

# Chairman and chief executive's introduction

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

**Our ambition is to reach and improve the lives of the two million people living with cancer in the UK today. We want to be there for everyone with cancer, through all stages of their cancer journey, regardless of their age, gender, ethnicity, cancer type or where they live. We are also working tirelessly to be there for their carers, families and friends**

In 2008, we estimate that we directly helped around one million people living with cancer. We did this in part by increasing our total number of Macmillan positions to 4,733. Our 3,200 Macmillan nurses and other healthcare professionals provided face-to-face support to over 430,000 people.

Thanks to our successful merger with Cancerbackup, we increased the number of people we supported through our helplines and information centres to well over 250,000. We also made all former Cancerbackup information resources free to healthcare professionals for the first time.

Last year also saw the expansion of our practical, emotional and financial support services. This helped us provide a record £9.6 million in Macmillan Grants and secure at least £65 million in benefits for people affected by cancer.

Importantly, we continued to strengthen our influence on policy makers across the UK. For example, we launched the National Cancer Survivorship Initiative with the Department of Health in England. We worked with governments in Scotland, Wales and Northern Ireland to improve support for people living with and beyond cancer. And we succeeded in getting prescription charges scrapped or phased out in England, Northern Ireland and Scotland and free hospital parking for people with cancer throughout Wales, Northern Ireland and Scotland.

Of course, we couldn't have done all of this without a strong income position. Despite early signs of the recession, we increased our fundraised income to a record £119 million, £11 million up on 2007. To make sure this money worked as hard as possible, we took steps to control costs and improve ways of working.

Overall, this means that we are in good organisational and financial shape. None of this would be possible without the passion, commitment and energy of all our supporters, volunteers, staff and professionals. Thank you all for your support and loyalty. In difficult economic times, people affected by cancer will need our support more than ever before. By working together, we can be there for them and make a big difference to their lives.

**For more information about our 2008 achievements, please go to the About us section of our website [macmillan.org.uk](http://macmillan.org.uk).**



**Jamie Dundas**  
Chairman



**Ciarán Devane**  
Chief Executive

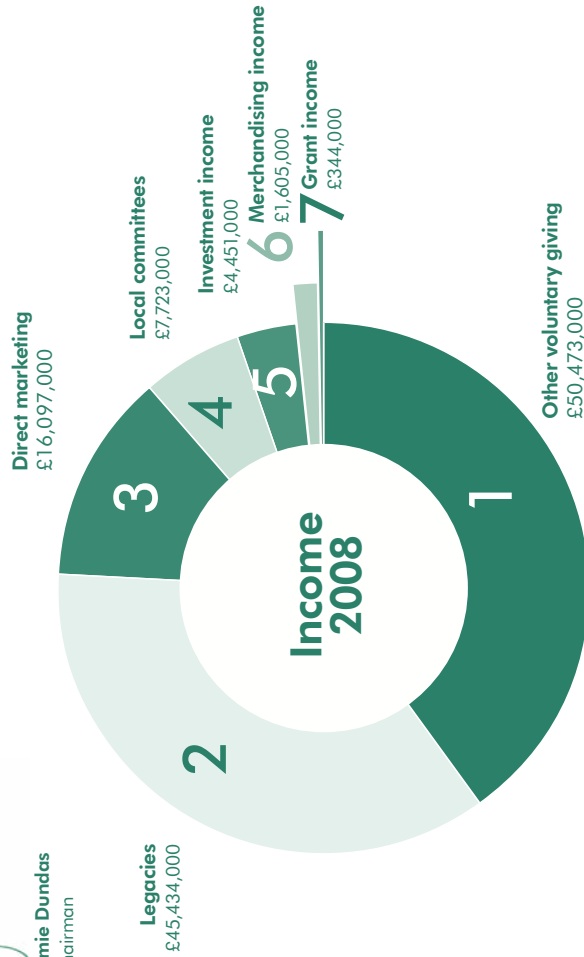
# How we raised and spent our money

This is a top line summary of Macmillan Cancer Support's income and expenditure in 2008, taken from our audited accounts. These are available as part of our 2008 Trustees' report and accounts, which you can download from [macmillan.org.uk](http://macmillan.org.uk)

On behalf of the board of Trustees

*Jamie Dundas*  
Chairman

Jamie Dundas  
Chairman



## Total income 2008 £126,127,000

**1 Other voluntary giving**  
£50,473,000  
This includes donations from the public and income raised by fundraising events such as World's Biggest Coffee Morning. It also includes the support we receive from our many national and regional corporate partners.

**2 Legacies**  
£45,434,000  
The money people leave us in their wills is the biggest single source of income we have – it makes a huge difference.

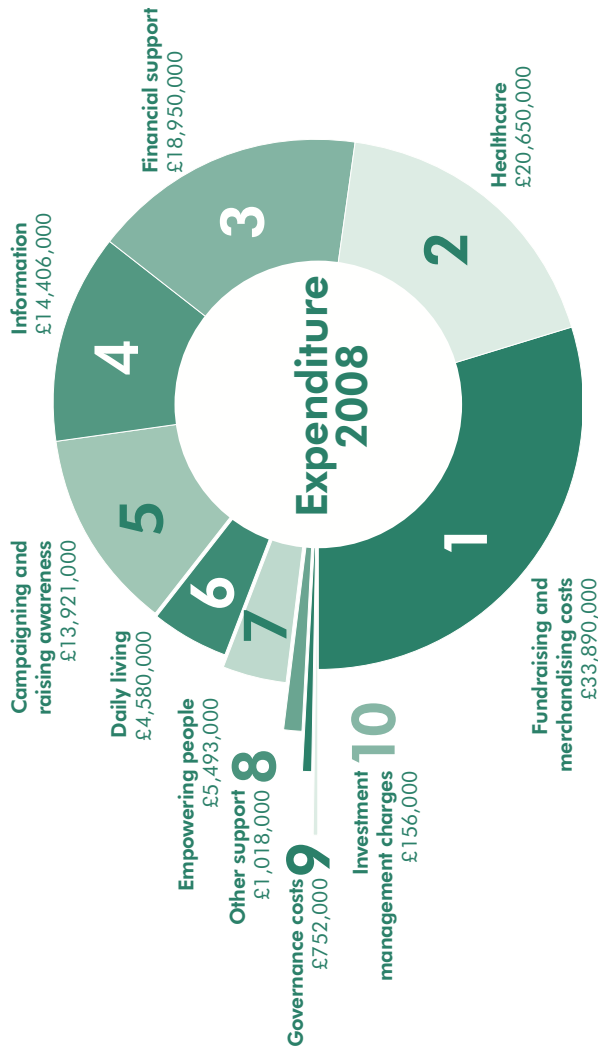
**3 Direct marketing**  
£16,097,000  
This includes funds raised from letters and newspaper and TV adverts that ask people for donations to support our vital work.

**4 Local committees**  
£7,723,000  
Funds raised by volunteers who run events and appeals for us in their local community.

**5 Investment income**  
£4,451,000  
We carefully invest our reserves and funds we've committed to pay out but haven't yet. This helps to produce valuable income.

**6 Merchandising income**  
£1,605,000  
Simple things like our Christmas cards, mugs, toys and badges add up to important income.

**7 Grant income**  
£344,000  
In 2008, less than 1% of our money came from grants from such organisations as the Big Lottery Fund and Department of Health.



## Total expenditure 2008 £113,816,000

**1 Fundraising and merchandising costs**  
£33,890,000  
People can't help us unless we ask them to and we support their efforts. This covers the costs of all our fundraising, including events and appeals, as well as the cost of promotional materials.

**2 Healthcare**  
£20,650,000  
Funding for our Macmillan nurses, doctors, and other health and social care professionals.

**3 Financial support**  
£18,950,000  
Our practical, everyday support includes financial advice through the Macmillan Benefits Helpline and Macmillan Grants. These help with the additional expense of living with cancer.

**4 Information**  
£14,406,000  
We give people reliable information and emotional support through a wide range of materials so they can make important decisions about their cancer care.

**5 Campaigning and raising awareness**  
£13,921,000  
We campaign for policy and system change to improve the quality of life of people affected by cancer. We want cancer care to be high in the minds of the UK's governments, the Department of Health and every other organisation that can influence change.

**6 Daily living**  
£4,580,000  
We fund a range of services that provide emotional and practical support to help people affected by cancer lead full and active lives. These include befriending schemes provided by volunteers.

**7 Empowering people**  
£5,493,000  
We support Macmillan professionals, Cancer Voices, volunteers and self-help and support groups so they can fight for and secure better services for people affected by cancer.

**8 Other support work**  
£1,018,000  
We provide training for people affected by cancer that includes courses on self-management, living with cancer and core skills for self help and support groups.

**9 Governance costs**  
£752,000  
Because we are running a large organisation, we have to pay for audits, legal advice and other business costs.

**10 Investment management charges**  
£156,000  
To maximise the income we can make from our investments, we use investment professionals to manage our portfolio.

# We improve lives in many different ways

## Healthcare

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### Macmillan nurses

Help with symptom and pain control, give advice and information on treatments and provide emotional support.

**352,000**  
people helped

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### Macmillan doctors

Diagnose and treat cancer and help to raise standards of cancer care through networking, influencing, teaching and research.

**11,000**  
people helped

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### Other Macmillan healthcare professionals

These include radiographers, physiotherapists, speech and language therapists, dietitians and psychologists.

**69,000**  
people helped

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### Cancer treatment and care buildings

Macmillan plans and builds specialist cancer care centres, including cancer treatment units and palliative care day units.

**64,000**  
people helped

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## Information

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### Macmillan information and support centres

Provide people with cancer the chance to ask questions and talk through their concerns with specialist staff and trained volunteers.

**164,000**  
people helped

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### Telephone helplines

Information nurse helpline

Macmillan CancerLine

Our telephone helplines provide vital information and support so people with cancer and their families can understand more about the disease and how to live with it.

**69,000**  
people helped

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### Mobile Macmillan Cancer Information Centres

Bring confidential information and support to people in communities who may have little knowledge about cancer or Macmillan.

**20,000**  
people helped

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### Macmillan websites

[www.macmillan.org.uk](http://www.macmillan.org.uk)

[www.cancerbackup.org.uk](http://www.cancerbackup.org.uk)

Offer a wealth of information about Macmillan and other cancer care services, as well as high-quality information on cancer types and treatments and the opportunity to share experiences.

**2.9 million**  
visits for information and support

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## Financial support

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### Macmillan Grants

Help ease the financial hardship cancer can bring by paying for extra cancer-related expenses, such as larger heating bills.

**27,000**  
people given grants totalling £9.6m

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### Macmillan Benefits Helpline

Gives advice to people affected by cancer on how they can claim benefits and other financial support they are entitled to.

**9,000**  
people helped  
**£15.4m**  
in extra benefits identified

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### Macmillan benefits advice services

Work in partnership with organisations like Citizens Advice and local authorities to offer face-to-face benefits advice to people affected by cancer.

**37,000**  
people helped  
**£50m**  
in extra benefits identified

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## Daily living

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### Macmillan emotional and practical support services

Help people to manage the social, practical and emotional problems cancer can create. These include social workers, family support workers and befriending schemes.

**17,000**  
people helped

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