CHANGING LIVES IN CHALLENGING TIMES

A year in the life of

TEENAGE CANCER TRUST

ANNUAL REVIEW 2016/17
This is the story of 365 days in the life of TEENAGE CANCER TRUST.
UP FOR A CHALLENGE: TEENAGE CANCER TRUST IN 2016/17

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WE ARE TEENAGE CANCER TRUST

WE’RE HERE TO MAKE SURE NO YOUNG PERSON FACES CANCER ALONE.
Every year at Teenage Cancer Trust is a collection of stories. Stories of determination. Stories of progress. Stories of hope. And, sometimes, stories of sadness. In this Annual Review, we want to guide you through a year in this amazing organisation by sharing these stories with you.

It was a year in which we achieved a great deal together, against an increasingly tough backdrop. This was only possible thanks to our incredible supporters and staff, and we’d like to take this opportunity to thank everyone who helped us in any way in 2016/17. Because of you, we funded more staff than ever before so more young people with cancer could get expert support. We helped more young people understand the truth about cancer. We brought more young people together to share advice and be themselves. We did whatever we could to make sure young people didn’t face cancer alone.

All of these are reasons for celebration, but it would be remiss not to mention that we also faced considerable challenges last year – and continue to do so, as we work to reach every single young person with cancer who needs us.

Firstly, it is costing us more to maintain our existing services. Continued pressure on NHS finances mean that we are having to make a greater contribution to ensure that young people get the care they need. These financial pressures are also making it harder to recruit to new posts that were planned for the year, which means in some cases recruitment was delayed until the following year.

Secondly, on the income side, we are operating in a difficult fundraising climate, and it is costing us more to raise funds for our work. The impact of this is that the percentage of income that we spent supporting young people with cancer fell slightly, although some of the reduction in expenditure on charitable work is linked to investment in projects that will ultimately increase our ability to raise funds effectively.

It is, undoubtedly, a difficult combination. But the last thing we do in tough times is sit back and wait, and our determination to make sure every young person with cancer has access to our world-leading services has never been stronger.

Our CEO Siobhan Dunn is currently on a period of extended leave, but we’ve had great support from our senior leadership team and trustees to make sure we stay on track to meet our targets. I’m delighted that Kate Collins, our Director of Fundraising and Marketing, has stepped up to Acting CEO role in Siobhan’s absence.

Your support is more valuable now than it has ever been, so I’d like to take this opportunity to pass on my heartfelt thanks. Together, we will keep changing lives in these challenging times.
It’s always a joy to be part of the Teenage Cancer Trust team and I am proud to be supporting our remarkable organisation as Acting CEO. David has explained some of the challenges we faced last year and continue to face, but as we turn our attention to 2017/18, we’re clear how we need to respond.

We’re focused on protecting and maintaining our existing services and continuing to work with the NHS in new and innovative ways, including our successful Nursing & Support programme which takes specialist teenage and young adult care out into local hospitals and young people’s homes. We’re talking to our supporters to make sure we’re delivering what they need from us. We’re looking carefully at our brand, to check people understand who we are and how we can help. And we’re investing in the digital and technical skills we need to deliver better care, communicate more effectively and raise more money.

Together, these priorities will enable us to work better than ever before and to become more resilient in a time of increasing uncertainty.

I’m also delighted to let you know that we’re the official 2018 Virgin Money London Marathon Charity partner. It’s an incredible opportunity to raise £1.5 million to help us support more young people with cancer, and to introduce a whole new audience to our work.

So there are plenty of reasons to be excited about the future – and about the difference we will continue to make. As the only UK charity that focuses our work solely on teenagers and young adults with cancer, we must keep improving to ensure we move closer to our goal of helping every young person who needs our support.

That’s the story we’re continuing to write every day. And, with your help, that’s the story we will turn into reality.

Thank you for being part of Teenage Cancer Trust.

Kate Collins
Acting CEO
OUR YEAR IN NUMBERS

Right now, for every young person we can support, there’s another we can’t. We want to offer every young person with cancer the support they need, when they need it – before, during and after diagnosis.

This year, because of you, we’ve achieved a lot worth shouting about...

**£9.4 million** invested in life-changing cancer services

+ **42** amazing Teenage Cancer Trust nurses funded

**237,464** young people reached through our cancer education and awareness service

Over **100** development grants given to specialist staff

**98%** of young people** said their Youth Support Coordinator kept them motivated throughout treatment

**2,260** copies of our Young Person’s Guide to Cancer distributed

**95%** of young people** agreed our Find Your Sense of Tumour weekend was a great experience they would never forget

**112** young people took part in our Ultimate Backstage Experience at the Royal Albert Hall

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**WE MAKE EVERY PENNY COUNT...**

£13.9m: What we aimed to raise in 2016/17

£16.0m: What we actually raised!

In tough economic times, it’s a real achievement to have exceeded our fundraising target. THANK YOU!

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In 2016/17, we spent 77p of every £1 donated on making sure young people didn’t face cancer alone.

To reach every young person with cancer, we need to raise at least £20 MILLION each year.

In the current climate, we know this is a serious challenge – but we’re serious about making it happen. Until we do, young people will keep missing out on specialist care – often getting treated either with much younger children or in adult wards. Our focus on working efficiently and growing our income more sustainably has never been stronger.

You can find out more on our website www.teenagecancertrust.org/money.

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* From surveys of 150 young people after our 2016 Find Your Sense of Tumour events

** From surveys of 99 young people at our 2016 Find Your Sense of Tumour events
Let’s start where our work starts, and that’s not when a doctor first mentions the word cancer.

Throughout last year, our Education Executives travelled the UK and Channel Islands, giving presentations to help young people sort the cancer facts from the cancer fictions.

One in two people will now develop cancer in their lifetime, so it’s never been more important for all of us to be able to recognise potential warning signs. Knowing what to look for can lead to faster diagnosis and faster treatment within our specialist services, so our presentations pass on knowledge that could save lives – and help young people feel more confident talking about cancer.

Of course, that’s often easier said than done. But our experts understand how to help young people feel comfortable and safe, sharing the truth sensitively and in a way that resonates. Through these presentations, we want to change the way a whole generation thinks about and understands cancer.

I just wanted to repeat a thank you for coming in as after your talk a student went to the doctors as was suffering from symptoms and has been diagnosed with lung and testicular cancer.

This could have been ignored without your talk.

- Louise, teacher

93% of students* surveyed said our education presentation increased their knowledge and understanding of the warning signs of cancer.

* From 3,953 surveys completed by students in 2016/17
WHAT WE SAID
WE’D DO

We wanted to talk to 225,000 teenagers and young adults about cancer, in 1,500 schools and colleges.

WHAT WE DID

We spoke to 237,464 teenagers and young adults about cancer, in 1,434 schools and colleges.

WHAT WE’LL DO NEXT YEAR

Speak to 225,000 teenagers and young adults in 1,500 schools and colleges.

THE LOWDOWN

Our experts beat our target for the number of young people we wanted to reach, despite not making it to quite as many schools as we’d planned.

A boy who had lost his mum to cancer about a year previously was unsure about whether to attend my presentation.

The teachers were quite nervous and thought he might leave the room. He sat through the whole thing and then came up to me afterwards.

He didn’t say much but he did shake my hand and simply said ‘thank you so much for that. I can’t express to you how much this has helped me. Thank you for coming in’. It was a simple thing but I knew this was a big deal for him.

- account from one of our Education Executives this year

GET A DOWNLOAD OF THIS...

Last year, 7,784 people visited our online learning hub, downloading 1,050 resources.

It’s home to all kinds of lovely...

- Lesson plans
- Factsheets
- Action packs
- Research
- Posters

GIVING GPS THE POWER OF KNOWLEDGE

We teamed up with CLIC Sargent and the Royal College of GPs in 2017, creating a new learning module to help healthcare professionals recognise the signs of cancer in children and young people.

Our research found that more than half of young people visit their GP at least three times before diagnosis, and this new module is part of our work to help every young person with cancer get the right support, when they need it. 530 people used the module in the first seven months after its launch in February 2017.
Young people don’t stop being young people after a cancer diagnosis. We’re here to make sure that’s always taken into account, and to help everyone – young people, their families and their friends – feel more ready for whatever they have to face.

Last year, our specialist staff supported hundreds of young people in our 28 units in NHS hospitals across the UK and Channel Islands, as well as helping many more in other hospitals and in their homes.

Young people with cancer have very different needs to children with cancer and adults with cancer. Imagine being a teenager in a ward full of six-year-olds or sixty-year-olds and you begin to understand why tailored care is so important.

But only **HALF** of young people with cancer currently receive our specialist support.

So we’re expanding our Nursing & Support Service to reach more young people in local hospitals and in their homes. The reach of this service is growing every year, as we work towards our aim to be there for everyone who needs us.

95% of young people* said that their specialist nurse was important to them throughout their treatment. (87% last year**)

What’s our Nursing & Support Service?

It’s a model of care that fills current service gaps and builds on the expertise we’ve gained from more than two decades spent working with – and listening to – young people with cancer and their families.

It means we provide more nurses and specialist services in smaller hospitals and homes across the UK, so we can reach the young people who need us, wherever they live. And it means we work in partnership with the NHS to ensure our model is sustainable and meets the needs of young people.

* From surveys of 113 young people at our 2016 Find Your Sense of Tumour events
WHAT WE SAID WE’D DO

• Complete the roll-out of our Nursing & Support Service in four regions

• Fund 50 Teenage Cancer Trust nurses, 33 Youth Support Coordinators and 6 Multi Disciplinary Coordinators

• Give out 1,250 copies of our Young Person’s Guide to Cancer

• Give 50 grants to our specialist cancer staff for professional development, education and training

WHAT WE DID

• Started rolling out our Nursing & Support Service in 5 regions – Northern Ireland, Scotland, the South Coast, the South West and the West Midlands

• Funded 42 nurses, 30 Youth Support Coordinators and 6 Multi-Disciplinary Coordinators. This included 6 new outreach nurses as part of our Nursing & Support Service, with 5 more due to be recruited early in 2017/18

• Upgraded our units in 6 hospitals in Birmingham, Cardiff, Leeds, Newcastle and Nottingham

• Improved the facilities for young people with cancer in 9 local hospitals across the UK

• Gave out 2,260 copies of our Young Person’s Guide

• Provided over 100 grants to specialist staff. This included our Stephen Sutton grants, which enabled healthcare professionals to come to our Global Congress in Edinburgh, and our Stephen Sutton scholarships, which help healthcare professionals pay for post-graduate study and introductory courses on cancer in young people with Coventry University

• Funded JTV Cancer Support, a project that gives young people with cancer the chance to make videos and use other media to make sense of what they are going through

WHAT WE’LL DO NEXT YEAR

• Fund 58 nurses, 35 Youth Support Coordinators and 7 Multi-Disciplinary Team Coordinators

• Complete the roll-out of our Nursing & Support Service in the 5 regions where we began to introduce it in 2016/17

THE LOWDOWN

In a challenging NHS environment, we didn’t meet our target to recruit staff in the planned timeframe. That’s because, as the NHS limits its contribution to cancer services for young people, we need to increase our contribution. But our Regional Services team put in an extraordinary effort to get to this point, and in 2017/18 we’ll complete the roll-out of our Nursing & Support Service in the five regions where it was launched in 2016/17.

We gave out almost twice as many Young Person’s Guides as we planned, boosting awareness of everything from different cancer treatments to coping if relationships get tough. We also funded more than twice as many professional grants as we planned.

HOW OUR GRANTS FOR SPECIALIST TRAINING IMPROVE CANCER CARE

✓ Continue to equip a pioneering and world-leading workforce supporting young people

✓ Ensure the support we offer young people keeps getting better

✓ Help staff learn the latest in cancer treatment

✓ Keep spreading awareness that young people need specialist care

CONNOR NOTTINGHAM

I was treated in the Teenage Cancer Trust unit at Nottingham Queen’s Medical Centre.

The unit was so nice that it didn’t feel like a hospital. And I had Bex, our Youth Support Coordinator to support me. I knew that for most of my stay I had someone to talk to about anything, whether it was a concern or just a chat. She brightened the unit and kept the mood up, which brought everyone together.

I got the all-clear in February 2017, and six weeks later I completed a challenge to climb Mount Snowdon. I raised over £5,000 for Teenage Cancer Trust and Ward E39 at Nottingham Queen’s Medical Centre. All the staff there are mine and many other people’s heroes, and I will never be able to show them how much I appreciate them saving my life.

Here’s me and my friend’s little brother in December 2016, who also has cancer. It just happened that we were in hospital at the same time so they came to visit me.

And here’s me and my 3 close friends last September, just after my biopsies. 2 of my friends visited me every time I was in hospital and would travel about 2 hours.

We were able to go in the teen room and play pool and watch TV and chill out like we would if we were at one of our houses.
This year one of my highlights has been seeing the launch and evolution of our Nursing and Support Service in Scotland, a project that will radically change the way we offer teenage and young adult cancer care in Scotland.

We’ve had dedicated young person’s cancer services in West and South East Scotland for some time, but until recently, many of the young people with cancer living in other parts of Scotland didn’t receive support from a teenage and young adult cancer specialist.

It’s hard to emphasise what a difference this service makes for young people and their families – the nurse acts as a keyworker, offering 1:1 support on a broad range of topics and helping to coordinate their care. They advocate for them, make sure they receive the right information at the right time, and that they understand what’s happening to them.

These young people were really missing out on vital specialist care for their age-group, but the roll-out of the programme will mean there’s a level playing field, wherever you live in Scotland. It’s wonderful to see the benefits for young people and their families, and also to see cancer specialists in the NHS start to see how valuable the service is.

96% of young people* said their specialist nurse supported their family, friends and carers. (78% last year**)

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* From surveys of 113 young people at our 2016 Find Your Sense of Tumour events

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LIZ WATT
TEENAGE CANCER TRUST
NATIONAL LEAD NURSE FOR
TEENAGERS & YOUNG PEOPLE
WITH CANCER IN SCOTLAND
I work across Taunton and Exeter with young people who have been diagnosed with cancer and have chosen not to receive treatment at the principle treatment centre in Bristol.

This means that they’re not based on a Teenage Cancer Trust unit, and it is highly unlikely that they will meet another young person with cancer during their time in hospital.

Supporting a young mum brings an extra dimension to the support we offer. Rosie had a young child, was about to get married, living in a new house. So being told she had got cancer and adjusting to a ‘new normal’ after treatment exacerbated some of her pre-existing conditions and affected her mental well-being and connection to her toddler.

We offered a lot of regular text, telephone, face to face 1:1s and peer support. Being a keyworker means there’s one consistent point of contact liaising between her medical team and advocating on her behalf. We have accessed other charities and support in order to supply extra nursery funding for her daughter, particularly whilst she coped with treatments and side effects, and through counselling and therapies locally. We also have access to family therapy for children of a parent with cancer.
My Youth Support Coordinator Lisa is fantastic. She’s totally bright and bubbly. It was great to have someone other than my Mum to talk to. She was a shining light in a dark time. When I was in isolation for five weeks, Lisa came in every day to cheer me up. It was December 2016 and I remember Mum joking about buying me flat pack furniture for Christmas, as I absolutely love building things. Lisa suddenly said, ‘I’ve got a plan!’ She came back with this amazing wooden 3D puzzle. You have about 300 little pieces and minimal instructions and from those you build a tank. It was the most stressful thing ever, but I did it!

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97% of young people* said that their YSC was important to them throughout their treatment. (**89% last year**)
As teenagers and young adults adjust to whatever the future holds, we’re there to offer advice and bring young people together. The end of treatment can bring a whole new load of challenges, and we’re here to help ease that transition.

Our expert staff offer guidance on everything from long-term side effects to returning to school or work.

And our Find Your Sense of Tumour Conference and Way Forward events give young people the chance to be there for each other. Sharing ideas, advice and worries at these events can make a world of difference, because no one gets what you’re going through quite like someone who’s going through it too.

WHAT WE SAID WE’D DO
Bring together 260 young people at our Find Your Sense of Tumour weekend and 105 at our Way Forward programme

WHAT WE DID
261 young people came to Find Your Sense of Tumour and 80 came to Way Forward

112 young people took part in our Ultimate Backstage Experience at the Royal Albert Hall

WHAT WE’LL DO NEXT YEAR
Support 260 more young people at Find Your Sense of Tumour and 105 at our Way Forward programme

THE LOWDOWN
We brought hundreds of young people together at our support events. And while we had to cancel one of our Way Forward programmes, we hit our target for our Find Your Sense of Tumour conference.

I went to Teenage Cancer Trust’s Find Your Sense of Tumour conference and the Way Forward programme last year – they’re absolutely priceless. They give you the opportunity to meet people who know what you’re going through and have group discussions about difficult issues.

I remember a session on fertility – one guy had recently got married and he and his wife were trying for a child. He talked about the difficulties of going through IVF. That’s not the sort of conversation that’s easy to bring about, but these events are fantastic for helping people to open up and share.
Each year, we arrange a series of Ultimate Backstage Experience workshops at the same time as our Royal Albert Hall shows. Young people who have been through cancer treatment get to write and perform an original song at the iconic London venue, with help from the stars playing that evening. In 2017, 112 young people took part in the workshops, with musicians including Ollie Murs and Busted joining in with the creative, therapeutic sessions.

I was discharged in April 2017, just before my 19th birthday. In June I went on the Teenage Cancer Trust’s Way Forward programme. I felt proud of myself, as it was the first time I’d gone anywhere without my Mum nearby. It was good to see old friends and the talks were really informative. There was one from a physio that stood out for me. He said that for some people, exercise is about running a marathon, while for others it’s brushing their teeth - and the most important thing is to set yourself goals. I’ve got mobility issues, so that really made me feel better about myself.

- Olivia, Glasgow

Quite often, during and after treatment, it can be hard to relate to people your age. Your life experiences are vastly different. FYSOT brings you together with people who have similar concerns: fertility, fatigue, and life after treatment. I met so many amazing people during the event, and found it really informative. I felt more in control of my health; more informed about questions or issues I could raise with my medical team. I think the main thing I appreciated was how ‘normal’ I felt; I wasn’t the ‘cancer’ person in the room. No one gave me pitying looks for having short hair, speaking about fatigue, or sharing chemo stories.

- Ruth, Cambridge

They’re not called Ultimate Experiences for nothing...

The Royal Albert Hall Backstage Experience is one I will treasure for life. I have never been prouder to stand on that stage and have known I have been so supported by such an incredible charity. It gave me the opportunity to meet people I never usually would. Once in a lifetime!

- Rosie, Exeter

95% of young people* felt more resilient and better equipped to cope with their own challenges as a result of attending the Way Forward programme (100% last year**)

97% of young people agreed*** that Find Your Sense of Tumour was a great experience they would never forget (new stat this year)

100% of young people said that the Ultimate Backstage Experience had a positive impact on them. (98% last year)

* From surveys of 76 young people after Way Forward events in 2016/17
*** From surveys of 150 young people after our 2016 Find Your Sense of Tumour events
PUSHING FOR CHANGE, PUSHING OURSELVES

As well as supporting young people and families directly, we do a lot of less visible work to make sure support for young people constantly improves.

PUSHING FOR POLICY CHANGE

On our own and in partnership, we work with policy makers and commissioners to improve care and raise awareness of why specialist support is vital. In 2016-17, we:

- Turned cancer strategies into lasting change
  Continuing to track the implementation of national cancer strategies across the UK, we’ve made sure that actions about young people are progressed and put into practice.

- Made big progress in Parliament
  Throughout last year, we laid the groundwork for the first All-Parliamentary Group on Children, Teenagers and Young Adults with Cancer, in partnership with CLIC Sargent. It launched in October 2017, and will play a vital part in raising awareness of the issues affecting children, teenagers and young adults with cancer and their families in Parliament, and create opportunities to influence policy.

- Told politicians about our education work
  We launched a report on our education work in Parliament and have attended meetings across the UK with Government representatives to ensure they know about our education work and how to work with us.

- Ensured young people were heard
  We helped young people share their experiences through blogs and social media and at meetings with MPs and policy-makers. Ten blogs from young people about the General Election in May 2017 reached nearly 350,000 people on social media.

- Put data on the agenda
  Developed a strong partnership with Public Health England working on accurate national data and analysis about young people with cancer

- Made waves in Scotland
  We supported Scottish First Minister Nicola Sturgeon to open our Global Congress.

- Achieved more through collaboration
  In total, we worked with 14 coalitions and pressure groups in 2016-17 and became one of the 50 most-mentioned charities in Parliament.

GETTING OUR HOUSE IN ORDER

We want to offer expert support to every young person with cancer in the UK. To do that, we need to work as efficiently as we possibly can – now more than ever due to the challenging financial environment.

This year, we focused on improving our ways of working and on building the infrastructure we need to increase our income.

We introduced new HR systems and finance processes, transformed our IT provision, reviewed our data management and launched new communication messages to help people understand what we do.

Piece by piece, each of these steps will move us closer to a world where no young person faces cancer alone.
This year we celebrated the 100th Teenage Cancer Trust gig at the Royal Albert Hall, with The Who performing an unforgettable set supported by another music legend, Noel Gallagher. The Who’s Roger Daltrey CBE – our Honorary Patron – was instrumental in setting up these gigs back in 2000, and we can’t thank him enough for helping to create this century of stratospheric shows.

We owe so much to our Founders and Life Presidents Dr Adrian Whiteson OBE and Myrna Whiteson MBE, and to our Honorary Patron Sarah Duchess of York, who has supported Teenage Cancer Trust since our launch in 1990. And we couldn’t be more excited that the Duchess of York’s daughters, HRH Princess Eugenie and HRH Princess Beatrice, also became Honorary Patrons in 2016.

Domino’s helped raise an incredible £806,143 for young people with cancer last year, through everything from special promotions to fancy dress days. The company also played a vital part in helping young people and families on our units get together, by providing the pizzas for our monthly pizza nights.

And 2017 also saw the launch of a major partnership with Aldi. The company is aiming to raise £5 million over the next five years, and was on track to raise £1 million by the end of the first year, with 600 staff completing challenges from skydives to mud runs. Phenomenal.

The Queen’s Trust has given us life-changing funding since 2013, and last year donated £504,000. That money paid for all of our Find Your Sense of Tumour and Way Forward events, as well as our Young People’s Guide to Cancer. Or, to put it another way, the Queen’s Trust brought young people together and made sure they were supported and informed. That’s a huge impact, and we’re hugely grateful.

Thanks also to the 350 health professionals from around the globe who joined us at our Global Congress in December 2016 to talk treatments, research and the latest developments in teenage and young adult cancer care. Together, we’ll make sure exceptional care becomes the norm.

We receive no government funding, so our work is only made possible by your support.
WE’VE GOT A LOT OF THANK YOUS TO SAY

THANK YOU to the bakers and to the bakers
THANK YOU to the sailors and to the hikers
THANK YOU to the shavers and the skydivers
AND THANK YOU to the people filling buckets with fivers
THANK YOU to the runners and the homemade card makers
THANK YOU to the Guinness World Records record-breakers
THANK YOU to everyone with gifts in their wills
AND THANK YOU to everyone volunteering their skills.
THANK YOU to the companies, customers and schools,
THANK YOU to the committees jumble sale-ing in halls,
THANK YOU to the stars who play the Royal Albert Hall
and to all the fans who make those nights so memorable.
THANK YOU to the trusts and to all our famous friends
our gratitude to all of you will never, ever end.

To every single person who supported us in 2016/17, thank you so much. In challenging times, your incredible efforts help us make sure that no young person has to face cancer alone.