

The cost of Macmillan's services fact sheet

2018 edition (using 2017 costs)

**For information, support or just someone to talk to,
call 0808 808 00 00 or visit macmillan.org.uk**

Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039907) and the Isle of Man (604). Also operating in Northern Ireland. A company limited by guarantee, registered in England and Wales company number 2400969. Isle of Man company number 4694F. Registered office: 89 Albert Embankment, London SE1 7UQ.
VAT no: 668265007

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
- something that can be easily confirmed.

Where might we use this information?

- stories in all Macmillan internal and external publications and media
- emails or letters to events 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 (if you do need to pitch for a service, you must contact the Finance Adviser for Restricted Funds at UKO)
- Performance monitoring
- Evaluation of existing services

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 to make messages clearer is permitted. However, please try and use an additional approximating word such as 'approximately' or 'about' in these circumstances. Please note that some audiences, for example, corporate partners, may prefer to see precise figures.

You can also simply multiply up to get different prices for your communications. For example, if one item costs £3,000 (eg one Macmillan Information Point) and you're looking for something that costs around £15,000, then you could say something like, '£15,000 could pay for five Macmillan Information Points'.

Please remember: many of your audiences will not know what support our services offer. So just saying that '£53,788 could pay for a Macmillan nurse for a year' is not enough. It is important that you also describe what is so special about our services. Therefore, if for space reasons any of the amounts that follow do not also describe the support provided, please use information from the supporting paragraph above it.

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If you want to adjust the figures in any major way or have any questions, please contact Edoardo Cesarino (ecesarino@macmillan.org.uk) in the Evidence Department.

For Macmillan staff only:

A detailed Excel spreadsheet with explanations of how this data has been derived is available to Macmillan staff. If you'd like to see it, please contact Edoardo Cesarino (ecesarino@macmillan.org.uk).

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Healthcare professionals

Macmillan nurses

Macmillan Clinical Nurse Specialists (CNSs) treat and manage patient's 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).

Like for other professionals, Macmillan commits to fund new CNS posts for three years. 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.

Cost	£28	£213	£1,034	£4,482	£53,788	£161,363
Time	1 hour	1 day	1 week	1 month	1 year	3 years

Please note: The costs shown are the full cost of employing a Macmillan nurse (including on-costs such as national insurance and travel costs). These costs are set by the NHS Agenda for Change system and are considered at Band 7 (see narrative *in the 'Other Macmillan professionals' section* for explanation). They do not represent nurse salaries.

Other Macmillan professionals (AHPs)

Macmillan funds a number of other health and social care professionals (Allied Health Professionals – AHPs), besides nurses. They work alongside nurses and doctors to provide a comprehensive range of cancer healthcare support.

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

The same figures used for Nurses above can be valid for other Macmillan professionals. Example of AHPs include:

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Dietitians – Specialise in the nutritional assessment of cancer patients, which together with other information informs the dietary treatment required for patients. Malnutrition is the single most common secondary diagnosis in patients with cancer. Dietitians advise on achieving optimal nutritional status, improve nutrition throughout and minimise discomfort through appropriate nutritional support.

Lymphoedema specialists – Lymphoedema is a condition that causes swelling of the limbs, and can be a consequence of cancer or its treatment. Our lymphoedema specialists (often qualified nurses, physiotherapists or occupational therapists) provide therapy that includes massage, bandaging, exercises and skincare. They assess physical movements to improve and manage the impact of any treatments such as surgery, radiotherapy and chemotherapy. They help managing symptoms and improving recovery by working on mobility, balance, range of movement, and strength. Wherever possible, they can also support people to manage their condition themselves.

Physiotherapists – Cancer and its treatment can have severe effects on patients' physical health. By using special exercise or massage therapy, physiotherapists make sure patients can maintain independence and mobility even when coping with consequences of cancer and its treatment. They work with patients to regain any lost function, as well as relieving distressing symptoms and making sure patients are as active as possible even during treatment and recovery.

Therapeutic radiographers – Radiotherapy uses high-energy rays to destroy cancer cells. Receiving radiotherapy can be an unpleasant and distressing experience. It can lead to side effects such as tiredness, sickness, problems with eating and drinking, hair loss, and diarrhoea. Therapeutic radiographers play a vital role in the delivery of radiotherapy services; they are the only health professionals qualified to plan and deliver radiotherapy. Therapeutic radiographers are responsible for the planning and delivery of accurate radiotherapy treatments using a wide range of technical equipment. They are extensively involved at all stages of the patients' radiotherapy journey, helping them to make informed decisions about their treatment.

Speech and language therapists – The treatment of some cancers can lead to people having difficulties when speaking or losing their speech. This can be very isolating and distressing for patients, and also traumatic for their family and friends, as they struggle to adjust to this change. Speech and language therapists specialise in the diagnosis and treatment of patients who have speech, language and/or swallowing problems and help ensure that people get the support they need before, during and after cancer treatment. They provide speech therapy that helps someone learn to communicate in the clearest and most effective way and gives them the skills to adapt to a life in which they may have to communicate differently. Speech and language therapists are the lead professionals in managing swallowing problems caused by cancer and its treatment. This can help to ensure that patients can maximise their quality of life and are able to adapt to life after cancer.

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Macmillan Support Workers

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.

Cost	£15	£114	£552	£2,390	£28,682	£86,047
Time	1 hour	1 day	1 week	1 month	1 year	3 years

Please note: these costs are the full cost of employing a Macmillan Support Worker (including on-costs such as national insurance and travel costs). These costs are set by the NHS Agenda for Change system and are considered at Band 4 (see narrative in the 'Other Macmillan professionals' section for explanation). The costs shown do not represent their salaries.

Healthcare services

Macmillan Electronic Holistic Needs Assessment (eHNA)

A Holistic Needs Assessment (HNA) is a process of gathering information from patients or their carers in order to inform discussion about how to provide 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 has 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.

- **£42** could cover the costs for a patient to receive a personalised eHNA assessment and care plan.

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

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Macmillan cancer environments

We know that the design of buildings can have an impact on the way people feel and respond to treatment. Macmillan helps to fund the design, construction and furnishing of cancer care centres. We also provide furniture, decoration and fittings to create a relaxing and healing environment. Types of clinical building include palliative care units, chemotherapy suites and general cancer care centres.

The cost of and investment in a cancer environment can vary significantly. This is dependent on a variety of elements, such as the size and layout of the area. Below are examples of costs for some spaces that can be part of a cancer environment.

- Between **£100,000** and **£250,000** could pay for a treatment area in a chemotherapy day unit, so that patients can receive their treatment in a comforting environment.
- Around **£70,000** could pay for a staff room, where clinical staff can take a break from their duties.
- Around **£50,000** could pay for a consulting examination room in an outpatient unit, where clinical staff can assess and provide treatment to patients.
- Around **£35,000** could pay for a phlebotomy bay in a chemotherapy day unit, an area where patients can have their blood taken for tests.

Please note: Macmillan may not fund the full costs of these environments, as they are often developed in partnership with other organisations.

Macmillan physical activity support schemes (including Walking for Health)

We no longer fund new partnership services for physical activity. However, as a result of historical activity, we have a number of Macmillan physical activity support schemes across the UK supporting people living with cancer.

Taking part in physical activity during and after cancer treatment can play a huge part in enabling people to take back control. Macmillan funds physical activity behaviour change services across the UK. Our approach is based on the NHS physical activity care pathway 'Let's Get Moving' and additional global research. It aims to support someone to become and stay active in an activity of their choice, at an intensity that is right for them.

Everyone is supported for a minimum of 12 months. Programmes are tailored to their specific needs, helping people to make changes that are sustainable into the long-term future. The activities that individuals can access in each area range from health walks, local 'get back into'

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type sports such as walking football, joining the gym, a dance class or using Macmillan's home exercise DVD.

Physical activity support schemes:

- Around **£160,000** could cover the costs of a physical activity scheme for a year.*
- **£5** could pay for a Move More guide. This is designed to help people living with cancer to become more active and includes information and practical advice about setting goals and how to get started. It includes a Moving to music DVD and signposts to further areas of support.

*Please note: we no longer fund new partnership services for physical activity, so the use of these figures may be limited for fundraising activity. This figure is an estimated average, based on a number of physical activity support schemes. There is a wide cost variation between different services, due to many factors – including setting, population coverage, cancer incidence and existing resources.

Macmillan Service Improvement Grant

Macmillan Service Improvement Grants provide funding for improvements to Macmillan supported services, including buying specialist equipment (such as speech aid, scalp cooler, recliner chair and stair lift) and support materials (such as books, software, laptops and audiovisual equipment).

From 2018, Service Improvement Grants have been replaced by Support Grants, which are available to both professionals and people living with cancer. At the time the data below was collected, some geographies had already moved from Service Improvement Grants to Support Grants.

- Between **£1,000** and **£2,000** could pay for a Macmillan Service Improvement Grant to a Macmillan professional, helping them buy specialist equipment or support material for their services.

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Information and support services

When you're affected by 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 and to take away some of the fear. 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 Cancer Information and Support Services

Building a Macmillan information centre

Macmillan funds the design, construction and furnishing of hospital and community-based cancer information and support centres.

A visit to a cancer information and support centre provides people affected by cancer with the chance to ask questions and talk through their concerns with specialist staff and trained volunteers. The centres hold booklets and leaflets about cancer, information on financial support and a wide variety of other topics. Many centres have benefits advisers available to help, some offer complementary therapies and they are also able to signpost or refer on to other services such as counselling and social care support.

- Around **£100,000** could pay for an information resource area in a Macmillan cancer information and support centre, where patients, families, and carers can find and receive information on available sources of support.
- Around **£48,000** could pay for a complementary therapy room in a Macmillan cancer information and support centre, where patients can receive non-medical therapies such as massage or aromatherapy sessions.
- Around **£40,000** could pay for a quiet room in a Macmillan cancer information and support centre, where patients and their families can spend some quality time together.

Running a Macmillan information centre

- **[cost]** could help run a **large** Macmillan information and support centre for **[time]**, helping people affected by cancer to find information and support.

Cost	£51	£410	£ 1,988	£8,615	£103,375
Time	1 hour	1 day	1 week	1 month	1 year

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- **[cost]** could help run a small Macmillan information and support centre for **[time]**, helping people affected by cancer to find information and support.

Cost	£30	£237	£1,150	£4,982	£59,788
Time	1 hour	1 day	1 week	1 month	1 year

Staffing a Macmillan information centre

- **[cost]** could pay for a Macmillan Information and Support Manager for **[time]**.

Cost	£28	£213	£1,034	£4,482	£53,788	£161,363
Time	1 hour	1 day	1 week	1 month	1 year	3 years

- **[cost]** could pay for a Macmillan Information and Support Assistant for **[time]**.

Cost	£15	£114	£552	£2,390	£28,682	£86,047
Time	1 hour	1 day	1 week	1 month	1 year	3 years

Other Macmillan information spaces

- Around **£40,000** could pay for a fully-kitted out Macmillan Information Pod, including build costs, IT equipment, furniture and décor. The Pod is an enclosed space within a larger area where confidential information and support can be given to people affected by cancer. For example, the Pod might be found in a hospital waiting area or library.
- Between **£15,000** and **£20,000** could pay for a fully-kitted Macmillan Information Space, including build costs, IT equipment, furniture and décor. The Space is a partitioned and furnished area within a larger area where information and support can be given to people affected by cancer. For example, the Space might be found in a hospital waiting area or library.
- **£3,000** could pay for the build costs of a Macmillan Information Point. This is a small area that allows people to easily access Macmillan information resources and signposts them to available sources of support.

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Stocking a Macmillan information centre or space

- [cost] could keep a typical Macmillan information and support centre stocked with all the information resources it needs to support people affected by cancer for [time]. These resources would include booklets, guides, directories and leaflets.

Cost	£2	£14	£67	£292	£3,500
Time	1 hour	1 day	1 week	1 month	1 year

Macmillan Information Resources

Macmillan produces a lot of information about cancer. Medical experts and people who have experienced cancer help us write resources for people affected by cancer to help understand their diagnoses, treatment options and feel more in control. Publications range from booklets, audiobooks, and leaflets. They can be about different cancer or treatment types, as well as about other aspects affecting the lives of people living with cancer, their families, and carers.

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.

Cost	£0.38	£3.80	£9.50	£19	£38	£76
Units	1	10	25	50	100	200

The cancer guide – CD version

- [cost] could pay for [units] audio CD versions of The cancer guide. This could help a person with visual impairment, or who understands spoken English but doesn't read it, receive the cancer information he or she needs.

Cost	£6.12	£61.20	£153	£306	£612	£1224
Units	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.

Cost	£0.36	£3.60	£9	£18	£36	£72
Units	1	10	25	50	100	200

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Coping with fatigue booklet – CD version

- **[cost]** could pay for [units] audio CD versions of our Coping with fatigue booklet and the accompanying fatigue diary. We know that people suffering from extreme fatigue also value our information resources in audio format.

Cost	£5.30	£53	£132.50	£265	£530	£1060
Units	1	10	25	50	100	200

Cancer guide for young people booklet

- **[cost]** could pay for [units] copies of the Cancer guide for young people. We know that young people diagnosed with cancer often feel isolated and aren't sure where to turn for support.

Cost	£1.72	£17.20	£43	£86	£172	£344
Units	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.

Cost	£0.63	£6.30	£15.75	£31.50	£63	£126
Units	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.

Cost	£0.48	£4.80	£12	£24	£48	£96
Units	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 new resource we've produced in partnership with Winston's Wish.

Cost	£0.26	£2.60	£6.50	£13	£26	£52
Units	1	10	25	50	100	200

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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.

Cost	£0.46	£4.60	£11.50	£23	£46	£92
Units	1	10	25	50	100	200

Relax and breathe CD and booklet

- **[cost]** could pay for [units] copies of our Relax and breathe CD and booklet. Some people suffering the side effects of cancer treatment find it easier to listen to information than read it themselves. This relaxation CD helps people learn the ways to manage breathlessness at a time and place of their choosing. The inlay card features positions they can stand or sit in to help them relax, breathe gently and feel calmer.

Cost	£0.35	£3.50	£8.75	£17.50	£35	£70
Units	1	10	25	50	100	200

Help with the cost of cancer booklet

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

Cost	£0.63	£6.30	£15.75	£31.50	£63	£126
Units	1	10	25	50	100	200

Signs and symptoms card (Z cards)

- **[cost]** could pay for [units] copies of our credit-card sized resource explaining graphically the signs and symptoms of some common cancers. This has become one of our most popular resources and is particularly popular with men, who are often reluctant to pick up other materials.

Cost	£0.10	£1.02	£2.55	£5.11	£10.21	£20.43
Units	1	10	25	50	100	200

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Malignant spinal cord compression card and leaflet

- **[cost]** could pay for [units] cards and accompanying leaflet on malignant spinal cord compression. This is a serious potential side effect of some cancers and can cause paralysis if not treated quickly. Healthcare professionals identified the need for patients to be aware of the symptoms and what action to take.

Cost	£0.17	£1.74	£4.35	£8.70	£17.39	£34.79
Units	1	10	25	50	100	200

Creating information resources

- **£3,788** could pay for two suites of videos, created to be accessible to people who are deaf or have hearing loss. These videos use deaf-friendly scripts, include translation into British Sign Language and have subtitles. Visual aids are important in aiding understanding, especially for deaf people who have lower literacy levels. The new videos include animation to explain more difficult content and feature additional graphics, summaries, and key words to explain complex medical language. The new suites cover a range of topics relating to chemotherapy and radiotherapy, two commonly used treatments for cancer.
- **£256** could pay for the creation of a booklet about cancer, its treatment, or aspects of living with cancer in Easy Read format. This 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. For the first time, in 2016, we have made these resources available in colour and in print. They have been very well received by people with learning difficulties, their carers, and people who support them.
- **£155** could pay for a translated factsheet explaining the key facts about the financial benefits that may be available to people with a cancer diagnosis or are caring for someone with cancer. Four in five people with cancer are £570 a month worse off as a result of their diagnosis. Our booklet on this topic is our most popular print resource, and we want everyone to know about the support available for financial issues, including that provided by Macmillan. This factsheet is available in 11 languages identified by Macmillan as the most commonly spoken amongst more marginalised communities in the UK.

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Macmillan Mobile Information and Support Service (MISS)

Our Macmillan Mobile Cancer Information and Support Service tours the UK throughout the year, offering free, confidential information and support to people in their communities. The service has grown considerably, with the service seeing a total of **181,344 people** affected by cancer across the UK in 2017. The team currently works across six mobile units and one indoor pop-up information centre. In addition, we carry out further outreach work including presentations, stands and workshops with community groups and workplaces.

During 2017 we saw the launch of two new bus teams to our service, one covering Wales and the other covering the North West of England. As part this expansion, we have trialled a new skill mix in the CISS team with two new WRT CISS's able to support financial and welfare benefits queries, on these two buses. During the initial four months these roles were in post, they were able to identify £141,000 in welfare benefits gains for PLWC. We will continue to test and evaluate the impact of these roles in 2018.

Anyone is welcome to drop in to one of our units, whether they have a cancer diagnosis, are visiting on behalf of a friend or relative, or are worried about cancer. The units are staffed by Macmillan Cancer Information and Support Specialists, who can offer a wide range of information and support, tailored to a person's individual needs.

- **[cost]** could pay for one of our Macmillan Mobile Cancer Information and Support Services for **[time]**. In this time, the centre, on average, will enable us to reach or support **[reach]** people.

Cost	£578	£2,310	£9,581	£41,516	£498,191
Time	1 hour	1 day	1 week	1 month	1 year
Reach	28	168	697	3,022	36,268

- **£13.74** could pay for a person to receive quality information and support from our Mobile Information and Support team – either with our mobile centres or through a wide range of community and workplace visits.

Please note: the Mobile Information and Support Service Centres cover all regions in the UK apart from Northern Ireland.

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Macmillan Support Line Services (SLS – 0808 808 00 00)

Our Support Line Services are an integrated phone service that allows people affected by cancer to call just one number to access a wide range of support. Our staff are here for everyone affected by cancer, whatever they need. They can answer questions about cancer types and treatments, provide practical and financial support to help people live with cancer, and are there if someone just wants to talk.

Our Support Line is formed of five teams:

- Cancer Information and Support team – they are the frontline staff of our support line, answering all incoming calls. They can help people affected by cancer by providing emotional and practical support, as well as general information. They also redirect calls to other teams, when more specialist knowledge is needed.
- Cancer Information Nurse Specialists – they are registered nurses who can answer more complex clinical questions. They can support people affected by cancer with issues such as understanding treatment options, pain management, and help with medical jargon.
- Welfare Rights team – (including Energy Advice)– they are experts who offer advice on a number of financial issues. They can help ease money worries for people affected by cancer, including providing information on benefits entitlement, tax credits, grants and loans. The energy team offer advice on support available to help people living with cancer keep warm without the worry.*
- Financial Guidance Service – they are experts who support people affected by cancer make informed decisions about their finances. They provide personalised information and guidance on financial matters including pensions, insurance, mortgages and financial planning.*
- Work Support Service – they are experts who provide support to people affected by cancer with work issues, and to provide access to legal advice and assistance through a partnership with the charity LawWorks.*

** Please see the ‘Financial support services’ section for more information*

- In 2017, we spent over **£5.6 million** on our entire Macmillan Support Line phone service. In this time, our staff dealt with 151,460 calls and web enquiries from people who wanted questions answered, needed practical or financial support, or just wanted to chat.

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Cancer Information and Support team

- **£19.42** could help the frontline staff on our Macmillan Support Line deal with a call or web enquiry.
- **[cost]** could support our frontline staff run our Macmillan Support Line phone service for **[time]**. In this time, they could answer **[reach]** calls and web enquiries from people who want questions answered, need practical or financial support, or just want to chat.

Cost	£422	£4,644	£22,507	£97,528	£1,170,339
Time	1 hour	1 day	1 week	1 month	1 year
Reach	22	239	1,159	5,022	60,260

Cancer Information Nurse Specialists

- **£42.93** 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 run our Macmillan Support Line phone service for **[time]**. In this time, they could answer **[reach]** calls and web enquiries from people providing a wide range of clinical information – such as treatment options, pain management, and help with medical jargon.

Cost	£481	£5,295	£25,662	£111,202	£1,334,420
Time	1 hour	1 day	1 week	1 month	1 year
Reach	11	123	598	2,591	31,086

SLS welcome material

People who have been in touch with our support line for the first time receive a welcome letter, either in paper or email format. This contains information about the Macmillan Support Line and useful links to other sources of support, such as our Online Community.

- **[cost]** can pay for **[units]** welcome letters to be sent to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

Cost	£1.98	£19.82	£49.54	£99.08	£198.16	£396.32
Units	1	10	25	50	100	200

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- **[cost]** can pay for the printing of **[units]** sets of letterheads, envelope, leaflets and card to be sent alongside the welcome letter to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

Cost	£0.20	£2.02	£5.04	£10.08	£20.16	£40.32
Units	1	10	25	50	100	200

Macmillan Online Support via Online Community

The Macmillan Online Community is a carefully moderated website where people share their experiences of cancer. It's somewhere that people can find emotional and practical support from other people facing similar issues. Available 24/7, it's extra support that people with cancer and their loved ones can call on in their own time.

There are 191,000 active members of the community, providing help and support. People of all ages with all levels of digital ability use the community. And posts can include anything to do with cancer – from treatments, to coping with everyday life, to the death of a loved one. Run by Macmillan staff, it's a safe place where everyone supports each other.

- **[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.

Cost	£41	£329	£1,596	£6,917	£83,000
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Reach</i>	744	5,952	28,846	125,000	1,500,000

- **[cost]** could help run the 'Ask the Expert' section on our Online Community for **[time]**. In this time, our team of medical professionals could answer **[reach]** health-related questions, which can be read by anyone in the Community.

Cost	£57	£456	£2,212	£9,583	£115,000
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Reach</i>	1	10	50	217	2,600

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Financial support services

Macmillan Benefits Advisers (face-to-face)

Macmillan benefits advisers work in a variety of settings (eg in a Citizens Advice Bureau, a Macmillan information and support centre, a local council, or a hospital setting) providing essential welfare benefits advice and casework support to people affected by cancer. They can work as single posts, or in larger teams to provide support across a wider area. A Macmillan benefits adviser can offer specialist advice on entitlements to benefits, tax credits and grants. They can also provide assistance with claims and representation at reviews and appeals.

- In 2017, our national network of face-to-face Macmillan benefits advisers reached **136,009** unique people. 73,498 individual people affected by cancer were supported through specialist casework, identifying around **£211.4m** in benefits. A further 62,511 people were helped through non-casework contacts.*
- In 2017, on average, a Macmillan benefits advice service reached **1,133** people and identified **£1.7m** in benefits for people affected by cancer.
- On average, every person affected by cancer who receives benefits advice casework from a face-to-face benefits adviser will be told that they can claim **£2,876** a year in benefits that they are not currently claiming.

Running a Macmillan benefits advice service

- **[cost]** could help run a large Macmillan benefits advice service for **[time]**.

Cost	£247	£1,851	£8,969	£38,864	£466,365
Time	1 hour	1 day	1 week	1 month	1 year

- **[cost]** could help run a medium Macmillan benefits advice service for **[time]**.

Cost	£157	£1,174	£5,689	£24,654	£295,851
Time	1 hour	1 day	1 week	1 month	1 year

- **[cost]** could help run a small Macmillan benefits advice service for **[time]**.

Cost	£38	£288	£1,398	£6,057	£72,683
Time	1 hour	1 day	1 week	1 month	1 year

*Casework is higher level advice, complex and specialist. Non-casework is lower level advice *and is usually less than 30 minutes' activity (e.g. a benefit check with no further action required, or signposting to other services).*

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Macmillan Welfare Rights Team (via SLS)

(Please see the 'Support Line Services' section for more information).

Our Support Line has a specialist team of phone-based Macmillan benefits and energy advice experts who offer specialist advice to help ease money worries for people affected by cancer, including providing information on benefits, tax credits, grants and loans. The energy team will look to see if there are any sources of support available to help people living with cancer keep warm without the worry.

- **£35** could help our welfare advisers on our Macmillan Support Line deal with a call or web enquiry.
- On average, every person affected by cancer who receives benefits advice from our welfare rights advisers over the phone will be told that they can claim **£2,327** in benefits that they are not claiming.
- **[cost]** could support our welfare rights advisers run the welfare rights element of our phone service for **[time]**. In this time, they could, on average, deal with **[reach]** cases and help secure around **[gain]** in unclaimed benefits for people affected by cancer.

Cost	£562	£6,179	£29,945	£129,763	£1,557,158
Time	1 hour	1 day	1 week	1 month	1 year
Reach	16	174	844	3,658	43,892
Gain	£23,770	£261,471	£1,267,127	£5,490,883	£65,890,590

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.

Cost	£1	£10	£100	£1,000
Gain	£42	£423	£4,231	£42,315

Please note: on top of the reported calls and web enquiries, the welfare advisers on our Macmillan Support Line also generate a number of outbound calls. These are not included in the figures above.

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call 0808 808 00 00 or visit macmillan.org.uk**

Macmillan Financial Guidance Service (via SLS)

(Please see the 'Support Line Services' section for more information).

The Macmillan Financial Guidance Service provides personalised information and guidance on financial matters including pensions, insurance, mortgages and financial planning.

Our financial guides provide a wide range of guidance and support to people affected by cancer, helping them manage finances better and providing options and information around accessing their financial products and improving their financial situation. They also provide advocacy for some customers – such as appealing a declined insurance claim or accessing enhanced pension benefits – which can result in a confirmed financial gain. In 2017, this totalled **£3,94m** for 68 people affected by cancer.

- **£51** could help our financial guides on our Macmillan Support Line deal with a call or web enquiry.
- In 2017, the financial guides on our Macmillan Support Line helped to identify almost **£3.94m** in confirmed financial gains for 68 people affected by cancer.
- In 2017, the highest confirmed financial gain identified by our financial guides for one individual was **£286,000**.
- [cost] could support our financial guides run the financial guidance element of our phone service for [time]. In this time, they could, on average, deal with [reach] cases, providing a wide range of financial support and advice to people affected by cancer.

Cost	£252	£2,775	£13,450	£58,285	£699,419
Time	1 hour	1 day	1 week	1 month	1 year
Reach	5	55	264	1,145	13,744

Please note: other customers 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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Macmillan Grants (including Tom's Gift)

Macmillan Grants help people with cancer to meet costs that can arise from the condition and its treatment. A Macmillan grant is a one-off payment for adults, young people, or children with cancer, to cover a wide range of practical needs. This can include things such as heating bills, extra clothing, or a much-needed break.

- In 2017 over **36,000** people with cancer received a Macmillan Grant, with **around £13.7m** in grants awarded in total.
- In 2017 the average Macmillan Grant was around **£386** per person.

Holiday grants

- A holiday can provide a much-needed break from cancer treatment and hospital appointments. In 2017 Macmillan helped over **2,132 families** enjoy some precious time together.
- **£336** could pay for a Macmillan Grant that helps a family affected by cancer take a holiday and enjoy precious time together.

Heating grants

- Some cancer treatments can leave people feeling the cold more acutely. Every day more than **37 people** receive heating grants from Macmillan so they can keep the heating on when they really need to.
- **£200** could pay for a Macmillan Grant that helps a person living with cancer heat their home when they really need to.

Clothing grants

- 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. Every day Macmillan gives around **47 people** a clothing grant, helping them feel better about the way they look.
- **£160** could pay for a Macmillan Grant that buys 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.

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Travel grants

- The cost of travelling to hospital for regular treatment can have a serious impact on a family's finances. Last year, Macmillan helped **over 7,600 people** with the cost of hospital travel.
- **£155** could pay for a Macmillan Grant that would make a significant contribution to the cost of a person's travel to hospital for cancer treatment.

Other grants

- **£96** could pay for a Macmillan Grant that buys fresh bedding for a person who is dealing with nausea, night sweats or incontinence because of their cancer treatment.
- **£70** could pay for a Macmillan Grant that buys a good quality liquidiser for someone who can't eat solid food as a result of their cancer or treatment.
- **£65** could pay for a Macmillan Grant that enables 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.

Tom's Gift

Tom's Gift is a further way Macmillan's Grant team supports people affected by cancer. Created jointly by The Tom Grahame Trust and Macmillan, it is a small way to celebrate the amazing courage and resilience of children affected by cancer.

Tom's Gift is made up of a free mystery gift and a £30 Debenhams gift voucher for children aged 0-16 to spend in-store or online on anything they would like.

- In 2017, Macmillan helped **1,067** children with cancer to receive a Tom's Gift, with just over **£32,000** in vouchers awarded in total.
- **£30** could pay for a Tom's Gift to helps a child affected by cancer going through treatment

Please note: The examples listed above are based on average award values during 2017. A grant recipient may also receive help for more than one grant item or service. 2017 data is currently unaudited and subject to change.

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Social, emotional, and practical support services

Macmillan Work Support Service (via SLS)

Macmillan's Work Support Service aims to provide support to people affected by cancer with work issues, and to provide access to legal advice and assistance through a partnership with the charity LawWorks. This was a small-scale pilot in previous years, which in 2017 was brought to Business as Usual and will continue as one of SLS's services.

- **£47** could help our work support advisers on our Macmillan Support Line deal with a call or web enquiry.
- **[cost]** could support our work support advisers run the work support element of our phone service for **[time]**. In this time, they could, on average, deal with **[reach]** cases, providing access to legal advice and assistance to people affected by cancer with work issues.

Cost	£42	£464	£2,248	£9,741	£116,895
Time	1 hour	1 day	1 week	1 month	1 year
Reach	1	10	48	207	2,478

Macmillan social care workers

Macmillan social care workers (alongside a smaller number of Macmillan family support workers) work with community and social care services to help people manage the social and practical problems of living with cancer. They provide support that helps people living with cancer to have increased independence and an improved quality of life. They can also provide effective emotional and psychological support for patients, their family members, and carers.

- **[cost]** could pay for a Macmillan social care worker or family support worker for **[time]**, helping patients, family members, and carers manage the social and practical problems of living with cancer.

Cost	£15	£114	£552	£2,390	£28,682	£86,047
Time	1 hour	1 day	1 week	1 month	1 year	3 years

Please note: these costs are the full cost of employing a Macmillan social care worker or family support worker (including on-costs such as national insurance and travel costs). These costs are set by the NHS Agenda for Change system and are considered at Band 4 (see narrative in

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the 'Other Macmillan professionals' section for explanation). The costs shown do not represent their salaries.

Self-Help and Support Groups

Meeting other people with similar experiences can be invaluable when you're affected by cancer. Self-help and support groups offer the chance for people to talk to others who really understand how they are feeling.

There are all sorts of groups you can get involved in. Some support people from a specific community or with a particular type of cancer, while others help carers and loved ones. Some give members the chance to meet up face to face and chat in a safe environment while others offer online or digital support – whether it's about treatment, or last night's television.

Lots of groups are also based around activities, with gardening, photography and swimming being just a few of the hobbies bringing people together. As well as being a place where you can get anything off your chest, self-help and support groups can be about enjoying life and making friends.

- **£370** could pay for the hire of a room for a year so a cancer self-help and support group could hold regular meetings.
- **£250** could pay for a cancer self-help and support group to set up its own website. The group could then use the website to promote itself, list the dates of meetings and encourage members to keep in touch and chat online.
- **£115** could pay for production of leaflets and posters that a cancer self-help and support group could use to promote itself and attract new members.
- **£75** could pay for a mobile phone and some start-up credit for a cancer self-help and support group which would help the members to keep in touch.
- **£50** could pay for a member of a self-help and support group to attend a conference or event, so they can develop relevant skills and knowledge, and add value to the group.
- **£40** could help a cancer self-help and support group hold their first meeting.
- **£25** could pay for a member of a cancer self-help and support group to go on a social event with other support group members.
- **£10** could help a cancer self-help and support group provide refreshments to people attending one of their meetings.

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Macmillan Lead Volunteer Services

Macmillan Lead Volunteer Services are volunteer-led schemes which help people affected by cancer with their emotional and practical support needs. Volunteers help in a variety of ways – from one-off support through gardening, clothes, wig banks or signposting to other cancer support services, to regular befriending or buddying. They can also support people affected by cancer with other tasks, such as shopping or travelling to and from hospital.

Currently there are 93 active Macmillan Lead Volunteer Services. Through these, over 680 volunteers gave their time to support **1,794** people affected by cancer, providing ongoing emotional support or helping with one-off practical support.

- **£12,550** could pay for the running and support of one Lead Volunteer Service for a year. In this time, services can provide ongoing emotional support for up to 50 people for approximately 6-12 weeks, or help over 100 people with one-off practical support.
- **£650** could help Lead Volunteer Services to support one person affected by cancer for approximately 12 weeks.

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 Learn Zone and the Macmillan website.

Learning and Development for people affected by cancer

- **£200** could pay for the training of a person affected by cancer to become a Cancer Support Course facilitator. This is an accredited course after which participants develop cancer awareness, communication and counselling skills to better support other people affected by cancer.
- **£50** could pay for a person affected by cancer to attend a Health and Wellbeing event, providing them with skills to improve the management of these areas in their lives.

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Learning and Development for professionals

- **£250,000** could pay for a two-day conference for 400 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.
- **£10,000** could support a multi-disciplinary community of professionals, bringing them together to share expertise and work on joint projects for a year.
- **£2,750** would enable a Macmillan Professional to work with a qualified coach to develop their skills and improve their effectiveness in their 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 control their symptoms and deal with the pain caused by treatment.
- **£50** could pay for a Health Professional to attend a specialised conference on approaches to cancer treatment, run by Macmillan.

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VAT no: 668265007

Appendix – “Shopping list” of costs in descending order

All the information below is from the The Cost of Macmillan’s Services fact sheet. What we’ve done is put all the values from the fact sheet into descending order. Hopefully this will make it even easier for you to use the cost of our services in your communications.

Also, please remember that many of your audiences will not understand what support our services provide. For example, people will not always know the difference between a Macmillan nurse and an NHS nurse. Therefore, always try to include an explanation of the service you’re talking about in your communication.

£2 million

£1,557,158 could support our welfare rights advisers run the welfare rights element of our phone service for 1 year. In this time, they could, on average, deal with 43,892 cases and help secure around £65.9m in unclaimed benefits for people affected by cancer.

£1,334,420 could support our Cancer Information Nurse Specialists run our Macmillan Support Line phone service for 1 year. In this time, they could answer 31,086 calls and web enquiries from people providing a wide range of clinical information – such as treatment options, pain management, and help with medical jargon.

£1,170,339 could support our frontline staff run our Macmillan Support Line phone service for 1 year. In this time, they could answer 60,260 calls and web enquiries from people who want questions answered, need practical or financial support, or just want to chat.

£1 million

£699,419 could support our financial guides run the financial guidance element of our phone service for 1 year. In this time, they could, on average, deal with 13,744 cases, providing a wide range of financial support and advice to people affected by cancer.

£498,191 could pay for one of our Macmillan Mobile Cancer Information and Support Services for 1 year. In this time, the centre, on average, will enable us to reach or support 36,268 people.

£446,365 could help run a large Macmillan benefits advice service for 1 year.

£295,851 could help run a medium Macmillan benefits advice service for 1 year.

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£250,000

Between **£100,000** and **£250,000** could pay for a treatment area in a chemotherapy day unit, so that patients can receive their treatment in a comforting environment.

£250,000 could pay for a two-day conference for 400 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.

£161,363 could pay for a Macmillan nurse for 3 years, helping people living with cancer and their families receive essential medical, practical and emotional support.

£161,363 could pay for a Macmillan Information and Support Manager for 3 years.

Around **£160,000** could cover the costs of a physical activity scheme for a year.*

£129,763 could support our welfare rights advisers run the welfare rights element of our phone service for 1 month. In this time, they could, on average, deal with 3,658 cases and help secure around £5.5m in unclaimed benefits for people affected by cancer.

£116,895 could support our work support advisers run the work support element of our phone service for 1 year. In this time, they could, on average, deal with 2,478 cases, providing access to legal advice and assistance to people affected by cancer with work issues.

£115,000 could help run the 'Ask the Expert' section on our Online Community for one year. In this time, our team of medical professionals could answer 2,600 health-related questions, which can be read by anyone in the Community.

£111,202 could support our Cancer Information Nurse Specialists run our Macmillan Support Line phone service for 1 month. In this time, they could answer 2,591 calls and web enquiries from people providing a wide range of clinical information – such as treatment options, pain management and help with medical jargon.

£103,375 could help run a large Macmillan information and support centre for 1 year, helping people affected by cancer to find information and support.

* *Please note: we no longer fund new partnership services for physical activity, so the use of these figures may limit usage for fundraising activity. This figure is an estimated average, based on a number of physical activity support schemes. There is a wide cost variation between different services, due to many factors – including setting, population coverage, cancer incidence and existing resources.*

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£100,000

Around **£100,000** could pay for an information resource area in a Macmillan cancer information and support centre, where patients, families, and carers can find and receive information on available sources of support.

£97,528 could support our frontline staff run our Macmillan Support Line phone service for 1 month. In this time, they could answer 5,022 calls and web enquiries from people who want questions answered, need practical or financial support, or just want to chat.

£86,047 could pay for a Macmillan Support Worker for 3 years, helping people living with cancer receive the support they need.

£86,047 could pay for a Macmillan Information and Support Assistant for 3 years.

£86,047 could pay for a Macmillan social care worker or family support worker for 3 years, helping patients, family members, and carers manage the social and practical problems of living with cancer.

£83,000 could help run our Online Community forum for one year. In this time, around 1.5m 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.

£72,683 could help run a small Macmillan benefits advice service for 1 year.

Around **£70,000** could pay for a staff room, where clinical staff can take a break from their duties.

£59,788 could help run a small Macmillan information and support centre for 1 year, helping people affected by cancer to find information and support.

£58,285 could support our financial guides run the financial guidance element of our phone service for 1 month. In this time, they could, on average, deal with 1,145 cases, providing a wide range of financial support and advice to people affected by cancer.

£53,788 could pay for a Macmillan nurse for 1 year, helping people living with cancer and their families receive essential medical, practical and emotional support.

£53,788 could pay for a Macmillan Information and Support Manager for 1 year.

£50,000

Around **£50,000** could pay for a consulting examination room in an outpatient unit, where clinical staff can assess and provide treatment to patients.

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Around **£48,000** could pay for a complementary therapy room in a Macmillan cancer information and support centre, where patients can receive non-medical therapies such as massage or aromatherapy sessions.

£41,516 could pay for one of our Macmillan Mobile Cancer Information and Support Services for 1 month. In this time, the centre, on average, will enable us to reach or support 3,022 people.

Around **£40,000** could pay for a fully-kitted out Macmillan Information Pod, including build costs, IT equipment, furniture and décor. The Pod is an enclosed space within a larger area where confidential information and support can be given to people affected by cancer. For example, the Pod might be found in a hospital waiting area or library.

Around **£40,000** could pay for a quiet room in a Macmillan cancer information and support centre, where patients and their families can spend some quality time together.

£38,864 could help run a large Macmillan benefits advice service for 1 month.

Around **£35,000** could pay for a phlebotomy bay in a chemotherapy day unit, an area where patients can have their blood taken for tests.

£30,000

£29,945 could support our welfare rights advisers run the welfare rights element of our phone service for 1 week. In this time, they could, on average, deal with 844 cases and help secure around £1.3m in unclaimed benefits for people affected by cancer.

£28,682 could pay for a Macmillan Support Worker for 1 year, helping people living with cancer receive the support they need.

£28,682 could pay for a Macmillan Information and Support Assistant for 1 year.

£28,682 could pay for a Macmillan social care worker or family support worker for 1 year, helping patients, family members, and carers manage the social and practical problems of living with cancer.

£25,662 could support our Cancer Information Nurse Specialists run our Macmillan Support Line phone service for 1 week. In this time, they could answer 598 calls and web enquiries from people providing a wide range of clinical information – such as treatment options, pain management, and help with medical jargon.

£24,654 could help run a medium Macmillan benefits advice service for 1 month.

£22,507 could support our frontline staff run our Macmillan Support Line phone service for 1 week. In this time, they could answer 1,159 calls and web enquiries from people who want questions answered, need practical or financial support, or just want to chat.

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£20,000

Between **£15,000** and **£20,000** could pay for a fully-kitted Macmillan Information Space, including build costs, IT equipment, furniture and décor. The Space is a partitioned and furnished area within a larger area where information and support can be given to people affected by cancer. For example, the Space might be found in a hospital waiting area or library.

£13,450 could support our financial guides run the financial guidance element of our phone service for 1 week. In this time, they could, on average, deal with 264 cases, providing a wide range of financial support and advice to people affected by cancer.

£12,550 could pay for the running and support of one Lead Volunteer Service for a year. In this time, services can provide ongoing emotional support for up to 50 people for approximately 6-12 weeks, or help over 100 people with one-off practical support.

£10,000

£10,000 could support a multi-disciplinary community of professionals, bringing them together to share expertise and work on joint projects for a year.

£9,741 could support our work support advisers run the work support element of our phone service for 1 month. In this time, they could, on average, deal with 207 cases, providing access to legal advice and assistance to people affected by cancer with work issues.

£9,583 could help run the 'Ask the Expert' section on our Online Community for 1 month. In this time, our team of medical professionals could answer 217 health-related questions, which can be read by anyone in the Community.

£9,581 could pay for one of our Macmillan Mobile Cancer Information and Support Services for 1 week. In this time, the centre, on average, will enable us to reach or support 697 people.

£8,969 could help run a large Macmillan benefits advice service for 1 week.

£8,615 could help run a large Macmillan information and support centre for 1 month, helping people affected by cancer to find information and support.

£6,917 could help run our Online Community forum for one month. In this time, 125,000 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.

£6,179 could support our welfare rights advisers run the welfare rights element of our phone service for 1 day. In this time, they could, on average, deal with 174 cases and help secure around £261,000 in unclaimed benefits for people affected by cancer.

£6,057 could help run a small Macmillan benefits advice service for 1 month.

**For information, support or just someone to talk to,
call 0808 808 00 00 or visit macmillan.org.uk**

£5,689 could help run a medium Macmillan benefits advice service for 1 week.

£5,295 could support our Cancer Information Nurse Specialists run our Macmillan Support Line phone service for 1 day. In this time, they could answer 123 calls and web enquiries from people providing a wide range of clinical information – such as treatment options, pain management, and help with medical jargon.

£5,000

£4,982 could help run a small Macmillan information and support centre for 1 month, helping people affected by cancer to find information and support.

£4,644 could support our frontline staff run our Macmillan Support Line phone service for 1 day. In this time, they could answer 239 calls and web enquiries from people who want questions answered, need practical or financial support, or just want to chat.

£4,482 could pay for a Macmillan nurse for 1 month, helping people living with cancer and their families receive essential medical, practical and emotional support.

£4,482 could pay for a Macmillan Information and Support Manager for 1 month.

£3,788 could pay for two suites of videos, created to be accessible to people who are deaf or have hearing loss. These videos use deaf-friendly scripts, include translation into British Sign Language and have subtitles. Visual aids are important in aiding understanding, especially for deaf people who have lower literacy levels. The new videos include animation to explain more difficult content and feature additional graphics, summaries, and key words to explain complex medical language. The new suites cover a range of topics relating to chemotherapy and radiotherapy, two commonly used treatments for cancer.

£3,500 could keep a typical Macmillan information and support centre stocked with all the information resources it needs to support people affected by cancer for 1 year. These resources would include booklets, guides, directories and leaflets.

£3,000 could pay for the build costs of a Macmillan Information Point. This is a small area that allows people to easily access Macmillan information resources and signposts them to available sources of support.

£2,775 could support our financial guides run the financial guidance element of our phone service for 1 day. In this time, they could, on average, deal with 55 cases, providing a wide range of financial support and advice to people affected by cancer.

£2,750 would enable a Macmillan Professional to work with a qualified coach to develop their skills and improve their effectiveness in their role.

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£2,500

£2,390 could pay for a Macmillan Support Worker for 1 month, helping people living with cancer receive the support they need.

£2,390 could pay for a Macmillan Information and Support Assistant for 1 month.

£2,390 could pay for a Macmillan social care worker or family support worker for 1 month, helping patients, family members, and carers manage the social and practical problems of living with cancer.

£2,310 could pay for one of our Macmillan Mobile Cancer Information and Support Services for 1 day. In this time, the centre, on average, will enable us to reach or support 168 people.

£2,248 could support our work support advisers run the work support element of our phone service for 1 week. In this time, they could, on average, deal with 48 cases, providing access to legal advice and assistance to people affected by cancer with work issues.

£2,212 could help run the 'Ask the Expert' section on our Online Community for 1 week. In this time, our team of medical professionals could answer 50 health-related questions, which can be read by anyone in the Community.

Between **£1,000** and **£2,000** could pay for a Macmillan Service Improvement Grant to a Macmillan professional, helping them buy specialist equipment or support material for their services.

£ 1,988 could help run a large Macmillan information and support centre for 1 week, helping people affected by cancer to find information and support.

£1,851 could help run a large Macmillan benefits advice service for 1 day.

£1,596 could help run our Online Community forum for one week. In this time, 28,846 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.

£1,398 could help run a small Macmillan benefits advice service for 1 week.

£1,224 could pay for 200 audio CD versions of The cancer guide. This could help a person with visual impairment, or who understands spoken English but doesn't read it, receive the cancer information he or she needs.

£1,174 could help run a medium Macmillan benefits advice service for 1 day.

£1,150 could help run a small Macmillan information and support centre for 1 week, helping people affected by cancer to find information and support.

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£1,060 could pay for 200 audio CD versions of our Coping with fatigue booklet, and the accompanying fatigue diary. We know that people suffering from extreme fatigue also value our information resources in audio format.

£1,034 could pay for a Macmillan nurse for 1 week, helping people living with cancer and their families receive essential medical, practical and emotional support.

£1,034 could pay for a Macmillan Information and Support Manager for 1 week.

£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 £42,315 in benefits they are entitled to.

£650 could help Lead Volunteer Services to support one person affected by cancer for approximately 12 weeks.

£612 could pay for 100 audio CD versions of The cancer guide. This could help a person with visual impairment, or who understands spoken English but doesn't read it, receive the cancer information he or she needs.

£578 could pay for one of our Macmillan Mobile Cancer Information and Support Services for 1 hour. In this time, the centre, on average, will enable us to reach or support 28 people.

£562 could support our welfare rights advisers run the welfare rights element of our phone service for 1 hour. In this time, they could, on average, deal with 16 cases and help secure around £24,000 in unclaimed benefits for people affected by cancer.

£552 could pay for a Macmillan Support Worker for 1 week, helping people living with cancer receive the support they need.

£552 could pay for a Macmillan Information and Support Assistant for 1 week.

£552 could pay for a Macmillan social care worker or family support worker for 1 week, helping patients, family members, and carers manage the social and practical problems of living with cancer.

£530 could pay for 100 audio CD versions of our Coping with fatigue booklet, and the accompanying fatigue diary. We know that people suffering from extreme fatigue also value our information resources in audio format.

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£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 control their symptoms and deal with the pain caused by treatment.

£481 could support our Cancer Information Nurse Specialists run our Macmillan Support Line phone service for 1 hour. In this time, they could answer 11 calls and web enquiries from people providing a wide range of clinical information – such as treatment options, pain management, and help with medical jargon.

£464 could support our work support advisers run the work support element of our phone service for 1 day. In this time, they could, on average, deal with 10 cases, providing access to legal advice and assistance to people affected by cancer with work issues.

£456 could help run the 'Ask the Expert' section on our Online Community for 1 day. In this time, our team of medical professionals could answer 10 health-related questions, which can be read by anyone in the Community.

£422 could support our frontline staff run our Macmillan Support Line phone service for 1 hour. In this time, they could answer 23 calls and web enquiries from people who want questions answered, need practical or financial support, or just want to chat.

£410 could help run a large Macmillan information and support centre for 1 day, helping people affected by cancer to find information and support.

£396.32 can pay for 200 welcome letters to be sent to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

£386 could pay for an average Macmillan Grant.

£370 could pay for the hire of a room for a year so a cancer self-help and support group could hold regular meetings.

£344 could pay for 200 copies of the Cancer guide for young people. We know that young people diagnosed with cancer often feel isolated and aren't sure where to turn for support.

£336 could pay for a Macmillan Grant that helps a family affected by cancer take a holiday and enjoy precious time together.

£329 could help run our Online Community forum for one day. In this time, 5,952 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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£306 could pay for 50 audio CD versions of The cancer guide. This could help a person with visual impairment, or who understands spoken English but doesn't read it, receive the cancer information he or she needs.

£300

£292 could keep a typical Macmillan information and support centre stocked with all the information resources it needs to support people affected by cancer for 1 month. These resources would include booklets, guides, directories and leaflets.

£288 could help run a small Macmillan benefits advice service for 1 day.

£265 could pay for 50 audio CD versions of our Coping with fatigue booklet, and the accompanying fatigue diary. We know that people suffering from extreme fatigue also value our information resources in audio format.

£256 could pay for the creation of a booklet about cancer, its treatment, or aspects of living with cancer in Easy Read format. This 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. For the first time, in 2016, we have made these resources available in colour and in print. They have been very well received by people with learning difficulties, their carers, and people who support them.

£252 could support our financial guides run the financial guidance element of our phone service for 1 hour. In this time, they could, on average, deal with 5 cases, providing a wide range of financial support and advice to people affected by cancer.

£250 could pay for a cancer self-help and support group to set up its own website. The group could then use the website to promote itself, list the dates of meetings and encourage members to keep in touch and chat online.

£247 could help run a large Macmillan benefits advice service for 1 hour.

£237 could help run a small Macmillan information and support centre for 1 day, helping people affected by cancer to find information and support.

£213 could pay for a Macmillan nurse for 1 day, helping people living with cancer and their families receive essential medical, practical and emotional support.

£213 could pay for a Macmillan Information and Support Manager for 1 day.

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£200

£200 could pay for a Macmillan Grant that helps a person living with cancer heat their home when they really need to.

£200 could pay for the training of a person affected by cancer to become a Cancer Support Course facilitator. This is an accredited course after which participants develop cancer awareness, communication and counselling skills to better support other people affected by cancer.

£198.16 can pay for 100 welcome letters to be sent to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

£160 could pay for a Macmillan Grant that buys 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.

£172 could pay for 100 copies of the Cancer guide for young people. We know that young people diagnosed with cancer often feel isolated and aren't sure where to turn for support.

£157 could help run a medium Macmillan benefits advice service for 1 hour.

£155 could pay for a Macmillan Grant that would make a significant contribution to the cost of a person's travel to hospital for cancer treatment.

£155 could pay for a translated factsheet explaining the key facts about the financial benefits that may be available to people with a cancer diagnosis or are caring for someone with cancer. Four in five people with cancer are £570 a month worse off as a result of their diagnosis. Our booklet on this topic is our most popular print resource, and we want everyone to know about the support available for financial issues, including that provided by Macmillan. This factsheet is available in 11 languages identified by Macmillan as the most commonly spoken amongst more marginalised communities in the UK.

£153 could pay for 25 audio CD versions of The cancer guide. This could help a person with visual impairment, or who understands spoken English but doesn't read it, receive the cancer information he or she needs.

£132.50 could pay for 25 audio CD versions of our Coping with fatigue booklet and the accompanying fatigue diary. We know that people suffering from extreme fatigue also value our information resources in audio format.

£126 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.

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£126 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.

£115 could pay for production of leaflets and posters that a cancer self-help and support group could use to promote itself and attract new members.

£114 could pay for a Macmillan Support Worker for 1 day, helping people living with cancer receive the support they need.

£114 could pay for a Macmillan Information and Support Assistant for 1 day.

£114 could pay for a Macmillan social care worker or family support worker for 1 day, helping patients, family members, and carers manage the social and practical problems of living with cancer.

£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 £4,231 in benefits they are entitled to.

£99.08 can pay for 50 welcome letters to be sent to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

£96 could pay for a Macmillan Grant that buys fresh bedding for a person who is dealing with nausea, night sweats or incontinence because of their cancer treatment.

£96 could pay for 200 copies of our End of Life booklet, produced in partnership with Marie Curie.

£92 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.

£86 could pay for 50 copies of the Cancer guide for young people. We know that young people diagnosed with cancer often feel isolated and aren't sure where to turn for support.

£76 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.

£75 could pay for a mobile phone and some start-up credit for a cancer self-help and support group which would help the members to keep in touch.

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£72 could pay for 200 copies of our Coping with fatigue booklet. This was our second most ordered resource.

£70

£70 could pay for a Macmillan Grant that buys a good quality liquidiser for someone who can't eat solid food as a result of their cancer or treatment.

£70 could pay for 200 copies of our Relax and breathe CD and booklet. Some people suffering the side effects of cancer treatment find it easier to listen to information than read it themselves. This relaxation CD helps people learn the ways to manage breathlessness at a time and place of their choosing. The inlay card features positions they can stand or sit in to help them relax, breathe gently and feel calmer.

£67 could keep a typical Macmillan information and support centre stocked with all the information resources it needs to support people affected by cancer for 1 day. These resources would include booklets, guides, directories and leaflets.

£67 could keep a typical Macmillan information and support centre stocked with all the information resources it needs to support people affected by cancer for 1 week. These resources would include booklets, guides, directories and leaflets.

£65 could pay for a Macmillan Grant that enables 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.

£63 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.

£63 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.

£61.20 could pay for 10 audio CD versions of The cancer guide. This could help a person with visual impairment, or who understands spoken English but doesn't read it, receive the cancer information he or she needs.

£57 could help run the 'Ask the Expert' section on our Online Community for 1 hour. In this time, our team of medical professionals could answer 1 health-related question, which can be read by anyone in the Community.

£53 could pay for 10 audio CD versions of our Coping with fatigue booklet and the accompanying fatigue diary. We know that people suffering from extreme fatigue also value our information resources in audio format.

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£52 could pay for 200 copies of the new edition of Preparing a child for loss, a new resource we've produced in partnership with Winston's Wish.

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

£51 could help run a large Macmillan information and support centre for 1 hour, helping people affected by cancer to find information and support.

£50

£50 could pay for a member of a self-help and support group to attend a conference or event, so they can develop relevant skills and knowledge and add value to the group.

£50 could pay for a person affected by cancer to attend a Health and Wellbeing event, providing them with skills to improve the management of these areas in their lives.

£50 could pay for a Health Professional to attend a specialised conference on approaches to cancer treatment, run by Macmillan.

£49.54 can pay for 25 welcome letters to be sent to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

£48 could pay for 100 copies of our End of Life booklet, produced in partnership with Marie Curie.

£47 could help our work support advisers on our Macmillan Support Line deal with a call or web enquiry.

£46 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.

£43 could pay for 25 copies of the Cancer guide for young people. We know that young people diagnosed with cancer often feel isolated and aren't sure where to turn for support.

£42.93 could help the Cancer Information Nurse Specialists on our Macmillan Support Line deal with a call or web enquiry.

£42 could support our work support advisers run the work support element of our phone service for 1 hour. In this time, they could, on average, deal with 1 case, providing access to legal advice and assistance to people affected by cancer with work issues.

£42 could cover for a patient to receive a personalised eHNA assessment and care plan.

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£41 could help run our Online Community forum for one hour. In this time, 744 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.

£40.32 can pay for the printing of 200 sets of letterheads, envelope, leaflets and card to be sent alongside the welcome letter to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

£40

£40 could help a cancer self-help and support group hold their first meeting.

£38 could help run a small Macmillan benefits advice service for 1 hour.

£38 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.

£36 could pay for 100 copies of our Coping with fatigue booklet. This was our second most ordered resource.

£35 could help our welfare advisers on our Macmillan Support Line deal with a call or web enquiry.

£35 could pay for 100 copies of our Relax and breathe CD and booklet. Some people suffering the side effects of cancer treatment find it easier to listen to information than read it themselves. This relaxation CD helps people learn the ways to manage breathlessness at a time and place of their choosing. The inlay card features positions they can stand or sit in to help them relax, breathe gently and feel calmer.

£34.79 could pay for 200 cards and accompanying leaflet on malignant spinal cord compression. This is a serious potential side effect of some cancers and can cause paralysis if not treated quickly. Healthcare professionals identified the need for patients to be aware of the symptoms and what action to take.

£31.50 could pay for 50 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.

£31.50 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.

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£30

£30 could pay for a Tom's Gift to help a child affected by cancer going through treatment

£30 could help run a small Macmillan information and support centre for 1 hour, helping people affected by cancer to find information and support.

£28 could pay for a Macmillan nurse for 1 hour, helping people living with cancer and their families receive essential medical, practical and emotional support.

£28 could pay for a Macmillan Information and Support Manager for 1 hour.

£26 could pay for 100 copies of the new edition of Preparing a child for loss, a new resource we've produced in partnership with Winston's Wish.

£25 could pay for a member of a cancer self-help and support group to go on a social event with other support group members.

£24 could pay for 50 copies of our End of Life booklet, produced in partnership with Marie Curie.

£23 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.

£20.43 could pay for 200 copies of our credit-card sized resource explaining graphically the signs and symptoms of some common cancers. This has become one of our most popular resources and is particularly popular with men, who are often reluctant to pick up other materials.

£20.16 can pay for the printing of 100 sets of letterheads, envelope, leaflets and card to be sent alongside the welcome letter to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

£20

£19.82 can pay for 10 welcome letters to be sent to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

£19.42 could help the frontline staff on our Macmillan Support Line deal with a call or web enquiry.

£19 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.

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£18 could pay for 50 copies of our Coping with fatigue booklet. This was our second most ordered resource.

£17.50 could pay for 50 copies of our Relax and breathe CD and booklet. Some people suffering the side effects of cancer treatment find it easier to listen to information than read it themselves. This relaxation CD helps people learn the ways to manage breathlessness at a time and place of their choosing. The inlay card features positions they can stand or sit in to help them relax, breathe gently and feel calmer.

£17.39 could pay for 100 cards and accompanying leaflet on malignant spinal cord compression. This is a serious potential side effect of some cancers and can cause paralysis if not treated quickly. Healthcare professionals identified the need for patients to be aware of the symptoms and what action to take.

£17.20 could pay for 10 copies of the Cancer guide for young people. We know that young people diagnosed with cancer often feel isolated and aren't sure where to turn for support.

£15.75 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.

£15.75 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.

£15 could pay for a Macmillan Support Worker for 1 hour, helping people living with cancer receive the support they need.

£15 could pay for a Macmillan Information and Support Assistant for 1 hour.

£15 could pay for a Macmillan social care worker or family support worker for 1 hour, helping patients, family members, and carers manage the social and practical problems of living with cancer.

£13.74 could pay for a person to receive quality information and support from our Mobile Information and Support team – either with our mobile centres or through a wide range of community, college, and workplace visits.

£13 could pay for 50 copies of the new edition of Preparing a child for loss, a new resource we've produced in partnership with Winston's Wish.

£12 could pay for 25 copies of our End of Life booklet, produced in partnership with Marie Curie.

£11.50 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.

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£10.08 can pay for the printing of 50 sets of letterheads, envelope, leaflets and card to be sent alongside the welcome letter to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

£10.21 could pay for 100 copies of our credit-card sized resource explaining graphically the signs and symptoms of some common cancers. This has become one of our most popular resources and is particularly popular with men, who are often reluctant to pick up other materials.

£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 £423 in benefits they are entitled to.

£10 could help a cancer self-help and support group provide refreshments to people attending one of their meetings.

£9.50 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.

£9 could pay for 25 copies of our Coping with fatigue booklet. This was our second most ordered resource.

£8.75 could pay for 25 copies of our Relax and breathe CD and booklet. Some people suffering the side effects of cancer treatment find it easier to listen to information than read it themselves. This relaxation CD helps people learn the ways to manage breathlessness at a time and place of their choosing. The inlay card features positions they can stand or sit in to help them relax, breathe gently and feel calmer.

£8.70 could pay for 50 cards and accompanying leaflet on malignant spinal cord compression. This is a serious potential side effect of some cancers and can cause paralysis if not treated quickly. Healthcare professionals identified the need for patients to be aware of the symptoms and what action to take.

£6.30 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.

£6.50 could pay for 25 copies of the new edition of Preparing a child for loss, a new resource we've produced in partnership with Winston's Wish.

£6.30 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.

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£6.12 could pay for 1 audio CD versions of The cancer guide. This could help a person with visual impairment, or who understands spoken English but doesn't read it, receive the cancer information he or she needs.

£5.30 could pay for 1 audio CD version of our Coping with fatigue booklet and the accompanying fatigue diary. We know that people suffering from extreme fatigue also value our information resources in audio format.

£5.11 could pay for 50 copies of our credit-card sized resource explaining graphically the signs and symptoms of some common cancers. This has become one of our most popular resources and is particularly popular with men, who are often reluctant to pick up other materials.

£5.04 can pay for the printing of 25 sets of letterheads, envelope, leaflets and card to be sent alongside the welcome letter to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

£5

£5 could pay for a Move More guide. This is designed to help people living with cancer to become more active and includes information and practical advice about setting goals and how to get started. It includes a Moving to music DVD and signposts to further areas of support.

£4.80 could pay for 10 copies of our End of Life booklet, produced in partnership with Marie Curie.

£4.60 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.

£4.35 could pay for 25 cards and accompanying leaflet on malignant spinal cord compression. This is a serious potential side effect of some cancers and can cause paralysis if not treated quickly. Healthcare professionals identified the need for patients to be aware of the symptoms and what action to take.

£4.35 could pay for 25 copies of our credit-card sized resource explaining graphically the signs and symptoms of some common cancers. This has become one of our most popular resources and is particularly popular with men, who are often reluctant to pick up other materials.

£3.80 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.

£3.60 could pay for 10 copies of our Coping with fatigue booklet. This was our second most ordered resource.

**For information, support or just someone to talk to,
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£3.50 could pay for 10 copies of our Relax and breathe CD and booklet. Some people suffering the side effects of cancer treatment find it easier to listen to information than read it themselves. This relaxation CD helps people learn the ways to manage breathlessness at a time and place of their choosing. The inlay card features positions they can stand or sit in to help them relax, breathe gently and feel calmer.

£2.60 could pay for 10 copies of the new edition of Preparing a child for loss, a new resource we've produced in partnership with Winston's Wish.

£2.02 can pay for the printing of 10 sets of letterheads, envelope, leaflets and card to be sent alongside the welcome letter to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

£2 could keep a typical Macmillan information and support centre stocked with all the information resources it needs to support people affected by cancer for 1 hour. These resources would include booklets, guides, directories and leaflets.

£1.98 can pay for 1 welcome letters to be sent to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

£1.74 could pay for 10 cards and accompanying leaflet on malignant spinal cord compression. This is a serious potential side effect of some cancers and can cause paralysis if not treated quickly. Healthcare professionals identified the need for patients to be aware of the symptoms and what action to take.

£1.72 could pay for 1 copy of the Cancer guide for young people. We know that young people diagnosed with cancer often feel isolated and aren't sure where to turn for support.

£1.02 could pay for 10 copies of our credit-card sized resource explaining graphically the signs and symptoms of some common cancers. This has become one of our most popular resources and is particularly popular with men, who are often reluctant to pick up other materials.

£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 £42 in benefits they are entitled to.

63p could pay for 1 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.

63p 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.

**For information, support or just someone to talk to,
call 0808 808 00 00 or visit macmillan.org.uk**

48p could pay for 1 copy of our End of Life booklet, produced in partnership with Marie Curie.

46p 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.

38p 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.

36p could pay for 1 copy of our Coping with fatigue booklet. This was our second most ordered resource.

35p could pay for 1 copy of our Relax and breathe CD and booklet. Some people suffering the side effects of cancer treatment find it easier to listen to information than read it themselves. This relaxation CD helps people learn the ways to manage breathlessness at a time and place of their choosing. The inlay card features positions they can stand or sit in to help them relax, breathe gently and feel calmer.

26p could pay for 1 copy of the new edition of Preparing a child for loss, a new resource we've produced in partnership with Winston's Wish.

20p can pay for the printing of 1 sets of letterheads, envelope, leaflets and card to be sent alongside the welcome letter to people affected by cancer who have been in touch with our Macmillan Support Line for the first time.

17p could pay for 1 card and accompanying leaflet on malignant spinal cord compression. This is a serious potential side effect of some cancers and can cause paralysis if not treated quickly. Healthcare professionals identified the need for patients to be aware of the symptoms and what action to take.

10p could pay for 1 copy of our credit-card sized resource explaining graphically the signs and symptoms of some common cancers. This has become one of our most popular resources and is particularly popular with men, who are often reluctant to pick up other materials.

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