OUR YEAR
2012 achievements
In 2012 we reached a record 5.7 million people and moved towards our goal of improving the lives of everyone affected by cancer. This is an incredible achievement, especially given the tough economic environment. And it is all thanks to our volunteers, supporters, partners and staff. Through their dedication and hard work, we were able to raise more than £150 million in fundraised income for the first time.

Macmillan health professionals gave face-to-face support to an unprecedented number of people last year. And the amount of support provided by our website and the Macmillan Support Line continued to rise. On top of this, we trained 1,074 Boots Macmillan Information Pharmacists to help people affected by cancer, as part of our innovative partnership to bring cancer information and support to UK high streets.

Our financial support and guidance services also had a tremendously busy year, securing £245.6 million in benefits and grants and other financial support for people affected by cancer. And our Policy team worked hard to ensure that people living with cancer were not unfairly disadvantaged by changes to the welfare system.

We also completed our largest ever single project, opening the new University College Hospital Macmillan Cancer Centre in London in April. The first centre of its kind in the UK, it provides truly integrated cancer care with a focus on patient wellbeing and rehabilitation.

None of these achievements would have been possible without you. So whether you are a volunteer, supporter, partner or staff member, thank you for your part in what was a very successful year.

Ciarán Devane
Ciarán Devane, Chief Executive

Julia Palca
Julia Palca, Chairman

Cancer is the toughest fight most of us will ever face. And the feelings of isolation and loneliness that so many people experience make it even harder. But no one should go through it alone.

We want to be there for everyone who needs us from the moment they hear that they have cancer. Whether it’s our nurses and therapists helping them through treatment. Our experts answering their questions on the phone. Our advisers telling them which benefits they’re entitled to. Our volunteers giving them a hand with everyday things. Our campaigners providing a force for change and improving cancer care. Our community there for them online, any time. Our supporters who make it all possible.

Thanks to the effort and generosity of our amazing supporters, we reached a record number of people in 2012. But it’s still not enough. By 2030 there will be four million people living with and beyond cancer, so it’s vital we do more.

We need to raise more funds so we can be there for even more people affected by cancer, now and in the future. To do this, we need to inspire millions to take action – whether it’s by hosting a Coffee Morning, taking part in a sponsored walk or making a donation. We’re also working hard to create even more opportunities for people to join our team as professionals, volunteers, Cancer Voices and campaigners.

Through the dedication of our team and the continued help of our passionate supporters, it’s our aim to reach and improve the lives of everyone affected by cancer.

Together, we can make sure no one faces cancer alone.
It is our vision that every person living with cancer in 2030 can say the following statements, our Nine Outcomes, are true for them. While they are already true for some people, we need to do more to make them a reality for everyone living with cancer in 2030. But we can’t do it without more support. We need even more donors, fundraisers, volunteers and partners to extend our reach and impact.
In 2012 our services reached more people than ever before – 5.7 million in total.

These 5.7 million people used our services 9.9 million times.

We divide our personal support into four different services:

- **Healthcare**: 735,570 people
- **Information**: 586,362 people
- **Financial**: 180,780 people
- **Practical and emotional**: 59,133 people

**Deeper, more personal support is crucial to us achieving our 9 outcomes. What we need to do:**

**Inspire more people to join the Macmillan team.**

Note: The totals in the centre section add up to more than 9.9 million due to rounding. The 1.6m instances of personal support and the totals shown in the lower section of this page do not necessarily represent unique people we helped, as some received support through more than one Macmillan service.

These services improved the lives of people affected by cancer in many different ways:

- **Healthcare**: 735,570 people
  - Our healthcare professionals are valued for improving the quality of care and experience of people living with and beyond cancer – people just like Paul.
  - People like Glynis, my Macmillan doctors are so important. They help you get on with your life.
  - Paul

- **Information**: 585,362 people
  - Having access to the right information enables people affected by cancer to feel more in control and less stressed.
  - 91% of callers to our support line said we listened to them and understood their needs.

- **Financial**: 180,780 people
  - Our expert financial support and guidance service makes sure people affected by cancer don’t face money worries alone.
  - In 2012 we helped people affected by cancer access £245.6 million in benefits, grants and other financial support.

- **Practical and emotional**: 59,133 people
  - We help people cope with the emotional effects of cancer and also provide practical support to do everyday things like shopping and gardening.
  - We helped Beverley set up the support group 'keeping Ahead' for women diagnosed with breast cancer facing reconstructive surgery.
Despite continuing economic uncertainty, we increased our total income by 8% in 2012 to a record £155.7 million.

This is an overview of our income and expenditure in 2012. It’s taken from our Annual report and accounts, which you can download [here](#).

**Julia Palca,**
on behalf of the Board of Trustees
We spent a record £111.7 million on services for people affected by cancer in 2012, 6% more than in 2011.

**Healthcare**
£40 million
We fund Macmillan nurses, doctors, and a host of other healthcare professionals who offer essential one-to-one support.

**Financial support**
£19.3 million
Our practical, everyday support includes financial support and guidance through the Macmillan benefits advice service and Macmillan grants.

**Information and support**
£17.7 million
We give people reliable information and emotional support through a wide range of materials so they can make important decisions about their cancer care.

**Campaigning and raising awareness**
£15.3 million
We raise understanding of the support that Macmillan provides so that all those who need our help know how to get it. Based on what people affected by cancer tell us, we raise awareness of the realities of living with cancer and campaign and influence for change.

**Practical and emotional support**
£12.9 million
We deliver a range of services to help people deal with the practical and emotional issues of living with cancer. These include help with travelling to and from hospital, shopping and gardening, or support through buddying or self-help and support groups.

**Learning and development**
£4.8 million
We provide a range of training and development opportunities to health and social care professionals, people affected by cancer and volunteers.

**Inclusion**
£1.7 million
We want everyone affected by cancer to receive the support they need no matter who they are, what type of cancer they have or where they live.

**Total charitable**
£111.7 million
**Governance**
£1 million
**Fundraising**
£50.3 million
**Other**
£0.3 million

Our total expenditure £163.3 million
Cancer is the toughest fight most of us will ever face. And the feelings of isolation and loneliness that so many people experience can make it even harder. But no one should go through it alone.

Thanks to your support, last year we helped more people than ever before. A few of them are on the cover: Beverley, who used our online community; Bill, who went on to raise funds for us; Mario, who became a Macmillan volunteer; and Kate, who’s been supported by her Macmillan nurse Vikki.

Together, we are all Macmillan Cancer Support.