

The cost of Macmillan's services fact sheet

2020 edition (using 2019 and 2018 costs)

**For information, support or just someone to talk to,
call 0808 808 00 00 or visit [macmillan.org.uk](https://www.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 event participants
- presentations to prospective legacy supporters
- meetings with major donors
- corporate charity of the year/partner pitches
- direct mail appeal packs
- marketing campaigns
- trust or statutory body funding applications.

What is this document not for?

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

- Pitch for specific services or posts (if you do need to pitch for a service or post, you must first contact the Restricted Funds team on restrictedenquiries@macmillan.org.uk)
- 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 (e.g. 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'.

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Please remember: many of your audiences will not know what support our services offer. So just saying that '£59,699 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. If for space reasons any of the amounts that follow do not also describe the support provided, please include information in a supporting paragraph.

Note that some of the costs are based on 2018 data – we have prioritised updating the most frequently used services with 2019 data and have specified in all cases whether we are drawing from 2018 or 2019 data. Please ensure that when using data you are clear whether you are citing 2018 or 2019 numbers.

Please also note that due to the current Covid-19 pandemic some services mentioned will be running a slightly altered service in order to continue to support people affected by cancer whilst adhering to government guidelines and social distancing measures. Please contact the relevant service teams for more information regarding any such changes.

If you want to adjust the figures in any way other than the above or have any questions about their use or when remaining services may be updated, please contact **Alexandra Berrebi** (aberrebi@macmillan.org.uk) in I&P Performance.

For Macmillan staff only:

If you would like to see the detailed spreadsheet, or have any queries about the fact sheet, please contact **Alexandra Berrebi** (aberrebi@macmillan.org.uk) in I&P Performance.

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Healthcare professionals

All Macmillan professionals (including nurses) are funded according to the NHS Agenda for Change. This is a national system that places NHS posts in one of nine pay bands (1 to 9), based on their knowledge, responsibility, and skills needed. Macmillan nurses are typically employed at Band 7. The cost of employing other Macmillan professionals can vary, depending on the band they are employed at.

Macmillan nurses

(Costs calculated using 2019 data)

Macmillan Clinical Nurse Specialists (CNSs), and nurses with similar roles, 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).

Macmillan usually commits to fund new 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.

2019 data						
Cost	£31	£236	£1,148	£4,975	£59,699	£179,098
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. They do not represent nurse salaries.

Macmillan support workers

(Costs calculated using 2019 data)

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.

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

2019 data						
Cost	£17	£126	£613	£2,655	£31,862	£95,586
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. The costs shown do not represent their salaries.

Healthcare services

Macmillan electronic Holistic Needs Assessment (eHNA)

(Costs calculated using 2018 data)

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) 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

(based on 2018 data)

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.

Macmillan cancer environments

(Costs calculated using 2018 data)

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.

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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.

(based on 2018 data)

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

Macmillan Support Grant Scheme for professionals

(Costs calculated using 2018 data)

The Support Grants Scheme is a flexible grant programme available to both professionals and people living with cancer*. The Support Grant must be of direct benefit to people living with cancer. Some examples of professional grants awarded in 2018 are:

- **£3,700** could fund the conversion of a small hospital office into a quiet room for cancer patients to have private and sensitive conversations with healthcare professionals.
- **£520** could fund a project aiming to reach people living with cancer in LGBT communities.
- **£430** could fund a laptop to be used by benefits specialists to complete benefits applications whilst undertaking a home or hospital visit to cancer patients, making the benefit claiming process as easy as possible for cancer patients.
- **£381** could fund an iPad to enable a Community Macmillan Nurse to carry out personalised electronic health needs assessments (eHNA) for their cancer patients.
- **£60** could fund a mindfulness session for up to 20 patients at a Macmillan cancer information and support centre.

(based on 2018 data)

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**Please see the Support Grants entry in the “Social, emotional and practical services” section for information on grants for people living with cancer.*

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

(Costs calculated using 2018 data)

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.

(based on 2018 data)

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.

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2018 data					
Cost	£52	£417	£ 2,028	£8,789	£105,469
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year

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

2018 data					
Cost	£27	£217	£1,057	£4,579	£54,952
<i>Time</i>	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]*.

2018 data						
Cost	£29	£221	£1,075	£4,659	£55,905	£167,716
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year	3 years

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

2018 data						
Cost	£16	£118	£573	£2,485	£29,816	£89,447
<i>Time</i>	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.

(based on 2018 data)

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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.

2018 data					
Cost	£2	£14	£67	£292	£3,500
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year

Macmillan Information Resources

(Costs calculated using 2018 data)

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.

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.

2018 data						
Cost	£0.09	£0.85	£2.13	£4.24	£8.50	£17
<i>Units</i>	1	10	25	50	100	200

Coping with fatigue booklet

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

2018 data						
Cost	£0.49	£4.90	£12.25	£24.50	£49	£98
<i>Units</i>	1	10	25	50	100	200

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.

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2018 data						
Cost	£0.54	£5.40	£13.50	£27	£54	£108
<i>Units</i>	1	10	25	50	100	200

Help with the cost of cancer booklet

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

2018 data						
Cost	£0.73	£7.30	£18.25	£36.50	£73	£146
<i>Units</i>	1	10	25	50	100	200

Looking after someone with cancer booklet

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

2018 data						
Cost	£0.72	£7.20	£18	£36	£72	£144
<i>Units</i>	1	10	25	50	100	200

How are you feeling? booklet

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

2018 data						
Cost	£0.60	£6.00	£15.00	£30	£60	£120
<i>Units</i>	1	10	25	50	100	200

End of life booklet

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

2018 data						
Cost	£0.59	£5.90	£14.75	£29.50	£59	£118
<i>Units</i>	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.

2018 data						
Cost	£0.05	£0.50	£1.25	£2.50	£5	£10
<i>Units</i>	1	10	25	50	100	200

Preparing a child for loss booklet

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

2018 data						
Cost	£0.38	£3.80	£9.50	£19	£38	£76
<i>Units</i>	1	10	25	50	100	200

Creating information resources

- We know that people suffering the side effects of cancer treatment such as extreme fatigue can find it easier to listen to information than read it themselves. We have audio versions of some of our most popular resources. **£450** could pay for creating an audio version of our *Coping with fatigue* booklet for people to listen online or download from our website.
- Since 2018 we have added BSL signing to selected information videos, making them more inclusive and accessible, and helping us to reach more people living with and affected by cancer. **£1063** could pay for us to add BSL signing and subtitles to four information videos (or **£532** for 2; **£267** for 1). This ensures the videos are accessible to people who are deaf or have hearing loss and use BSL. Adding BSL signing to existing videos is a cost-effective way for us to reach a wider audience with our video content.
- **£4305** could pay for the creation of two new booklets in Easy Read format covering the topics of money and benefits, costing **£3617** to print 8000 copies (**£0.45** each). This format uses simple language and illustrations for anyone who finds it difficult to read our standard booklets, such as people with learning disabilities, or people whose first language isn't English. We work closely with specialists in this type of resource to ensure the language and images are appropriate and drafts are reviewed by people with learning disabilities. We now have over 50 resources of this type covering topics including types of cancer, its treatment, aspects of living with cancer, dying and bereavement. They have been very well received by people with learning difficulties, their carers, and people who support them.

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- Four out of five people living with cancer experience a financial impact. The average is £570 a month¹. **£185** will 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. 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.

(based on 2018 data)

Macmillan Mobile Information and Support Service (MISS)

(Costs calculated using 2018 data)

Our 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, and the team 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.

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. They 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.

Note: At the time of writing (August 2020), these services are currently suspended due to Covid-19 and social distancing guidelines.

In 2018, our six Mobile Information and Support Services supported a total of **261,956** unique people affected by cancer across England, Wales and Scotland and responded to **263,790** face-to-face enquiries.

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

2018 data					
Cost	£316	£1,899	£9,682	£41,956	£503,470
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Reach</i>	28	166	845	3,664	43,965

- **£11.45** 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.

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

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

Macmillan Support Line (MSL – 0808 808 00 00)

(Costs calculated using 2019 data)

Our Macmillan Support Line is 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.

In 2019, we spent over **£8 million** on our entire Macmillan Support Line phone service, helping a total of **92,521** unique people. In this time, our staff dealt with **226,178** incoming calls, call transfers, call backs and web enquiries from people who wanted questions answered, needed practical or financial support, or just wanted to chat.

Our Macmillan Support Line is formed of six teams:

1. **Cancer Information and Support** – this team 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.
2. **Cancer Information Nurse Specialists** – 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.
3. **Welfare Rights** – these 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. *
4. **Energy Advice** – this team offers advice on support available to help people living with cancer keep warm without the worry. *
5. **Financial Guidance Service** – staffed with 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. *
6. **Work Support Service** – delivered by 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.*

*** Please see the “Social, emotional, and practical support services” section for more information.*

Please note: The costs for MSL included in this fact sheet are direct payroll costs of each team and exclude any operational and administrative costs. For the full annual MSL costs, please contact the MSL team or refer to the 2019 Annual Report.

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

Cancer Information and Support team

- **£17** could help a member of our Cancer Information and Support team on our Macmillan Support Line deal with a call or web enquiry.
- **[cost]** could support our Cancer Information and Support team to run our Macmillan Support Line phone service for **[time]**. In this time, they could deal with **[interactions]** calls and web enquiries from people who want questions answered, need practical or financial support, or just want to chat.

2019 data					
Cost	£383	£4,573	£32,101	£139,103	£1,669,236
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	22	268	1,885	8,167	97,998

Cancer Information Nurse Specialists

- **£48** could help the Cancer Information Nurse Specialists on our Macmillan Support Line deal with a call or web enquiry.
- **[cost]** could support our Cancer Information Nurse Specialists to run our Macmillan Support Line phone service for **[time]**. In this time, they could deal with **[interactions]** calls and web enquiries from people providing a wide range of clinical information – such as treatment options, pain management, and help with medical jargon.

2019 data					
Cost	£559	£6,676	£46,862	£203,069	£2,436,829
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	12	140	982	4,255	51,061

Macmillan Online Support via Online Community

(Costs calculated using 2018 data)

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 **162,000** active members of the community, providing help and support. In 2018, the Community had **22,896 new registrations**.

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People of all ages with all levels of digital ability use the community. 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.

In 2018, the Online Community helped **973,949** unique people affected by cancer in the UK to give emotional and practical support to 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.

2018 data					
Cost	£16	£372	£2,614	£11,328	£135,937
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Reach</i>	111	2,668	18,730	81,162	973,949

Financial support services

Macmillan Benefits Advisers (face-to-face)

(Costs calculated using 2018 data)

Macmillan benefits advice schemes work in a variety of settings (e.g. in a Citizens Advice Centre, 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 2018, our national network of face-to-face Macmillan benefits advisers reached **140,982** unique people. **74,299** individual people affected by cancer were supported through specialist casework, identifying more than **£228m** in benefits. A further **66,683** people were helped through non-casework contacts. *
- In 2018, on average, a Macmillan benefits advice service reached **1,195** people and identified **£1.9m** 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 **£3,068** a year in benefits that they are not currently claiming.

(based on 2018 data)

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*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).

Running a Macmillan benefits advice service

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

2018 data					
Cost	£112	£784	£3,815	£16,530	£198,364
Time	1 hour	1 day	1 week	1 month	1 year

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

2018 data					
Cost	£97	£678	£3,301	£14,304	£171,649
Time	1 hour	1 day	1 week	1 month	1 year

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

2018 data					
Cost	£38	£263	£1,281	£5,553	£66,630
Time	1 hour	1 day	1 week	1 month	1 year

Macmillan Welfare Rights Team (via MSL)

(Costs calculated using 2019 data)

(Please see the "Macmillan Support Line" section for more information).

- **£43** could help our welfare advisers on our Macmillan Support Line deal with a call or web enquiry.
- **[cost]** could support our welfare rights advisers to run the welfare rights element of our phone service for **[time]**. In this time, they could, on average, deal with **[interactions]** calls and web enquiries and help secure around **[gain]** in unclaimed benefits for people affected by cancer.

2019 data					
Cost	£585	£6,700	£37,625	£163,040	£1,956,479
Time	1 hour	1 day	1 week	1 month	1 year
Interactions	14	155	869	3,764	45,169
Gain £	£20,799	£238,048	£1,336,729	£5,792,492	£69,509,906

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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.

2019 data				
Cost	£1	£10	£100	£1,000
<i>Gain</i> £	£35.53	£355	£3,553	£35,528

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 included in the figures above.

Macmillan Financial Guidance Service (via MSL)

(Costs calculated using 2019 data)

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.

- **£41** could help our financial guides on our Macmillan Support Line deal with a call or web enquiry.
- In 2019, the financial guides on our Macmillan Support Line helped to identify more than **£3.4m** in confirmed financial gains for **58** people affected by cancer.
- *[cost]* could support our financial guides to run the financial guidance element of our phone service for *[time]*. In this time, they could, on average, deal with *[interactions]* calls or web enquires, providing a wide range of financial support and advice to people affected by cancer.

2019 data					
Cost	£312	£3,121	£15,185	£65,802	£789,630
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	8	76	371	1,610	19,317

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 Energy Advice Service (via MSL)

(Costs calculated using 2019 data)

The Macmillan Energy Advice Service is made up of a team of energy specialists who offer advice on support available to help people living with cancer keep warm without the worry. They can help to source funding if people affected by cancer are struggling with energy bills.

- **£51** could help an energy specialist on our Macmillan Support Line deal with a call or web enquiry.
- *[cost]* could support our Energy Advice Team to run the Energy Advice service of our phone service for *[time]*. In this time, they could, on average, deal with *[interactions]* calls or web enquires, providing advice on how people living with cancer can keep warm without the worry.

2019 data					
Cost	£115	£1,153	£5,611	£24,315	£291,777
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	2	23	110	478	5,738

Macmillan Grants

(Costs calculated using 2019 data)

A cancer diagnosis can have a huge impact on someone's finances. People not only lose income as they cannot work, but many face additional expenses such as regular travel to hospital and increased energy and water bills.

A Macmillan Grant is a one-off payment of **£350** to help with the extra costs that living with cancer can bring. They can be used to buy specialist equipment or to meet other unmet needs, including paying for hospital travel, extra clothing or to help cover the cost of a much-needed break.

In 2019, around **36,000** unique people with cancer received a Macmillan Grant, with around **£12.7m** in grants awarded in total.¹

Macmillan Grants can make an immediate difference to someone living with cancer. Below are some of the ways in which a grant can help:

- The cost of travelling to hospital for regular treatment can have a serious impact on personal finances. A Macmillan Grant could make a significant contribution to the cost of a person's travel to hospital for cancer treatment.
- A Macmillan Grant could help with buying items or equipment to improve day to day living such as a wheelchair, stair lift or washing machine.

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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

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

ⁱ Macmillan Cancer Support Annual Report and Accounts 2019

Please note: 2019 data is currently unaudited and subject to change.

Social, emotional, and practical support services

Macmillan Work Support Service (via MSL)

(Costs calculated using 2019 data)

(Please see the “Macmillan Support Line” section for more information).

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.

- **£34** could help a member of our Work Support Team on our Macmillan Support Line deal with a call or web enquiry.
- *[cost]* could support our Work Support Team to run the work support element of our phone service for *[time]*. In this time, they could, on average, deal with *[interactions]* calls or web enquiries, helping people affected by cancer receive advice and support on employment related issues.

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2019 data					
Cost	£93	£925	£4,502	£19,509	£234,102
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	3	27	133	575	6,895

Macmillan social care workers

(Costs calculated using 2018 data)

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.

2018 data						
Cost	£16	£118	£573	£2,485	£29,816	£89,447
<i>Time</i>	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. The costs shown do not represent their salaries.

Macmillan Support Grant Scheme for people living with cancer

(Costs calculated using 2018 data)

The Support Grants Scheme is a flexible grant programme available to both professionals* and people living with cancer. The Support Grant must be of direct benefit to people living with cancer. Some examples of grants awarded to people living with cancer in 2018 are:

- **£600** could fund the cost of a website to be designed and created for a support group to allow them to spread the word and recruit new members.
- **£544** could fund a venue for a whole year for a support group to meet regularly and share their stories and difficulties with people who have been on the same journey.
- **£500** could fund an outing for a cancer support group, giving members a day away to mix with people who are in the same situation.

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- **£400** could fund the purchase of 20 pilates mats to enable a cancer support group to offer gentle bespoke pilates for post-operative patients.
- **£120** could fund cooking classes for people living with cancer.
- **£80** could fund the purchase of a mobile phone for a support group to have a dedicated phone line for the group members.
- **£52** could fund the printing of 35 posters for GP practices which would contain all of the information about the different cancer services available locally.
- **£14** could fund the printing of 25 posters to help a support group promote their group.

(based on 2018 data)

**Please see the Support Grants entry in the “Healthcare services” section for information on grants for professionals.*

Macmillan Lead Volunteer Services

(Costs calculated using 2018 data)

Macmillan Lead Volunteer Services help people affected by cancer with their emotional and practical needs. Everyone’s cancer journey is unique. Our volunteers help in a variety of ways, taking the time to understand the right support for each individual. From regular befriending to help in the home through shopping and gardening, from transport to and from medical appointments to signposting to other cancer support services, our volunteers are right there with each person.

Macmillan Lead Volunteer services are increasingly supporting more people living with cancer who have complex needs. Local services are becoming ever more stretched, particularly affecting those at the end of life, so our volunteering services are more valued than ever before not just by those who have had a cancer diagnosis, but also the people who care for them.

Note: At the time of writing (August 2020), these services are currently suspended due to Covid-19 and social distancing guidelines. Macmillan has addressed the resulting gap in service by introducing Macmillan Telephone Buddies. More information on this can be found here: <https://www.macmillan.org.uk/get-involved/campaigns/telephone-buddies>

In 2018, **1,166** people received support through these services a total of **13,606** times. In 2018 there were **65** active Macmillan Lead Volunteer Services across England, Northern Ireland, Scotland and Wales supported by over 680 volunteers.

- **£1,160** could help someone receive the emotional and practical support from a Macmillan Volunteer for 12 weeks - long enough to help them find their best way through at a critical time in their cancer journey

(based on 2018 data)

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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

(Costs calculated using 2018 data)

- **£200** could pay for the training of a person affected by cancer to become a Cancer Support Course facilitator. This is an accredited course which develops participants cancer awareness, communication and counselling skills to better support other people affected by cancer.
- **£100** 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.

Learning and Development for professionals

(Costs calculated using 2018 data)

- **£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.
- **£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.
- **£100** could pay for a health professional to attend a specialised conference on approaches to cancer treatment, run by Macmillan.

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References:

1. Research commissioned by Macmillan Cancer Support, carried out by researchers from the University of Bristol Personal Finance Research Centre in partnership with TNS BMRB, and part-funded by our partner The RBS Group. Figures based on a postal survey of 1,610 adults with a cancer diagnosis, recruited from a database of callers to the Macmillan Support Line and visitors to a sample of Macmillan Information and Support Centres located in hospitals across the UK. The majority (95%) had received cancer treatment within the last six months. Fieldwork took place between August and October 2012. Results were weighted to be representative of all people with a cancer diagnosis in the UK by age, gender, cancer type and country of residence. Macmillan Cancer Support. No Small Change: Time to act on the financial impact of cancer. 2012.
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