



Star Throwers

Cancer Support Charity



Review 2020-2022

Strategic Plan 2022+

Welcome

I am delighted, on behalf of Star Throwers, to welcome you once again to share our vision, strategy and plans for the coming year. I am certain that when you have read and heard about our future plans, you will have the reassurance that our passion and commitment to provide individually focused support for cancer patients and their carers remains as high as ever and that Star Throwers continues to be in the best place to deliver this.

When we launched our first Strategic Plan in February 2020, we were totally unaware that in less than a month we would be in lockdown and visitors would not, for a long period of time, be able to walk through our doors. However, through the dedication of the team we quickly put in place ways that we could continue to offer support in the most difficult of circumstances.

None of the above would have been possible without our dedicated team. Tina has continued to give wonderful support to our service users and has adapted to using on-line video calls when meeting in-person is not possible. Bethanie has made sure our finances have been kept in order and made applications for government support. Victoria has found new ways to fundraise and we have received generous grants from many sources. We welcomed Heather to the team in August 2020 and within no time at all she had updated our IT systems to cope with online requirements and ensured the continued smooth running of the centre. Helen and her team, Shannon and Sasha have continued

to keep the shop open when possible and have been very supportive of new ideas such as the eBay shop. We also welcomed Pat in August 2021 to join the centre team and give additional administrative support.

During the pandemic, we have been able to prepare for the future in a variety of ways. With no patients in the building, it was an excellent time to modernise our heating system and move to a greener solution. Visitors to the Centre will have noticed a fresh lick of paint throughout. We thank teams from Aviva, Kerry Foods Ltd and our own volunteers and staff for carrying this out. I would also like to say a special thanks to Richard and Sally who have kept the garden in great shape and to Alec for general maintenance around the centre.

Thanks also go to David, Jacqui, Edwina, Wendy and Debbie for giving their time to our patients and carers throughout the pandemic period in a range of online support. We are delighted to have welcomed back many of our hands-on therapists, delivering in-person support again.

As we emerge from the pandemic, we can be proud of our achievements in the most difficult of times. I have every confidence in the future, particularly because of your unswerving support and I sincerely thank you.

Sandra Betts
Chair of Star Throwers Trustees

Staff & Trustees

Chair of Trustees

Sandra Betts

Board of Trustees

Joan Welsby

Robin Upfold

Thomas Grant-Jones

Beverley Bulcock

William Christmas

Lead Clinician/Co-ordinator

Tina Hales

Cancer Information Nurse

Naomi Parfitt

Operations & Fundraising Manager

Victoria Pigg

Services Manager

Heather McKenna

Administrator

Pat Rose

Finance Manager

Bethanie Collins

Shop Manager

Helen Cozens

Assistant Shop Manager

Sasha Webb

Assistant Shop Manager

Shannon Harman



About Us

Star Throwers is a cancer support charity in Norfolk dedicated to supporting people with cancer and their carers, from diagnosis through to life after cancer.

The Star Throwers Centre was opened in 2009 and has supported nearly 3,000 people affected by cancer, with:



Cancer Information and Help with Understanding Treatment Options



Complementary Therapies, Nutrition Advice, Counselling and Group Workshops



Lymphoedema Prevention, Information and Support

We support people with many types of cancer by providing evidence-based information about their diagnosis and treatment options.

Our wellbeing service aims to help patients and carers cope with the effects of their cancer and cancer treatments.

All of the support Star Throwers offers is completely free of charge, thanks to our amazing donors and supporters.

The Star Throwers Story

After a heavy storm, a boy walked along the beach throwing the stranded starfish back into the sea.

A man watching shouted, "There are too many of them - it won't make any difference."

As the boy threw another starfish back into the sea, he smiled and replied, "It made a difference to that one!"



"The specialist nurse , at the beginning of my journey, explained everything & was so helpful . I have attended the nutrition Q&A online throughout all of my treatments & the guidance & advice has been invaluable & helped me so much."

Nicola - November, 2021

Our Vision

To provide an individually focused support service for cancer patients and their carers.

Our Mission

We will work together to put the needs of cancer patients and their carers at the centre of everything we do.



“I really appreciate the support and understanding I’ve been shown by everyone I’ve talked to, it’s been really helpful and reassuring.”

Sonya - April 2021

Our Values

We treat people with respect and dignity

We will aim to put the needs of each individual at the heart of everything we do and work in a professional manner at all times.

We enhance the lives of people affected by cancer

Using our cancer specialism to enable cancer patients to become better informed about their diagnosis and treatment options and improve the well-being of them and their carers.

We are collaborative and inclusive

We will aim to achieve more by working together collaboratively to ensure that everyone feels respected, valued and supported.

We have integrity and trust

We will maintain high levels of confidentiality to protect our service users, volunteers and supporters. We will be transparent and honest in all aspects of our work.

We strive for excellence

We will strive to produce support and information of the highest evidence-based quality, continuously improving and reviewing everything we do.

Our Demand

One in two people will be diagnosed with some form of cancer in their lifetime. Star Throwers supports people with any of the 200+ types of cancer (breast, bowel, prostate etc). Our services continue to be in high demand - in 2020 and 2021 we supported a total of 296 patients and carers. Since the start of 2020 we have received 146 new patient and carer enquiries seeking support.

A shocking 1 in 3 people have had their treatment impacted by the effects of COVID-19 on the health system. Star Throwers has seen an increasing number of patients at later stages of the disease seeking support. 7 in 10 people who have experienced delays feel frustrated and anxious and this has created an increase in demand for our counselling and wellbeing services.

Over the past 24 months and since the initial lockdown was announced in March 2020, we have adapted many of our core support services to be delivered remotely. Embracing this new method of delivery has meant that we have been able to continue to support those who are unable to attend the Centre or are geographically further afield. We will continue to offer both in-person and remote services in the future so that we can support even more people affected by cancer.



Cancer Information and Help with Understanding Treatment Options

The Need:

- **27%** of cancer patients do not completely understand the explanation given about their cancer.
- Only **27%** of cancer patients feel they had their treatment options completely explained to them.
- **23%** feel they were not involved as much as they wanted to be in decisions about their care and treatment.*

We Offer:

Cancer information sessions with our Nurse to support people to take control of their cancer journey. We can help patients become well informed about their cancer diagnosis and treatment options including clinical trials.

We Delivered:

In 2020 and 2021 we provided 451 cancer information sessions so that patients and carers could better understand their diagnosis and treatment options.

* National Cancer Patient Experience Survey 2017



Complementary Therapies, Nutrition Advice, Counselling and Group Workshops

The Need:

Around **40%** of people in the UK seek out complementary therapies or integrative therapies after receiving a cancer diagnosis. A cancer diagnosis, its associated symptoms and treatment can have a significant emotional impact on people and their families.

We Offer:

A range of free complementary and supportive services to cancer patients and their carers throughout a cancer diagnosis and beyond. Our individual and group therapies provide a safe and supportive space to help improve the overall wellbeing of each service user. Our supportive services can better equip people to deal with the ongoing cancer journey.

We Delivered:

In 2020 and 2021 we provided 975 individual and group support sessions so that we could support the mental and physical wellbeing of those affected by cancer.



Lymphoedema Prevention, Management and Support

The Need:

Cancer and its treatments can cause damage to the lymphatic drainage system and lymph nodes which can cause a build-up of fluid in the body tissue known as lymphoedema. Lymphoedema is diagnosed in approximately 10-20% of cancer patients. It is a non-curable condition but can be managed with early diagnosis and ongoing support and therapy.

We Offer:

Information, support and management therapies for people who have been diagnosed with or who have cancer-related lymphoedema.

We Delivered:

In 2020 and 2021 we provided 8 lymphoedema support sessions so that people could become better informed to manage this condition.

Our Achievements

Over the past 24 months Star Throwers has continued to focus on improving and maximising our service delivery, reaching out to new service users, and building the resilience of the charity whilst adapting to the COVID-19 pandemic. These are our main achievements during this period as set out in our strategic aims in January 2020.

Ways in which we have been developing a sustainable organisation:

- Recruited two new Trustees - bringing in additional skills, experience, and knowledge.
- Launched eBay shop to increase income from retail.
- Purchased and placed a container to convert to an additional retail outlet.



Picture: the container being craned into place - kindly supported by Kerry Foods Ltd

- Launched a Fundraising Pack to support fundraisers.
- Invested in our Clinic Office software to support delivery of our services and safeguard client information.

- Reviewed the staff structure - employed Service Manager and Administrator to support the delivery of services.
- Held our first Golf Day event and online raffle to adapt to new COVID-19 restrictions.

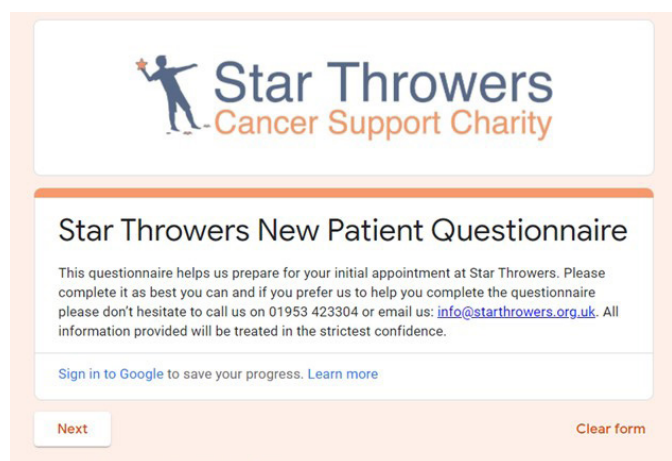


Picture: One of the teams at our Golf Day at Bawburgh Golf Club which raised over £3,000.

- Invested in staff training to increase income from grant providers.
- Contracted an HR Company to update our policies and procedures and support future HR requirements.
- Volunteer updates sent regularly to update on charity.
- Invested in new software to support the financial needs of the charity.
- Reviewed IT provision and secured new support to suit the charity's needs.
- Invested in new phone system, IT equipment and upgraded WiFi to meet service delivery needs.
- Used services of local auction house to maximise sale of high value donated items.
- All staff undertook essential training.

Ways in which we have been continuing and maximising our services:

- Created online patient and carer questionnaire to improve the ease of access to our support services and decrease time required to process enquiries.



The screenshot shows the 'Star Throwers New Patient Questionnaire' form. At the top is the Star Throwers Cancer Support Charity logo. Below it, the title 'Star Throwers New Patient Questionnaire' is displayed. A paragraph explains that the questionnaire helps prepare for an initial appointment and provides contact information: '01953 423304 or email us: info@starthrowers.org.uk'. It also states that information will be treated in the strictest confidence. There is a link to 'Sign in to Google to save your progress. Learn more'. At the bottom, there are 'Next' and 'Clear form' buttons.

Picture: Our new online questionnaires.

- Recruited an additional Nurse to increase the capacity of our information service.
- Recruited new therapists to deliver hands-on complementary therapies.
- Secured external funding for information service, nutrition, lymphoedema and counselling support.
- New electric heating system installed, and re-decoration of centre completed to improve the comfort and experience of all Centre users.
- Created online feedback forms to measure feedback from service users.
- Grew working relationship with Anti Cancer Fund to deliver joint information sessions.

Ways in which we reached out to new service users and supporters:

- Offered a range of remote support services to those who were unable to visit the centre in person: information sessions, counselling, nutrition, fatigue management and reiki.
- Created new information packs - sent to existing service users and local healthcare providers.



Picture: New information packs supported by Saracens Norfolk Fund.

- Delivered new Fatigue Management service to support those with a cancer diagnosis.
- Formed new 'Connections' group to offer informal group support - in demand from service users wanting to make connections with others in a similar situation.
- Launched virtual event 'Skip, Stomp, Star Jump' - to attract new supporters and fundraisers.
- New signage on premises to advertise our services.

Our Impact

In 2020 and 2021, despite the ongoing impact of the COVID-19 pandemic, we provided a total of 1,426 individual and group support sessions to 296 cancer patients and carers.

As restrictions continue to ease, we are able to open more of our services but our priority always remains the safety of those people we support.



Feedback gathered from service users was overwhelmingly positive, this despite the change from in-person to virtual appointments from the period March 2020-21 following the COVID-19 outbreak:

- 100% of service users found our cancer information sessions very helpful or helpful with regards to helping them cope with their cancer or supporting someone with cancer.

It was very useful to talk to the specialist cancer nurse today on zoom. She was able to hear about my treatment so far. It is very helpful to have things explained. I am very glad to have had the opportunity to talk to her.

Felicity - December, 2020

- 96% of service users strongly agreed or agreed that they felt more informed about their cancer and/or treatment options.
- 93% of service users strongly agreed or agreed that they had a better understanding/knowledge of their cancer and/or treatment options available.
- 98% of service users strongly agreed or agreed that they felt more positive than before they came to Star Throwers.



"The therapy team at Star Throwers have been a wonderful support to me in my recovery. Each therapist has enabled me to explore freely my thoughts and desires. Counselling, Nutrition and Fatigue Management have expertly supported me to adapt my working life, diet, fatigue management strategies and practise relaxation techniques. I have enjoyed and benefited from Writing for Wellbeing and Reiki sessions. Thank you to all at Starthrowers."

Claire - June, 2021

- 100% of carers strongly agreed or agreed that they felt more supported after they had been to Star Throwers.
- 100% of service users strongly agreed or agreed that they would recommend anyone affected by cancer to contact Star Throwers for support.
- 93% of services users found our support services very helpful or helpful in helping them cope with their cancer or supporting someone with cancer.



Please note: no negative responses were received, remaining % of feedback received was marked as 'unsure'. We always offer additional appointments to ensure our service users can follow up on information or support that is required.

Aisha's Story

Star Throwers was an absolute life-line to me when I was first diagnosed with cancer and for that I will be eternally grateful.

My journey started in October 2020 when I was diagnosed with invasive ductal carcinoma which was oestrogen positive. (Diagnosis was just a few months after qualifying as a solicitor and getting my first decent job, which I had worked so hard for!). I wasn't really sure how to navigate this diagnosis as I do not have a family history of cancer and being young, I felt really scared and ashamed that I was going through this.

I was fortunate enough to be put in touch with a lovely woman who had gone through a cancer diagnosis 3 years before me, and she told me that Star Throwers had helped her enormously and that I should contact them. Following an email to Star Throwers, I received support from the lovely Nurse Tina. Tina was able to answer the million questions that I had which I unable to ask my consultant, either because there wasn't enough time or because my mind just went blank when I was attending an appointment with my breast care team.

“Tina carefully guided me through my diagnosis and explained my cancer treatment options”.

Tina carefully guided me through my diagnosis and explained my cancer treatment options. These meetings were therapeutic for me, and I don't know what I would have done without this support. I was also signposted to the amazing Anticancer Fund, their team of experts discussed my treatment path with me and gave me their expert opinion as to the risks based on past and recent trials. This discussion was important to me as I needed to understand in detail what my diagnosis meant, and I wanted to be involved in the decision making process. I understand a lot of people don't want to know the detail and they are happy to trust and go with what their consultant tells them is best, which is fair enough but for me having the expert opinions from Star Throwers was beyond valuable to me.

“This discussion was important to me as I needed to understand in detail what my diagnosis meant, and I wanted to be involved in the decision making process”.

I was also introduced to Edwina, the Nutritionist, who was so helpful and lovely to talk to. I really appreciated the personalised written report that she provided me with at the end of our meeting as I was able to refer back to it. (I make sure I have a side portion of cruciferous vegetables every evening!!).

I found the nutritional service so informative. Edwina tailored her support around my personal concerns. She explained the risks of certain food groups, in particular sugary foods. We all know sugar is bad but it was interesting to understand that cancer can use sugar as fuel. I think it is important for cancer patients to have access to this service so that they can make informed lifestyle choices.

I went through 6 rounds of chemotherapy, 3 breast surgeries, 15 rounds of radiotherapy, bone strengthening medication, and I will continue to take hormone therapy (zoladex injection and tamoxifen) for the next ten years.

A big part of my healing was being able to return to the job I studied so hard for. Although working helped me keep some degree of normality, after completing radiotherapy I became exhausted and therefore decided to take a couple of months off work. Now I am back at work I can start putting the past year and trauma behind me, something I never thought was possible!

I turned 34 in February, and the good news is following a recent CT scan I was advised by my oncologist that there is no evidence of disease. This news comes 16 months after I was diagnosed with breast cancer.



“Star Throwers was an absolute life-line to me when I was first diagnosed with cancer and for that I will be eternally grateful”.



Our Volunteers & Supporters

Star Throwers owes its success largely to the ongoing support of our amazing volunteers. Throughout 2020 and 2021 our volunteers and supporters have continued to support Star Throwers in many new ways.

Thank you to all our volunteers past and present for continuing to support Star Throwers.

Centre Volunteers

Despite our centre being closed from March 2020 - March 2021 we were able to welcome back some centre volunteers, to help support the running of the centre, in late 2021 and tackle the huge amount of washing created by new COVID-19 cleaning protocols! We are incredibly grateful for their support and flexibility to the charity's requirements during these times.

We are also incredibly grateful to our gardening and maintenance volunteers who have ensured that our building and grounds remain looking attractive and fit for purpose.



Volunteer Therapists

Our volunteer therapists embraced the new virtual world and we were able to deliver online support for counselling, nutrition, fatigue management and reiki. We are now able to offer this online support as an alternative to in-person appointments if required.

Our volunteer therapists returned to in-person sessions at the end of 2021 and quickly adapted to the new COVID-19 protocols and procedures in place to deliver effective and safe support.

“There is something special about volunteering for Star Throwers. Everyone works as part of a team and the centre itself has a homely atmosphere. I have met many interesting and warm-hearted people during the three years that I have worked there, both as a massage therapist and teaching people to manage their fatigue. I have been enriched by the time I have spent in their company and have found it very rewarding to make a difference to their lives.”

Wendy - Fatigue Management and Massage Therapist Volunteer



Shop Volunteers

Our shop volunteers support the running of our Wymondham charity shop and sorting donations at our centre. Our shop volunteers have done an amazing job in helping our charity shop during the past two years. Volunteers have adapted to our new procedures and ensure our shop remains a successful fundraising tool for the charity.



"I was first introduced to Star Throwers back in 2015 when my husband and I were going through our cancer journey, they were an incredible support to us both through what was a very frightening time.

I now volunteer at their shop in Wymondham and absolutely love it, having been office based all my working life it was a very different scenario for me but the team that work there are incredibly friendly and supportive, we meet socially now and again and have had some very enjoyable evenings out and I have made some lovely friends through doing this.

The work is varied and the customers a delight, we get lots of regulars and then the one offs who have never heard of Star Throwers and are interested to

hear what we do. You can do as little or as much as you want, any time given is a real help and very much appreciated."

Val - Charity Shop Volunteer

Community Volunteers

With only a few events taking place during the period, we are incredibly grateful to our community volunteers who supported us at our jumble sale and Golf Day and sent many messages of support throughout.



"I have been a service user at Star Throwers and once I was well enough I attended a couple of fundraising events. I wanted to become involved in getting Star Throwers out to as many cancer patients as possible. It's very rewarding to be able to help people during their most awful life changing time. Star Throwers becomes our second home, and it is vital to continue the work they do, so I am humbled to be able to help when I can."

Jane - Community Volunteer.

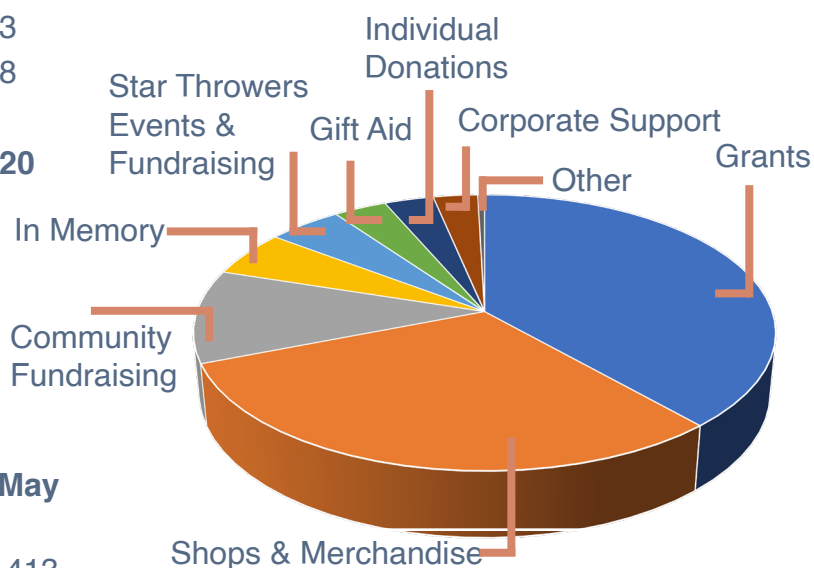
Our Income & Expenditure

The following pages are a summary of our income and expenditure for two years from start June 2019 to end May 2021. The global pandemic affected both financial years - our shops had to close along with government guidelines, our centre was closed for long periods in both years and many fundraising events had to be cancelled or postponed. However, the charity remained financially resilient during this period and maintained its healthy set of reserves. The financial year 2021-22 is already showing substantial signs of

Summary of Income - June 2019 - end May 2021

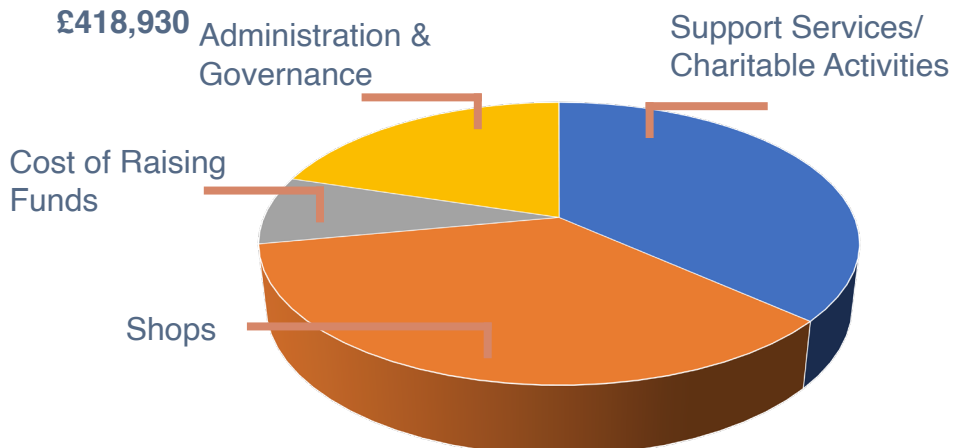
Grants	£162,338
Shops & Merchandise	£128,933
Community Fundraising	£46,125
In Memory	£22,698
Star Throwers Events & Fundraising	£20,120
Gift Aid	£14,437
Individual Donations	£13,353
Corporate Support	£12,058
Other	£1,858
Total Income	£421,920

* includes £90k from government covid support grants



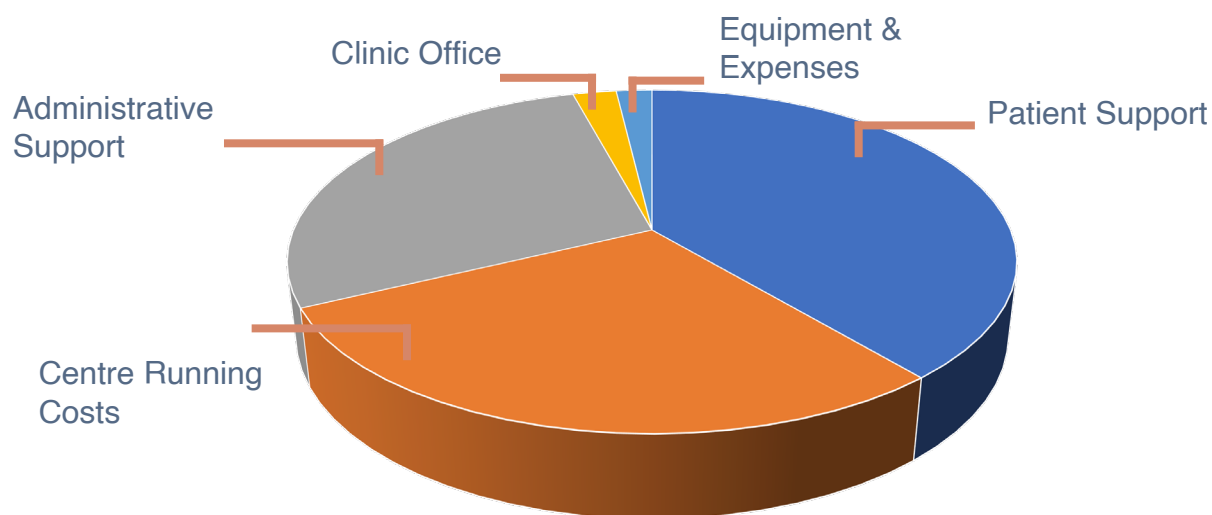
Summary of Expenditure - June 2019 - end May 2021

Support Services/ Charitable Activities	£153,413
Shops	£148,211
Administration & Governance	£84,465
Cost of Raising Funds	£32,750
Other	£91
Total Expenditure	£418,930



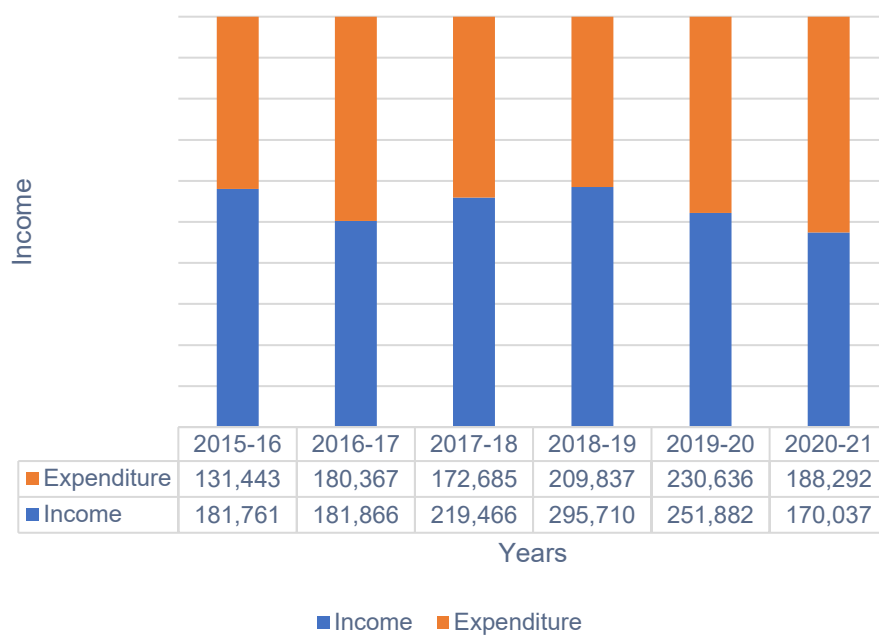
Summary of Charitable Expenditure - June 2019 - end May 2021

Patient Support	£59,616
Centre Running Costs	£44,485
Administrative Support	£42,885
Clinic Office	£3,526
Equipment & Expenses	£2,901
Total Expenditure	£153,413



Income & Expenditure - 2015 -2021

Year	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Income	£181,761	£181,866	£219,466	£295,710	£251,882	£170,037
Expenditure	£131,443	£180,367	£172,685	£209,837	£230,636	£188,292



Our 2022+ Priorities

In 2020 we set out a number of priorities for the charity with a main focus on improving our sustainability and growing our support services. We are delighted to say we managed to achieve many of these aims despite the difficulties of the last two years.

Our focus for 2022 will be to continue to deliver our services in the safest way possible and maximise our current capacity.

We will continue to look at areas in which we can improve the sustainability of the charity by future-proofing the new systems, technology and processes put in place since March 2020.

We also want to let more people know about the support we offer, and we will continue to raise awareness.



Picture: Our cancer information sessions have been funded by a grant from the Norwich Freeman's Charity from Jan-Dec 2022.

We will strengthen our current processes and improve the sustainability of the charity.

2022 Actions:

- » Continue to increase income from Grant Funding organisations.



- Picture: Shop Manager serving a customer at our Wymondham charity shop.
- » Open container shop situated at the Centre.
- » Review and approve annual budget and contractual commitments.
- » Review and update statutory compliance policies to safeguard all charity stakeholders.
- » Review staff pay structure, initiate annual appraisals and move to become a Living Wage Employer.
- » Review all HR policies and update contracts.
- » Establish volunteer feedback forums to help improve service delivery and volunteer satisfaction.
- » Create a Risk Register and Asset Register and propose ongoing review.

We will maximise and increase the capacity of our current services and staff and volunteer skills.

2022 Actions:

- » Increase the capacity of our cancer information service by employing an additional Cancer Information Nurse.
- » Maximise capacity of our complementary therapies by recruiting more therapists to fill in any 'gaps' in sessions.
- » Expand our lymphoedema service by employing a therapist(s) to deliver information and support.
- » Increase nutrition support to include Nutrition Care Packages - funded by Big Lottery Grant and Aviva Community Fund.



Picture: A Nutrition Talk at the Star Throwers Centre.

- » Increase our support services by providing the 'Star Throwers Connections' group.

We will raise greater awareness of our services to users and supporters.

2022 Actions:



- » Increase awareness of the virtual 'Skip, Stomp or Star Jump' event.



Picture: Employees of R.J. Bartram Funeralcare Home taking part in 'Skip, Stomp or Star Jump'.

- » Deliver new information packs to increase our awareness in local healthcare settings.
- » Continue to research 'Outreach' support to provide this future service for Star Throwers.
- » Increase online awareness.

From Wymondham to Singapore – lockdown helps charity go global

 Daniel Moxon 
Published: 6:28 PM April 26, 2021 Updated: 8:09 PM April 26, 2021



Operations manager Victoria Pigg, left, and services manager Heather McKenna at the Star Throwers cancer support centre in Wymondham. - Credit: Daniel Moxon

Picture: EDP article about centre re-opening and remote services now available.

Support Us

Donate or Fundraise

We are always looking for individuals, groups and companies to support us with donations, sponsorship and fundraising initiatives. When safe to do so we would love to invite you along to one of our 'Supporter Open Mornings' where you can meet the team, learn more about where your money goes and have a tour of the centre.



Picture: Cheque presentation from Wymondham Rotary Club to Star Throwers.

“The Rotary Satellite Group of Wymondham was formed early in 2015 to encourage a younger membership to engage with their local community and to focus on fund-raising for local charities. We chose Star Throwers as one of our local charities to support in recognition of the important work they do to support local people affected by cancer. To date we have held numerous successful fundraising events and hope to continue to raise money to support them.”

Wymondham Rotary Satellite Group

Become a ‘Friend of Star Throwers’

Sign up to make a regular donation to Star Throwers and you will automatically become a ‘Friend of Star Throwers’ receiving special rewards such as money off our merchandise and a special supporter newsletter.



Volunteer

We are always looking for people to join our team and help out at our centre, shops, or at events. In 2022 we are looking for more therapist volunteers. Volunteering is hugely rewarding to know that you are giving something back locally.



Picture: Aviva volunteers helping in the Star Throwers garden.

Leave a Legacy

Remembering Star Throwers in your Will is a way to make a lasting difference to the lives of people affected by cancer.



Picture: A hypnotherapy session at Star Throwers.

Take on a challenge

Why not take part in our annual Skydive Day or sign up to take one of our spaces in the Royal Parks Half Marathon or take part in your own challenge.



Picture: Fundraiser Ali taking on a Skydive Challenge, raising over £800 in July 2021.



Picture: Fundraisers Neil, Anna, Jayne & Ty ready for the Royal Parks Half Marathon 2021.

Get your company involved

Could your company support Star Throwers through fundraising events, sponsorship, displaying a collection tin or sponsoring an event?



“My family business Moneyproperties donates 1% of our fee for selling your home to Star Throwers which is really appreciated by our customers who also like to get involved in supporting a local charity which does so much for those affected by cancer.”

Mick Money, Moneyproperties Ltd.

Spread the word!

The most important thing you can do for Star Throwers is to tell people we exist and the important services we provide to people at all stages of a cancer diagnosis. Follow us on facebook, twitter and instagram to see all our latest news, service updates and events and help spread awareness of Star Throwers.



Star Throwers

Cancer Support Charity

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