

**HOPE CANCER  
SUPPORT CENTRE CLG**

# **ANNUAL REPORT**

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# 2020



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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, Reflexology, Meditation, Art, Yoga, Bra and Prosthesis Fitting, Lymphoedema - Manual Lymphatic Drainage Treatments and 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.



## Chairperson's Statement



May I take this opportunity to thank everyone associated with the Centre most sincerely for their continued and valued support to the Hope Centre during the past year. While the past eighteen months have been challenging for everyone due to the pandemic, here at the Hope Centre we have strived to continue to provide as many of the support services as possible to our clients in compliance with government and health guidelines.

We could not have provided these supports without the tireless efforts of our volunteers, here in the Centre, in our Shop in Enniscorthy and those throughout County Wexford who have given their time and helped us all year.

To our fundraisers, both large and small I say a huge thank you, again without your commitment to raise funds we could not continue to provide our wide range of services.

May I sincerely thank the staff both in the Centre and in our Shop who have gone the 'extra mile' to ensure our services haven't been negatively affected and who have been proactive in introducing new initiatives as outlined in the General Manager's report.

I also wish to acknowledge and thank the support received from the media and business sector who have contributed significantly towards our fundraising events in 2020 and their support is truly appreciated.

Finally may I thank my fellow Directors for their commitment in 2020 towards the continued prosperity of the Hope Centre.

*John Roche*

Chairperson of the Board of Directors

# Board of Directors 2020

The Board of Directors of Hope Cancer Support Centre CLG work on a voluntary basis and do not receive any remuneration or benefits. During 2020 the Board of Directors met on 9 occasions, this was as a result of 2 meetings being cancelled due to Covid19. All Board meetings were minuted and adhered to recognised best practice.

## **The Board of Directors in 2020 were:**

John Roche:	Chairperson	Re-elected at AGM September 2020 Re-appointed as Chairperson October 2020
Margo Kehoe:	Vice Chairperson	Re-elected at AGM October 2020 Retired as Vice Chairperson October 2020
Michael Jordan:	Secretary	Re-elected at AGM October 2019 Re-appointed Secretary October 2020
Kevin Hughes:	Director	Re-elected at AGM October 2019 Re-appointed Treasurer October 2020
Mairead Fanning:	Director	Re-elected at AGM September 2020 Appointed as Vice Chairperson October 2020
P.J. Darcy:	Director	Elected at AGM September 2018
Norman Buttle:	Director	Elected at AGM September 2018
Una Doherty:	Director	Re-elected at AGM September 2018

# Vision and Mission

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.

## 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.

## Our goals are to:

- 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 the equality of access to all people wishing to engage with 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.
- Strengthen all we do by working as a team, ensuring the focus is on client needs, while complying with legal and regulatory requirements.



# Our Services

## Support Nurses

Everyone who attends the Centre will be met by one of our experienced nurses who are available Monday to Friday 9 am to 4pm to support you. Together with the Support Nurse a joint assessment of your needs will be discussed. Following this assessment, you will be given a period of 7-10 days to reflect on the types of services you would like to access. The Support Nurse will contact you within 7-10 days to discuss this with you.

## Counselling

We provide a professional counselling service offering time limited counselling to clients who are affected by cancer. Clients are initially offered up to eight sessions which are subject to review after session number six. The review is a process that informs the team as to the on-going needs of the client and to put in place a plan for moving forward, based on the needs of the client and the ability of the centre to provide for the client's needs. All counselling is free of charge to the client.

All of our Counsellors operating in the Hope Cancer Support Centre are:

- Contracted by Hope to provide counselling
- Professionally qualified
- Accredited with an appropriate professional body
- Adhere to professional practice and code of ethics of their accrediting body
- Undergo supervision
- Provide their service within the scope of the policies and procedures of the Hope Cancer Support Centre



## Reflexology

Reflexology is the holistic practice of treating reflex points in the feet. The treatment encourages the healing process throughout the body. Using a gentle technique our Therapist's aim is to encourage the person's own healing systems to be activated and so maintain well-being. A treatment lasts for one hour approx. All of our Therapists are experienced and fully qualified.



## **Bra fitting clinic**

Here at the Hope Centre our bra fitting clinic catering for ladies who have had a breast cancer diagnosis. We provide an individual and private appointment for the fitting of post -surgery bras, prosthesis and swimwear.

After a diagnosis and treatment for breast cancer it is natural to be less confident about your body image, our aim is to help restore your confidence. When you get a proper fitted bra and prosthesis you will start to feel good again about yourself. Our professional trained bra fitters understand the many stages that women go through during a breast cancer journey and provide support and advice during appointments.

All women who have had a breast cancer diagnosis are entitled to 2 mastectomy bras, a prosthesis and swimsuit. This is known as a First Fit.

For those who have medical cards we can process all paperwork in relation to your annual entitlements of 2 mastectomy bras a year and a prosthesis and swimsuit every 2 years.

Medical Health Insurance can cover the cost of post mastectomy products and it is advisable to check with your Insurance Company to find out your cover for these products. We will process necessary paperwork for your claim.

## **Lymphoedema/MLD Treatment**

Our professionally qualified Therapists provide lymphoedema management, treatment and care. This is a free service. For further information please contact us as a referral is needed from your consultant/GP.





# General Manager Report

2020 was as you no doubt can imagine a difficult year on all fronts for the Hope Cancer Support Centre. Since the beginning of lockdowns in March 2020 the centre and the shop were operating at varying levels. However we were still in a position to make some considerable progress on a number of fronts. I would like to briefly outline some of the achievements during the year.



*General Manager,  
Seán McCarthy*

## Centre

We did not have any staff, volunteers or clients attending the centre that have tested positive for Covid19 and we are very glad of this achievement. We have very robust procedures for all persons entering and leaving the centre. During 2020 we undertook some work within the centre in an effort to increase our capacity but also to improve the interior of the building. This involved the installation of additional storage space within the kitchen area, the development of another client space by reducing the size of the meditation room. The realignment of our administration area to ensure that all administration staff are close to each other. Development of a second counselling room and the positioning of our nursing staff to the ground floor area. We also undertook painting of the kitchen area, administration area, nurse's room and second counselling room.

## Hope Shop

During 2020 the shop was closed for three and a half months in total, for the remainder of the year it operated on reduced opening hours. The shop traded during the hours of 10am to 4pm Tuesday to Friday, this resulted in the loss of trading on Mondays and Saturday mornings. There were huge challenges during the year the major one was remaining open due to the massive reduction in available volunteers. Throughout the year great strides were made in upgrading the shop interior and design and this is an on-going project.

As a result of the trading difficulties experienced during 2020 the Shop Manager began developing the on-line shopping facility and this is now available.



## Grants

As a result of Covid19 there were a number of opportunities to apply for grants that were made available through a range of funders; the list below is of the organisations that we were successful in obtaining funding from:

- Irish Cancer Society
- NCCP
- Túsla Child and Family Support Agency
- Saturday Fund
- Pobal COVID-19: Stability Scheme
- Bank of Ireland Begin Together: The Community Foundation of Ireland
- Wexford County Council: Restart Plus Grant
- Wexford County Council: Restart Plus Grant 30% Top Up
- Wexford LCDC Community Enhancement Programme
- Wexford County Council: COVID-19 Emergency Fund Grant

## Hope and Dream 10, 2020

The decisions to cancel the Hope and Dream 10 race in April and subsequently in October, were not taken lightly. But we were delighted that the virtual event which took place in late September was a huge success! It was a record breaking year with the largest amount of participants registering, 2,568 in total and the largest amount raised to date – a staggering €180,572! We owe a huge gratitude to the people of County Wexford and beyond who strolled, walked and ran an estimated 32.5 million steps of remembrance, gratitude, resilience, relief, support and hope. From young to old, age was not a barrier.



## **Client Relationship Management System (CRM)**

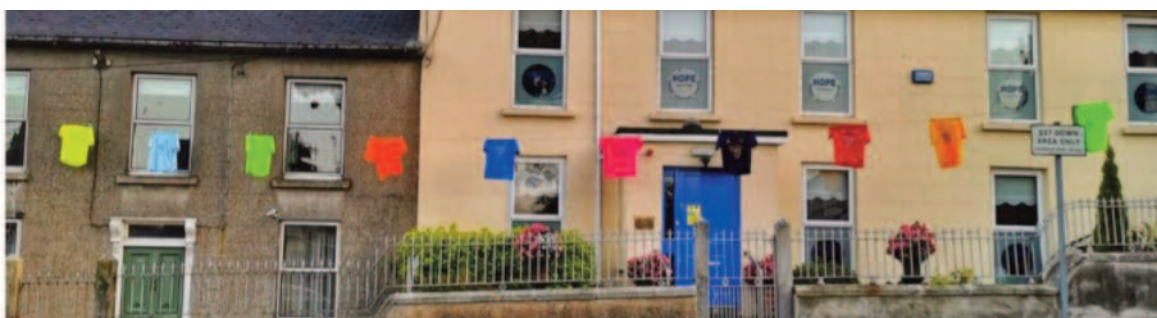
In 2020 we invested in the CRM system. It had been approved a number of years previously. This allows us to move from a paper based system to a computer based system for the storage and retrieval of information. In comparison to traditional databases it is easy to configure and customise to our needs. The data set that we have designed with our partners Enclude, provide us with the most comprehensive set of data and records across all of the Cancer Charity Centres across the Country.

## **New website**

We finalised the design and development of a new website with Graphedia, which was launched in early 2020. The website provides valuable information about our services, organisation, staffing, volunteering, governance, policies, funding and finances. It has the functionality to accept online donations, charity shop sales and fundraising event enquiries. It also incorporates our new Hope logo which symbolises that our services are available to all people across County Wexford. Why not have a look at the website at [www.hopesupportcentre.ie](http://www.hopesupportcentre.ie)

## **New Premises**

In 2020 the opportunity arose to purchase the building next door to the Centre. The Board took the decision to attempt to purchase the building and were successful in achieving that goal. This was vital for the future of the Centre as it now allows the Board to manage the future development of the charity. The current premises on its own does not allow for the expansion of services or indeed the upgrading of current services due to pressure of space already in the building.



## **Charity Regulator:**

The purpose of the charity regulator is *"to regulate the charity sector in the public interest so as to ensure compliance with the law and support best practice in the governance, management and administration of charities"*.

Without doubt the most important work undertaken in 2020 was the completion of all the substantial work required to be done in order for the Hope Cancer Support Centre CLG to be in line with the regulations set out by the Charity Regulator. This required us ensuring that all of our policies, procedures and processes are in place to ensure that we are compliant with all of the statutory requirements to operate as a charity.

## Service Activity Report

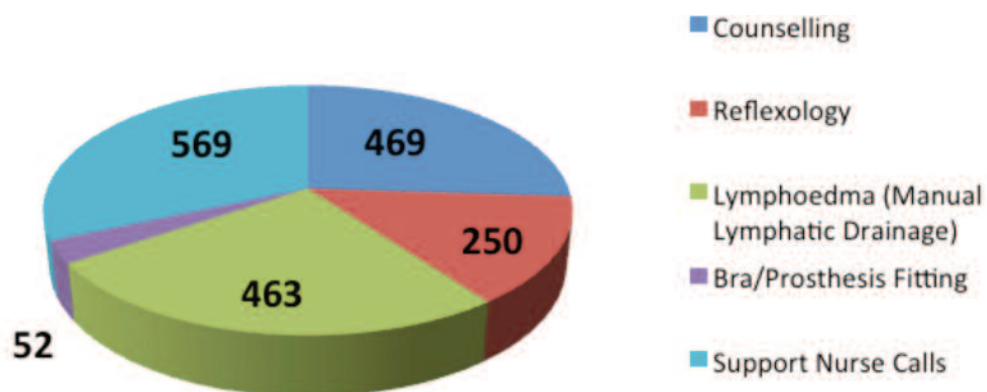
The year 2020 was a difficult year for all of the community as the people of Wexford made a huge effort to cope with Covid 19 and to reduce it's impact on our community. It provided us with a challenge as to how we provided services to our clients. We had to innovate and adapt, to find ways of delivering services in ways we would never have envisaged prior to the pandemic. It included increasing outreach services such as remote counselling by zoom and by phone, increasing support calls to clients who may previously have attended groups or just called in for support. We also provided services remotely such as Manual Lymphatic Drainage (MLD) and reflexology. During the year we were unable to facilitate group support sessions, but again some of our clients continued supporting one another through group support using social media platforms one such group is our Multiple Myeloma Support Group.

A brief overview of service delivery is provided below. In 2020 we provided a total of 1,803 appointment hours to clients. Of this figure 87% of appointments were new clients to the service and the remainder were returning clients. The vast majority of our clients 73% were female and 27% male. It is one of our objectives moving forward that we increase the numbers of Men that are getting support and services through the Centre in the years to come. An analysis of our activity will show that in 2020 service provision was broken down as follows

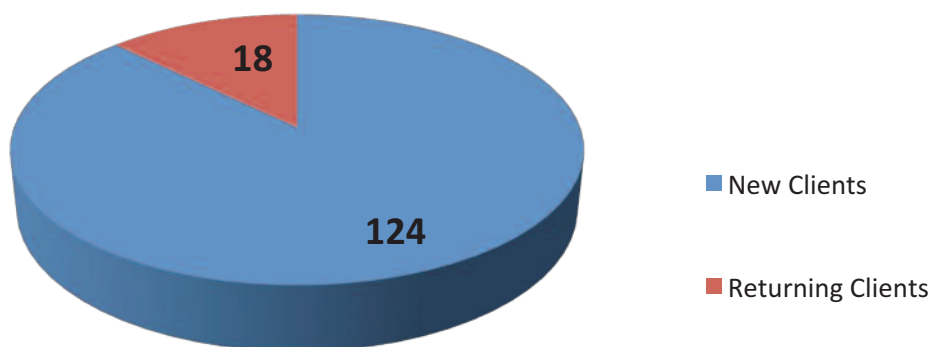
Service	Percentage
Support Nurse Calls	31.6%
Counselling	26%
Manual Lymphatic Drainage (MLD)	25.7%
Reflexology	13.9%
Bra/Prostesis fitting	2.8%

The level of support nurse calls made during the year was significantly higher than in previous years. The service was very highly regarded by clients who really appreciated the outreach nature of the calls. This is something we will be enhancing and developing in the future and it is a recommendation of the National Cancer Control Programme (NCCP) as a core service to be provided by local Cancer Support Services.

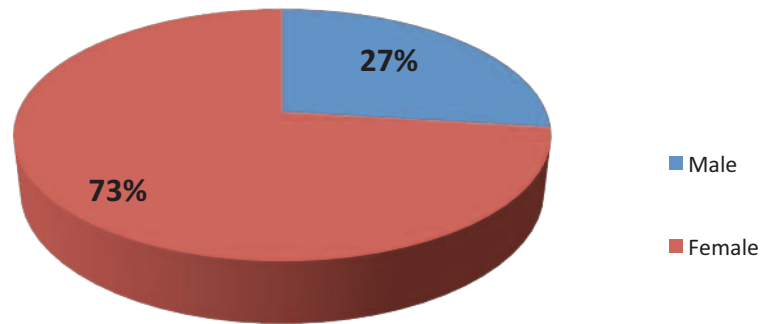
### Service Activity: Number of Sessions 2020



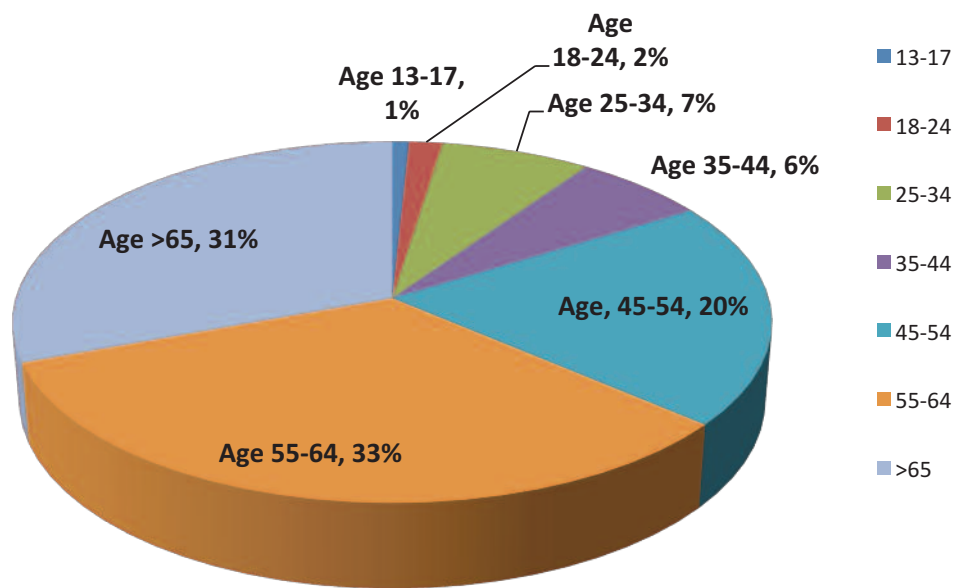
### Numbers of New Clients in 2020



### Client Gender Analysis 2020



### Age Analysis of New Clients in 2020



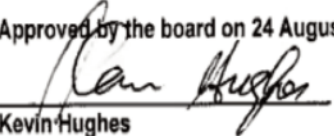


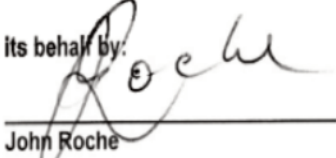
# Income and Expenditure Report

## Hope Cancer Support Centre CLG INCOME AND EXPENDITURE ACCOUNT for the financial year ended 31 December 2020

	Notes	2020 €	2019 €
Income	6	515,068	455,521
Expenditure		(317,323)	(434,896)
Surplus before interest		197,745	20,625
Interest receivable and similar income		1	590
Surplus for the financial year		197,746	21,215
Retained surplus brought forward		767,713	746,498
Retained surplus carried forward		965,459	767,713

Approved by the board on 24 August 2021 and signed on its behalf by:

  
Kevin Hughes  
Director

  
John Roche  
Director



## Hope Cancer Support Centre CLG

### SUPPLEMENTARY INFORMATION RELATING TO THE FINANCIAL STATEMENTS

#### DETAILED INCOME AND EXPENDITURE ACCOUNT

for the financial year ended 31 December 2020

	2020 €	2019 €
<b>Income</b>		
Church gate collection	-	5,949
Fundraising events	154,847	187,123
Christmas card sales	655	1,125
Donations received	54,192	39,689
Member subscriptions	270	255
Marathon	360	368
Mite boxes	6,602	11,662
Grant income	94,768	79,098
Candle sales	144	2,693
Shop takings	58,842	127,559
Government grants received	144,388	-
	<u>515,068</u>	<u>455,521</u>
<b>Expenditure</b>		
Wages and salaries	142,956	159,717
Social welfare costs	11,019	16,870
Staff training	2,050	1,005
Therapy and counselling	54,838	96,318
Classes and courses	3,245	14,731
Room rental	1,248	1,675
Insurance	4,188	3,334
Computer bureau costs	7,198	1,822
Light and heat	5,249	9,914
Cleaning	264	-
Repairs and maintenance	11,557	8,558
Stationery and advertising	5,857	11,741
Candle purchases	3,750	3,750
Telephone	7,024	7,034
Motor expenses	1,245	4,934
Legal and professional	1,633	1,400
Consultancy fees	-	22,554
Audit	4,920	3,500
Bank charges	960	1,028
Canteen	6,199	5,290
General expenses	5,890	2,504
Fundraising expenses paid in advance	(11,900)	-
Shop rent	17,501	30,002
Shop water charges	(4,447)	197
Shop repairs and renewals	1,280	972
Shop light & heat	3,908	3,742
Waste management and refuse	3,026	3,687
Depreciation	26,665	18,617
	<u>317,323</u>	<u>434,896</u>
<b>Miscellaneous income</b>		
Bank interest	1	590
<b>Net surplus</b>	<u>197,746</u>	<u>21,215</u>

# Balance Sheet

## Hope Cancer Support Centre CLG

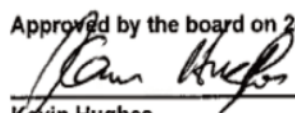
### BALANCE SHEET

as at 31 December 2020

	Notes	2020 €	2019 €
<b>Fixed Assets</b>			
Tangible assets	9	542,210	361,755
<b>Current Assets</b>			
Debtors	10	139,248	9,682
Cash and cash equivalents		370,460	410,339
		509,708	420,021
<b>Creditors: Amounts falling due within one year</b>	11	(86,459)	(14,063)
<b>Net Current Assets</b>		423,249	405,958
<b>Total Assets less Current Liabilities</b>		965,459	767,713
<b>Reserves</b>			
Income and expenditure account		965,459	767,713
<b>Members' Funds</b>		965,459	767,713

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

Approved by the board on 24 August 2021 and signed on its behalf by:

  
Kevin Hughes  
Director

  
John Roche  
Director

Please note a full set of the Financial Accounts are available on our website: [www.hopesupportcentre.ie](http://www.hopesupportcentre.ie)

## Conclusion

The year 2020 has been a very challenging year for all in the Hope Cancer Support Centre, none more so than that of our clients who avail of the services that are on offer in the centre. We strived to provide as much as we could during the year subject to the restrictions that were placed on us by regulations.

Although the year was a difficult one it did allow us to pause and reflect on the services we deliver, on how we can improve all that we do and look at alternative methodologies for delivering these to our clients.

One thing however that does not change is the wonderful generosity of the people of Wexford. Your on-going commitment and generosity to the centre, year on year is a motivating factor for us all, our volunteers, staff, contracted service providers and the Board of Directors. Without it we could not do what we try to provide for the community. So once again a big Thank You to you all.



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Hope Cancer Support Centre CLG is a Company Limited by Guarantee.

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