



**HOPE CANCER
SUPPORT CENTRE CLG**

**ANNUAL
REPORT**

2023

CHY No. 15556
RCN No: 20054007



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Introduction

The Hope Cancer Support Centre, founded in 1999 is a community based cancer support service based in Enniscorthy, Co. Wexford and provides a range of services to people affected by the diagnosis of cancer throughout the county of Wexford and beyond. The Centre is a hub for cancer support in the region, delivering services to the local community as part of the National Cancer Control Programme (NCCP). The Centre provides support to people affected by cancer, their loved ones and carers, from the time of diagnosis, throughout their treatment and afterwards. The services on offer which are free of charge to everyone are provided by a team of professionals in a way that places the client at the centre of everything we do.

Our Centre engages the services of dedicated and highly skilled Support Workers, Therapists, Counsellors and Facilitators who provide their services within the scope of the policies and procedures of the Hope Centre and are supported by our reception, administration and management staff. The team at the Hope Centre ensure a caring, professional and confidential service in a peaceful, calm, non-clinical and non-judgmental environment. Together they provide the following services: Intake Assessments and Support, Counselling, Massage, Reflexology, Bra and Prosthesis Fitting, Lymphoedema/Manual Lymphatic Drainage Treatments and a selection of Support Groups and Programmes such as Art.

Our services are made possible by the generous support of the local community and our grant providers who aid us with valuable funding. The Hope Centre shop also provides the centre with much needed funds. We are also strongly supported by a large group of amazing volunteers who generously offer their unique talents and support throughout the organisation.





John Roche, Chairperson

Chairperson's Statement

2023 continued the trend in recent years of increased levels of support and services provided to the growing number of clients attending the Centre.

We could not have provided this level of service to clients without the help and support from all our invaluable volunteers in the Centre and Shop and from our fundraisers and donors who raised/donated invaluable funds. May I sincerely thank each and every one of you. I also wish to acknowledge and thank the support received from the media and business sector who have contributed significantly towards our fundraising events in 2023.

I would also like to express huge thanks to the dedicated staff and management in both the Centre and Shop who continue to ensure that a caring, professional and confidential service is delivered to all our clients.

Finally may I thank my fellow Board Directors for their commitment in 2023 to overseeing the growing needs of the Centre and ensuring its continued longevity.

John Roche

Chairperson of the Board of Directors

Charity Structure

Details

Legal Entity	Company Limited by Guarantee (CLG)
Principal Activities	Provision of Cancer Support Services
Established	1999
Company Registration Number	379457
CHY Number	15556
RCN Number	20054007
Registered Business Address	22 Weafer Street, Enniscorthy, Co. Wexford
Operating Name	Hope Cancer Support Centre
Directors	John Roche, Margo Kehoe, Michael Jordan, Kevin Hughes, Mairead Fanning, Norman Buttle, Una Doherty, Thomas Joseph Murphy
Business Website	www.hopesupportcentre.ie

Advisors/Agents

Solicitors	Ensor O'Connor & Co; 4 Court Street, Enniscorthy, Co. Wexford
Accountants	Xeinadin Audit Ireland Limited, Sinnottstown Business Park, Drinagh, Wexford Y35 AKX5
Bankers	Bank of Ireland, Abbey Square, Enniscorthy, Co. Wexford Enniscorthy Credit Union, Abbey Square, Enniscorthy, Co. Wexford

Board of Directors 2023

The Hope Centre operates under the guidance and direction of a voluntary Board of Directors comprising of eight people. It is fully compliant with all the requirements of the Charity Regulator. The Board of Directors do not receive any remuneration or benefits. During 2023 the Board of Directors met on 10 occasions. All Board meetings were minuted and adhered to recognised best practice.

The Board of Directors in 2023 were:

John Roche:	Chairperson	Re-elected at AGM September 2020 Re-appointed as Chairperson October 2023
Margo Kehoe:	Director	Re-elected at AGM October 2023
Michael Jordan:	Secretary	Re-elected at AGM September 2022 Re-appointed Secretary October 2023
Kevin Hughes:	Treasurer	Re-elected at AGM September 2022 Re-appointed Treasurer October 2023
Mairead Fanning:	Vice Chairperson	Re-elected at AGM September 2023 Re-appointed as Vice Chairperson October 2023
Norman Buttle:	Director	Re-elected at AGM September 2021
Una Doherty:	Director	Re-elected at AGM September 2021
Thomas Joseph Murphy:	Director	Elected at AGM September 2023



Vision and Mission

Our vision for the Hope Cancer Support Centre CLG is to provide the best possible cancer support services for the people of County Wexford and surrounding areas, from our Centre in Enniscorthy and through outreach services in the region.

Our mission is to:

- Offer practical and emotional support to people with a cancer diagnosis and their supporters and carers, from the time of their diagnosis, through their treatments and afterwards.
- To ensure a caring, confidential and professional service is delivered in a safe and peaceful environment.
- To strive to improve our performance by driving quality and evidence-based practice in all of our support activities.

Our goals are to:

- Provide the best possible supports to people with a cancer diagnosis and their loved ones.
- Reduce the impact of a cancer diagnosis through the provision of supports that are evidence based and that adhere to best practices.
- Ensure the equality of access to all people wishing to engage with our services in a timely manner and be supported in the manner that suits them best.
- Strive to improve our performance by listening to our client feedback and responding.
- Strengthen all we do by working as a team, ensuring the focus is on client needs, while complying with legal and regulatory requirements.

Our Services

Support Worker Intake Assessments and Support

Everyone who attends the Centre is met by one of our experienced Support Workers who are available Monday to Friday, 9am - 4pm. The client together with a Support Worker, go through a joint assessment where the client's needs and the services that are provided in the centre are discussed. Following this assessment, the client is given a period of 7 days to reflect on the types of services they would like to access and the Support Worker makes contact after this period to discuss the client's wishes with them. The Support Worker will continue to support the client throughout their journey with the centre through phone or face to face contact.

Counselling

The Centre provides a professional counselling service to clients who are affected by cancer. Clients are initially offered up to eight sessions which are subject to review after the sixth session and in certain situations the client will get more than the eight sessions. The review is a process that informs the team as to the on-going needs of the client in order to put in place a plan based on the needs of the client and the ability of the Centre to provide for the client's needs.

All of our Counsellors operating in the Hope Cancer Support Centre are:

- Professionally qualified and contracted by Hope to provide counselling
- Accredited with an appropriate professional body
- Adhere to professional practice and code of ethics of their accrediting body and undergo group supervision.



Reflexology

Reflexology is the holistic practice of treating reflex points in the feet which encourages the healing process throughout the body. The treatment which is provided by our qualified and experienced reflexologists lasts 1 hour approx. and it encourages the person's own healing systems to be activated thereby maintaining well-being and helps the client to better cope with anxiety and fatigue.

Massage

Our Massage Therapists use a combination of essential oils and gentle massage techniques, adapted to the individuals own needs , to create an environment of total relaxation and peace which relaxes the body, improves circulation and helps loosen muscles where tension is held.

Bra fitting clinic

Our bra fitting clinic caters for women who have had a breast cancer diagnosis. The Centre provides an appointment for the fitting of post-surgery bras, prosthesis, and swimwear, to help restore confidence about body image. The Centre's professionally trained bra fitters understand the many stages that women go through during a breast cancer journey and provide support and advice during that time.

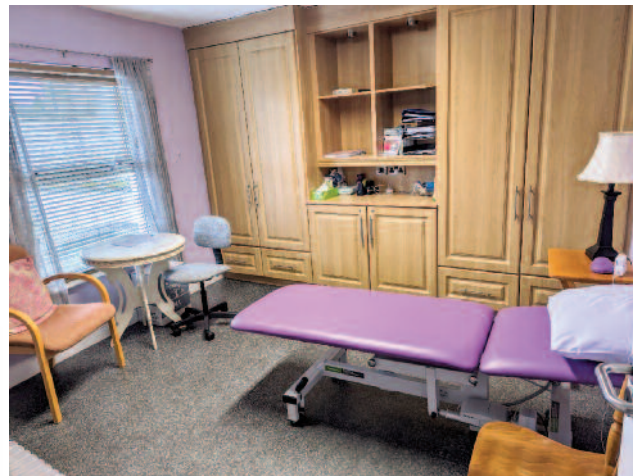


Lymphoedema/MLD Treatment

Our professionally qualified therapists provide lymphoedema management , treatment and care. Manual Lymphatic Drainage (MLD) is a gentle form of specialised massage used to relieve painful swelling in arms and legs caused by lymphoedema.

In 2023, the Lymphoedema service in the Centre participated in a study titled *"A mixed-methods evaluation of community-based lymphoedema services for individuals at risk of, or living with, oncology-related lymphoedema"*. It is being conducted by the NCCP.

The study was open to new clients with at risk of either arm or leg lymphoedema and it involved an initial assessment, followed by a four week and six month review. The client's treatment programme was unaffected by participation in the study. This study concluded in 2023 with the majority of eligible clients completing their 1 month and 6 month follow up reviews. All data has been submitted to the NCCP and the therapist focus group is scheduled to be run in September 2024. Interim data received from the NCCP in mid-2023 showed promising results, with clients reporting reduced oedema and reduced symptoms.



Other Services

Other services include support groups and an art programme. Support groups give clients the opportunity to share their experience and be listened to by others and these groups are professionally led by a qualified Support Worker/Facilitator, who has been carefully selected and trained to give support, practical information, and reassurance. Peer Support Groups allow those with cancer to both give and receive support from others with a cancer diagnosis through discussing their shared experiences. The art programme helps clients to develop their creative skills.

Management Team Report

General Manager's Report

In 2023 we continued to provide a wide array of services to clients in the Hope Centre and we delivered 3,723 sessions to 588 clients across one to one services throughout the year and you can view an overview of this activity in the Service Activity Report. We continue to work closely with the National Cancer Control Programme (NCCP) in ensuring our services are delivered to their high standards by adhering to their " Best Practice Guidelines for Community Care Support Centres". In February 2023 Sean Mc Carthy vacated the role of General Manager and the centre is indebted for all his work in the centre from 2019-2023. The centre appointed Paul Brown as their General Manager starting in October 2023.



*Paul Brown,
General Manager*

Centre

In 2023, the Centre was staffed by 2 full time and 5 part time staff. The Hope Centre was supported by a team of dedicated volunteers who helped with administration and maintaining our beautiful garden. Clients at the Centre were supported by a team of highly qualified Support Workers and contracted Counsellors, Therapists, Facilitators, Reception, Administration and Management Staff. All of the team abide by a code of conduct which defines the standards of behaviour expected in order to ensure that:

- the charity is effective, open and accountable;
- the team have productive and supportive relationships with each other and other persons who interact with the charity.





Development Project

The demand for services at the Hope Centre has grown significantly over the years, placing strain on, and highlighting the limitations of the current property at 22 Weafer Street, Enniscorthy. The need to expand and modernise the building to provide a best in class facility has been recognised by the Board of the Hope Centre. Its vision is to deliver the best possible service, in an optimal environment, for both clients and staff, which adheres to the delivery of services guidelines by Community Cancer Support Centres as set out by the NCCP.

To support the future development of the Centre, the Board of Directors is committed to providing a safe, comfortable and professional environment for clients of the Centre and for staff and volunteers. Currently the existing building does not meet the desired standard in terms of structural systems, heating, water, insulation, windows etc. Nor is it sufficiently large enough or optimally laid out to cope with the level of service we wish to provide in the future. The Board of Director's plans to upgrade the current premises at 21 and 22 Weafer Street, Enniscorthy were progressed.

In February 2023, Wexford County Council granted planning permission to build a new two storey extension to the rear of the existing buildings and to reconfigure, upgrade and extend both premises to a standard that will allow the team in the Centre to provide the best possible service to clients. An application for funding this development project through the Immigrant Investment Programme was submitted to the Department of Justice in 2023. This application included the Business Plan for the Hope Centre and Architect's drawings. A decision of the outcome of this application is pending.

The Board are committed to exploring other streams of funding and current cash surplus funds held by the Centre are committed to assist with funding the project.

Membership of the National Cancer Control Programme

The Hope Cancer Support Centre operates under the oversight of the National Cancer Control Programme (NCCP), an arm of the Irish Health Service Executive (HSE). The NCCP's aim is to reorganise cancer services to achieve better outcomes for patient and includes oversight of all local cancer support services.

The Hope Centre is very proud to be a full member of the alliance of community cancer support centres and services, one of 10 full members in the country in 2023 and adheres to The Best Practice Guidance which is voluntary but applicable to all Community Cancer Support Centres countrywide. The guidance is another pillar in the goal of an integrated patient pathway, as highlighted in the National Cancer Strategy 2017-2026.

In October 2023 the Hope Centre was represented at the Alliance Networking Meeting and Cancer Research Workshop held in the Cuisle Cancer Support Centre in Portlaoise which discussed the possible role of cancer support centres like the Hope Centre in the involvement of doing research with universities etc. The General Manager of the Hope Centre also attended the launch of the Alliance of Community Cancer Support Centres which was held in the NCCP offices in December 2023.



Shop Manager's Report

In 2023 the Hope Shop based in Mill Street in Enniscorthy experienced a 11% increase in shop sales with an increase in the donation of items and a very noticeable increase in footfall. In 2023 the Hope Shop team consisted of a Shop Manager, Assistant Manager, Sales Assistant and a fantastic and dedicated group of 23 volunteers who were pivotal to the doors of the shop been opened daily. We have continued to work extremely hard to increase our annual sales revenue and improving our loyal customers' shopping experience. Customers to the shop always comment favourably on the high stock levels and they appreciate how easy it is to find any item they are looking for and this is all down to our hard-working team. In October, the old shopfront sign was removed and replaced with the new Hope logo sign which has created a new identity for us. Our donors continue to be very generous with their stock donations and we are extremely grateful for their support and the hard work of our wonderful volunteers who contributed so much to a successful and positive year.



*Michelle Doyle,
Shop Manager*



Administration Manager's Report

Third Party Fundraising and Donations

Numerous third party fundraising events were organised in 2023. These were very well supported by family members and friends of clients along with the general public. We very much appreciate all the time and effort that went into both raising funds and creating awareness of our services. 51% of our total income in 2023 was raised by these events and generous donations. We thank every person who made a donation and organised/volunteered at all of these events.



*Denise McDonald,
Administration Manager*

Hope and Dream 10

The 12th Hope and Dream 10 took place on Sunday April 2nd 2023 and what an amazing day we had!

A total of 1,375 people registered! 1,000 participants lit up Enniscorthy's Promenade in red! Over 300 participants completed their own special virtual walk and run right across county Wexford and beyond.....even as far as Sydney!!

€128,918 was raised, bringing the 12 year total to a massive €1,700,492.

Our heartfelt gratitude to all the volunteers, participants, donors, sponsors and media partners who once again supported this wonderful event.



Fundraising Volunteers

In 2023, in addition to our very dedicated Events Support Committee who helped at various third party fundraising events, nearly 200 volunteers helped with fundraising activities, mainly at the annual Hope and Dream 10.

The Hope Cancer Support Centre CLG is committed to providing a professional and efficient service and supporting the volunteer ethos in our Centre, Shop and in our fundraising efforts. All our employees and volunteers abide by a code of conduct which defines the standards of behaviour expected in order to ensure that:

- the charity is effective, open and accountable;
- employees and volunteers have productive and supportive relationships with each other and other persons who interact with the charity.

We appreciate all support provided by our staff and volunteers and thank everyone for their hard work and commitment.

Grants

Grant aid funding made up 16% of our total income in 2023. We were successful in securing grant aid from the following funders and we very much appreciate all their support:

- HSE Section 39
- Irish Cancer Society
- National Cancer Control Programme
- Multiple Myeloma Ireland
- AIB Community Fund



Service Activity Report

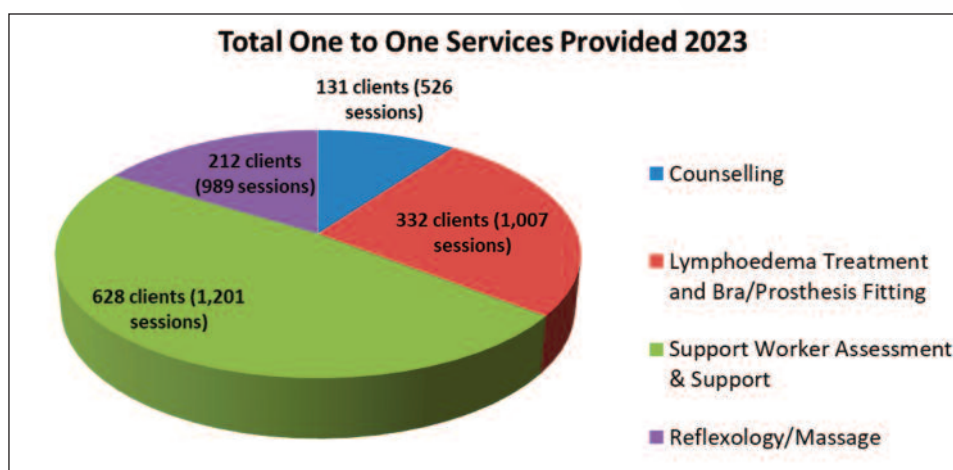
One to One Services

The Centre delivered 3,723 one to one sessions to 588 clients during 2023. This represented a 12% increase in service delivery since 2022. Most of the sessions were held within the Hope Centre centre but in certain circumstances they were done on an outreach basis in hospitals, nursing homes or in therapy rooms in Wexford Town.

The table below shows the level of increase in service activity with significant increases in three out of four services compared to 2022:

Total one to one services provided 2023	No. of Clients	No. of Sessions	Change on 2022
Counselling	131	526	17%
Lymphoedema Treatment and Bra/Prosthesis Fitting	332	1007	42%
Support Worker Assessment & Support	628	1201	-4%
Reflexology/Massage	212	989	9%
Totals		3723	12%

- There was a 17% increase in the level of counselling sessions delivered which can be attributed to the increase in the demand for this service. There was a slight decrease in support worker assessments and support as there was an increased focus on developing more programmes and support groups in 2023.
- There was a high level increase in the level of activity within the Lymphoedema and the Bra/Prosthesis services and this is reflective of the increased development of the lymphoedema service and the dedicated Bra/Prosthesis Fitting service in 2023.
- Likewise, with Touch Therapies there was an increase in activity of 9% which is reflective of the demand for the service and the expertise of our reflexologists.



2023

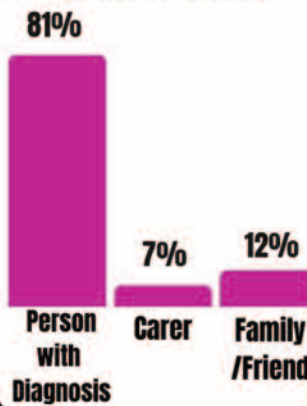
Services provided by Hope Cancer Support Centre

588
(Inclusive 244 New)

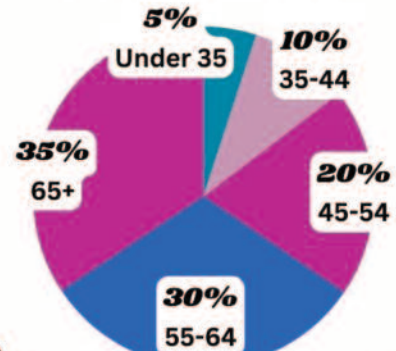
**Service Users
who attended
One to One services in
2023**



Service Users



Service Users Age Profile One to One Services



Total One to One Sessions Delivered

3,723

526

Counselling

1201

**Support Worker
Sessions**

989

**Reflexology
/ Massage**

1007

**Lymphoedema Treatment
& Bra/Prosthesis Clinic**

227

**Service Users enrolled in
Support groups, Workshops/Programmes and Classes.**

98

Support Groups

106

Workshops/Programmes

23

Classes

- Art Classes
- Thrive & Survive
- Look Good Feel Better
- Lymphoedema Workshop
- Hair & Scalp Care Workshop
- Guided Meditation
- Breast Cancer Support Group
- Men's Support Group
- Art Support Group
- Men's Monthly Peer Support
- Multiple Myeloma Support Group



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info@hopesupportcentre.ie



<https://www.hopesupportcentre.ie/>



053-9238555

Groups and Workshops

A number of groups, programmes and workshops were delivered in 2023 with participation from many clients. In 2023:

- 227 clients enrolled in 98 support groups
- 106 clients enrolled in workshops and programmes and
- 23 clients participated in the art and drawing programme

Groups, programmes and workshops included:

- Men's Peer Support Group
- Thrive and Survive Programme
- Multiple Myeloma Support Group
- Breast Cancer Support Group
- Hair and Scalp Care workshop
- Art and Drawing Classes and Art Support Group
- Nutritionist: Healthy Habits Webinars
- Look Good Feel Better Workshops
- Enniscorthy Community Allotment Project Group



Financial Overview

As a recipient of public monies, the Centre has in place a stringent control and monitoring mechanism around its financial function. The organisation is accountable, professional, and transparent in all financial functions. The Board of Directors is presented with a financial report on a monthly basis. The organisation's accounts are audited on an annual basis.

Income and expenditure for 2023 is detailed in the following Income and Expenditure Account and Balance Sheet.

Hope Cancer Support Centre CLG INCOME AND EXPENDITURE ACCOUNT

for the financial year ended 31 December 2023

	Notes	2023 €	2022 €
Income		836,577	579,568
Expenditure		(548,963)	(492,521)
Surplus before interest		287,614	87,047
Interest receivable and similar income		98	-
Surplus for the financial year		287,712	87,047
Total comprehensive income		287,712	87,047

Income and Expenditure Report

Hope Cancer Support Centre CLG

SUPPLEMENTARY INFORMATION RELATING TO THE FINANCIAL STATEMENTS

DETAILED INCOME AND EXPENDITURE ACCOUNT

for the financial year ended 31 December 2023

	2023	2022
	€	€
Income		
Fundraising events	407,455	247,927
Christmas card sales	1,826	1,214
Donations received	131,677	53,198
Member subscriptions	260	250
Mite boxes	17,288	8,795
Grant income	132,897	137,265
Candle sales	1,132	1,265
Shop takings	144,042	129,654
	<u>836,577</u>	<u>579,568</u>
Expenditure		
Wages and salaries	239,999	197,753
Social welfare costs	24,877	20,107
Staff training	3,040	2,315
Therapy and counselling	123,223	90,165
Classes and courses	7,636	28,610
Insurance	5,060	4,621
Computer bureau costs	7,710	6,701
Light and heat	10,232	10,642
Cleaning	273	790
Repairs and maintenance	9,546	17,280
Printing, postage and stationery	6,902	7,892
Advertising	3,463	1,758
T-shirts for fundraising events	4,000	-
Telephone	9,725	8,772
Motor expenses	1,253	356
Legal and professional	-	581
Consultancy fees	665	-
Bank charges	2,332	1,774
Canteen	4,133	3,399
General expenses	1,205	2,238
Shop rent	30,000	30,000
Shop water charges	780	814
Shop repairs and renewals	3,169	7,817
Shop light and heat	7,025	6,247
Waste management and refuse	5,889	5,103
Subscriptions	779	866
Auditor's remuneration	5,843	6,586
Depreciation	30,204	29,334
	<u>548,963</u>	<u>492,521</u>
Miscellaneous income		
Bank interest	<u>98</u>	-
Net surplus	<u><u>287,712</u></u>	<u><u>87,047</u></u>

Balance Sheet

Hope Cancer Support Centre CLG

BALANCE SHEET

as at 31 December 2023

	Notes	2023 €	2022 €
Fixed Assets			
Tangible assets	8	<u>509,316</u>	<u>523,436</u>
Current Assets			
Debtors	9	28,628	78,308
Cash and cash equivalents		<u>973,390</u>	<u>606,720</u>
		<u>1,002,018</u>	<u>685,028</u>
Creditors: amounts falling due within one year	11	<u>(36,581)</u>	<u>(21,423)</u>
Net Current Assets		<u>965,437</u>	<u>663,605</u>
Total Assets less Current Liabilities		<u><u>1,474,753</u></u>	<u><u>1,187,041</u></u>
Reserves			
Income and expenditure account		<u>1,474,753</u>	<u>1,187,041</u>
Equity attributable to owners of the company		<u><u>1,474,753</u></u>	<u><u>1,187,041</u></u>

The financial statements have been prepared in accordance with the small companies' regime.

Conclusion

Overall 2023 was a very busy year for the Hope Centre and the Hope Shop. In total the Centre delivered 3,723 one to one sessions to 588 clients and this represented a 12% increase in service delivery since 2022. The shop also had a bumper year with an increase of 11% in sales in 2023.

The Centre and the Shop continue to grow and develop under the guidance of a professional and experienced voluntary Board of Directors in addition to the dedication and commitment of the Staff, Volunteers and contracted professionals.

With cancer cases set to increase in coming years, the services provided by the Hope Centre will be fundamental to the delivery of cancer support services in the South East of Ireland. The development of the Centre, and the upgrading and expansion of its facilities in 21 and 22 Weafer Street, will be in line with national standards of care as set out by the National Cancer Strategy and the National Cancer Control Programme.

We thank all our supporters and look forward to expanding and enhancing all the services in the Centre in 2024, and reaching out and helping as many people as possible in County Wexford and beyond.





**Hope Cancer Support Centre CLG,
22 Weafer Street, Enniscorthy, Co. Wexford Tel: 053 9238555
Email: info@hopesupportcentre.ie
Web: www.hopecancersupportcentre.ie**

Hope Cancer Support Centre CLG is a Company Limited by Guarantee.
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