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HOPE CANCER SUPPORT CENTRE CLG

**ANNUAL REPORT FOR THE YEAR
2019**



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Introduction

The Hope Cancer Support Centre CLG is based in Enniscorthy, County Wexford. The Centre was originally founded in 1999 by a group of people who were affected by cancer, to give emotional support and practical information to people whose lives are changed by a cancer diagnosis. We support our clients from the time of diagnosis, throughout their treatment and afterwards. We ensure a confidential, professional and caring service in a peaceful, calm and confidential environment. In addition to our Support Nurses we engage the services of a team of dedicated and highly skilled Therapists, Counsellors and Facilitators. The services provided include Nurse led Assessment and Support, Counselling, Massage and Reflexology, Meditation, Art, Yoga, Bra and Prosthesis Fitting, Lymphoedema Therapies, Transport Service, Family and Child Support and a number of Peer Support groups. Our services are made possible by the generous support of the local community who assist our services in many ways, and our Grant providers who aid us with valuable funding annually. We are also strongly supported by a large group of amazing volunteers who are to be found throughout the organisation offering their unique talents and expertise.

Summary of Report

2019 was a busy year for the Hope Cancer Support Centre with 250 new clients offered services in the centre along with returning clients and clients attending for a number of years.

We were delighted to be able to continue to provide a full range of services including Nurse Support, Counselling, Massage, Reflexology, Meditation, Yoga, Art, Bra and Prosthesis Fitting, Lymphoedema Therapies, Family and Child Support and many peer support groups and workshops. Our services are supported by HSE Grant, the Irish Cancer Society and Túsla.

Our transport service was very busy in 2019 as it provided 132 specialist transport journeys for approximately 20 clients, attending radiotherapy/chemotherapy appointments in Dublin and Waterford (St. James's, St. Luke's, St. Vincent's, Beaumont, University Hospital Waterford and the Whitfield Hospital Waterford). When this service was launched in 2017, we estimated 50 to 100 clients per year. 2019 again saw us significantly surpass this estimate.

The financial standing of Hope Cancer Support Centre CLG is strong, as a result of incredible local fundraising efforts, grant aid and robust financial controls overseen by the Board of Directors and administration at the Centre.

Our Vision, Mission and Goals

Vision

Our vision for Hope Cancer Support Centre CLG is to provide the best possible cancer support services for the people of County Wexford and surrounding areas, from our Centre in Enniscorthy and through outreach services throughout the area.

Mission

Our mission is to offer practical and emotional support to people with a cancer diagnosis and their supporters and carers, from the time of their diagnosis, through their treatments and afterwards.

To ensure a caring, confidential and professional service is delivered in a safe and peaceful environment.

To strive to improve our performance by driving quality and evidence-based practice in all of our support activities.

Goals

- Provide the best possible supports to people with a cancer diagnosis and their loved ones.
- Reduce the impact of a cancer diagnosis through the provision of supports that are evidence based and that adhere to best practices.
- Ensure that clients can access our services in a timely manner and be supported in the manner that suits them best.
- Strive to improve our performance by listening to our client feedback and responding appropriately.
- Strengthen all we do by working as a team, ensuring the focus is on client needs, while complying with legal and regulatory requirements.

Board of Directors 2019

The Board of Directors of Hope Cancer Support Centre CLG work on a voluntary basis and do not receive any remuneration or benefits. In 2019, the Board met 13 times during the year and all Board meetings were minuted and adhered to recognised best practice.

The Board of Directors in 2019 were:

John Roche:	Chairperson	elected at AGM September 2018 Appointed as Chairperson October 2019
Margo Kehoe:	Vice Chairperson	re-elected at AGM September 2018 Re-appointed Vice Chairperson October 2019
Michael Jordan:	Secretary	re-elected at AGM October 2019 Re-appointed Secretary October 2019
Kevin Hughes:	Director	re-elected at AGM October 2019 Re-appointed Treasurer October 2019
Jim McCauley:	Director	retired October 2019
Mairead Fanning:	Director	elected at AGM September 2018
P.J. Darcy:	Director	elected at AGM September 2018
Norman Buttle:	Director	elected at AGM September 2018
Una Doherty:	Chairperson	re-elected at AGM September 2018 Retired as Chairperson October 2019

Core Activities during 2019

Counselling and Psychotherapy services are provided as both an in-house and an outreach service by the Hope Cancer Support Centre CLG, as are reflexology and massage services.

Art, Yoga, Meditation, Lymphoedema therapy, Bra & Prosthesis and Wig fitting services are provided in-house. Support groups, specialist support programmes and training workshops and events are also provided in-house.

Our **Hope to Drive** service provides help for clients to get to and from their hospital cancer treatments. Our volunteer drivers pick people up at their homes, take them to their hospital cancer treatment appointments, and bring them safely home again. There were numerous benefits and positive outcomes to clients as follows: During 2019 we provided 132 specialist transport journeys for approximately 20 clients, attending radiotherapy/chemotherapy appointments in Dublin and Waterford (St. James's, St. Luke's, St. Vincent's, Beaumont, University Hospital Waterford and the Whitfield Hospital Waterford). There are numerous benefits accruing for our clients who access the transport service such as;

- **Financial:** It alleviates the pressure of the already large financial burden visited of clients and their families as a result of a cancer diagnosis.
- **Psychological:** It removes the stress on clients and their loved ones caused by trying to plan time to travel to appointments while keeping family life as normal as possible around childcare and so on.
- **Health and Safety:** The health and safety of the clients was enhanced as the service was provided by trained volunteers and skilled in supporting people with a cancer diagnosis.

2019 saw the continuation of a number of support groups such as Multiple Myeloma Support Group Men's and Women's Support Groups, Prostate Support Group, Lymphoedema Support Group, Breast Cancer Support Group and a Care Givers Support Group. The purpose of the group's is to provide a 'safe space' in which people can talk about their experience of cancer. To receive both peer and professional support, confidentiality is one of the core guidelines – so members agree that what is said within the group is not shared with others who are not members.

Services Activity Report from January 2019 to December 2019

Number of Sessions:	Jan – Dec 2019
Reflexology	782
Counselling	712
Lymphoedema Treatments	572
Meditation sessions	42
Yoga Sessions	11
Bra/Prosthesis	76
Art Attendances	327
Wig Fittings	0

Number of Support Groups in the year:

Men's Support Group	9
Men's Prostate Group	6
Women's Support Group	8
Lymphoedema Support Group	4
Breast Cancer Support Group	8
Caregivers Group	1
Multiple Myeloma Support Group	9

Attendances during the year:

Meditation	282
Art	227
Yoga	108

Fundraising Support

In 2019, over 83% of our income was received through fundraising, charity shop sales and donations. Hope Cancer Support Centre CLG is strongly supported by the local community and business sector. Without this dedication we simply could not open the door of the Centre. There were coffee mornings, cycles, walks, fashion show, concerts, tractor runs, donations and many more events that were all a huge support.

Some of the bigger events included the following:

Hope and Dream 10

Dip in the Nip

Hope and Dream 10, 2019 saw the largest number of people register for the race to date with 2,416 participants! The event raised the largest amount to date - €180,190 which was split between the Hope Centre (60%) and County Wexford Hospice Homecare (40%). This amount brought the 8 year total to a massive €1,154,224.

The Dip in the Nip, 2019 was a massive success with the largest amount of attendees and the largest amount of money raised to date! It raised a whopping €33,222 with 381 brave and wonderful ladies taking the plunge!

The Hope Shop

The Hope Shop remains a large part of our fundraising activities, grossing an income in 2019 of €127,559.

Donations

Over 54% of our income in 2019 came from our very generous donors and fundraisers whose support is very much appreciated by the Hope Centre.

Staffing

Hope Shop: In 2019, the Hope Shop had 1 paid employee and 3 employees on TUS and CE supported employment schemes, and was further supported by up to 40 volunteers.

Hope Centre: In 2019, the Board of Directors appointed a new General Manager on a part-time basis bringing the staffing compliment for the Centre to 1 full time and 5 part time staff plus 2 employees on a CE supported employment scheme. The Hope Centre was supported by a team of dedicated Volunteers who helped with meeting and greeting clients, cash services, maintaining our beautiful garden and our Transport service. Clients at the Centre were supported by a team of highly qualified Support Nurses and Contracted Counsellors, Therapists and Facilitators. All Hope Therapists, Counsellors and Facilitators are fully qualified, accredited and insured.

Fundraising Volunteers: In 2019 in addition to our very dedicated Events Support Committee who helped at various fundraising events, nearly 200 volunteers helped with fundraising activities, mainly at the annual Hope and Dream 10.

Hope Cancer Support Centre CLG is committed to providing a professional and efficient service in supporting the volunteer ethos in our HOPE centre, our Charity Shop, our transport service and our fundraising efforts. Without the support of our volunteers, we could not provide the level of service that we do provide in all areas of our support centre. We appreciate all this support and thank everyone for their time in HOPE.

Conclusion

Overall 2019 was a busy year for the Hope Centre.

We met over 250 new clients including those with a diagnosis and their loved ones. The Centre continues to grow and develop under the guidance of a professional and experienced voluntary Board of Directors in addition to the dedication and commitment of the Staff, Volunteers and contracted professionals. We thank all our supporters and look forward to expanding and enhancing all the services the Centre provides in 2019, and reaching out and helping as many people as possible in County Wexford and beyond.




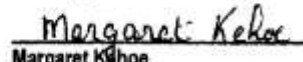
Hope Cancer Support Centre CLG
INCOME AND EXPENDITURE ACCOUNT

for the financial year ended 31 December 2019

	Notes	2019 €	2018 €
Income	6	456,521	430,897
Expenditure		(434,896)	(393,384)
Surplus before interest		20,625	37,513
Interest receivable and similar income		590	702
Surplus for the financial year		21,215	38,215
Retained surplus brought forward		746,498	708,283
Retained surplus carried forward		767,713	746,498

Approved by the board on 27 May 2020 and signed on its behalf by:


 Kevin Hughes
 Director


 Margaret Kehoe
 Director

Hope Cancer Support Centre CLG
SUPPLEMENTARY INFORMATION RELATING TO THE FINANCIAL
DETAILED INCOME AND EXPENDITURE ACCOUNT
for the financial year ended 31 December 2019

	2019 €
Income	
Church gate collection	5,949
Fundraising events	187,123
Christmas card sales	1,125
Donations received	39,689
Member subscriptions	255
Marathon	368
Mite boxes	11,662
Grant income	79,098
Candle sales	2,683
Shop takings	127,569
	<u>455,521</u>
Expenditure	
Wages and salaries	159,717
Social welfare costs	16,870
Staff training	1,005
Therapy and counselling	96,318
Classes and courses	14,731
Room rental	1,675
Insurance	3,334
Computer bureau costs	1,822
Light and heat	9,914
Cleaning	-
Repairs and maintenance	8,558
Stationery and advertising	11,741
Candle purchases	3,750
Telephone	7,034
Motor expenses	4,934
Legal and professional	1,400
Consultancy fees	22,654
Audit	3,500
Bank charges	1,028
Canteen	5,290
Staff welfare	-
General expenses	2,504
Shop rent	30,002
Shop water charges	197
Shop repairs and renewals	972
Shop general expenses	-
Shop light & heat	3,742
Security systems	-
Waste management and refuse	3,687
Depreciation	18,617
	<u>434,896</u>
Miscellaneous Income	
Bank interest	590
	<u>21,215</u>
Net surplus	<u>21,215</u>

The supplementary information does not form part of the audited financial statements

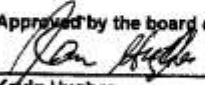
Hope Cancer Support Centre CLG
BALANCE SHEET

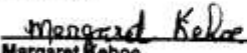
as at 31 December 2019

	Notes	2019 €	2018 €
Fixed Assets			
Tangible assets	9	361,755	371,011
Current Assets			
Debtors	10	9,682	14,518
Cash and cash equivalents		410,339	368,103
		420,021	382,621
Creditors: Amounts falling due within one year	11	(14,063)	(7,134)
Net Current Assets		405,958	375,487
Total Assets less Current Liabilities		767,713	746,498
Reserves			
Income and expenditure account		767,713	746,498
Members' Funds		767,713	746,498

The financial statements have been prepared in accordance with the small companies' regime.

Approved by the board on 27 May 2020 and signed on its behalf by:


 Kevin Hughes
 Director


 Margaret Kehoe
 Director

