

# The cost of Macmillan's services fact sheet

2021 edition (using 2020 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
- 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 '£60,171 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.

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

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## Important notes on this year's Factsheet

2020 was a highly challenging year for those involved in delivering Macmillan's Services. Nonetheless, not only was Macmillan able to maintain provision of crucial support to People Living with and Affected by Cancer, we were able to also deliver new innovative services such as 'Telephone Buddies' and 'Wellbeing Coaching'.

However, our usual processes of data collection and validation were affected in a number of areas and this coincided with changes in methodology in other areas. As such:

- We have been unable to estimate Reach and Cost figures for some of our services for 2020.
- Due to changes in methodology, estimates cannot and should not be compared with those given for equivalent services in previous years.

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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

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

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

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

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

<b>Cost</b>	<b>£32</b>	<b>£237</b>	<b>£1,135</b>	<b>£5,014</b>	<b>£60,171</b>	<b>£120,341</b>
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year	2 years

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

### Macmillan support workers

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.

<b>Cost</b>	<b>£17</b>	<b>£126</b>	<b>£606</b>	<b>£2,676</b>	<b>£32,108</b>	<b>£64,215</b>
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Time	1 hour	1 day	1 week	1 month	1 year	2 years
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*Please note: these costs are the full cost of employing a Macmillan support worker (including on-costs such as national insurance and pension contribution). These costs are set by the NHS Agenda for Change system and are considered at Band 4. The costs shown do not represent their salaries.*

## 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 a 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.

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

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

## Macmillan cancer environments

### Clinical builds

Although we will not be actively funding any new clinical builds in the immediate future, we do still work with partners on existing Macmillan clinical centres via our [Macmillan Quality Environment Mark® \(MQEM\) program](#) to address any quality issues that arise.

The MQEM award champions cancer environments that go above and beyond to create welcoming and friendly spaces for patients. MQEM is the first award of its kind in the UK and has been designed in collaboration with people living with cancer.

MQEM assesses four main areas of a cancer service or environment, including design and use of space, user journey, service experience and the level at which users are involved in the development of services.

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An MQEM assessment includes an on-site visit by a professional assessor, alongside a volunteer assessor who has been affected by cancer. A detailed report is then written and shared with the organisation after the assessment with recommendations for improvements – such as installing new chemotherapy chairs, fitting privacy screens, replacing furniture that needs updating or making improvements to surrounding gardens.

There may be opportunities for a donor to fund one of these environments as part of an improvement plan. Please get in touch with [causeinfo@macmillan.org.uk](mailto:causeinfo@macmillan.org.uk) for further details.

## 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

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.

Note: Many centres were closed at the start of the coronavirus pandemic in response to government guidance on social distancing, but switched to providing a high-quality service virtually (via phone and online). Face-to-face services are resuming when it is safe to do so.

### Staffing a Macmillan information centre

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

<b>Cost</b>	<b>£30</b>	<b>£237</b>	<b>£1,135</b>	<b>£5,014</b>	<b>£60,171</b>	<b>£120,341</b>
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year	2 years

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

<b>Cost</b>	<b>£16</b>	<b>£126</b>	<b>£606</b>	<b>£2,676</b>	<b>£32,108</b>	<b>£64,215</b>
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year	2 years

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## 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.

### 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.

2020/21 data						
<b>Cost</b>	<b>£0.08</b>	<b>£0.80</b>	<b>£2</b>	<b>£4</b>	<b>£8</b>	<b>£16</b>
<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.

2020/21 data						
<b>Cost</b>	<b>£0.38</b>	<b>£3.80</b>	<b>£9.50</b>	<b>£19</b>	<b>£38</b>	<b>£76</b>
<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.

2021 data						
<b>Cost</b>	<b>£0.27</b>	<b>£2.70</b>	<b>£6.75</b>	<b>£13.50</b>	<b>£27</b>	<b>£54</b>
<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.
- 

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2021 data						
<b>Cost</b>	<b>£0.80</b>	£8	£20	£40	£80	£160
<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.

2020/21 data						
<b>Cost</b>	<b>£0.54</b>	£5.40	£13.5	£27	£54	£108
<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.

2020/21 data						
<b>Cost</b>	<b>£0.62</b>	<b>£6.20</b>	<b>£15.50</b>	<b>£31</b>	<b>£62</b>	<b>£124</b>
<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.

2020/21 data						
<b>Cost</b>	<b>£0.69</b>	£6.90	£17.25	£34.50	£69	£138
<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.

2020/21 data						
<b>Cost</b>	<b>£0.38</b>	<b>£3.80</b>	<b>£9.50</b>	<b>£19</b>	<b>£38</b>	<b>£76</b>
<i>Units</i>	1	10	25	50	100	200

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### Relax and breathe CD

- **[cost]** could pay for **[units]** copies of our Relax and breathe CD. People experiencing the side effects of cancer can often find it easier to listen to something rather than read. This CD helps them to manage breathlessness by relaxing, breathing gently and feeling calmer.

2020/21 data						
<b>Cost</b>	<b>£0.55</b>	<b>£5.50</b>	<b>£13.75</b>	<b>£27.50</b>	<b>£55</b>	<b>£110</b>
<b>Units</b>	1	10	25	50	100	200

### Physical activity and cancer booklet

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

2020/21 data						
<b>Cost</b>	<b>£0.23</b>	<b>£2.30</b>	<b>£5.75</b>	<b>£11.50</b>	<b>£23</b>	<b>£46</b>
<b>Units</b>	1	10	25	50	100	200

### Creating information resources

- **£2,640** could pay for the creation of a new booklet in Easy Read format on the topic of Covid and cancer. [This isn't a printed resource but is available in PDF format on [be.macmillan.com](http://be.macmillan.com).] 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.

**£4,305** could pay for the creation of two new booklets in Easy Read format covering the topics of money and benefits, costing **£3,617** to print **8,000 copies (£0.45 each)**.

- **£2,470** could pay for a top-level factsheet on cancer and Covid to be translated into 11 languages identified by Macmillan as the most commonly spoken amongst more marginalised communities in the UK.
- **£2,037** could pay for two translated factsheets explaining the financial support that may be available to people with a cancer diagnosis or are caring for someone with cancer. One of these factsheets focuses on benefits and the other covers other types of financial support available to help with the costs of cancer. We want everyone to know about the

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support available for financial issues, including that provided by Macmillan. **These factsheets are available in 11 languages** identified by Macmillan as the most commonly spoken amongst more marginalised communities in the UK.

- **£508** could pay for one of our booklets – *Side effects of cancer treatment* - to be converted into an audio format, that people can listen to online or download from our website. This resource helps to describe some of the side effects of cancer treatments and outlines what to expect after surgery, chemotherapy, radiotherapy and biological and hormonal therapies.
- Since 2018 we have added British Sign Language (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. **£1,063** 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.

## Mobile Information and Support Service (MISS)

During 2020 we were unable to deliver face-to-face direct services safely and efficiently. Sadly, therefore, we decided to close the Mobile Information and Support Service (MISS).

## Macmillan Support Line (MSL – 0808 808 00 00)

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

During the pandemic in 2020, Macmillan quickly reorganised these services, enabling advisers to work from home thereby ensuring vital support was not interrupted. However, please note that due to 2020 being an exceptional year, this did impact demand and cost and therefore this cannot be considered a fully reflective year.

In 2020, we spent over **£9 million** on our entire Macmillan Support Line phone service, taking a total of **221,828** enquiries and helping a total of **102,167** unique people. Our teams also deal with call transfers, call backs and web enquiries from people who need clinical, emotional, practical or financial support.

Our Macmillan Support Line is formed of six teams:

1. **Cancer Information and Support** – this team helps people affected by cancer by providing emotional and practical support, as well as general information. They also redirect calls to other teams when specific information is required.
2. **Cancer Information Nurse Specialists** – registered nurses who can answer complex clinical questions. They can support people affected by cancer with issues such as

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understanding treatment options, pain management and managing symptoms and can help with navigating clinical services.

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 and grants. \*
4. **Energy Advice** – this team offers advice on support available to help people living with cancer with utility bills, pre-payment meters and energy trust grants. \*
5. **Financial Guidance Service** – staffed by experts who support people affected by cancer to make informed decisions about their finances. They provide personalised information and guidance on financial matters including pensions, insurance, 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. \*\*

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

*\*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 Cause and Services Information team ([causeinfo@macmillan.org.uk](mailto:causeinfo@macmillan.org.uk))*

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

### Cancer Information and Support team

- **£19** 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 need practical and emotional support, or help to navigate cancer services.

<b>Cost</b>	<b>£392</b>	<b>£4,703</b>	<b>£32,476</b>	<b>£143,435</b>	<b>£1,721,226</b>
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	21	253	1,745	7,708	92,496

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## Cancer Information Nurse Specialists

- **£49** 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, managing symptoms and navigating clinical services.

<b>Cost</b>	<b>£639</b>	<b>£7,670</b>	<b>£52,964</b>	<b>£233,925</b>	<b>£2,807,104</b>
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	13	158	1,088	4,804	57,648

## Macmillan Online Support via Online Community

The Macmillan Online Community is a carefully moderated website where people share their experiences of cancer. Our Online Community team facilitates this forum, creating engaging content and design and supporting members and users. It is somewhere that people can find emotional and practical support from other people facing similar issues. Available 24/7, it is extra support that people with cancer and their loved ones can call on in their own time.

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.

- *[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.

<b>Cost</b>	<b>£17</b>	<b>£410</b>	<b>£2,830</b>	<b>£12,500</b>	<b>£150,000</b>
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Reach</i>	66	1,587	10,957	48,394	580,732

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

## Financial support services

### Macmillan benefits advice services (face-to-face)

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)

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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. Note: At the start of the coronavirus pandemic and through the first lockdown most services switched to providing a high-quality service virtually (via phone and online). Face-to-face services are resuming when it is safe to do so.

- Due to Covid-19 we suspended reporting for the first half of the year. We have therefore been unable to access sufficiently complete data on the reach and cost of our Benefits Advice Schemes during the period January – June 2020. However, during the period July – December 2020, our network of funded Benefits Advice Services supported **28,540** unique people living with cancer. Their support in that period resulted in financial gains of around **£109m**.
- In July – December 2020, on average, a single Macmillan benefits advice service reached **324** people and identified **£1.2m** in benefits for people affected by cancer.
- For July – December 2020, on average, every person affected by cancer who received benefits advice from a face-to-face benefits adviser was told that they could claim **£3,819** in benefits that they were not currently claiming in that period.

#### Running a Macmillan benefits advice service (full year 2020 data)

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

<b>Cost</b>	<b>£168</b>	<b>£1,174</b>	<b>£5,627</b>	<b>£24,852</b>	<b>£298,226</b>
<b>Time</b>	1 hour	1 day	1 week	1 month	1 year

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

<b>Cost</b>	<b>£60</b>	<b>£417</b>	<b>£2,000</b>	<b>£8,833</b>	<b>£105,993</b>
<b>Time</b>	1 hour	1 day	1 week	1 month	1 year

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

<b>Cost</b>	<b>£25</b>	<b>£176</b>	<b>£846</b>	<b>£3,734</b>	<b>£44,813</b>
<b>Time</b>	1 hour	1 day	1 week	1 month	1 year

**(Note: a benefits advice service with 4.5 or more FTE advisers would be considered large, more than 2 advisers and up to and including 4.5 would be considered medium and less than 2 would be defined as small)**

### **Macmillan Welfare Rights Team (via MSL)**

**For information, support or just someone to talk to, call 0808 808 00 00 or visit [macmillan.org.uk](http://macmillan.org.uk)**

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

(Note: the below figures are based on interactions and should not be compared with unique reach mentioned in other areas of the document eg benefits advice above)

- **£54** 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, webchat and online services 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.

<b>Cost</b>	<b>£670</b>	<b>£7,455</b>	<b>£46,275</b>	<b>£204,383</b>	<b>£2,452,595</b>
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	12	139	862	3,807	45,686
<i>Gain £</i>	£21,651	£240,860	£1,495,151	£6,603,585	£79,243,015

#### Claim per spend

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

<b>Cost</b>	<b>£1</b>	<b>£10</b>	<b>£100</b>	<b>£1,000</b>
<i>Gain £</i>	£32.31	£323	£3,231	£32,310

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)

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.

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- **£65** could help our financial guides on our Macmillan Support Line deal with a call or web enquiry.
- In 2020, the financial guides on our Macmillan Support Line helped to identify almost **£2.3m** in confirmed financial gains for **38** people affected by cancer.
- *[cost]* could support our financial guides to run the financial guidance element of our phone, webchat and online 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.

<b>Cost</b>	<b>£341</b>	<b>£3,406</b>	<b>£16,323</b>	<b>£72,095</b>	<b>£865,137</b>
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	5	53	252	1,114	13,370

*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.*

## Macmillan Energy Advice Service (via MSL)

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 with their utility bills, pre-payment options and energy trust grants. They can help to source funding if people affected by cancer are struggling with energy bills.

- **£57** 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, webchat and online 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.

<b>Cost</b>	<b>£109</b>	<b>£1,092</b>	<b>£5,234</b>	<b>£23,119</b>	<b>£277,425</b>
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	2	19	92	408	4,900

## Macmillan Grants

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.

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call 0808 808 00 00 or visit [macmillan.org.uk](http://macmillan.org.uk)**

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 2020, around **30,000** unique people with cancer received a Macmillan Grant, with around **£9.2m** in grants awarded in total.<sup>i</sup>

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

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

<sup>i</sup> [Macmillan Cancer Support Annual Report and Accounts 2020](#)

***Please note: 2020 data is currently unaudited and subject to change.***

## Social, emotional, and practical support services

### Macmillan Work Support Service (via MSL)

**For information, support or just someone to talk to,  
call 0808 808 00 00 or visit [macmillan.org.uk](https://www.macmillan.org.uk)**

(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.

- **£39** could help a member of the 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, webchat and online 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.

<b>Cost</b>	<b>£118</b>	<b>£1,175</b>	<b>£5,655</b>	<b>£24,976</b>	<b>£299,714</b>
<i>Time</i>	1 hour	1 day	1 week	1 month	1 year
<i>Interactions</i>	3	30	146	644	7,728

## Macmillan Telephone Buddies

In March 2020, we paused all our face-to-face volunteering activities. We wanted to keep our volunteers and the people they support safe, but we knew we had to find another way of helping the people who need us.

Going through cancer can be an isolating experience at any time, and especially when social distancing or shielding. Our free telephone befriending service can help to lessen isolation, increase confidence and offer reassurance for people who may be feeling at their most vulnerable at this difficult time. Telephone sessions are provided by volunteers and usually last around 8 weeks for each person.

- **£109** could provide emotional support to one person living with cancer for around eight weeks, through ongoing and regular telephone sessions with one of our Macmillan Telephone Buddies.
- **£14** could provide one session of emotional support to a person living with cancer with a Macmillan Telephone Buddy.

(Please note: The above costs apply to 2021, based on data up to the publication of this document. Due to the evolving nature of the service in 2020, we are unable to provide accurate figures for that year.)

## Macmillan Support Grant Scheme for Professionals and People Living with Cancer

**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

The Support Grants Scheme is a flexible grant programme available to both professionals and people living with cancer. The Support Grant must be of direct benefit to people living with cancer. Some examples of support grants awarded in 2020 are:

- **£5,000** could help fund the purchase of 10 tablets to enable Cancer Nurse Specialists and Support Workers to provide holistic needs assessments and discuss and signpost patients to information on cancer including treatments, living with the impact of cancer and signposting to local services.
- **£15,000** could help cover the cost of providing new furniture and fixtures for improving the comfort of waiting areas in a chemotherapy unit where patients can experience long wait times. More comfortable seating can be provided along with refreshment facilities to ensure a more comfortable overall experience for those using the unit.
- **£2,000** could fund the purchase of equipment needed to set up a series of podcasts for people living with or affected by cancer. Podcasts such as these can help to provide tips and advice and signpost listeners to other services - including those provided by Macmillan. They also give people the opportunity to share their stories and experiences.
- **£328** could help fund an iPad to enable staff at a Macmillan Information and Support Centre to guide patients through completing a personalised electronic health needs assessment (eHNA), alongside signposting to other Macmillan resources online.

## 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 our Learning and Communications Hub, Learn Zone and the Macmillan website.

In 2020, this moved from a face to face with some elearning offer to a much more blended offer where we continued to deliver sessions when appropriate to our audiences however from March 2020 this was all in a virtual classroom environment with no face-to-face. We have also introduced the learning and communications hub where a host of digital resources are available to support professionals.

## Learning and Development for people affected by cancer

- **£300** 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.

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- **£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

- **£225,000** could pay for a two-day conference for 600 Macmillan professionals. At the conference, professionals would have the opportunity to network, share innovations and learn about new developments in cancer care and develop their skills in supporting people with cancer. The conference also includes the Professionals Excellence Awards ceremony which recognises outstanding achievements of professionals and their teams (note: we did not run such a conference in 2020 due to Covid – the above cost is reflective of 2021 plans)
  - **£14,000** could support a multi-disciplinary community of professionals, bringing them together to share expertise and work on joint projects.
  - **£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.
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