

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



**The latest Mac facts  
for our volunteers**

# WE LOVE VOLUNTEERS

Volunteers are at the heart of everything we do and thanks to your help we achieved so many great things and broke many of our own records in 2012.

From opening the University College Hospital (UCH) Macmillan Cancer Centre in London to smashing our fundraising record for the World's Biggest Coffee Morning, there were plenty of successes in 2012 that will improve the lives of people with cancer for years to come. But none of these would have been possible without you!

We have 10s of thousands of incredible Macmillan volunteers across the UK. Last year we received over 700 nominations for the Macmillan Volunteer Awards, recognising our amazing volunteers – almost double what we had in 2011.

## What we achieved in 2012 – a record breaking year

You helped us raise a phenomenal £151.5 million last year – which is more than we've ever raised before. Here are just some of the ways that Macmillan continued to help people affected by cancer in 2012 thanks to your support:

- We supported **5.7 million** people affected by cancer in the UK through at least one of our services – a 15% increase on 2011. Not only that, but we identified a total of **£245 million** in benefits and grants for cancer patients.
- We helped more people get support in their community by increasing our total number of Macmillan professionals to **7,848** – a 35% increase since 2010.
- Our four Macmillan Mobile Information and Support Services gave much needed advice and support to **58,620** people affected by cancer.
- We responded to a total of **148,826** phone calls, emails and letters via our free Macmillan Support Line – that's an average of over **2,862 per week**.
- We raised over **£15 million** (our highest yet) at Our World's Biggest Coffee Morning
- Around **4.7 million** people turned to our online community and website to find high-quality practical, financial and emotional support and information.
- We helped **6,000** people with the cost of travelling to hospital for regular treatment.
- We helped people to fundraise in their community by responding to over **100,000** supporter enquiries through our new Fundraising Support Centre
- Our volunteer-run fundraising groups and committees raised over **£7.8 million**.

# New ways of reaching more people

Take a look at some of the new steps we've taken in our aim to reach and inspire even more people in 2012:

- We opened the UCH Macmillan Cancer Centre in April – since its opening the centre has seen around **7,300** people every month, and the centre's Support and Information Service has helped **11,000 people**. None of this would be possible without the team of 54 (and growing) talented and committed volunteers. The building won several awards including The Prime Minister's Public Building Award and the New London Award.
- We committed to an exciting three year partnership with the Ramblers to create Walking for Health, a free, volunteer led, group walking scheme which is run throughout England and aims to improve the health of previously inactive individuals by supporting them to become more active in a fun social environment. In 2012, an estimated **46,730** people affected by cancer participated.
- We appointed 12 people to develop our new Direct Volunteer Schemes in local communities across 12 areas in the UK. They are looking for lead volunteers to be trained and supported to recruit a team of volunteers who will offer practical and emotional support to local people who are affected by cancer.
- We introduced the Boots Macmillan Information Pharmacist role in September last year. This role helps people affected by cancer access the information and support they need. Since its launch **1,074** Boots Pharmacists have volunteered to become specially trained Boots Macmillan Information Pharmacists and have helped **20,580** people affected by cancer across the UK. There are another 800 currently undergoing training, and we are developing plans to train No. 7 Beauty Advisors.

# Macmillan's Services

Here are just some of the ways Macmillan's many services are helping people facing the toughest fight of their lives:

- We **have** more than **6,100** health and social care professional posts. This includes more than **3,900** Macmillan nurse posts and **431** Macmillan doctor posts in the UK.
- We have **171** Macmillan information and Support centres. Here, you can pick up high-quality cancer information and talk through any concerns with our staff and volunteers.
- We have **45 Macmillan** carers, befriending or bereavement schemes.
- Every day, **12,780** people visit the source of support sections of our website ([macmillan.org.uk](http://macmillan.org.uk))
- On every working day, **590** people call the Macmillan Support Line (**0808 808 00 00**).
- We reached **478,600** cancer patients through our Macmillan Nurses. In addition to these patients, our Macmillan Nurses helped many more carers, family members and friends.

## How your donations help

We rely on voluntary donations for nearly all of our income. Every penny you raise makes a real difference:

- **£203** could pay for a Macmillan nurse for a day, helping people living with cancer and their families receive essential medical, practical and emotional support.
- **£150** could pay for a Macmillan Grant that would make a significant contribution to the cost of a person's travel to hospital for treatment.
- **£22** could pay for a service provided by volunteers that offers emotional or practical support. The money would also fund a volunteer coordinator and the training and support of up to 30 volunteers for an hour.
- **£15** could pay for 28 copies of The cancer guide. This Macmillan booklet can help someone recently diagnosed with cancer, and their families, understand more about cancer, its treatment, and the help available.
- Every **£5** we spend on our phone service could lead to our cancer support specialists helping people affected by cancer claim **£165** in benefits they are entitled to.

# 2013 and beyond

We want every person living with cancer in 2030 to be able to say the following statements, our **Nine Outcomes**, are true for them. While they are already true for some people, we need to do even more to make them a reality for everyone living with cancer in 2030. And we can't do it without your help.

In 2012 our services reached a record number of people – and it's all down to the effort and generosity of our amazing volunteers, professionals, and supporters. But we're not reaching everyone and, with the number of people diagnosed rising every day, it's vital we do more.

That's why we're working hard to create even more opportunities for people to join our team and get involved with us. That will mean more volunteers; more Macmillan professionals; more Cancer Voices; more campaigners and more fundraisers. Each and every member of the Macmillan team makes a massive difference and makes sure we're there to reach and improve the lives of millions.

We want it to be easier to volunteer with us so we've designed a new online portal that lists all of our volunteering opportunities in one place. The new search function allows new and existing volunteers to find Macmillan volunteering opportunities available in their local area. Visit [volunteering.macmillan.org.uk](http://volunteering.macmillan.org.uk)

I was diagnosed early

I understand, so I make good decisions

I get the treatment and care which are best for my cancer and my life

Those around me are well supported

I am treated with dignity and respect

I know what I can do to help myself and who else can help me

I can enjoy life

I feel part of a community and inspired to give something back

I want to die well

# No one should face cancer alone

This year we launched our Not Alone campaign to help us get more people involved in our work and to raise more money so we can provide the services needed now and in the future. More than two million people are currently living with or beyond cancer, and that number is set to rise to four million by 2030. For most of us it will be the toughest fight we ever face. And the feelings of isolation and loneliness that many people experience make it even harder.

While it's positive news that cancer survival rates are improving, there's another side to the story. Our research shows that one in four people diagnosed with cancer in the UK will lack support from family and friends during treatment and recovery. But no one has to go through it alone.

From the time someone hears that they or a loved one has cancer, we want them to know that there is a Macmillan team in their corner. As volunteers you help make sure that no one faces cancer alone by giving someone a hand with the everyday things, by raising money for our services, by helping in our offices or in our information centres or by campaigning for change.

We know we have a very big task ahead of us this year and beyond. But through the dedication of our team of amazing volunteers, our staff, professionals and generous Macmillan supporters, we aim to be there for everyone who needs us, now and in the future. **Because no one should face cancer alone.**

## Get in touch

To find out more about volunteering with Macmillan and the exciting opportunities in your area, head to [volunteering.macmillan.org.uk](https://volunteering.macmillan.org.uk), call the Macmillan Team on 0300 1000 200 or email [volunteering@macmillan.org.uk](mailto:volunteering@macmillan.org.uk)

If you have questions about cancer, need support or just want to chat, call us free on 0808 808 00 00 or visit [macmillan.org.uk](https://macmillan.org.uk)

And finally ...

Thank you once again for your incredible support. We simply couldn't do what we do without you.

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