



Impact Report

April 2023 to
March 2024





Introduction:

Since our founding in 1982, Self Help UK has been dedicated to promoting self-care and peer support. Through our network of self-help groups, we empower individuals to take control of their health and well-being, gain strength from others, and create supportive communities.

Our Impact Report highlights the transformative work we've undertaken, from pioneering initiatives to ongoing partnerships, and outlines our vision for the future.



Our Vision:

We're committed to shaping the national self-care agenda by connecting people to the support, information and education they need to thrive.

Our Values:

- To empower others
- To be people focused
- To show integrity
- To demonstrate compassion

Our aim is that these values are seen and felt to be embedded within everything we do.

"Thank you for taking the time to read our latest Impact Report. We are very proud of the outcomes we've achieved, often in collaboration with our strategic and delivery partners. Over the course of the next year, we are planning a refresh of our charitable strategy and are working hard to get that ready for 2025. We look forward to being able to publicise that in due course - watch this space!"

Ian Boyd - CEO
Self Help UK



The difference we made:



Over the past year, Self Help UK has made a significant impact on the lives of individuals and communities across the UK.

We have provided practical and emotional support to people affected by cancer, improved the health outcomes of cancer patients, and improved cancer care processes.

By providing essential tools and training, we've enabled individuals and professionals to build thriving support networks that positively impact lives.

We are proud to have empowered and supported individuals and groups on their journey towards better health and well-being.



Service highlights:

Our Learning Centre:

By providing essential tools and resources, Self Help UK has empowered communities to enhance health, combat isolation, and foster self-care through the creation of supportive networks.



85%
improved personal
growth and
wellbeing

801
support groups
equipped



Our Macmillan Deaf Cancer Support service:

Through its specialised services, Self Help UK has empowered deaf cancer patients to navigate their journeys with greater confidence, knowledge, and support.

63
dedicated
volunteers

111
individuals
supported



Our Macmillan Beyond Diagnosis service:

By offering compassionate, personalised care and connecting individuals with essential resources, Self Help UK's Macmillan Beyond Diagnosis Service has made a significant difference in the lives of those affected by cancer.

471
volunteer
hours

267
individuals
supported

Our Primary Care Network (PCN) and Link Worker initiatives:

By providing personalised support, addressing broader needs, and relieving pressure on the healthcare system, Self Help UK's Primary Care Network Cancer Care Coordination, and Link Worker services have significantly enhanced the quality of life for cancer patients and their families.



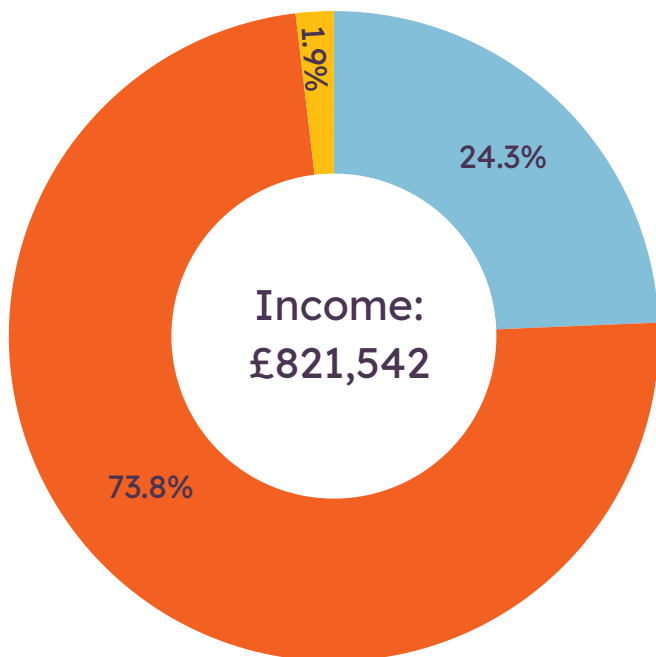
212
individuals
supported

106
volunteer
hours

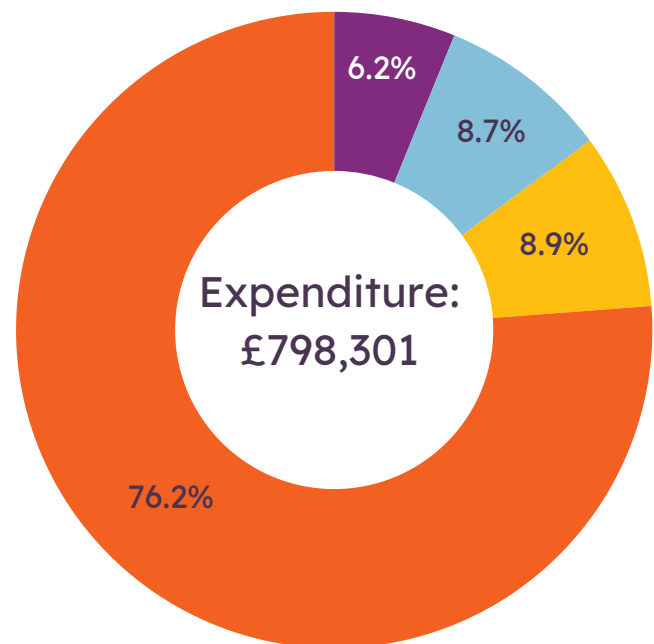
Finance:

As an overview of our income and expenditure over the past year, our figures show the majority of our income comes from grant funding, and our greatest cost is staffing.

- Government grants
- Other grants
- Donations & fundraising



- Support, Accountancy & Professional...
- Administration staff costs
- Programme delivery costs
- Programme Delivery - Staffing



Our projects



Learning Centre

Empowering Communities Through Peer Support

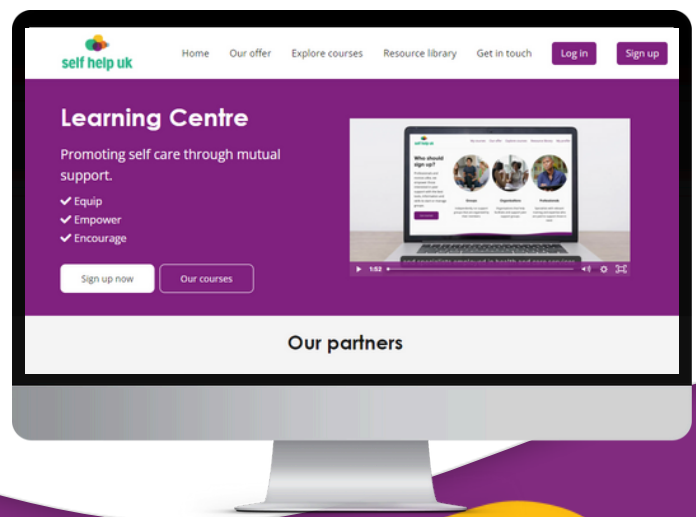
Self Help UK's **Learning Centre** and **Online Directory** have played a pivotal role in empowering a thriving network of peer support groups across the UK. Our resources have equipped individuals and professionals with the knowledge and skills needed to establish and sustain effective support groups, leading to significant improvements in personal well-being and community health.

Key achievements:

- **Online directory:** We've connected over 168 groups with 27.6k annual views, providing a valuable resource for individuals seeking support.
- **Enhanced Learning Centre:** Through our workshops, training, and E-learning courses, we've empowered 801 groups and individuals to develop and manage successful peer support groups.
- **Positive impact:** A recent survey revealed that 85% of peer support group members reported positive impacts on their personal growth and well-being.

Impact:

- **Course development:** We've developed six comprehensive courses on setting up, launching, managing, and fundraising for peer support groups.
- **Resource accessibility:** Our 88 freely accessible training resources have reached over 801 groups and individuals.
- **Workshop and training delivery:** We've provided workshops and training to numerous organisations.
- **Newsletter engagement:** Our monthly newsletter has achieved an average open rate of over 40%, sharing valuable information and fostering community engagement.



“I didn't used to be a great fan of online courses, but I have been quite impressed with the one I looked at around what is expected of a peer group leader...”

“Really informative and enjoyable and light, which is important.”

“I felt it was well-paced, covered all the essentials, and I learned along the way too.”

Deaf Cancer Support

Empowering Deaf Cancer Patients Through Specialised Support

Self Help UK's **Macmillan Deaf Cancer Support service** has provided vital emotional and practical support to over 180 deaf cancer patients and their carers, making a significant impact on their well-being.

Key achievements:

- **Individualised support:** 32 individuals have received personalised care this year, addressing both emotional and practical needs, taking the total number supported since 2022 to 111.
- **Peer support network:** The team has facilitated the establishment of new peer support groups, creating connections amongst people affected by cancer.
- **Information and advice:** Service users have been empowered by receiving information and guidance in their preferred language, leading to increased awareness of available resources and choices.

Impact:

- **Improved well-being:** 32 cancer patients and their carers have benefited from holistic care, enhancing their mental health and overall quality of life.
- **Community engagement:** Weekly Zoom sessions have attracted an average of 18 participants, creating a supportive community.
- **Volunteer engagement:** a total of 63 dedicated volunteers have now been recruited and developed to support the project.
- **Increased awareness:** The project has raised awareness of the unique challenges faced by deaf cancer patients through TV appearances, health events, and cancer surgery days.



“Connecting with your organisation has been great and has enabled us... to reflect on what support we currently offer people who are deaf and affected by cancer, and what we need to improve on... how we can improve patient experience.”

“I am so grateful and appreciative of Claire. It helped with my confidence and understanding of my cancer... With Claire’s support I can continue my life with the cancer.”

Beyond Diagnosis

Providing Comprehensive Support to Those Affected by Cancer

Self Help UK's **Macmillan Beyond Diagnosis Service** has been a lifeline for individuals impacted by cancer in Nottingham City and surrounding areas. Our community-based approach has enabled us to address the wide-ranging needs of cancer patients, survivors, and their families.

Key services:

- **Holistic needs assessments:** We conduct in-depth assessments to understand each client's unique needs and tailor our support accordingly.
- **Personalised support plans:** We develop personalised plans in collaboration with clients, focusing on their specific concerns and goals.
- **Community connections:** We connect clients with essential resources, support groups, and community organisations.

- **Ongoing support:** We provide ongoing support, including navigation of the NHS, brief interventions, and regular check-ins to address emerging needs.
- **Volunteer engagement:** Our dedicated volunteers offer practical and emotional support, amplifying the impact of our service.

Impact:

- **Client support:** We have supported 267 clients, helping them maximise their well-being throughout their cancer journey.
- **Volunteer contributions:** Our volunteers have provided 471 hours of invaluable support to 77 clients.



**Macmillan Professionals
Excellence Awards Winner 2023**

Whatever It Takes

Primary Care Network

Enhancing Cancer Care Through Holistic Support

Self Help UK's **PCN Cancer Care Coordination service** has played a vital role in providing high-quality, comprehensive support to cancer patients within primary care settings. By working closely with healthcare professionals and external services, our dedicated Cancer Care Coordinators have addressed the wider determinants of health, ensuring a more holistic approach to cancer care.

Key achievements:

- **Personalised Cancer Care reviews:** Through in-depth conversations, our Coordinators have helped patients address their overall well-being, treatment needs, and broader life challenges.
- **End-of-life support:** For patients on a palliative or end-of-life pathway, we have ensured their comfort and dignity by addressing their needs and providing support to their families.

- **Capacity building:** Our service has alleviated pressure on the NHS by providing primary care teams with the resources and expertise to address the wider determinants of health.

Impact:

- **Holistic support:** Our Coordinators provided holistic care to 54 new patients, developed 36 care plans, and facilitated 140 referrals to external services. This was done through 451 in-person and phone support sessions.
- **Community engagement:** We've actively engaged with the community through 6 outreach activities and events.



Prehab' Link Workers

Enhancing Cancer Prehabilitation Through Community-based Support

Self Help UK's **Social Prescribing Link Worker** role within the Macmillan Beyond Diagnosis Service has played a vital part in supporting cancer patients undergoing prehabilitation at Nottingham City Hospital. By addressing the wider determinants of health, including emotional well-being and practical needs, we have helped patients improve their physical resilience and facilitate a smoother recovery.

Key services:

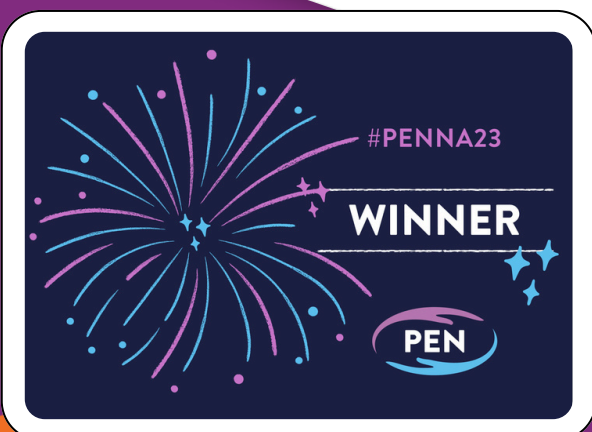
- **Holistic assessments:** We conduct comprehensive assessments to identify patients' specific needs and tailor our support accordingly.
- **Personalised support:** We connect patients with expert services, provide interventions, and arrange volunteer support as needed.
- **Community-based approach:** Our model integrates community-based support with healthcare services, ensuring a more holistic approach to patient care.

Impact:

- **Client Support:** We have supported 158 clients, helping them prepare for surgery and improve their overall well-being.
- **Volunteer Engagement:** Our volunteers have provided 106 hours of valuable support to 26 clients.



Through our partnership with Nottingham University Hospitals NHS Trust and ABL Health, we have demonstrated the effectiveness of integrated working between statutory and VCSE sectors in enhancing cancer care. Our data shows consistent improvements in physical and emotional resilience markers, highlighting the positive impact of our community-based approach.



PENNA Award Winner

The Patient Experience Network National Awards are the first and only awards programme to recognise best practice in patient experience across all aspects of health and social care in the UK.



After diagnosis, Roni's anxiety prevented her from leaving home and continuing with her treatment.

Then she received support from the wider Prehab Team.

“For me... the Link Worker role is imperative. You put everything in place that would get me there. All the worry and anxiety about I might need oxygen, what it'll be like when I come home, to just be me. That's the thing, you don't just come out of hospital and it's a dead end, you're still supported...”

The outcome is just incredible, the journey with the people and the support has been incredible. It really is just absolutely amazing. It's an incredible service. ”
~ Roni - service user



Contact us:
referrals@selfhelp.org.uk

www.selfhelp.org.uk
Registered charity number: 1061691

The partnerships we enjoy:

Our impact wouldn't be possible without the unwavering support of our partners. Bringing people together, we're making a real difference in the lives of those we serve.



Equity, diversity, inclusivity and belonging:

Self Help UK remains committed to embedding Equity, Diversity, Inclusivity and Belonging (EDIB) into our work.

Building on the progress of the past year, we're integrating 'belonging' into our new strategy to create a more inclusive and welcoming environment for all.

A prime example of our EDIB work is our support for the Deaf community. Through our Deaf Cancer Support Service, we've provided advocacy, training, volunteer opportunities and support groups.



52% of our workforce identifies as non-White British.

Our Deaf Cancer Support service is run by Deaf people, for Deaf people, with 86% identifying as Deaf themselves, and 100% fluent in BSL.

EDIB is a foundation of our organisation. We recognise the diversity of our community, both visible and hidden. Our goal is to embed EDIB into every aspect of our work, from delivery and recruitment, to our staff team, partnerships and governance.

Transparency and accountability:

We are committed to improving our organisation for the benefit of our staff, service users and all who engage with us.

This year, we prioritised staff engagement through a consultation process. We reviewed contracts, working conditions and introduced our new Staff Handbook. The election of a staff HR representative further strengthened our commitment to involve staff in our governance and strategic planning. We also invested in our employees' well-being by offering Mental Health First Aid training and establishing Menopause Champions to support colleagues.

As we look ahead, we're planning a listening exercise to gather feedback from a variety of stakeholders and inform our new multi-year strategic plans.



Acknowledgements:

We extend our heartfelt thanks to the incredible team behind Self Help UK's success: our dedicated staff, selfless volunteers and trustees, generous donors, and invaluable partners. Together, we've empowered countless individuals and communities.

“You alone can do it, but you cannot do it alone!”

As we reach the end of our current strategy, we look forward to developing a new charitable focus which allows us to build on our 42 year history and heritage, our skills and experience and our excellent partnerships. Empowering communities through self-help remains our core mission. We equip individuals with the tools and resources they need, creating a culture of empowerment and encouragement.

Inspired by our impact? We welcome you to join our journey! If you'd like to get involved in any aspect of our work, volunteering your time, skills, or financial support, please reach out to us at info@selfhelp.org.uk.





www.selfhelp.org.uk

21-23 Pelham Road, Nottingham NG5 1AP England

Registered charity number: 1061691

Company number: 03309760