

YOUNG LIVES

vs CANCER

CLIC SARGENT

THIS IS

WHAT

**OUR YEAR
IN REVIEW
2016/17**

MAKING A

DIFFERENCE

LOOKS LIKE

OUR PROMISE

When cancer strikes young lives, CLIC Sargent helps families limit the damage it causes beyond their health.

Cancer doesn't discriminate. Today, around 11 more children and young people will hear the devastating news they have cancer. From diagnosis, CLIC Sargent's specialist care teams will step in, ready to help, support and guide.

We fight tirelessly for children and young people with cancer, often when they feel they can't. We do this individually, locally and nationally, so that they can focus on the important things, like getting well.

**“Cancer breaks
your self-esteem
and leaves you
emotionally fragile. . .
If only everybody could
understand this like
CLIC Sargent does.”**

Pete, 22, diagnosed with leukaemia

THANK YOU

Throughout 2016 our tough financial situation was pretty public. Whilst we were loathed to reduce our services, we had to be realistic about what we do well, and what makes the biggest difference to children and young people with cancer, and their families. The real impact CLIC Sargent is having on young lives is never far from our minds, and it is great to share some of that thinking with you in this, our first 'impact' report.

The challenges, combined with your unwavering support, brought out the best in our incredible CLIC Sargent Team. I am delighted to announce that on all fronts we had our best ever year: a record £27.5m income, new branding and new corporate partners. Most importantly, we supported 7,200 people through our services, a steady increase on previous years.

We opened two new Home from Homes, which are vital for families to keep some normality during the treatment phase. We strengthened families and young people's voices through our #cancercosts campaign, challenging the government to tackle costs that can devastate families financially, such as funeral fees, travel costs and fuel bills.

Equally exciting for me is the work we have done to strengthen their voice to challenge us, here at CLIC Sargent, to be the best we can be, such as recruiting two new young

trustees with lived experience of cancer onto our Governing Board. This work has won us the Gold Hear by Right Award, for the third year in a row – validating our commitment to putting children, young people and families at the heart of all we do.

We also learned loads and have more to do, and we are more committed than ever to fighting tirelessly for young lives against cancer. We can only achieve that with the trust of our families and the commitment of our phenomenal donors and supporters.

Thank you, we did this together.



Kate Lee
Chief Executive



WHEN THE DOCTOR SAYS CANCER

A CANCER DIAGNOSIS HITS HARD AND WE'RE READY

It's a time of fear, anxiety and confusion for young cancer patients and their families. When a cancer diagnosis is overwhelming, we're here.

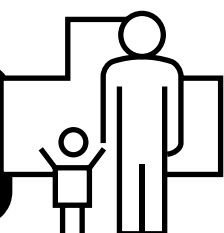
Today, around 11 more children and young people will hear the devastating news they have cancer. We're ready to step in from the start.

Lucien, 4, was diagnosed with cancer in 2015. CLIC Sargent care teams helped him and his family cope through operations, nine courses of intensive chemotherapy and 23 sessions of radiotherapy. We were there to turn to when the doctor said cancer, so that Lucien and his family could get their lives back on track.

We helped 7,200 young cancer patients and their families, like Lucien's, with the financial and practical burdens of a cancer diagnosis. So they could focus on getting better.

25,700 25,700 of our online information resources, leaflets and hospital support bags empowered young cancer patients and their families to cope better with the impact of cancer.

We gave young people the tools to understand how cancer and treatment impacts their fertility, consider their options, and voice their feelings. We created online videos of young cancer patients sharing their stories, so they could make sense of it all.

7,200 



We helped children to cope. *Shout Out!*, our magazine for 7 to 13-year-olds living with cancer, gives children a sense of community, a way to express themselves and an opportunity to share their views.



“This magazine has given me a chance to explore my creativity. It was like a way to escape when I was in chemotherapy... like a late birthday present.” Tamer, 6

“Our Social Worker, Judith, gave us a lot of support. Without her we wouldn’t have been able to keep our heads on straight.”

Stacey, Lucien’s mum

When children and families return home, we want the doctors, nurses and teachers who support them to be confident in caring for them. Our first nurse educator will make sure everyone supporting a young cancer patient does so in the best way.

THERE'S NO PLACE LIKE HOME

TREATMENT SHATTERS FAMILY LIFE IT DOESN'T HAVE TO

School runs, bedtime stories and hogging the sofa. It's not just special occasions that cancer disrupts. But it didn't have to be like that for Amelia, 8, who was diagnosed with leukaemia last year. Our nurses visited her at home to take blood tests and administer chemo, so she didn't have to miss out on time with her family for constant trips for treatment.

By providing care closer to home, our nursing teams reduced the disruption cancer treatment had on 1,135 children and young people's lives.

CLIC Sargent nurses made 7,400 home visits so families like Amelia's could stay together.

Our care teams made just under 3,700 visits to children and young people outside of hospital: at home, in CLIC Sargent Homes from Home, and in the community.

3,700

“Having CLIC Sargent Nurses visit us at home means we can spend more time together as a family.”

Tracyann, Amelia's mum





HOMES FROM HOME

£2,100

CLIC Sargent Homes from Home hosted 1,240 family stays, providing a

place for families like Joshua's to stay together and avoid paying for travel and accommodation. We saved a family, on average, over £2,100.

When Joshua, 2, was diagnosed with leukaemia, his treatment started immediately.

"I didn't even have the chance to pack a bag."

Joshua's mum

92%

Our Home from Home provided a haven during Joshua's treatment, reducing the financial cost and emotional strain of cancer. Amazingly, 92% of parents who stayed with us felt they maintained a sense of normal family life.

"It became our second home from then on. I could just escape with Joshua and find some normality."

Joshua's mum

HELPING YOUNG LIVES THRIVE, NOT JUST SURVIVE

CANCER DERAILS FUTURES WE GET THEM BACK ON TRACK

Young cancer patients' education, relationships and futures can falter. Being in and out of hospital is the new normal. And watching friends moving on with life without them, as they struggle to keep up and stay in touch, destroys their confidence. We get them back on track.


We reached out to Harry's family whilst he was undergoing treatment. We helped him to thrive, not just survive, and he recently graduated from university.

Our nurses and care teams made 1,960 visits to schools, colleges and universities, so young cancer patients' education, was not disrupted by visits to the hospital.

"CLIC Sargent provided a platform for me to face my fears and to grow as a person. The daunting prospect of applying to university was made a lot easier."

Harry

1,960



Our care teams supported 220 children by helping schools understand childhood cancer, and the impact of treatment. Teachers and pupils could then better support students when they return to school.

220

Over 130 education professionals attended our teacher days to learn more about childhood cancer.

“I want a full-time position doing what I love.”

Harry

This year, we provided education support to just under 250 young people, and employment support to around 110 so that they can build their confidence and get their lives back on track after treatment.

95 young people took part in our music programme, and spent time with others going through cancer in a safe and supportive environment.

“The experiences, opportunities, and people you meet make it unforgettable.”

Sandro, young musician

We increased opportunities for children and young people to share their views about our work by 16%, with 235 doing so on 1,300 occasions, boosting their confidence, skill set, and self-belief.

16%



“Having and recovering from cancer strengthened my character. CLIC Sargent have been an integral part in my journey to academic success.”

Harry

CANCER COSTS

CANCER DEVASTATES FAMILIES FINANCIALLY IT'S NOT RIGHT OR FAIR

Cancer costs parents an average £600 extra a month during their child's treatment. And we don't think it's right or fair. CLIC Sargent fights tirelessly for young cancer patients like Findlay and his family, providing grants and unlocking financial support.

The costs of cancer start stacking up from day one, so we give our grants as quickly as possible. When Ross and Angela received the devastating news that their eight-year-old son Findlay had cancer, we helped them to combat

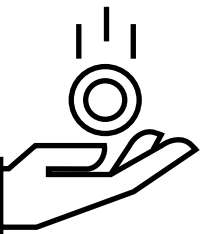
5,150

some of their spiraling costs. This year, we gave around 5,150 grants totalling £1.06 million.

Our care teams also helped families and young people access extra financial support to bridge gaps in income. This year, we secured an additional £486,000 from other organisations.

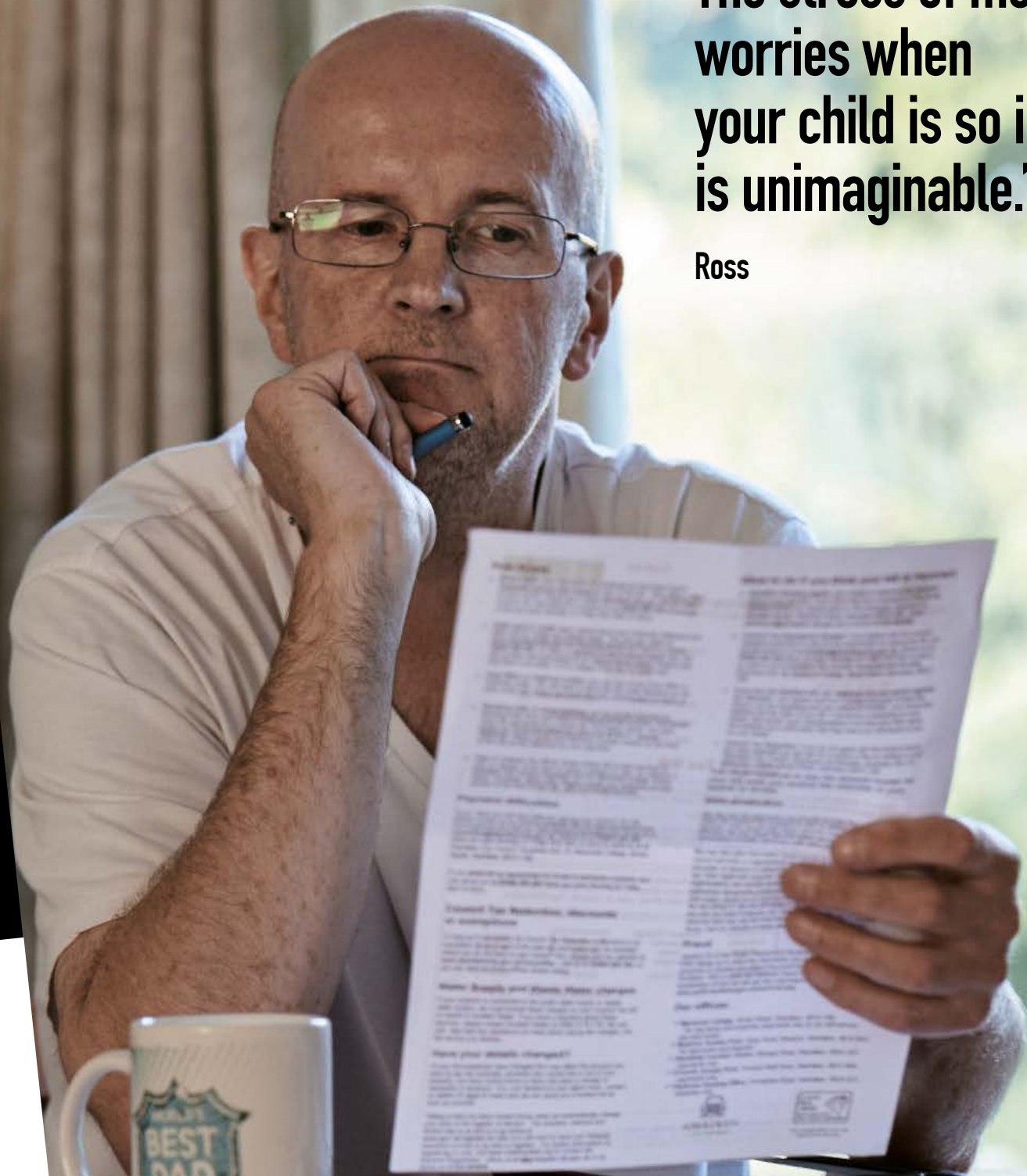
Our welfare advice service responded to 2,340 enquiries, securing around £1.3 million of benefit entitlements, to help alleviate the financial strain of cancer.

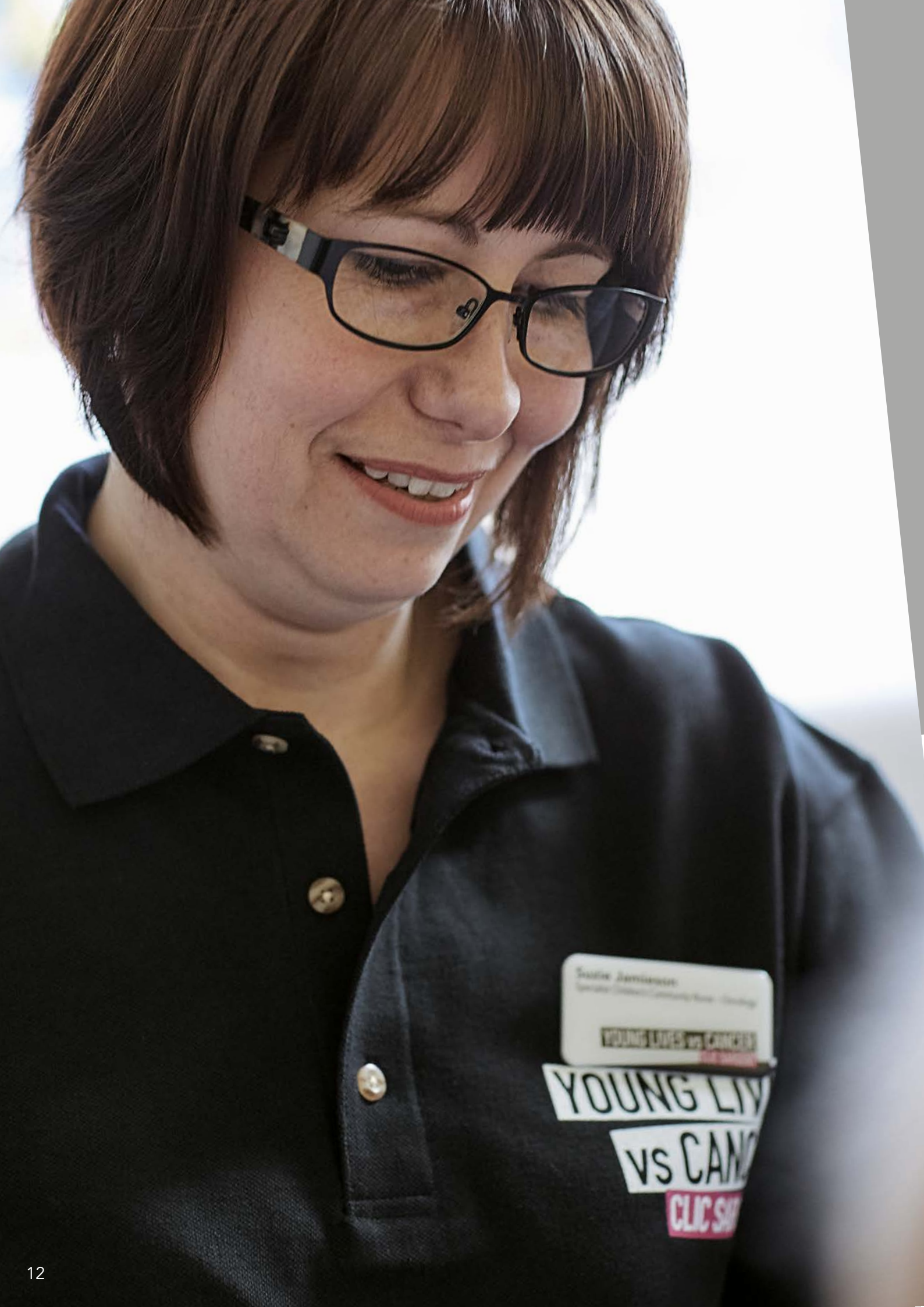
£1.3M



“The stress of money worries when your child is so ill is unimaginable.”

Ross





WHEN A CHILD DIES

IF THE UNTHINKABLE HAPPENS WE ARE HERE

Sadly, 10 children and young people die from cancer every week in the UK. This is one of the hardest things any parent will ever have to deal with. We're here for families.

For parents dealing with this devastating loss, trying to pay for their child's funeral, when they may already be struggling financially, is enormously stressful. This year, we provided just over 400 compassionate grants totalling £120,450 to help reduce this emotional stress.

To help families come to terms with the loss of a child, at a pace that feels right for them, our care teams provided bereavement support through over 300 home visits and gave palliative care to around 250 children and young people.

We arranged bereavement groups and memory days for 500 people. We helped families talk about the death of their child in a safe space, to develop coping strategies for facing the future. And we organised memory days to allow families to come together to remember their child.

“Emma was incredibly at peace with the idea of dying and asked me to sit with her and help her write letters to her sisters and parents they could keep after she was gone.”

CLIC Sargent Social Worker

MAKING CHANGE HAPPEN

CANCER SILENCES YOUNG LIVES SO WE SPEAK UP

We take our fight for young lives to those with the power to make changes. We get young voices heard in the debates around their treatment, care and futures. Because we believe that young cancer patients and their families should have a say in the decisions that affect them.

Young people and families told us that the cost of cancer devastates them financially. Our research, *Cancer costs*, found they face an extra £600 a month on average during their child's treatment. It also revealed that families struggle with their energy bills. We don't think this is right or fair, so we launched a partnership with British Gas to provide help with debt and other advice.

£600
PER MONTH

“I support the Cancer costs campaign because financial worries should be the last thing on your mind when your child goes through cancer.”

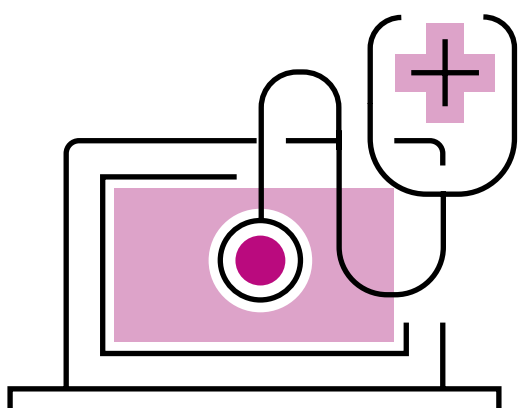
Kerry, parent



Julie

Diagnosed with large B-cell lymphoma at 17.

2,000 We spoke out for families struggling to cope with funeral costs, alongside Carolyn Harris MP and Fair Funerals. Our campaign saw 2,000 supporters email their MP, and the Welsh Government commit to end burial fees for children. The Co-operative also extended their free funerals to all under 18's, so more families can access free funerals for their child.



Many families feel that they are not taken seriously when they first take a sick child to their GP.

To avoid delays in diagnosis and to the care young cancer patients need, we recommended more training for GPs on children and young people's cancer. So, with the Royal College of GPs and Teenage Cancer Trust we launched a free e-learning tool for GPs UK-wide.

"The [hospital] staff didn't have time for me, and made me feel really silly. But I knew something was seriously wrong."

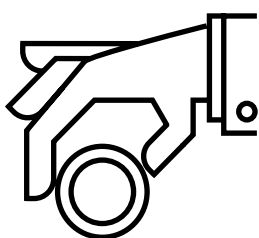
Jennifer, diagnosed with leukaemia, 22

WITHOUT YOU WE COULDN'T STOP CANCER DESTROYING YOUNG LIVES

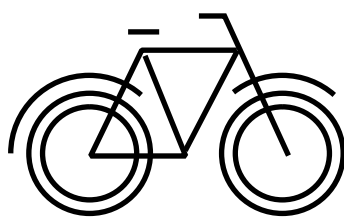
CLIC Sargent is amazing because of you. Thank you.

We're thanking our supporters, volunteers, ambassadors, celebrities, trusts, foundations, companies and the incredibly brave young cancer patients and the families we help at clicsargent.org.uk/thanks

THIS YEAR



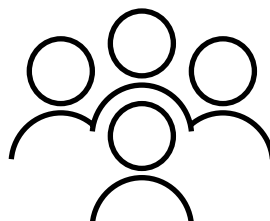
£5.2 million of regular, monthly donations



3,820 supporters trekked, cycled, ran, rode and skydived raising more than £2.3 million



£4.3 million from supporters who remembered CLIC Sargent with a gift in their Will



2,300 vital volunteers gave their time to support CLIC Sargent

SHAPING OUR FUTURE

We're committed to learning and improving. We give children, young people and parents a genuine and powerful voice in CLIC Sargent. And this means they tell us when we could do better.

WHAT WE'RE HEARING

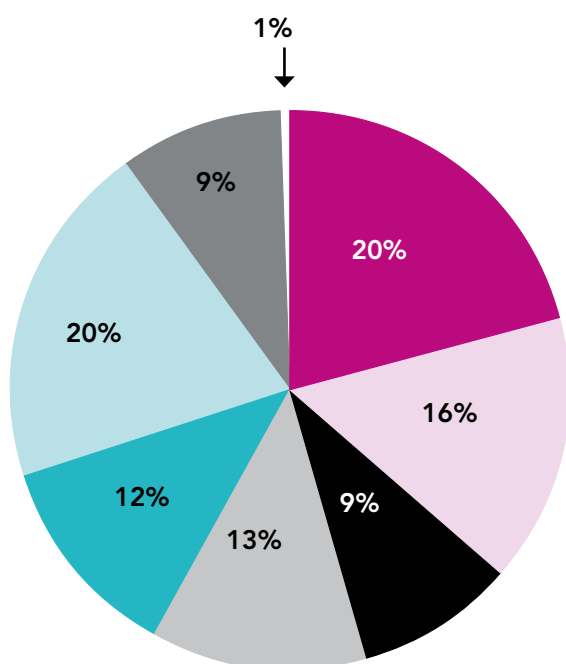
- Our services are not available to every young person diagnosed with cancer. This has to change.
- Parents and young people talk about 'falling off the support cliff' when their treatment stops, and this can be a really hard time. Whose job is it to provide post-treatment support, how should we help and for how long?
- Families want access to support and advice 24/7, when it suits them, not us. They want to Whatsapp their social worker and have us connect them on Snapchat to other young people with cancer for support. We can do more with our digital services.
- Young cancer patients have very little influence in the NHS. They want WiFi on wards, advice they understand and to not be treated as children when they are 24. We need to fight to give them a stronger voice and improve their experiences in line with NHS adult services.

HOW YOU GAVE YOUR SUPPORT

Our total income this year was an impressive £27.5 million – 10% more than last year.

We're ambitious. We want to support all young cancer patients and families who need us. To get there, we know we have to increase our income. And, thanks to you, we've achieved a record high this year!

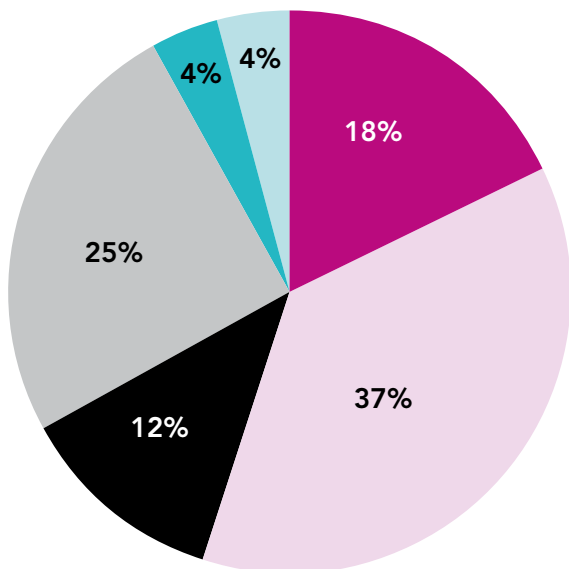
HOW YOU GAVE YOUR SUPPORT



- Income generated from local fundraising initiatives throughout the UK and mass participation events
- Income from donors who leave us a gift in their Will
- Income raised by selling products in our shops, through mail order or online
- Donations from trusts and foundations, income raised through special events and large gifts from individuals
- Income raised through our corporate partnerships
- Income from individuals giving cash or regular donations
- Income from People's Postcode Lottery
- Investment and other income



HOW WE SUPPORTED YOUNG CANCER PATIENTS AND THEIR FAMILIES



- When the doctor says cancer
- There's no place like home
- Helping young lives thrive, not just survive
- Cancer costs
- When a child dies
- Making change happen

These summary financial statements have been extracted from the full Annual Report and Accounts which were approved by the Board of Trustees on 4 July 2017, however these summary statements have not been separately audited.

YOUNG LIVES

vs CANCER

CLIC SARGENT

**WE CAN'T
DO IT
WITHOUT
YOU**

**DEDICATED DONATORS
VITAL VOLUNTEERS
FEARLESS FUNDRAISERS
CHAMPION CHALLENGERS
STRONG STORYTELLERS**

Make a difference to the lives of young cancer patients and their families.
More ways to join our fight online at clicsargent.org.uk



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