

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

# OUR ACHIEVEMENTS IN A NUTSHELL



There's no doubt about it – our green army of volunteers helped make 2016 a huge success for Macmillan. Whether you're a fantastic fundraiser or a vital volunteer at one of our much-needed services, you really made your time matter last year – and you're continuing to do so in 2017.



# VOLUNTEERS ARE AT THE HEART OF MACMILLAN

People have described their experiences of volunteering for Macmillan in different ways, but 'rewarding', 'inspiring', 'invaluable' and 'awesome' are the words that come up regularly. Well, we think we could use exactly the same words to describe you, because you've made a real difference to people with cancer.

Macmillan volunteers help us to be there for people when they need it most. Read on to discover what we achieved together in 2016 and why your efforts remain crucial to improving the lives of people with cancer.

## Fundraising highlights



With your help we raised over **£240m**, making it a record fundraising year – and the third year in a row where we've raised more than £200m.



The World's Biggest Coffee Morning brought in a record **£29m** – and we bet most of us ate a record amount of cake!



Our volunteer groups and committees raised almost **£8m** – an outstanding achievement.



More volunteers than ever supported our corporate partners in our best year ever. Collections at M&S stores in September alone raised over **£230,000**.

## The reach of our services



Our highly-trained Macmillan Support Line staff and volunteers responded to almost **150,000 calls and web enquires** from people affected by cancer.



Over **34,700 people** received a Macmillan Grant. Our grants advocate volunteers accessed grants from partner organisations for 360 people, totalling over **£280,000**.



Cancer care professionals volunteering on our Online Community's 'Ask the Expert' section answered nearly **500 questions**, on topics from radiotherapy to diet.



# ROUNDING UP A REMARKABLE 2016



The Macmillan Horizon Centre in Sussex opened in November, offering a calm and friendly space for people affected by cancer. Over 100 volunteers give their time by running physical activity groups, providing complementary therapies, managing the café and more.



More than 2,000 volunteers from our corporate partners made their time matter with Macmillan in 2016. From organising fundraising collections to offering practical and emotional support to their colleagues, they all played a vital role in helping us support people affected by cancer.



Our Mobile Information and Support Service was supported by 483 volunteers, including more than 300 professional volunteers and clinical teams, who provide additional expertise and knowledge of local services. In 2016, volunteers gave more than 3,645 hours of their time to the service.

## Opportunities at your fingertips

With hundreds of volunteer opportunities listed at any one time, our new and improved Volunteering Village has made it even easier to search for the perfect role. In 2016, nearly 5,000 people applied for a role online – 23% more than the previous year. Why not check it out at [macmillan.org.uk/volunteer](http://macmillan.org.uk/volunteer) today?

While you're there you can sign up to receive *Volunteer News* by email and enjoy even more stories. Plus you can join the 5,000 people following us on social media.



[facebook.com/MacmillanVolunteering](https://www.facebook.com/MacmillanVolunteering)



[@MacmillanVol](https://twitter.com/MacmillanVol)



# LEADING BY EXAMPLE



Jackie, Macmillan Volunteer of the Year 2017

**After Jackie's family had their lives turned upside down by cancer, she was motivated to give her time to Macmillan as a lead volunteer. Three short years later and she's made an impact in almost every area of Macmillan's work – plus she's received the extraordinarily well-deserved Macmillan Volunteer of the Year Award 2017.**

Jackie helped establish Macmillan's Not Alone service in Durham which offers practical and emotional support to people with cancer who live alone. In her role as lead volunteer, she has helped treble the number of volunteers in the service, and successfully pushed for the project to operate at weekends to benefit more people.

She was a founding member of the UK Volunteer Forum and also chairs her regional forum, using this to consult with volunteers and ensure their views are fed into Macmillan policies nationally.

She's also an enthusiastic fundraiser, having recently zip-wired off the Tyne Bridge to raise over £3,700 – an amazing feat for someone who's scared of heights and bridges!

Jackie has inspired Macmillan's staff to work even harder, its volunteers to stay really motivated, and her community to give more. She's a shining example of what one person can achieve when they set their mind to it.

Don't forget that we're here for you too. For support and information, call us free on **0808 808 00 00** (Monday to Friday, 9am–8pm) or visit **macmillan.org.uk**



# MACMILLAN VOLUNTEERS MAKE THE WORLD OF DIFFERENCE

Never underestimate the enormous impact that volunteering for Macmillan can make.

Here are just a few examples that demonstrate how the time that people so kindly give matters.

## The impact on people affected by cancer



November 2016 saw the opening of The Cove Macmillan Support Centre in Cornwall. The incredible new facility is supported by many volunteers who help with everything from welcoming the public to continuing to raise vital funds.

Those who use the centre have told us that the volunteers at The Cove are transforming their lives. Anna, one service user, says, 'Because we're such a rural county, you need something right there to give you information as soon as you're diagnosed. We have a very large, elderly population who aren't computer-literate at all, so if they can go into a centre and sit with somebody who can get them access to the knowledge, that makes all the difference.'

## The impact on Macmillan



Have you heard about the volunteer Action Teams that we introduced in 2016? Every member is emailed regularly about ad-hoc volunteering opportunities in their area, and then they can choose to get involved with any that suit their skills or interests.

Action Teams have proved popular among our awesome volunteers, who love the flexibility on offer and enjoy feeling a part of the wider Macmillan team. For Macmillan, the impact of Action Teams has been enormous. They mean that we always have an enthusiastic team on hand for any new events from fundraising collections to marathons. They've also resulted in 160% more volunteers at cheer points – which has led to more event participants signing up for even more events. Talk about a win-win situation!

## The impact on volunteers themselves

Macmillan volunteers help to change a lot of lives – not least their own. When English Literature student Daisy-Ann volunteered as an intern with Macmillan's Corporate Partnerships team, she developed some key professional skills.

'I represented Macmillan at events and liaised with energy and finance companies,' she says. 'My commercial awareness improved and I became more confident in using different computer programs and composing emails to business partners. These skills will prove so useful in the future.'



Daisy-Ann describes the Macmillan team as one big family.

'It's a group of people who work closely together to reach a common goal – to help as many people as possible,' she says. 'Even though I was only there for three months, I felt valued and my opinion was respected just as much as the other members of the team. And, not only do you meet many people from different backgrounds, but you also realise the good in humanity.'

'These skills will prove so useful in the future'