

The Cost of Macmillan's Services factsheet

2023 edition (using 2022 costs)

For information, support or just someone to talk to,
call **0800 808 00 00** or visit [macmillan.org.uk](https://www.macmillan.org.uk)

What is this document for?

When people support Macmillan, they want to know that their donations make a difference to the lives of people affected by cancer. It's vital we demonstrate the impact Macmillan makes. Giving people tangible examples of how we put their money to use helps us gain and keep supporters.

These examples need to be:

- phrased appropriately
- factually correct
- clear and not misleading

Where might we use this information?

- stories in all Macmillan internal and external publications and media*
- emails or letters to event participants
- presentations to prospective legacy supporters
- meetings with major donors
- corporate charity of the year/partner pitches
- direct mail appeal packs
- marketing campaigns
- trust or statutory body funding applications

What is this document not for?

Please note this document is created primarily for fundraising purposes – to provide donors with tangible examples of the difference their donations can make. It should only be used when asking for *unrestricted* donations and *not* for other purposes, such as:

- Pitch for specific services or posts
- Performance monitoring
- Evaluation of existing services

If ever seeking to restrict income to any of our services, you should consult the Restricted Funds team first (Restrictedenquiries@macmillan.org.uk)

How to use this fact sheet

Please use the data **as it appears on this document**. Rounding up or down to the nearest 1, 10, 100, 500, 1,000, etc. is recommended to make messages clearer. These can also be emphasised with additional approximating words such as 'approximately', 'about', 'over', 'more than', 'less than' or 'under'.

Please consult BI Reporting at I&PServiceDesk@macmillan.org.uk before using figures for media stories

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You can also simply multiply up to get different prices for your communications. For example, if one item costs £60 (e.g. £60 could help run a medium Macmillan Welfare Benefits Advice service for 1 hour) and you're looking for something that costs around £300, then you could say something like '£300 could help run a medium local Macmillan Welfare Benefits Advice service for around five hours'.

Please remember that many people may not know what support our services offer so just saying "£64,499 could pay for a Macmillan Nurse for a year" may not be enough. It is important that you also describe the benefits of each of our services. Therefore, if any of the stats that follow do not also describe the support provided, please use information from the supporting paragraph above it.

If you want to adjust the figures in any way other than the above or have any questions about their use, please contact the **Business Intelligence Reporting team** (BIReporting@macmillan.org.uk) in Insight and Performance.

For Macmillan staff only:

If you would like to see how costs were derived, or have any queries about the factsheet, please contact the **Business Intelligence Reporting team** (BIReporting@macmillan.org.uk).

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Information and Support Services

When you're living with cancer, having the right kind of information and support at the right time is essential. That's what Macmillan provides. We offer up-to-date cancer information written by specialists to help people make informed choices about their treatment and care. We offer practical advice and solutions for the everyday problems that can arise from living with cancer. We also offer vital emotional support – somewhere to turn when people affected by cancer need to chat or share their experiences.

Macmillan Information and Support Centres

What is the service: Our Information and Support Centres aim to provide people with cancer with 'time-out' from more formal, clinical appointments, enabling them to talk to someone about their feelings in a relaxed setting. People living with cancer can also find free information booklets on a wide variety of issues including cancer types, symptoms, treatment side effects, money worries or work.

Information and Support Services are based in a variety of locations including hospitals, hospices, libraries and other community locations, with some offering support over the phone. Some local centres offer access to Macmillan benefits advice, self-help and support groups, complementary therapy or support with issues such as hair loss. The Information Manager or volunteers who work at the centres know the local support network and can also signpost people to other services and support groups in the local area.

Additionally, there are thousands of information stands across the country where people living with cancer can pick up information booklets, or the booklets can be found on our website.

Building a Macmillan Information and Support Centre

Services vary in size and location and also in the type of support offered. The smallest services can be run during timed slots in community locations, for example in a library, whereas the largest support services include facilities for benefits advisers, complementary therapists, and meeting rooms for self help and support groups, and there are many different service models in between.

Macmillan funds the design, construction and furnishing of hospital and community-based cancer information and support centres. Build costs vary depending on the size and scale of the project. However, examples of estimated costs are outlined below:

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- Between **£600,000 - £1 million** could pay for a fully kitted out self-contained Macmillan Information and Support Centre, including build costs, IT equipment, furniture and décor. A centre of this size (approximately 100 square metres) might contain therapy rooms, group activity and training rooms, a refreshments area, WCs and staff accommodation as well as a Multi-Disciplinary Teamworking (MDT) room for clinical staff and training.
- Between **£200,000 - £300,000** could pay for a fully kitted Macmillan Information Space in a non-clinical area such as a hospital waiting area or library. The Space is a partitioned and furnished area within a larger area where information and support can be given to people living with cancer. A space of this size (approximately 35 – 40 square metres) might contain a reception area, an open access information resource area, storage area, library/study area and quiet/counselling room.
- Around **£35,000** could pay for the build costs of an information pod, whereas **£50,000** could pay for a small single room. This is a small area that allows people to easily access Macmillan information resources and signposts them to available sources of support. A space of this size (approximately 15 – 20 square metres) might contain an information display area, administration/storage space for a staff member and an area to sit with a visitor.

Note: Please do not quote the above figures as prospective costs for specific builds as they are example costs only.

Staffing a Macmillan Information and Support Centre

- *[cost]* could pay for a Macmillan Information and Support Manager for *[time]*, giving people living with cancer the opportunity to ask questions and talk through their concerns.

<i>Cost</i>	£32	£258	£1,240	£5,375	£64,499	£128,998
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year	2 years

- *[cost]* could pay for a Macmillan Information and Support Assistant for *[time]*, giving people living with cancer the opportunity to ask questions and talk through their concerns.

<i>Cost</i>	£18	£140	£673	£2,916	£34,996	£69,991
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year	2 years

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call **0800 808 00 00** or visit macmillan.org.uk

In 2022, the cost of fulfilling all orders by CISS sites was £2,935.

Macmillan Support Line

What is the service: Our Macmillan Support Line is an integrated omni-channel service that allows people affected by cancer to access a wide range of support. Our teams can answer questions about cancer types and treatments, provide clinical, practical, emotional and financial support to help people live with cancer, and are there if someone just wants to talk.

In 2022, we spent over **£13 million** on our entire Macmillan Support Line phone service*, taking a total of **274,140** enquiries and helping an estimated total of **113,017** unique people. Our teams also deal with call transfers, call backs and web enquiries from people who need clinical, emotional, practical or financial support.

**Please note, this figure covers direct payroll costs only and excludes any operational and administrative costs.*

Our Macmillan Support Line is formed of six teams:

1. **Cancer Information and Support Team (CIST)** – provide people living with cancer with free access to a wide range of specialist information and support which is tailored to each individual. The team is available to help people with how they are feeling, give practical information and support, and help them find local support that can help meet specific needs in their area. A needs assessment is conducted to give people with cancer the information that's right for them. For some people, they offer an ongoing service and build and maintain a relationship over a period of time.
2. **Cancer Information Nurse Specialists (CINS)** – qualified cancer nurses who provide expert information to people living with cancer. This can include support with symptoms and diagnosis, treatment, how to manage side effects, living with cancer, palliative care, end of life and coping with grief.
3. **Welfare Rights Team (WRT) *** – provide expert, impartial advice and guidance to people living with cancer on benefits, grants and financial support they may be entitled to during cancer. The team are specially trained, accredited advisors. They help to maximise a household's income, carrying out benefits checks and can support people with the claim process to ensure they get the correct benefit decisions. The team will also help a person living with cancer apply for a Macmillan Grant and refer them to other services including our Energy Advice Team or to a local Macmillan Welfare Benefits Advice service if they have more complex needs.

For information, support or just someone to talk to, call **0800 808 00 00** or visit [macmillan.org.uk](https://www.macmillan.org.uk)

4. **Energy Advice Team (EAT) *** – provide advice and support on energy-related costs, from gas and electricity, to water and other sources of fuel. They will also inform people about external support for broken boilers, insulation and energy efficiency. They help to ensure that people living with cancer do not get disconnected or into further debt due to financial issues after a cancer diagnosis. They will also help to support and facilitate a three-way conversation with energy providers
5. **Financial Guidance Team (FGT) *** – staffed by experts who support people affected by cancer to make informed decisions about their finances. They provide personalised information and guidance on financial matters including pensions, insurance, debt, mortgages, getting or claiming on insurance, Power of Attorney and financial planning.
6. **Work Support Service (WSS) *** – provide expert information and offer advice to people living with cancer and their carers on all aspects of employment rights. They help people understand their rights at work, provide information and guidance on how to talk with their employer, how to negotiate adjustments at work, disputes and discrimination, taking time off and sick leave. The team also have a partnership with LAW WORKS and people can be referred to them for one-off legal advice.

Our front line teams are supported by trained supervisors, an operations support capability such as system support, resource planners and Knowledge Specialists to ensure services run smoothly. We also have a development capability to help us look for opportunities to improve what we do and how we do it.

**Please see the Money and Work section for more information.*

Please note: The costs for Macmillan Support Line included in this fact sheet are direct payroll costs of each team and exclude any operational and administrative costs. For the full annual costs, please contact the Cause and Services Information team (causeinfo@macmillan.org.uk)

Please note: The interaction figures reported in this fact sheet include call backs as well as answered calls, call transfers and web enquiries. For figures on how many unique people each service has helped, please see [_The Reach of Macmillan's Services factsheet](#).

Cancer Information and Support Team

- **£21** could help a member of our Cancer Information and Support team on our Macmillan Support Line deal with a call or web enquiry.
- *[cost]* could support our Cancer Information and Support team to run our Macmillan Support Line phone service for *[time]*. In this time, they could deal with *[interactions]*

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calls and web enquiries from people who want questions answered, need practical or financial support.

<i>Cost</i>	£518	£6,212	£43,600	£188,934	£2,267,205
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	24	292	2,050	8,881	106,577

Cancer Information Nurse Specialists

- **£59** could help the Cancer Information Nurse Specialists on our Macmillan Support Line deal with a call or web enquiry.
- *[cost]* could support our Cancer Information Nurse Specialists to run our Macmillan Support Line phone service for *[time]*. In this time, they could deal with *[interactions]* calls and web enquiries from people and provide a wide range of specialist information such as how to manage side effects, treatment options, living with cancer, and coping with grief.

<i>Cost</i>	£938	£11,253	£78,987	£342,278	£4,107,339
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	16	191	1,341	5,810	69,724

Macmillan Buddies

What is the service: Going through cancer can be a frightening and isolating experience. Our Macmillan volunteer buddying service provides a listening ear and emotional support to people living with cancer when they need it most. A person with cancer can register for a trained Macmillan volunteer who they can chat to regularly over the phone, online or face to face in the community. The support is available in multiple languages on a weekly basis for up to 12 sessions. The service also provides signposting to other local and national support such as the Macmillan Support Line.

The scheme is run nationally, and we carefully match up volunteers with a person needing support.

Telephone or Digital Buddies – provide people with cancer with someone to talk to regularly about how they are feeling. Support is available over the phone or via video call.

Community Buddies – provide people living with cancer with someone to talk to regularly about how they're feeling. If needed, some help may be provided with agreed practical tasks. Support is available in or around the home where volunteers are available.

For information, support or just someone to talk to, call **0800 808 00 00** or visit macmillan.org.uk

- **£163** could provide emotional support to one person living with cancer for around eight weeks, through ongoing and regular support sessions with one of our Macmillan Buddies.
- **£17** could provide one session of emotional support to a person living with cancer with a Macmillan Buddy.

Macmillan Information Resources

What is the service: We produce a wide variety of award-winning booklets, books and audio-visual materials; some are available in an easy read format and a small range in 13 other languages. They contain information about different cancer types, symptoms, treatment side effects, understanding cancer, living with cancer, and on end of life care.

Accessing support: People living with cancer can search online by cancer type and either read the information online, download it or order a printed copy to be posted to them. The resources are also available from their healthcare professional.

Each of the guides listed below are linked to the relevant resource on Be.Mac. Please click on the resource title for further information or an overview of what the resource contains.

Signs and symptoms card (Z cards)

Holistic Needs Assessment: Planning your Care and Support

- *[cost]* could pay for *[units]* copies of our booklet *Holistic Needs Assessment: Planning your Care and Support*. This is our most popular booklet, and explains what a holistic needs assessment (HNA) is and how it helps people plan their care with their healthcare team. (An HNA identifies any concerns someone with cancer may have when they are diagnosed. These may be physical, emotional, practical, financial and spiritual.)

2022/23 data						
<i>Cost</i>	£0.17	£1.70	£4.25	£8.50	£17	£34
<i>Units</i>	1	10	25	50	100	200

Coping with Fatigue booklet

- *[cost]* could pay for *[units]* copies of our *Coping with Fatigue* booklet. This was our second most ordered resource in 2018.

2022/23 data						
<i>Cost</i>	£0.49	£4.90	£12.25	£24.50	£49	£98

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<i>Units</i>	1	10	25	50	100	200
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The Cancer Guide

- *[cost]* could pay for *[units]* 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.

2022/23 data						
<i>Cost</i>	£0.44	£4.40	£11	£22	£44	£88
<i>Units</i>	1	10	25	50	100	200

Help with the Cost of Cancer booklet

- *[cost]* could pay for *[units]* copies of *Help with the Cost of Cancer* – potentially helping a person affected by cancer understand the benefits and financial help they could access.

2022/23 data						
<i>Cost</i>	£0.91	£9.10	£22.75	£45.50	£91	£182
<i>Units</i>	1	10	25	50	100	200

Looking after Someone with Cancer booklet

- *[cost]* could pay for *[units]* copies of our *Looking after Someone with Cancer* booklet, helping carers to look after themselves while supporting and looking after someone with cancer.

2022/23 data						
<i>Cost</i>	£0.84	£8.40	£21	£42	£84	£168
<i>Units</i>	1	10	25	50	100	200

How are you Feeling? booklet

- *[cost]* could pay for *[units]* copies of *How are you Feeling? The Emotional Effects of Cancer*. This booklet is one of our most popular resources, offering advice and information on sources of support to people affected by cancer, who may experience a wide range of emotions including fear, loneliness, and anger.

2022/23 data						
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<i>Cost</i>	£0.60	£6.00	£15	£30	£60	£120
<i>Units</i>	1	10	25	50	100	200

End of Life booklet

- *[cost]* could pay for *[units]* copies of our *End of Life booklet*, produced in partnership with Marie Curie.

2022/23 data						
<i>Cost</i>	£0.78	£7.80	£19.50	£39	£78	£156
<i>Units</i>	1	10	25	50	100	200

Preparing a Child for Loss booklet

- *[cost]* could pay for *[units]* copies of the new edition of *Preparing a Child for Loss*, a resource we've produced in partnership with Winston's Wish.

2022/23 data						
<i>Cost</i>	£0.39	£3.90	£9.75	£19.50	£39	£78
<i>Units</i>	1	10	25	50	100	200

Physical Activity and Cancer booklet

- *[cost]* could pay for *[units]* copies of our *Physical Activity and Cancer* booklet – written for people living with or beyond cancer who want to know more about the benefits of being physically active and how to stay safe.

2022/23 data						
<i>Cost</i>	£0.39	£3.90	£9.75	£19.50	£39	£78
<i>Units</i>	1	10	25	50	100	200

Creating information resources

- **£6,720** could pay for a new animation explaining, in simple terms, what targeted therapies for cancer are. **£720** additional costs will pay for British Sign Language captioning to be added to the animation. This resource will help people understand their treatment options better in a format accessible to many.

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- **£5,016** could pay for the revision of seven booklets in Easy Read format on a range of topics. This format uses simple language and illustrations for anyone who finds it difficult to read our standard booklets, such as people with learning disabilities, or people whose first language isn't English. We work closely with specialists in this type of resource to ensure the language and images are appropriate and drafts are co-developed with people with learning disabilities. We now have over 55 resources of this type covering topics including types of cancer, its treatment, aspects of living with cancer, dying and bereavement. They have been very well received by people with learning difficulties, their carers, and people who support them.
- **£10,153.85** could pay for a translated factsheet covering information on end of life. We want everyone to understand what to expect and what support is available. This is one of our core information **factsheets made available in 16 languages**. We have expanded the range of languages available to include both those identified by Macmillan as the most commonly spoken amongst more marginalised communities in the UK and those spoken by people from key refugee communities, so now routinely offer information in Turkish, Ukrainian, Pashto, Dari and Farsi (Afghani) as well as the 11 long-standing languages.
- **£160.80** could pay for a popular booklet, *Coping with Fatigue*, to be converted into large print for people with visual impairments. Fatigue is a common side effect of both cancer and its treatment.
- **£767** could pay for one of our most popular booklets – *Help with the costs of cancer* – to be converted into an audio format, that people can listen to online or download from our website. This resource helps people understand the range of welfare benefits available, and whether or not they might be eligible. Demand for information on financial assistance has increased significantly in recent months.

Macmillan Online Community

What is the service: The Online Community is a peer-to-peer support network for people living with and affected by cancer, with over 90,000 members. Support is available 24/7, in a safe online environment. The Community has groups dedicated to specific cancer types, treatments, family and friends including cancer experiences, cancer types, family and friends, carers, practical issues and travel insurance.

- *[cost]* could help run our Online Community forum for *[time]*. In this time, *[reach]* people affected by cancer in the UK can give emotional and practical support to each other on anything to do with cancer – from treatments, to coping with everyday life, to the death of a loved one.

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<i>Cost</i>	£26	£628	£4,405	£19,088	£229,063
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Reach</i>	72	1,740	12,211	52,916	634,993

(Note: Costs above are payroll costs only, excluding operational and administrative costs)

Money and Work

We know that cancer can cause lots of money worries. We are here for people living with cancer to help them understand how to manage the impact on their household budget, what support may be available and how to access it. Living with cancer can also cause problems at work. It's likely that time off will be required for tests, appointments and treatments, and some people may have to stop working completely. We help people understand their work rights, and what financial support they may be entitled to.

Local Macmillan Welfare Benefits Advice services

What is the service: Macmillan's expert, local welfare benefit advisors help people living with cancer access benefits, tax credits, and grants they are entitled to. People can get easy to understand, impartial advice tailored to their specific circumstances, face to face and remotely (over the phone or online). The services are delivered in partnership with Citizens Advice, NHS trusts, local authorities and other organisations; some Welfare Benefits Advisors work in Macmillan Information and Support Centres.

Specially trained advisors assess the person's needs and what they're entitled to and help them to fill out the relevant application forms. They help minimise delays by ensuring people don't waste time filling out incorrect forms or make mistakes on their application. Advisors can also track the application process and provide representation at reviews and appeals, to ensure any issues are resolved so the person with cancer receives financial support as quickly as possible.

- In 2022, local Macmillan Welfare Benefits Advice Services supported **72,219** unique people living with cancer. Their support in that period resulted in financial gains of around **£254m**.
- In 2022, on average, a single local Macmillan Welfare Benefits Advice Service reached **821** people and identified **£2.9m** in benefits for people affected by cancer.
- In 2022, on average, every person affected by cancer who received benefits advice from a face-to-face benefits adviser was told that they could claim **£3,514** in benefits that they were not currently claiming in that period.

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Running a local Macmillan Welfare Benefits Advice service (full year 2022 data)

- *[cost]* could help run a large local Macmillan Welfare Benefits Advice service for *[time]*.

<i>Cost</i>	£168	£1,179	£5,735	£24,852	£298,226
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year

- *[cost]* could help run a medium local Macmillan Welfare Benefits Advice service for *[time]*.

<i>Cost</i>	£60	£420	£2,045	£8,862	£106,341
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year

- *[cost]* could help run a small local Macmillan Welfare Benefits Advice service for *[time]*.

<i>Cost</i>	£24	£166	£810	£3,509	£42,111
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year

(Note: a local Macmillan Welfare Benefits Advice service with 4.5 or more FTE advisers would be considered large, more than 2 advisers and up to and including 4.5 would be considered medium, and 2 or fewer advisers would be defined as small)

Welfare Rights Team

(Please see the 'Macmillan Support Line' section for more information. The below figures are based on interactions and should not be compared with unique reach mentioned in other areas of the document e.g. local Macmillan Benefits Advice Service above)

- **£67** could help our welfare advisers on our Macmillan Support Line deal with a call or web enquiry.
- *[cost]* could support Macmillan to run the welfare rights element of our phone service for *[time]*. In this time, the team could, on average, deal with *[interactions]* calls and web enquiries and help secure around *[gain]* in unclaimed benefits for people affected by cancer.

<i>Cost</i>	£1,012	£10,981	£77,078	£334,006	£4,008,072
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year

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<i>Interactions</i>	15	166	1,168	5,061	60,733
<i>Gain £</i>	£25,151	£272,867	£1,915,313	£8,299,691	£99,596,296

Claim per spend

- Every *[cost]* we spend on our phone service could lead to our welfare rights advisers on our Macmillan Support Line helping people affected by cancer to claim *[gain]* in benefits they are entitled to.

<i>Cost</i>	£1	£10	£100	£1,000
<i>Gain £</i>	£25	£248	£2,485	£24,849

Financial Guidance Team

(Please see the '[Macmillan Support Line](#)' section for more information. The below figures are based on interactions and should not be compared with unique reach mentioned in other areas of the document e.g. local Macmillan Benefits Advice Service above)

- **£51** could help our financial guides on our Macmillan Support Line deal with a call or web enquiry.
- In 2022, the financial guides on our Macmillan Support Line helped to identify over **£1m** in confirmed financial gains for **27** people affected by cancer.
- *[cost]* could support our financial guides to run the financial guidance element of our phone service for *[time]*. In this time, they could, on average, deal with *[interactions]* calls or web enquires, providing a wide range of financial support and advice to people affected by cancer.

<i>Cost</i>	£365	£3,652	£17,558	£76,085	£913,019
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	7	71	342	1,483	17,800

Please note: other people who receive guidance from our financial guides may also achieve a financial gain, but the value is not known. The identified financial gains stated above are where we have been advised of the actual gain and relate to a small number of interactions. Although not everyone will receive a financial gain, they will have a better understanding of their financial products and options.

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Energy Advice Team

(Please see the '[Macmillan Support Line](#)' section for more information. The below figures are based on interactions and should not be compared with unique reach mentioned in other areas of the document e.g. local Macmillan Benefits Advice Service above)

- **£37** could help an energy specialist on our Macmillan Support Line deal with a call or web enquiry.
- **[cost]** could support our Energy Advice Team to run the Energy Advice service of our phone service for **[time]**. In this time, they could, on average, deal with **[interactions]** calls or web enquires, providing advice on how people living with cancer can keep warm without the worry.

<i>Cost</i>	£127	£1,271	£6,112	£26,485	£317,818
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	3	35	167	724	8,688

Work Support Service

(Please see the '[Macmillan Support Line](#)' section for more information. The below figures are based on interactions and should not be compared with unique reach mentioned in other areas of the document e.g. local Macmillan Benefits Advice Service above)

- **£56** could help a member of our Work Support Team on our Macmillan Support Line deal with a call or web enquiry.
- **[cost]** could support our Work Support Team to run the work support element of our phone service for **[time]**. In this time, they could, on average, deal with **[interactions]** calls or web enquiries, helping people affected by cancer receive advice and support on employment related issues.

<i>Cost</i>	£179	£1,790	£8,608	£37,299	£447,593
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	3	32	154	666	7,990

Macmillan Grants

What is the service: Macmillan Grants are means-tested, one-off payments of £300 to help with the extra costs that living with cancer can bring. They can be used to help ease some of the additional financial pressures caused by a cancer diagnosis, such as increased energy

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and water bills, cost of travel to and from hospital and making home adaptations. Once an application is approved, payment is made by bank transfer into the chosen bank account or by cheque.

In 2022, **over 48,500** people had a grant awarded to them, totalling **over £19m** in payments.* Macmillan Grants can make an immediate difference to someone living with cancer. Below are some of the ways in which a grant can help:

- The cost of travelling to hospital for regular treatment can have a serious impact on personal finances. A Macmillan Grant could make a significant contribution to the cost of a person's travel to hospital for cancer treatment.
- A Macmillan Grant could help with buying items or equipment to improve day to day living such as a wheelchair or washing machine.
- A Macmillan Grant could help cover the cost of a good quality liquidiser for someone who can't eat solid food as a result of their cancer or treatment. It could also enable a person with cancer to purchase a microwave oven. This will make the preparation of food easier when they are experiencing treatment-related tiredness and fatigue.
- A Macmillan Grant could provide a much-needed break from cancer treatment and hospital appointments.
- Some cancer treatments can leave people feeling the cold more acutely. A Macmillan Grant could help a person living with cancer heat their home when they really need to.
- A Macmillan Grant could help cover the cost of fresh bedding for a person who is dealing with nausea, night sweats or incontinence because of their cancer treatment.
- People with cancer can experience changes in body shape and size. Badly fitting clothes are uncomfortable and can also be a constant reminder of their illness. A Macmillan Grant could buy new clothes for someone experiencing a change in weight or body shape while undergoing cancer treatment, helping them feel better about the way they look.

Macmillan Nurses and other Professionals

All Macmillan Professionals (including nurses) are funded according to the NHS Agenda for Change. This is a national system that places NHS posts in one of nine pay bands (1 to 9), based on their knowledge, responsibility, and skills needed. Macmillan Nurses are typically

* [Macmillan Cancer Support Reach Factsheet 2022](#)

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employed at Band 7. The cost of employing other Macmillan Professionals can vary, depending on the band they are employed at.

Macmillan Nurses

What is the service: Macmillan Clinical Nurse Specialists (CNSs), and nurses with similar roles, treat and manage patients' health concerns and work to promote health and wellbeing. They use their skills and expertise in cancer care to provide physical and emotional support, coordinate care services and to inform and advise patients on clinical as well as practical issues.

CNSs can specialise in caring for a specific population (such as young people), a type of care (such as palliative care), a condition (such as lymphoedema), or a particular cancer (such as lung cancer).

Macmillan commits to fund new posts for two years on average. After the initial funding period, our partner organisations – such as the NHS – continue to fund Macmillan Professionals.

- *[cost]* could pay for a Macmillan Nurse for *[time]*, helping people living with cancer and their families receive essential medical, practical and emotional support.

<i>Cost</i>	£34	£258	£1,240	£5,375	£64,499	£128,998
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year	2 years

Please note: The costs shown are the full cost of employing a Macmillan Nurse (including on-costs such as national insurance and pension contribution). These costs are set by the NHS Agenda for Change system and are considered at Band 7. They do not represent nurse salaries.

Macmillan Support Workers

What is the service: Macmillan Support Workers coordinate the care of cancer patients who do not have complex needs and support them to feel in control of their own care. They are part of a wider team and work in close contact with Clinical Nurse Specialists and other specialist professionals – taking some work away from specialist staff, so that they can focus on the care of patients with more complex needs. They are often the first point of contact for patients, coordinating and redirecting patients to support for their practical, information, and emotional support needs.

- *[cost]* could pay for a Macmillan Support Worker for *[time]*, helping people living with cancer receive the support they need.

<i>Cost</i>	£19	£140	£673	£2,916	£34,996	£69,991
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For information, support or just someone to talk to, call **0800 808 00 00** or visit macmillan.org.uk

<i>Time</i>	1 hour	1 day	1 week	1 month	1 year	2 years
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Please note: these costs are the full cost of employing a Macmillan Support Worker (including on-costs such as national insurance and pension contribution). These costs are set by the NHS Agenda for Change system and are considered at Band 4. The costs shown do not represent their salaries.

Electronic Holistic Needs Assessments

What is the service: A Holistic Needs Assessment (HNA) is a process of gathering information from patients or their carers in order to inform planning for the provision of personalised care. The HNA supports the whole person and analyses physical, emotional, spiritual, social and practical concerns. This helps to develop an individual care plan.

Macmillan developed an electronic version of this tool (the electronic Holistic Needs Assessment – eHNA) in order to make the process more straightforward and less time consuming for all involved.

- Around **£7** could cover the cost of a nurse offering a patient a personalised eHNA assessment and care plan.
- Around **£70** could allow the offer of a personalised eHNA assessment and care plan to 10 people

Please note: this is the cost for Macmillan to support partner organisations (such as hospitals) to deliver the eHNA. These organisations are responsible for covering delivery costs.

Emotional and Practical Support

Free Counselling - Macmillan and BUPA Partnership

What is the service: If things get too much and emotional needs become prolonged or intense, people with cancer may require specialist mental health support. The service provides psychological support for people who are struggling emotionally with, and as a result, of their cancer experience. If eligible, they are offered up to 6 remote, one-on-one counselling sessions, provided by BUPA (but funded by Macmillan). The sessions are offered over the phone and are designed to help understand, manage and overcome difficult feelings.

£315 would cover the estimated cost of providing the Bupa Counselling Service to each referred person, so they can receive effective psychological support that's tailored to their needs.

For information, support or just someone to talk to,
call **0800 808 00 00** or visit macmillan.org.uk

Macmillan Support Grant Scheme for Professionals and People Living with Cancer

The Support Grants Scheme is a flexible grant programme available to both professionals and people living with cancer. The Support Grant must be of direct benefit to people living with cancer. Some examples of support grants awarded in 2022 are:

- **£7,300** can provide a new telephone system to enhance and improve communications with Macmillan clients. The new system will allow the recording of calls to monitor the quality of advice given and ensure no details are forgotten when clients are making a claim. There will also be improved collaboration with smartphone video conferencing giving clients the additional option of video advice. The new telephone system will also allow advisors to work from home as face-to-face advice delivery has reduced since the coronavirus pandemic.
- **£5,000** can fund the delivery of awareness raising sessions to encourage the local community to engage with support services. Costs include room hire, information packs, expenses for expert speakers and marketing materials, as well as bespoke training for volunteers. The funding can also provide practical and emotional support to people affected by cancer.
- **£2,000** can fund a conference with speakers and therapists, games and refreshments to reach and engage diverse and marginalised patient groups and find out what barriers there are and what good support would look like for those from ethnically diverse communities.
- **£360** can fund the creation and operation of a website dedicated to a cancer support group. It could promote their service, and include examples of members cancer journeys, and promote links to local, regional and national support agencies.

Learning and Development Offers

Macmillan is committed to providing people affected by cancer with the tools they want and need. As well as helping people living with cancer, we also help carers, families, communities, and professionals. We offer a comprehensive range of online and face-to-face courses, workshops and learning toolkits, available through The Learning Hub, and the Macmillan website.

For information, support or just someone to talk to, call **0800 808 00 00** or visit [macmillan.org.uk](https://www.macmillan.org.uk)

Learning and Development for Professionals

- £260,000 could pay for a two-day conference for 650 Macmillan Professionals. At the conference, professionals would have the opportunity to network, share innovations and learn about new developments in cancer care and develop their skills in supporting people with cancer. The conference also includes the Professionals Excellence Awards ceremony which recognises outstanding achievements of professionals and their teams.
- £60,000 could pay for a self-reflective learning module for health care professionals to provide the best care for cancer patients, using video to put the learner in a patient's shoes and provide a unique perspective on how it feels to be on the receiving end of these conversations.
- £15,000 could support a multi-disciplinary community of professionals, bringing them together to share expertise and work on joint projects.
- £10,000 could pay for the development of a digital (e-learning) module on for example social prescribing, allowing professionals to increase their knowledge in the topic and reach out to other professionals in the same role.
- £500 could pay for a Macmillan Professional to attend an advanced course in pain and symptom control. This would help the professional provide better advice to people with cancer on how to manage their symptoms and deal with the pain caused by treatment.
- £500 could pay for a Macmillan Professional to attend a two-day Macmillan conference, providing the opportunity to network, share innovations and learn about new developments in cancer care and develop their skills in supporting people with cancer. The conference also includes the Professionals Excellence Awards ceremony which recognises outstanding achievements of professionals and their teams.

Appendix – "Shopping List" of costs in descending order

All the information below is from *The Cost of Macmillan's Services* factsheet. We've put all the values from the fact sheet into descending order to make it even easier for you to use the cost of our services in your communications.

For information, support or just someone to talk to, call **0800 808 00 00** or visit [macmillan.org.uk](https://www.macmillan.org.uk)

Remember to include an explanation of the service you're talking about in your communication, referring to the descriptions used throughout this fact sheet

£5 million

£4,107,339 could support our Cancer Information Nurse Specialists to run our Macmillan Support Line phone service for 1 year. In this time, they could deal with 69,724 calls and web enquiries from people and provide a wide range of specialist information such as how to manage side effects, treatment options, living with cancer, and coping with grief.

£4,008,072 could support Macmillan to run the welfare rights element of our phone service for 1 year. In this time, the team could, on average, deal with 60,733 individual cases and help secure £99,596,296 in unclaimed benefits for people affected by cancer.

£3 million

£2,267,205 could support our Cancer Information and Support Team to run our Macmillan Support Line phone service for 1 year. In this time, they could deal with 106,577 calls and web enquiries from people who want questions answered, need practical or financial support, or just want to chat.

£1 million

Between £600,000 - £1 million could pay for a fully kitted out self-contained Macmillan Information and Support Centre, including build costs, IT equipment, furniture and décor.

£913,019 could support our financial guides to run the financial guidance element of our phone service for 1 year. In this time, they could, on average, deal with 17,800 cases, providing a wide range of financial support and advice to people affected by cancer.

£500,000

£447,593 could support our Work Support Team to run the work support element of our phone service for 1 year. In this time, they could, on average, deal with 7,990 calls and web enquires, helping people affected by cancer receive advice and support on employment related issues.

£342,278 could support our Cancer Information Nurse Specialists to run our Macmillan Support Line phone service for 1 month. In this time, they could deal with 5,810 calls and web enquiries from people and provide a wide range of specialist information such as how to manage side effects, treatment options, living with cancer, and coping with grief.

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£334,006 could support Macmillan to run the welfare rights element of our phone service for 1 month. In this time, the team could, on average, deal with 5,061 calls and web enquiries and help secure around £8,299,691 in unclaimed benefits for people affected by cancer.

£317,818 could support our Energy Advice Team to run the Energy Advice service of our phone service for 1 year. In this time, they could, on average, deal with 8,688 calls or web enquiries, providing advice on how people living with cancer can keep warm without the worry.

Between £200,000 - £300,000 could pay for a fully kitted Macmillan Information Space in a non-clinical area such as a hospital waiting area or library, providing information and support on a wide variety of medical and non-medical issues, ranging from coping with treatment and care, to getting financial support.

£298,226 could help run a large local Macmillan Welfare Benefits Advice service for 1 year, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

£260,000 could pay for a two-day conference for 650 Macmillan Professionals. At the conference, the professionals would have the opportunity to network, share innovations and learn about new developments in cancer care and develop their skills in supporting people with cancer.

£250,000

£229,063 could help run our Online Community forum for 1 year. In this time, 634,993 people affected by cancer in the UK can give emotional and practical support to each other on anything to do with cancer – from treatments, to coping with everyday life, to the death of a loved one.

£188,934 could support our Cancer Information and Support Team to run our Macmillan Support Line phone service for 1 month. In this time, they could deal with 8,881 calls and web enquiries from people who want questions answered, need practical or financial support, or just want to chat.

£106,341 could help run a medium local Macmillan Welfare Benefits Advice service for 1 year, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

£100,000

For information, support or just someone to talk to,
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£78,987 could support our Cancer Information Nurse Specialists to run our Macmillan Support Line phone service for 1 week. In this time, they could deal with 1,341 calls and web enquiries from people and provide a wide range of specialist information such as how to manage side effects, treatment options, living with cancer, and coping with grief.

£77,078 could support Macmillan run the welfare rights element of our phone service for 1 week. In this time, the team could, on average, deal with 1,168 calls and web enquires and help secure around £1,915,313 in unclaimed benefits for people affected by cancer.

£76,085 could support our financial guides to run the financial guidance element of our phone service for 1 month. In this time, they could, on average, deal with 1,483 cases, providing a wide range of financial support and advice to people affected by cancer.

£64,499 could pay for a Macmillan Information and Support Manager for 1 year to staff a Macmillan Information and Support Centre, giving people living with cancer the opportunity to ask questions and talk through their concerns.

£64,499 could pay for a Macmillan Nurse for 1 year, helping people living with cancer and their families receive essential medical, practical and emotional support.

£60,000 could pay for a self-reflective learning module for health care professionals to provide the best care for cancer patients, using video to put the learner in a patient's shoes and provide a unique perspective on how it feels to be on the receiving end of these conversations.

£50,000

£50,000 could pay for the build costs of a small single room that allows people to easily access Macmillan information resources and signposts them to available sources of support.

£43,600 could support our Cancer Information and Support Team to run our Macmillan Support Line phone service for 1 week. In this time, they could deal with 2,050 calls and web enquiries from people who want questions answered, need practical or financial support, or just want to chat.

£42,111 could help run a small Macmillan Welfare Benefits Advice service for 1 year, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

£37,299 could support our Work Support Team to run the work support element of our phone service for 1 month. In this time, they could, on average, deal with 666 calls and web enquires, helping people affected by cancer receive advice and support on employment related issues.

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Around £35,000 could pay for the build costs of an information pod that allows people to easily access Macmillan information resources and signposts them to available sources of support.

£34,996 could pay for a Macmillan Information and Support Assistant for 1 year to staff a Macmillan Information and Support Centre, giving people living with cancer the opportunity to ask questions and talk through their concerns.

£34,996 could pay for a Macmillan Support Worker for 1 year, helping people living with cancer receive the support they need.

£30,000

£26,485 could support our Energy Advice Team to run the Energy Advice service of our phone service for 1 month. In this time, they could, on average, deal with 724 calls and web enquires, providing advice on how people living with cancer can keep warm without the worry.

£24,852 could help run a large Macmillan Welfare Benefits Advice service for 1 month, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

£20,000

£19,088 could help run our Online Community forum for 1 month. In this time, 52,916 people affected by cancer in the UK can give emotional and practical support to each other on anything to do with cancer – from treatments, to coping with everyday life, to the death of a loved one.

£17,558 could support our financial guides to run the financial guidance element of our phone service for 1 week. In this time, they could, on average, deal with 342 calls and web enquires, providing a wide range of financial support and advice to people affected by cancer.

£15,000 could support a multi-disciplinary community of professionals, bringing them together to share expertise and work on joint projects.

£11,253 could support our Cancer Information Nurse Specialists to run our Macmillan Support Line phone service for 1 day. In this time, they could deal with 191 calls and web enquiries from people and provide a wide range of specialist information such as how to manage side effects, treatment options, living with cancer, and coping with grief.

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£10,981 could support Macmillan to run the welfare rights element of our phone service for 1 day. In this time, the team could, on average, deal with 166 calls and web enquiries and help secure around £272,867 in unclaimed benefits for people affected by cancer.

£10,154 could pay for a translated factsheet covering information on end of life.

£10,000

£10,000 could pay for the development of a digital (e-learning) module on for example social prescribing, allowing professionals to increase their knowledge in the topic and reach out to other professionals in the same role.

£8,862 could help run a medium Macmillan Welfare Benefits Advice service for 1 month, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

£8,608 could support our Work Support Team to run the work support element of our phone service for 1 week. In this time, they could, on average, deal with 154 calls and web enquiries, helping people affected by cancer receive advice and support on employment related issues.

£7,300 can provide a new telephone system to enhance and improve communications with Macmillan clients. The new system will allow the recording of calls to monitor the quality of advice given and ensure no details are forgotten when clients are making a claim. There will also be improved collaboration with smartphone video conferencing giving clients the additional option of video advice. The new telephone system will also allow advisors to work from home as face-to-face advice delivery has reduced since the coronavirus pandemic.

£6,720 could pay for a new animation explaining, in simple terms, what targeted therapies for cancer are.

£6,212 could support our Cancer Information and Support Team to run our Macmillan Support Line phone service for 1 day. In this time, they could deal with 292 calls and web enquiries from people who want questions answered, need practical or financial support, or just want to chat.

£6,112 could support our Energy Advice Team run the Energy Advice service of our phone service for 1 week. In this time, they could, on average, deal with 167 calls and web enquires, providing advice on how people living with cancer can keep warm without the worry.

For information, support or just someone to talk to,
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£5,735 could help run a large Macmillan Welfare Benefits Advice service for 1 week, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

£5,375 could pay for a Macmillan Information and Support Manager for 1 month to staff a Macmillan Information and Support Centre, giving people living with cancer the opportunity to ask questions and talk through their concerns.

£5,375 could pay for a Macmillan Nurse for 1 month, helping people living with cancer and their families receive essential medical, practical and emotional support.

£5,016 could pay for the revision of seven booklets in Easy Read format on a range of topics.

£5,000

£5,000 can fund the delivery of awareness raising sessions to encourage the local community to engage with support services. Costs include room hire, information packs, expenses for expert speakers and marketing materials, as well as bespoke training for volunteers. The funding can also provide practical and emotional support to people affected by cancer.

£4,405 could help run our Online Community forum for 1 week. In this time, 12,211 people affected by cancer in the UK can give emotional and practical support to each other on anything to do with cancer – from treatments, to coping with everyday life, to the death of a loved one.

£3,652 could support our financial guides to run the financial guidance element of our phone service for 1 day. In this time, they could, on average, deal with 71 cases, providing a wide range of financial support and advice to people affected by cancer.

£3,509 could help run a small Macmillan Welfare Benefits Advice service for 1 month, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

£2,916 could pay for a Macmillan Information and Support Assistant for 1 month, giving people living with cancer the opportunity to ask questions and talk through their concerns

£2,916 could pay for a Macmillan Support Worker for 1 month, helping people living with cancer receive the support they need.

£2,500

For information, support or just someone to talk to,
call **0800 808 00 00** or visit [macmillan.org.uk](https://www.macmillan.org.uk)

£2,045 could help run a medium Macmillan Welfare Benefits Advice service for 1 week, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

£2,000 can fund a conference with speakers and therapists, games and refreshments to reach and engage diverse and marginalised patient groups and find out what barriers there are and what good support would look like for those from ethnically diverse communities.

£1,790 could support our work support advisers to run the work support element of our phone service for 1 day. In this time, they could, on average, deal with 32 cases, providing access to legal advice and assistance to people affected by cancer with work issues.

£1,271 could support our Energy Advice Team to run the Energy Advice service for 1 day. In this time, they could, on average, deal with 40 individual cases.

£1,240 could pay for a Macmillan Information and Support Manager for 1 week, giving people living with cancer the opportunity to ask questions and talk through their concerns.

£1,240 could pay for a Macmillan Nurse for 1 week, helping people living with cancer and their families receive essential medical, practical and emotional support.

£1,179 could help run a large Macmillan Welfare Benefits Advice service for 1 day, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

£1,012 could support Macmillan to run the welfare rights element of our phone service for 1 hour. In this time, the team could, on average, deal with 15 individual cases and help secure £25,151 in unclaimed benefits.

£1,000

Every £1,000 we spend on our phone service could lead to our welfare rights advisers on our Macmillan Support Line helping people affected by cancer to claim £24,849 in benefits they are entitled to.

£938 could support our Cancer Information Nurse Specialists to run our Macmillan Support Line phone service for 1 hour. In this time, they could answer 16 calls and web enquiries from people and provide a wide range of specialist information such as how to manage side effects, treatment options, living with cancer, and coping with grief.

£810 could help run a small Macmillan Welfare Benefits Advice service for a week, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

For information, support or just someone to talk to,
call **0800 808 00 00** or visit [macmillan.org.uk](https://www.macmillan.org.uk)

£767 could pay for one of our most popular booklets, Help with the Cost of Cancer, to be converted into an audio format, that people can listen to online or download from our website.

£673 could pay for a Macmillan Information and Support Assistant for 1 week, giving people living with cancer the opportunity to ask questions and talk through their concerns.

£673 could pay for a Macmillan support worker for 1 week, helping people living with cancer receive the support they need.

£628 could help run our Online Community forum for 1 day. In this time, 1,740 people affected by cancer in the UK can give emotional and practical support to each other on anything to do with cancer – from treatments, to coping with everyday life, to the death of a loved one.

£518 could support our Cancer Information and Support Team to run our Macmillan Support Line phone service for 1 hour. In this time, they could deal with 24 calls and web enquiries from people who want questions answered, need practical or financial support, or just want to chat.

£500

£500 could pay for a Macmillan Professional to attend an advanced course in pain and symptom control. This would help the professional provide better advice to people with cancer on how to manage their symptoms and deal with the pain caused by treatment.

£500 could pay for a Macmillan Professional to attend a two-day Macmillan conference providing opportunity to network, share innovations and learn about new developments in cancer care and develop their skills in supporting people with cancer.

£420 could help run a medium Macmillan Welfare Benefits Advice service for 1 day, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

£365 could support our financial guides to run the financial guidance element of our phone service for 1 hour. In this time, they could, on average, deal with 7 calls or web enquires, providing a wide range of financial support and advice to people affected by cancer.

£360 can fund the creation and operation of a website dedicated to a cancer support group. It will promote their service, and include examples of members cancer journeys, and promote links to local, regional and national support agencies.

For information, support or just someone to talk to,
call **0800 808 00 00** or visit [macmillan.org.uk](https://www.macmillan.org.uk)

A £350 Macmillan Grant could help with the extra costs that living with cancer can bring, such as the travel costs of getting to and from appointments, higher energy bills as a result of needing to keep warm during treatment, or the purchase of appliances to make the preparation of food easier.

£315 would cover the estimated cost of providing the Free Counselling Service to each referred person, so they can receive effective psychological support that's tailored to their needs.

£300

£258 could pay for a Macmillan Information and Support Manager for 1 day to staff a Macmillan Information and Support Centre.

£258 could pay for a Macmillan Nurse for 1 day, helping people living with cancer and their families receive essential medical, practical and emotional support.

£200

£182 could pay for 200 copies of our most popular booklet, Help with the Cost of Cancer, potentially helping a person affected by cancer understand the benefits and financial help they could access.

£179 could support our Work Support Team to run the work support element of our phone service for 1 hour. In this time, they could, on average, deal with 3 calls or web enquiries, helping people affected by cancer receive advice and support on employment related issues.

£168 could pay for 200 copies of our Looking after Someone with Cancer booklet, helping carers to look after themselves while supporting and looking after someone with cancer.

£168 could help run a large Macmillan Welfare Benefits Advice service for 1 hour, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

£168 could help run a small Macmillan Welfare Benefits Advice service for 1 day, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

£163 could provide emotional support to one person living with cancer for around eight weeks, through ongoing and regular support sessions with one of our Macmillan Buddies.

£161 could pay for a popular booklet, Coping with Fatigue, to be converted into large print for people with visual impairments.

For information, support or just someone to talk to,
call **0800 808 00 00** or visit [macmillan.org.uk](https://www.macmillan.org.uk)

£156 could pay for 200 copies of our End of Life booklet, produced in partnership with Marie Curie.

£140 could pay for a Macmillan Information and Support Assistant for 1 day, giving people living with cancer the opportunity to ask questions and talk through their concerns.

£140 could pay for a Macmillan Support Worker for 1 day, helping people living with cancer receive the support they need.

£127 could support our Energy Advice Team to run the Energy Advice service for 1 hour. In this time, they could, on average, deal with 3 individual cases.

£120 could pay for 200 copies of How are you Feeling? The Emotional Effects of Cancer. This booklet is one of our most popular resources, offering advice and information on sources of support to people affected by cancer, who may experience a wide range of emotions including fear, loneliness, and anger.

£100

Every £100 we spend on our phone service could lead to our welfare rights advisers on our Macmillan Support Line helping people affected by cancer to claim £2,485 in benefits they are entitled to.

£98 could pay for 200 copies of our Coping with Fatigue booklet.

£91 could pay for 100 copies of our most popular booklet, Help with the Cost of Cancer, potentially helping a person affected by cancer understand the benefits and financial help they could access.

£88 could pay for 200 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.

£84 could pay for 100 copies of our Looking after Someone with Cancer booklet, helping carers to look after themselves while supporting and looking after someone with cancer.

£78 could pay for 100 copies of our End of Life booklet, produced in partnership with Marie Curie.

£78 could pay for 200 copies of our Physical Activity and Cancer booklet – written for people living with or beyond cancer who want to know more about the benefits of being physically active and how to stay safe.

For information, support or just someone to talk to,
call **0800 808 00 00** or visit [macmillan.org.uk](https://www.macmillan.org.uk)

£78 could pay for 200 copies of the new edition of *Preparing a Child for Loss*, a resource we've produced in partnership with Winston's Wish.

£70

£70 could allow the offer of a personalised electronic Holistic Needs Assessment (eHNA) and care plan to 10 people.

£67 could help our welfare advisers on our Macmillan Support Line deal with a call or web enquiry, providing advice and guidance on the benefits, grants and tax credits that a person may be entitled to after a cancer diagnosis.

£60 could pay for 100 copies of *How are you Feeling? The Emotional Effects of Cancer*. This booklet is one of our most popular resources, offering advice and information on sources of support to people affected by cancer, who may experience a wide range of emotions including fear, loneliness, and anger.

£60 could help run a medium Macmillan Welfare Benefits Advice service for 1 hour, providing people living with cancer with easy-to-understand, impartial advice on claiming the financial support they're entitled to.

£59 could help the Cancer Information Nurse Specialists on our Macmillan Support Line deal with a call or web enquiry, providing support with a wide range of specialist information such as how to manage side effects, treatment options, living with cancer, and coping with grief.

£56 could help a member of our Work Support Team on our Macmillan Support Line deal with a call or web enquiry.

£52 could pay for 100 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.

£51 could help our financial guides on our Macmillan Support Line deal with a call or web enquiry.

£50

£49 could pay for 100 copies of our *Coping with Fatigue* booklet.

£46 could pay for 50 copies of *Help with the Cost of Cancer*, potentially helping a person affected by cancer understand the benefits and financial help they could access.

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call **0800 808 00 00** or visit [macmillan.org.uk](https://www.macmillan.org.uk)

£44 could pay for 100 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.

£42 could pay for 50 copies of our Looking after Someone with Cancer booklet, helping carers to look after themselves while supporting and looking after someone with cancer.

£40

£39 could pay for 50 copies of our End of Life booklet, produced in partnership with Marie Curie.

£39 could pay for 100 copies of our Physical Activity and Cancer booklet – written for people living with or beyond cancer who want to know more about the benefits of being physically active and how to stay safe.

£39 could pay for 100 copies of the new edition of Preparing a Child for Loss, a resource we've produced in partnership with Winston's Wish.

£37 could help an energy specialist on our Macmillan Support Line deal with a call or web enquiry.

£34 could pay for 200 copies of our booklet Holistic Needs Assessment: Planning your Care and Support.

£34 could pay for a Macmillan Nurse for 1 hour, helping people living with cancer and their families receive essential medical, practical and emotional support.

£32 could pay for a Macmillan Information and Support Manager for 1 hour, giving people living with cancer the opportunity to ask questions and talk through their concerns.

£30 could pay for 50 copies of How are you Feeling? The Emotional Effects of Cancer. This booklet is one of our most popular resources, offering advice and information on sources of support to people affected by cancer, who may experience a wide range of emotions including fear, loneliness, and anger.

£30

£30 could pay for 50 copies of How are you Feeling? The Emotional Effects of Cancer. This booklet is one of our most popular resources, offering advice and information on sources of support to people affected by cancer, who may experience a wide range of emotions including fear, loneliness, and anger.

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£26 could help run our Online Community forum for 1 hour. In this time, 72 people affected by cancer in the UK can give emotional and practical support to each other on anything to do with cancer – from treatments, to coping with everyday life, to the death of a loved one.

£25 could pay for 50 copies of our Coping with Fatigue booklet.

£24 could help run a small local Macmillan Welfare Benefits Advice service for 1 hour.

£22 could pay for 50 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.

£22 could pay for 25 copies of our most popular booklet, Help with the Cost of Cancer, potentially helping a person affected by cancer understand the benefits and financial help they could access.

£21 could help the Cancer Information and Support Team on our Macmillan Support Line deal with a call or web enquiry.

£21 could pay for 25 copies of our Looking after Someone with Cancer booklet, helping carers to look after themselves while supporting and looking after someone with cancer.

£20

£20 could pay for 25 copies of our End of Life booklet, produced in partnership with Marie Curie.

£20 could pay for 50 copies of our Physical Activity and Cancer booklet – written for people living with or beyond cancer who want to know more about the benefits of being physically active and how to stay safe.

£20 could pay for 50 copies of the new edition of Preparing a Child for Loss, a resource we've produced in partnership with Winston's Wish.

£19 could pay for a Macmillan Support Worker for 1 hour, helping people living with cancer receive the support they need.

£18 could pay for a Macmillan Information and Support Assistant for 1 hour.

£17 could provide one session of emotional support to a person living with cancer with a Macmillan Buddy.

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call **0800 808 00 00** or visit [macmillan.org.uk](https://www.macmillan.org.uk)

£17 could pay 100 copies of our booklet *Holistic Needs Assessment: Planning your Care and Support*.

£15 could pay for 25 copies of *How are you Feeling? The Emotional Effects of Cancer*. This booklet is one of our most popular resources, offering advice and information on sources of support to people affected by cancer, who may experience a wide range of emotions including fear, loneliness, and anger.

£12 could pay for 25 copies of our *Physical Activity and Cancer* booklet – written for people living with or beyond cancer who want to know more about the benefits of being physically active and how to stay safe.

£11 could pay for 25 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.

£10

Every £10 we spend on our phone service could lead to our welfare rights advisers on our Macmillan Support Line helping people affected by cancer to claim £248 in benefits they are entitled to.

£10 could pay for 25 copies of our *Coping with Fatigue* booklet.

£10 could pay for 25 copies of the new edition of *Preparing a Child for Loss*, a resource we've produced in partnership with Winston's Wish.

£10 could pay for 25 copies of our *Physical Activity and Cancer* booklet – written for people living with or beyond cancer who want to know more about the benefits of being physically active and how to stay safe.

£9 could pay for 10 copies of our most popular booklet, *Help with the Cost of Cancer*, potentially helping a person affected by cancer understand the benefits and financial help they could access.

£9 could pay 50 copies of our booklet *Holistic Needs Assessment: Planning your Care and Support*.

£8 could pay for 10 copies of our *Looking after Someone with Cancer* booklet, helping carers to look after themselves while supporting and looking after someone with cancer.

For information, support or just someone to talk to,
call **0800 808 00 00** or visit [macmillan.org.uk](https://www.macmillan.org.uk)

£8 could pay for 10 copies of our End of Life booklet, produced in partnership with Marie Curie.

£7 could cover the cost of a nurse offering a patient a personalised electronic Holistic Needs Assessment (eHNA) and care plan.

£6 could pay for 10 copies of How are you Feeling? The Emotional Effects of Cancer. This booklet is one of our most popular resources, offering advice and information on sources of support to people affected by cancer, who may experience a wide range of emotions including fear, loneliness, and anger.

£5

£5 could pay for 10 copies of our Coping with Fatigue booklet.

£4 could pay for 10 copies of our Physical Activity and Cancer booklet – written for people living with or beyond cancer who want to know more about the benefits of being physically active and how to stay safe.

£4 could pay for 10 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.

£4 could pay for 10 copies of the new edition of Preparing a Child for Loss, a resource we've produced in partnership with Winston's Wish.

£4 could pay 25 copies of our booklet Holistic Needs Assessment: Planning your Care and Support.

£2 could pay 10 copies of our booklet Holistic Needs Assessment: Planning your Care and Support.

£1

Every £1 we spend on our phone service could lead to our welfare rights advisers on our Macmillan Support Line helping people affected by cancer to claim £25 in benefits they are entitled to.

91p could pay for a copy of our most popular booklet, Help with the Cost of Cancer, potentially helping a person affected by cancer understand the benefits and financial help they could access.

For information, support or just someone to talk to,
call **0800 808 00 00** or visit [macmillan.org.uk](https://www.macmillan.org.uk)

84p could pay for 1 copy of our Looking after Someone with Cancer booklet, helping carers to look after themselves while supporting and looking after someone with cancer.

78p could pay for 1 copy of our End of Life booklet, produced in partnership with Marie Curie.

60p could pay for 1 copy of How are you Feeling? The Emotional Effects of Cancer. This booklet is one of our most popular resources, offering advice and information on sources of support to people affected by cancer, who may experience a wide range of emotions including fear, loneliness and anger.

49p could pay for 1 copy of our Coping with Fatigue booklet.

44p could pay for 1 copy 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.

39p could pay for 1 copy of our Physical Activity and Cancer booklet – written for people living with or beyond cancer who want to know more about the benefits of being physically active and how to stay safe.

39p could pay for 1 copy of the new edition of Preparing a Child for Loss, a resource we've produced in partnership with Winston's Wish.

17p could pay for 10 copy of our booklet Holistic Needs Assessment: Planning your Care and Support.

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