



## HOPE CANCER SUPPORT CENTRE CLG

# ANNUAL REPORT 2022

CHY No. 15556 RCN No: 20054007

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### Introduction

Established in 1999, the Hope Cancer Support Centre is a community based cancer support service based in Enniscorthy, Co. Wexford. The Centre is a hub for cancer support in the region, delivering services to the local community as part of the National Cancer Control Programme (NCCP). The Centre provides support to people affected by cancer, their loved ones and carers, from the time of diagnosis, throughout their treatment and afterwards.

Our Centre engages the services of a team of dedicated and highly skilled Support Workers, Therapists, Counsellors and Facilitators supported by administration staff. Staff at the Hope Centre ensure a caring, professional and confidential service in a peaceful, calm, nonclinical and non-judgmental environment. Together they provide the following services: Intake Assessments and Support, Counselling, Massage, Reflexology, Meditation, Art, Exercise and Movement Programmes, Bra and Prosthesis Fitting, Lymphoedema/Manual Lymphatic Drainage Treatments and Support Groups.

Our services are made possible by the generous support of the local community and our grant providers who aid us with valuable funding. 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 support.



### **Chairperson's Statement**

2022 was an extremely busy year as most services and activities resumed in the Centre after the lifting of the Covid 19 restrictions.



We could not have provided this level of service to clients without the help and support from all our invaluable volunteers in the Centre and Shop and from our fundraisers and donors who raised/donated invaluable funds. May I sincerely thank each and every one of you. 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 2022.

I would also like to express huge thanks to the dedicated staff and management in both in the Centre and in Shop who continue to ensure a caring, professional and confidential service is delivered to all our clients.

Finally may I thank my fellow Board Directors for their commitment in 2022 to overseeing the growing needs of the Centre and ensuring its continued longevity.

John Roche Chairperson of the Board of Directors

### **Charity Structure**



#### Details

Legal Entity	Company Limited by Guarantee (CLG)
Principal Activities	Provision of Cancer Support Services
Established	1999
<b>Company Registration Number</b>	379457
CHY Number	15556
RCN Number	20054007
Registered Business Address	22 Weafer Street, Enniscorthy, Co. Wexford
Operating Name	Hope Cancer Support Centre
Directors	John Roche, Margo Kehoe, Michael Jordan,
	Kevin Hughes, Mairead Fanning,
	Norman Buttle, Una Doherty
Business Website	www.hopesupportcentre.ie

#### Advisors/Agents

Solicitors	Ensor O'Connor & Co; 4 Court Street,	
	Enniscorthy, Co. Wexford	
Accountants	Sheil Kinnear Ltd; Sinnottstown Business Park,	
	Drinagh, Wexford Y35 AKX5	
Bankers	Bank of Ireland, Abbey Square,	
	Enniscorthy, Co. Wexford	
	Enniscorthy Credit Union, Abbey Square,	
	Enniscorthy, Co. Wexford	

### **Board of Directors 2022**

The Hope Centre operates under the guidance and direction of a voluntary Board of Directors comprising of seven people. It is fully compliant with all the requirements of the Charity Regulator. The Board of Directors do not receive any remuneration or benefits. During 2022 the Board of Directors met on 11 occasions. All Board meetings were minuted and adhered to recognised best practice.

#### The Board of Directors in 2022 were:

John Roche:	Chairperson	Re-elected at AGM September 2020 Re-appointed as Chairperson October 2022
Margo Kehoe:	Director	Re-elected at AGM October 2020
Michael Jordan:	Secretary	Re-elected at AGM September 2022 Re-appointed Secretary October 2022
Kevin Hughes:	Treasurer	Re-elected at AGM September 2022 Re-appointed Treasurer October 2022
Mairead Fanning:	Vice Chairperson	Re-elected at AGM September 2020 Re-appointed as Vice Chairperson October 2022
Norman Buttle:	Director	Re-elected at AGM September 2021
Una Doherty:	Director	Re-elected at AGM September 2021



### **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 in the region.

#### 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 Worker Intake Assessments and Support**

Everyone who attends the Centre is met by one of our experienced Support Workers who are available Monday to Friday, 9am - 4pm to support clients. Together with a Support Worker, a joint assessment of the client's needs is discussed. Following this assessment, the client is given a period of 7-10 days to reflect on the types of services they would like to access. The Support Worker makes contact after this period to discuss this with them.

#### Counselling

The Centre provides a professional counselling service to clients who are affected by cancer. Clients are initially offered up to eight sessions which are subject to review after the sixth session. The review is a process that informs the team as to the on-going needs of the client in order to put in place a plan based on the needs of the client and the ability of the Centre to provide for the client's needs.

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.

#### Massage

Our Massage Therapists use a combination of essential oils and gentle massage techniques, adapted to the individuals own needs, to create an environment of total relaxation and peace. Massage is the oldest form of physical medicine known to man and can be traced back to the early Chinese medical manuscripts around 400BC. It relaxes your body, improves circulation and helps loosen muscles where tension is held.

#### **Bra fitting clinic**

Our bra fitting clinic caters for women who have had a breast cancer diagnosis. The Centre provides an individual and private appointment for the fitting of post-surgery bras, prosthesis, and swimwear, to help restore confidence about body image. The Centre's professionally trained bra fitters understand the many stages that women go through during a breast cancer journey and provide support and advice during appointments.

#### Lymphoedema/MLD Treatment

Our professionally qualified Therapists provide lymphoedema management, treatment and care. MLD is a gentle form of specialised massage used to relieve painful swelling in arms and legs caused by lymphoedema.

#### **Other Services**

We provide other services including support groups, meditation, art and exercise and movement programmes.

Support groups give clients the opportunity to share their experience and be listened to. Support groups are professionally led by a qualified Support Worker/Facilitator, who has been carefully selected and trained to give support, practical information, and reassurance. Peer Support Groups allow those with cancer to both give and receive support from others with a cancer diagnosis through discussing their shared experiences. Peer to peer groups mean that clients can speak to someone who really understands what they are going through. Support Groups are formed when there is a sufficient number of clients to sustain a group.

Complementary therapies can help cancer patients to feel more relaxed and better able to cope with their cancer and the side-effects of treatment. For example, modalities such as reflexology, exercise and movement, massage and meditation can help patients to better cope with anxiety, fatigue, pain, nausea and vomiting, sleep problems and stress.

All our services are free of charge.

### Management Team Report

The lifting of Covid 19 restrictions in 2022 saw the re-commencement of our face to face individual and group supports. In total the Centre delivered 3,327 sessions to 478 clients during 2022 across one to one services.

#### Centre

It is a vision of the Hope Centre to plan and upgrade the Centre in order to meet the demand for existing and new services. In line with this vision, renovation work was completed on the library which was converted into a much needed Child and Adolescent room. This room can now to be used as a dedicated space for children who attend the CLIMB programme. This is a programme for children aged 5 to 12 who are experiencing the impact of a parent's, other significant adult's or a brother or sister's cancer diagnosis. The programme is run over 6 weeks and aims to build upon the child's strengths and increase their ability to cope with stress associated with their loved one's illness. Through group activities, small groups of children engage in art therapy and play therapy as tools to enable them to express their feelings. The CLIMB programme was planned to be delivered in 2023.

#### Shop

After 2 years of reduced trading activities due to the Covid 19 pandemic, we were delighted to be able to restore our trading hours in 2022 with the re-introduction of Saturday opening hours from mid October. Two part-time Shop Assistants were recruited in September 2022 and therefore our staff team and volunteers worked very hard to restore our annual sales revenue to pre-pandemic levels. Our donors continued to be very generous with their stock donations and we are extremely grateful for their support and the support of our wonderful volunteers. Thanks to the Streetscape Enhancement Grant awarded by Wexford County Council our Shop front received a face lift with new window lightning and mannequins.

#### **Third Party Fundraising and Donations**

30% of our total income in 2022 came from our very generous donors and third party fundraisers. We thank every person who made a donation and organised/volunteered at all of these various fundraising events.



#### Hope and Dream 10

After holding virtual events in 2020 and 2021, it was fantastic to hold our 2022 event back on the Prom in Enniscorthy. We were delighted to have also offered a virtual event which made the event more inclusive to all ages and abilities. 1,311 people registered for the event and it raised a massive €100,006 for the Hope Centre, bringing the 11 year total to a staggering €1,571,574!! We owe a huge gratitude all to all the volunteers, participants, donors, sponsors and media partners who supported this wonderful event.



Hope and Dream 10 were thrilled and very honoured to have been awarded a Civic Reception by Enniscorthy's Municipal District Council in the Riverside Hotel, Enniscorthy in April 2022. This was a great tribute to all the volunteers, participants, donors and sponsors who continue to support Hope and Dream 10 and make it a very special community event.



#### Grants

We were successful in securing grant aid from the following funders in 2022:

- HSE Section 39 grant
- Irish Cancer Society
- National Cancer Control Programme
- Bank of Ireland Community Foundation of Ireland
- Wexford County Council Streetscape Enhancement
- The Hospital Saturday Fund



#### Staffing

**Shop:** In 2022, the Hope Shop had 3 paid employees and 3 employees on TÚS and CE supported employment schemes, and was further supported by up to 30 volunteers.

**Centre:** In 2022, the Centre was staffed by 1 full time and 5 part time staff plus 1 employee on a CE supported employment scheme. The Hope Centre was supported by a team of dedicated Volunteers who helped with mite box collections, administration and maintaining our beautiful garden. Clients at the Centre were supported by a team of highly qualified Support Workers and Contracted Counsellors, Therapists and Facilitators and Administration Staff.

**Fundraising Volunteers:** In 2022, in addition to our very dedicated Events Support Committee who helped at various third party fundraising events, nearly 200 volunteers helped with fundraising activities, mainly at the annual Hope and Dream 10.

The Hope Cancer Support Centre CLG is committed to providing a professional and efficient service and supporting the volunteer ethos in our Centre, Shop and in 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 hard work and commitment.



#### Key Accomplishments in 2022

#### 1. Membership of the National Cancer Control Programme Alliance

The Hope Cancer Support Centre operates under the oversight of the National Cancer Control Programme (NCCP), an arm of the Irish Health Service Executive (HSE). The NCCP's aim is to reorganise cancer services to achieve better outcomes for patients. This includes oversight of all local cancer support services.

In March 2022 the NCCP issued revised Best Practice Guidance for Community Cancer Support Centres. The Best Practice Guidance is voluntary but applicable to all Community Cancer Support Centres countrywide. The guidance is another pillar in the goal of an integrated patient pathway, as highlighted in the National Cancer Strategy.

The National Cancer Strategy 2017–2026 identifies community cancer support as one of the key services for cancer patients and their families in terms of psychological, emotional, and practical support. In tandem with the strategy, the publication of the National Cancer Survivorship Needs Assessment, in 2019, found that quality cancer survivorship care and psychological support and services in the community are a priority for both patients and healthcare professionals.

At the end of 2022, The Hope Cancer Support Centre received confirmation of successful achievement of compliance with the Best Practice Guidance through selfassessment and peer review process and were officially conferred membership to the Alliance of Community Cancer Support Centres and Services for the period 2022-2025.



#### 2. Development Project

The demand for services at the Hope Centre has grown significantly over the years, placing strain on, and highlighting the limitations of, the current property at 22 Weafer Street, Enniscorthy. The need to expand and modernise the building to provide a best in class facility has been recognised by the Board of the Hope Centre. Its vision is to deliver the best possible service, in an optimal environment, for both clients and staff, which adheres to the delivery of services guidelines by Community Cancer Support Centres as set out by the NCCP.

To support this vison, the adjoining building at 21 Weafer Street, Enniscorthy was purchased in 2020 to allow for the development of a larger, more modern centre. This has provided a welcome opportunity to secure and improve the service into the future. Both buildings require significant upgrading and expansion as part of this plan. Works will include:

- substantial upgrades to the heating and water systems in the existing building
- a complete renovation and amalgamation of the new building
- improved insulation throughout
- new higher specification windows and doors throughout
- the addition of a new extension to the building

The investment will immediately improve the service delivery environment and increase capacity, while also paving the way for future expansion of the service.

2022 saw a Design Team being appointed by the Board of Directors to prepare preliminary building designs. These designs were submitted to Wexford County Council at the end of 2022 to seek planning permission. A Business Plan was prepared in order to help secure funding for this project. The decision to develop the Centre is majorly dependent on the level of fundraising initiatives, accessing relevant capital grant aid and borrowings, no such decision to develop can be committed to until funding is secured. Notwithstanding this, the Directors are of the view that the current cash surplus funds held by the Centre are committed to assist in the future development of the centre infrastructure.

The National Cancer Strategy 2017–2026 identifies community cancer support as one of the key services for cancer patients and their families in terms of psychological, emotional and practical support. Community Cancer Support Centres are a key element of the National Cancer Strategy. With cancer cases set to increase in coming years, the services provided by the Hope Centre in Wexford will be fundamental to the delivery of cancer support services in the South East of Ireland. The development of the Centre, an the upgrading and expansion of its facilities, will be in line with national standards of care as set out by the National Cancer Strategy.



#### 3. Strategy Development

A comprehensive consultation process was undertaken by the Board of Directors to provide information in relation to strategy development from 2022 to 2027.

A range of methodologies was used including focus groups with Staff, Counsellors, Therapists, and Volunteers; written consultations with all GPs in County Wexford and Oncology Consultants in Wexford General Hospital, University Hospital Waterford and the Whitfield Hospital in Waterford; engagement with the National Cancer Support Programme; together with an extensive survey of 150 current clients of the service.

The client survey provided important information regarding the level of satisfaction with the services clients are receiving currently and suggestions of what supports and services they would like to be provided.

- 95% of respondents selected the top rating for the question "How would you rate the service you received in the Hope Cancer Support Centre?"
- 99% said that they definitely would recommend the Hope Cancer Support Centre to another person.
- Over 50% of respondents favoured extending the opening times of the Centre, with 80% wanting services to be available on Saturday mornings.
- Over 95% of respondents would like outreach services to be provided in other towns and villages in County Wexford.
- Among the additional services that clients would like to see the Centre providing were aftercare support groups, mental health, financial and educational support and enhanced children, young adult and family support services.

This consultation process has shaped the future development of the service and the primary future goals are as follows:

- Increasing the number of men receiving support and services through the Centre.
- Further developing the level of Support Worker calls made. This service is very highly regarded by clients who really appreciate the outreach nature of it.
- Expanding opening times to Monday-Friday, 8am-8pm and possibly Saturday mornings as well. Currently opening times are Monday to Friday, 8.30am to 5pm.
- Providing outreach services to other towns and villages in Co. Wexford.
- Increasing number and variety of support groups.

### **Service Activity Report**

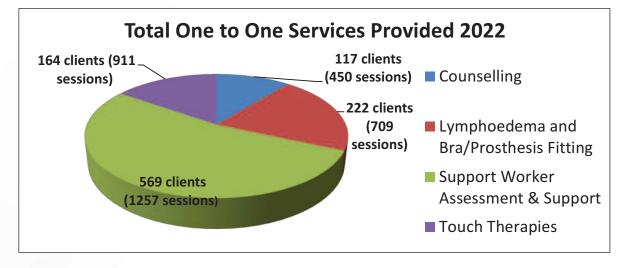
#### One to One Services

In total the Centre delivered 3,327 one to one sessions to clients during 2022. This represented a 55% increase in service delivery since 2021. A total of 478 clients were supported.

The table below shows the level of increase in service activity with significant increases in three out of four services compared to 2021:

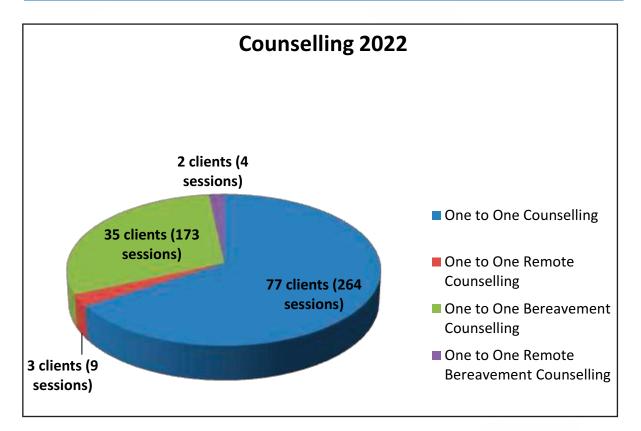
- There was a 6% decrease in the level of counselling sessions delivered which can be attributed to the increase in the level of support work being delivered by the Support Workers.
- With regards to the level of activity within the Lymphoedema service this is reflective of the level of activity generated by the development of a dedicated Bra/Prosthesis Fitting service in 2022.
- Likewise, with Touch Therapies where there was an increase in activity of 172% this is reflective of the demand for the service and the fact that the Centre doubled its therapists from one to two in 2022.

			Change on
Total one to one services provided 2022	No. of Clients	No. of Sessions	2021
Counselling	117	450	-6%
Lymphoedema and Bra/Prosthesis Fitting	222	709	30%
Support Worker Assessment & Support	569	1257	60%
Touch Therapies	164	911	172%
Totals		3327	



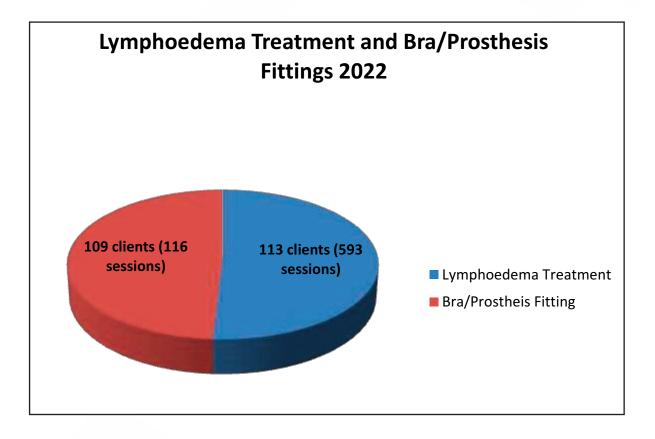


Counselling 2022	No. of Clients	No. of Sessions
One to One Counselling	77	264
One to One Remote Counselling	3	9
One to One Bereavement Counselling	35	173
One to One Remote Bereavement Counselling	2	4
Totals	117	450





Lymphodema Treatment and Bra/Prosthesis			
Fitting 2022	No. of Clients	No. of Sessions	
Lymphoedema Treatment	113		593
Bra/Prostheis Fitting	109		116
Totals	222		709

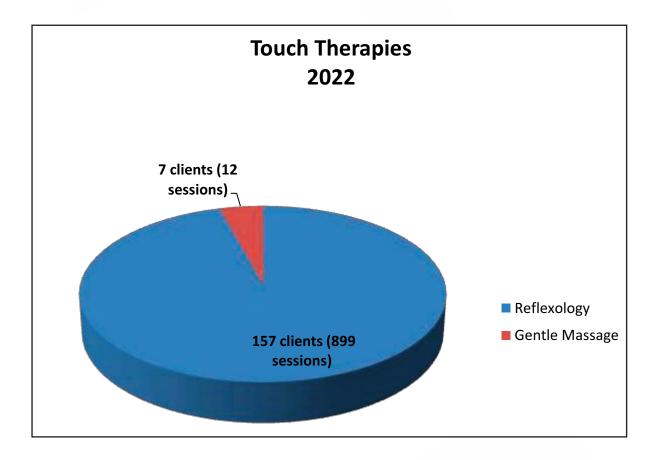


In 2022, the Lymphoedema service in the Centre commenced participation in a study titled "A mixed-methods evaluation of community-based lymphoedema services for individuals at risk of, or living with, oncology-related lymphoedema". It is being conducted by the NCCP.

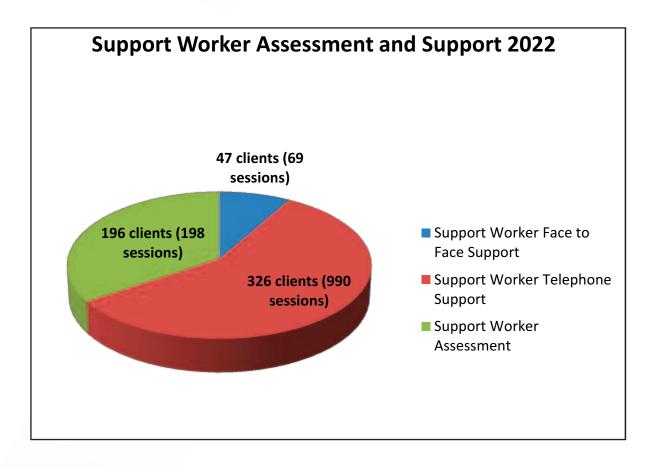
The study is open to new clients with at risk of either arm or leg lymphoedema. It involves an initial assessment, followed by a four week and six month review. The clients treatment programme is unaffected by participation in the study. Recruitment is ongoing, therefore complete results are not yet available, however from the data collected to date, according to the NCCP, there is significant improvement in quality of life at the six month review.



Touch Therapies 2022	No. of Clients No. of Ses	sions
Reflexology	157	899
Gentle Massage	7	12
Totals	164	911



Support Worker Assessment & Support 2022	No. of Clients No. of s	essions
Support Worker Face to Face Support	47	69
Support Worker Telephone Support	326	990
Support Worker Assessment	196	198
Totals	569	1257





### **Groups and Workshops**

With the lifting of Covid 19 restrictions during 2022, we were delighted to able to welcome back our clients to participate in face to face group sessions.

A number of groups and workshops were delivered in 2022 with participation from many clients:

- Men's Support Group
- Multiple Myeloma Support Group
- Prostate Cancer Psycho Social Education Programme
- Meditation and Qigong Programme
- Exercise and Movement Programme
- Art and Drawing Classes
- Look Good Feel Better Workshop
- Nutritionist: Healthy Habits Webinar
- Enniscorthy Community Allotment Project Group



### **Financial Overview**

As a recipient of public monies, the Centre has in place a stringent control and monitoring mechanism around its financial function. The organisation is accountable, professional, and transparent in all in financial functions. The Board of Directors is presented with a financial overview on a monthly basis. The organisation's accounts are audited on an annual basis.

Historical income is outlined in the table below. Income growth from 2019 to 2020 was 13% however this included Covid related grants. Income growth from 2020 to 2021 was 3% and from 2021 to 2022 it was 9%.

Year	2019	2020	2021	2022
Income	€456,111	€515,069	€533,223	€582,448
%				
Growth	-	13%	3%	9%

Historical expenditure is outlined in the table below.

Year	2019	2020	2021	2022
Expenditure	€434,896	€317,323	€398,688	€545,554
% Growth	-	27%	26%	37%

Income and expenditure for 2022 is detailed in the following Income and Expenditure Account and Balance Sheet.



### **Income and Expenditure Report**

#### Hope Cancer Support Centre CLG INCOME AND EXPENDITURE ACCOUNT

for the financial year ended 31 December 2022

		2022	2021
	Notes	€	€
Income		579,568	533,223
Expenditure		(492,521)	(398,687)
Surplus for the financial year		87,047	134,536
Total comprehensive income		87,047	134,536



#### Hope Cancer Support Centre CLG SUPPLEMENTARY INFORMATION RELATING TO THE FINANCIAL STATEMENTS DETAILED INCOME AND EXPENDITURE ACCOUNT

for the financial year ended 31 December 2022

	2022	2021
	€	€
Income		
Fundraising events	247,927	199,272
Christmas card sales	1,214	839
Donations received	53,198	52,300
Member subscriptions	250	255
Mite boxes	8,795	12.040
Grant income	137,265	102,118
Candle sales	1,265	192
Shop takings	129,654	75,094
Government grants received	· -	91,113
-		
	579,568	533,223
Expenditure		
Wages and salaries	197,753	174,103
Social welfare costs	20,107	18.618
Staff training	2,315	4,300
Therapy and counselling	90,165	60.302
Classes and courses	28,610	25,016
Insurance	4,621	4.825
Computer bureau costs	6,701	5,659
Light and heat	10.642	7,274
Cleaning	790	298
Repairs and maintenance	17,280	12.828
Printing, postage and stationery	7,892	8,929
Advertising	1,758	
Telephone	8,772	8,201
Motor expenses	356	124
Legal and professional	581	933
Bank charges	1.774	1,268
Canteen	3,399	4,397
General expenses	2,238	6.804
Shop rent	30,000	17,832
Shop water charges	814	378
Shop repairs and renewals	7,817	148
Shop light and heat	6.247	3,288
Waste management and refuse	5,103	3,446
Subscriptions	866	-
Profits/losses on disposal of tangibles	-	(4,904)
Auditor's remuneration	6,586	5,166
Depreciation	29,334	29,454
	492,521	398,687
Net surplus	87,047	134,536
-		



### **Balance Sheet**

#### Hope Cancer Support Centre CLG BALANCE SHEET

as at 31 December 2022

and a second		2021
Notes	¢	€
8	523,436	537,081
9	78.308	110,433
	606,720	510,151
	685,028	620,584
10	(21,423)	(57,671)
	663,605	562,913
	1,187,041	1,099,994
	1,187,041	1,099,994
	1,187,041	1,099,994
	9	9 78,308 606,720 685,028 10 (21,423) 663,605 1,187,041 1,187,041

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

### Conclusion

Overall 2022 was a very busy year for the Hope Centre. In total the Centre delivered 3,327 one to one sessions to clients. This represented a 55% increase in service delivery since 2021. A total of 478 clients were supported 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.

With cancer cases set to increase in coming years, the services provided by the Hope Centre will be fundamental to the delivery of cancer support services in the South East of Ireland. The development of the Centre, and the upgrading and expansion of its facilities, will be in line with national standards of care as set out by the National Cancer Strategy.

We thank all our supporters and look forward to expanding and enhancing all the services the Centre provides in 2023, and reaching out and helping as many people as possible in County Wexford and beyond.



Hope Cancer Support Centre CLG, 22 Weafer Street, Enniscorthy, Co. Wexford Tel: 053 9238555 Email: info@hopesupportcentre.ie Web: www.hopecancersupportcentre.ie

Hope Cancer Support Centre CLG is a Company Limited by Guarantee. Registered in Dublin, Ireland. Registered Number 379457. Registered Office: 22 Weafer Street, Enniscorthy, Co. Wexford. RCN: No 20054007 CHY No: 15556