach information stalls / talks in a range of community venues / hospital settings / schools etc.

“The treatments were wonderful, relaxing and helped reduce my pain. The treatment rooms are comfortable sanctuaries.”



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Empowering healthy living identifies the need for people to be better informed about health matters. These programmes are tailored to meet the needs of Cancer Lifeline members and to maximise uptake. We know that healthier lifestyle choices are easier to make when people and families are supported to develop their skills, knowledge and capacity to make decisions, that help maintain good health and wellbeing.

Some examples include:

41

individuals took part in the “Vital Nutrition for Living Well with Cancer” programmes.

19

individuals were engaged in the “Fatigue Management” programmes.

115

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

40

individuals were engaged in Stress Management programmes.

58

individuals were engaged in Health and Wellbeing mornings.

45

individuals were engaged in Yoga workshops.

20

individuals were engaged in “Walking Mornings”.

“Cancer Lifeline is a clear model of practice, of how partnership working can facilitate improved delivery of health and social care services at a community level.”



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Working in partnership to improve cancer services for all.

Cancer Lifeline is an excellent example of a local community based organisation working effectively with wider stakeholders such as the Belfast Health and Social Care Trust in the delivery of a much needed service which brings members from across the North Belfast community together to address a very important health need locally.

In line with Belfast City Council Corporate Plan 2015 – 2016, with the aim of producing a long term strategic plan for the City – The Belfast Agenda. Cancer Lifeline's Primary focus is improving the health and wellbeing of people living with cancer in North Belfast and reducing health inequalities.

Also, the work of Cancer Lifeline in supporting people to live with cancer through supporting them to develop coping mechanisms, providing help and advocacy support, addressing stress management and for those more isolated, social connections within their community, demonstrates that Cancer Lifeline's work is very much in keeping with the focus of the work of the

Belfast Strategic Partnership.

Transforming Your Care identifies 12 major principles for change, which should underpin the shape of the future model proposed for health and social care in Northern Ireland. The ethos of Cancer Lifeline epitomizes many of the key principles outlined in Transforming Your Care.

The Community Development Strategy for Health and Wellbeing 2012 – 2017 acknowledges a community asset based approach to addressing health and wellbeing. Cancer Lifeline is a community resource which enhances the ability of individuals, communities and populations to maintain and sustain health

and wellbeing and meet identified cancer support needs.

Cancer Lifeline reflects a positive example of a local community based organisation working within the values and principles of the new Public Health Agency Strategy (DHSSPS Making Life Better 2013 – 2023) and whose work is clearly aligned to the aims of the strategy.

Cancer Lifeline has been funded under DSD's (Department of Communities since April 2016) Neighbourhood Renewal Programme and are recognised as having an important and valuable role at a neighbourhood level in facilitating community and social renewal.

“The greeting on entering until leaving is one of friendliness and courtesy, a real pleasure to experience.”



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A snapshot of some of the key partnership initiatives Cancer Lifeline has engaged in during the year.

- Provision of carers support activities in conjunction with the BHSCT.
- Engagement in the Crumlin / Ardoyne Neighbourhood Renewal Partnership.
- Smoking Cessation Support in conjunction with Ardoyne / Shankill Healthy Living Centre.
- BHSCT Mental Hub provider of Talking Therapies.
- Engagement with Belfast City Council, Belfast Investment Fund programme regarding the potential purchase and redevelopment of the property next door to meet the growing needs of people affected by cancer in North Belfast
- Provision of Family Support services in conjunction with Cancer Focus NI.
- Facilitation of the Belfast Men's Health Group.
- Partnership practice with BHSCT in terms of having an outreach presence in the Belfast City Hospital Cancer Centre and Mater Hospital to raise the profile of Cancer Lifeline's services and others.
- Engagement in the BHSCT Cancer Charities Alliance Information and Networking meeting.
- Facilitating the coming together of a range of statutory, voluntary and community health providers through Cancer Lifeline's overall Steering Group as well as the 'Steering Group for the "Active Lives After Cancer" project which provides tailored support to isolated older people affected by cancer.
- Engagement in the North Belfast Partnership Health Subgroup.
- Ongoing engagement with local Council representatives from across all parties raising the needs of cancer patients in North Belfast.
- Engagement with the Family Support Hub networks covering North Belfast.
- Well established and growing Social enterprise involving local volunteers, staff and cancer survivors in running two charity shops to help fund the organisations vital support services.



“Five year
survival from
cancer has
improved.”



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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 2015 / 2016.



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.



“Great to meet
other people
facing the same
difficulties and
worries.”



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Abridged accounts for the year 31 March 2016

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, 19 September 2016

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 2016.

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 19 September 2016, 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 2016.

William Ian Murray FCCA (Senior Statutory Auditor)

Dated: 19 September 2016

For and on behalf of:

Ian Murray & Co. Ltd, Chartered Certified Accountants and Statutory Auditors

ABRIDGED ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016

| | Unrestricted Funds £ | Restricted Funds £ | 2016 Total £ | 2015 Total £ |
|--|-------------------------|-----------------------|-----------------|-----------------|
| Incoming resources | | | | |
| Incoming resources from generating funds: | | | | |
| Voluntary income | 42,815 | - | 42,815 | 50,757 |
| Activities for generating funds | 82,316 | - | 82,316 | 131,119 |
| Other incoming resources (Note 1) | - | 244,320 | 244,320 | 260,304 |
| Total incoming resources | 125,131 | 244,320 | 369,451 | 442,180 |
| Resources expended | | | | |
| Costs of generating funds: | | | | |
| Fundraising: | | | | |
| Costs & expenses | 55,034 | - | 55,034 | 88,660 |
| Charitable activities | 46,971 | 245,720 | 292,691 | 288,296 |
| Governance costs | 2,645 | - | 2,645 | 2,330 |
| Total resources expended | 104,650 | 245,720 | 350,370 | 379,286 |
| Net incoming resources for the year / Net income for the year | 20,481 | (1,400) | 19,081 | 62,894 |
| Total funds brought forward at 31 March 2015 | 278,183 | 213,928 | 492,111 | 429,216 |
| Total funds carried forward 31 March 2016 | 298,664 | 212,528 | 511,192 | 492,110 |

Represented by :-

| | Unrestricted Funds £ | Restricted Funds £ | 2016 Total £ |
|----------------------------------|----------------------|--------------------|----------------|
| Tangible fixed assets | 22,208 | 200,534 | 222,742 |
| Current assets | 278,488 | 24,736 | 303,224 |
| Current liabilities | (2,032) | (12,742) | (14,774) |
| Total funds 31 March 2016 | 298,664 | 212,528 | 511,192 |

Note 1: Other incoming resources:

| | 2016 £ | 2015 £ |
|---|----------------|----------------|
| DSD [Neighborhood Renewal] | 82,593 | 90,362 |
| Big Lottery Fund [Connecting Older People] | 48,798 | 48,899 |
| Big Lottery Fund [Reaching Communities Programme] | - | 11,586 |
| Big Lottery [10th Anniversary] | - | 2,000 |
| HSC [Public Health Agency] | 86,417 | 72,881 |
| HSC [PHA: Emotional Resilience Small Grant] | - | 712 |
| HSC [PHA: Take 5 Small Grant] | - | 4,810 |
| BHSCT [Health Improvement Consortium] | - | 6,966 |
| BHSCT [Careers' Support Services] | 5,938 | 4,900 |
| BHSCT [Belfast Strategic Partnership] | - | 9,957 |
| BHSCT (Hub referrals) | 1,080 | - |
| Belfast City Council [Revenue Grant] | 14,494 | 7,231 |
| Flax Trust | 5,000 | - |
| | 244,320 | 260,304 |

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.

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CANCER *lifeline*

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PATRONS

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