maggies.org

Maggie Keswick Jencks Cancer Caring Centres Trust (Maggie's) is a registered charity, No. SC024414
Maggie’s Volunteers Handbook

Maggie’s welcomes over 290,000 people each year across its network of centres in the UK and abroad. We can only continue the work we do through the unswerving support of dedicated and passionate volunteers like you, who provide a warm welcome and cup of tea to our many visitors, maintain our gardens, raise funds, help look after our donors and supporters and so much more.

You are essential members of the team of wonderful people that enable Maggie’s to support people with cancer, and their family and friends. Everyone who joins the Maggie’s team – whether they’re working at one of our centres, raising funds or volunteering – helps people as they experience life-changing events, which is why Maggie’s is such an extraordinary organisation to support.

Thank you for giving up your time to enable us to grow and strengthen our network of Maggie’s centres throughout the UK, and for supporting us to continue providing free practical, emotional and social support to people with cancer and their family and friends.

I hope this handbook gives you the information you need to guide you through volunteering at Maggie’s and we look forward to working with you.

Laura Lee
Chief Executive
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About Maggie’s

Since the first Maggie’s centre opened at the Western General Hospital in Edinburgh in 1996, Maggie’s has been providing practical, emotional and social support for people with cancer and their family and friends. The centres help people to navigate the complexities of living with cancer and provide additional support to complement their medical treatment.

What began as one person’s idea has become a network of centres across the UK, online and abroad. Maggie Keswick Jencks wrote A View From the Front Line in 1994 to describe simply what it is like to be diagnosed with cancer and then to cope with it.

Building upon these original ideas about cancer care, Maggie’s has continued to develop an evidence-based programme of practical, emotional and social support that has been shown to improve physical and emotional well-being during treatment and recovery.

Copies of the publication are available at all Maggie’s centres – please ask for one if you would like to read it.

You can get more information about Maggie’s and the work that we do on our website maggies.org, as well as find copies of all our publications.
Maggie’s centres

There are currently 23 open Maggie’s centres in the UK and 3 abroad.

Maggie’s centres

- Operational Maggie’s
- Construction 2018/19
- Planned Maggie’s
- Potential development 2018-2022
- Further potential development

Maggie’s centres

1. Edinburgh
2. Glasgow, Gartnavel
3. Dundee
4. Highlands
5. Fife
6. West London
7. Cheltenham
8. Nottingham
9. Swansea
10. Cambridge (interim)
11. Newcastle
12. Hong Kong
13. Aberdeen
14. Oxford
15. Merseyside (interim)
16. Lanarkshire
17. Royal Free (interim)
18. Manchester
19. Tokyo
20. Forth Valley
21. Oldham
22. Barts
23. Cardiff
24. Barcelona
25. The Royal Marsden (Sutton)
26. Leeds

Centres in development

27. Southampton
28. Northampton
29. Taunton
30. Coventry
31. Liverpool
32. Stavanger
33. Groningen
34. Preston
35. Bristol
36. North Wales

Maggie’s design

Each centre is part of a family of centres built and in development across the UK and beyond. Great architecture is vital to the care Maggie’s offers; and to achieve that, we have collaborated with great architects, such as Daniel Libeskind, Norman Foster, Richard Rogers and Zaha Hadid, Richard Rogers and Norman Foster whose expertise and experience is fundamental to the success of our centres. Their skills deliver the calm environments that make the people who visit and work in our centres feel safe, valued and comfortable in an atmosphere that stimulates their imagination and lifts their spirits. The essential brief has remained the same as Maggie’s has grown throughout and evidence shows that an uplifting environment can reduce stress and anxiety.

Updated February 2020
Maggie’s centres are designed to feel more like a home than a hospital, with no reception desk, no signs on the wall, no name badges and a big kitchen table at their heart. This approach supports the informal relationships between staff and visitors and is an important part of the unique support we offer.

Inside the centre, the kitchen table is somewhere to meet people who understand what visitors are going through or to simply sit quietly with a cup of tea. Large, comfortably furnished rooms are available for talks and workshops that might include stress management and relaxation courses.

Smaller rooms are available for quiet reflection, or for individual support. The library area holds information resources to help visitors find the answers to their questions about diagnosis or treatment with Maggie’s Cancer Support Specialists on hand to answer any questions or simply to talk things through. The unique furniture, tables and chairs, crockery, cutlery and kitchenware have been designed to complement the specific personality of each individual centre.

Each centre has a garden, carefully created to be a welcoming extension of the inside space. It offers uplifting views out from the centre, a connection to the changing seasons and, in warmer weather, a pleasant place to sit and relax.

**Maggie’s programme of support**

Maggie’s offers free practical, emotional and social support for people with cancer and their family and friends. Our core programme of support is based on evidence and has been shown to improve physical and emotional well-being during treatment and recovery.

Emotional support might involve a one-to-one or group session with a Clinical Psychologist, stress management and relaxation workshops, or art therapy and creative writing courses.

Practical support might include advice on benefits and eating well, specialist support for managing hair loss and skin care during and after treatment, Getting Started for people who are newly diagnosed or Where Now? for adjusting to life after cancer.

Social support comes from the people who work in and visit our centres, and the supportive community around each kitchen table who understand what it is to be living with cancer.
Who works in a Maggie’s centre?

A small team of professional staff work in each centre:

**Centre Heads** oversee everything that happens in the centre, supporting the needs of people with cancer, managing the programme of support and mentoring staff. Their background is typically as a senior NHS Oncology Nurse or Clinical Psychologist.

**Psychologists** support people to address a complex range of psychological issues through a range of therapeutic approaches. They offer support to individuals, couples and families as well as running timetabled group sessions.

**Cancer Support Specialists** are experienced professionals who offer high-quality individual and group support to centre visitors. Through their initial conversations and ongoing support with each visitor, they introduce people to the different types of support available and help them decide what they would like to get out of Maggie’s.

**Benefits Advisors** help people to access and apply for all the benefits and grants they are entitled to, as well as providing support with other welfare issues.

**Relaxation Therapists** run sessions and courses proven to help with anxiety, stress and pain relief. In some centres, these include massage therapy, reflexology and meditation.

**Sessional staff** are professional experts in a particular field who come into the centres to provide sessions on nutrition, art therapy, tai chi and creative writing.

**Centre Fundraisers** are responsible for delivering local fundraising campaigns to raise awareness of Maggie’s and to ensure that ongoing centre costs are met.

**Funding Maggie’s**

On average it costs around £590,000 to fund a Maggie’s centre for one year or £2,400 a day. Just £3 would pay for all visitors on one day to have a cup of tea.

Maggie’s does not receive government funding but relies on the generosity of local communities, businesses and individuals in the areas surrounding our centres to raise the income needed to keep our doors open.

Our visitors and volunteers are vital to help raising this total each year through increasing awareness of Maggie’s in their community, introducing us to their networks, holding their own fundraising activities or supporting one of Maggie’s own events.

**Our income comes from the following areas:**
• people who have signed up to give a monthly donation to Maggie’s,
• individuals that have left a Gift in their Will
• companies who choose us as their Charity of the Year or encourage their employees to fundraise for us
• the fundraising board at the centre who help secure major gifts
• people who take part in our events and products including Culture Crawl, Kitchen Table Day and Maggie’s to Maggie’s
• those who sign up to a personal challenge such as a Marathon, 10K run or overseas trek
• local groups and associations including schools, religious organisations and hobby groups who hold their own fundraising activities for Maggie’s
• those who give in memory of a loved one
• trusts and foundations who provide grants to help fund our programme of workshops
• visitors and supporters who attend one of our events such as our annual Carol Concert.

All staff and volunteers in each Maggie’s centre work together to sensitively promote fundraising and support any visitors and their family or friends who want to give. As a volunteer you will be invited to take part in regular volunteering and fundraising meet ups to help recruit new supporters. You will also be given training to talk confidently about legacies and giving in memory, how to handle basic fundraising enquiries and accept donations (please see The Code of Fundraising Practice below).

Not only are our volunteers vital to helping us raise the funds we need they also save each centre an average of £20,000 per year in salary costs, ensuring maximum funds are directed into running our expert programmes for people living with cancer, their family and friends.

The Code of Fundraising Practice
There are some general rules that all charities need to follow, such as making sure the money raised goes to the cause it was raised for, and also some specific ones that are relevant for particular forms of fundraising (such as public collections or running a raffle).

The Code of Fundraising Practice brings together all of the rules (both legal requirements and best practice standards). The Code distinguishes between requirements that MUST be followed (which indicate a legal requirement) or what they OUGHT to do (indicating a best practice standard set by the Institute of Fundraising, the IoF). The IoF’s individual, organisational, and corporate supporters all commit to following the Code.
The Fundraising Regulator and new Independent Panel in Scotland work closely together in proposing and considering amendments to the Code of Fundraising Practice.

More information about Charity and Fundraising Regulation in the UK can be found here:

- The Fundraising Regulator: [https://www.fundraisingregulator.org.uk/](https://www.fundraisingregulator.org.uk/)

What you can expect from volunteering at Maggie’s

Volunteers play a vital role in helping support us at our offices, centres and events. As a volunteer Maggie’s we will ensure that you are provided with:

- An induction to ensure that you have the information you need to undertake your volunteering role within Maggie’s
- An opportunity to visit your local centre and spend time there so you can better understand the support we provide to people with cancer, and their family and friends
- Assurance that all personal information provided to us by you will be held in a secure database and will not be made available to anyone outside Maggie’s
- A contact from Maggie’s you can get in touch with for information and support
- An introduction to other volunteers so you can be part of a volunteer community within Maggie’s
- Your out of pocket expenses will be paid back to you for travel costs incurred as part of your volunteering role where applicable
- The opportunity to give feedback about your experience of volunteering within Maggie’s so we can continually improve our support to you
- An e-newsletter so you can find out about what is happening across Maggie’s
- A volunteer buddy to support you in your role
- Training relevant to your role
- An invite to an annual celebration event to thank you for your support

Updated February 2020
Volunteer roles at Maggie’s

We rely on over 1000 volunteers every year and there are a number of ways in which you can give your times to help:

- **Volunteer in a centre**: We need volunteers to welcome visitors to our centres, keep the centres looking their best, help set up the centre for groups and workshops and support the team with admin tasks.

- **Volunteer with the centre fundraising team**: There are many ways to help the fundraising team at your centre including volunteering at events, offering to speak on behalf of Maggie’s, replacing collection tin’s in your community, writing thank you cards and a range of admin tasks.

- **Volunteer in one of Maggie’s offices**: We have two offices, one in London and one in Glasgow and need volunteers to help with our HR, Supporter Care, Fundraising and Marketing teams.

- **Volunteer at an event**: We need hundreds of people to help at events every year including cheering on our participants at events like the London Marathon, being a marshall for our own events like culture crawl, manning information stands and selling raffle tickets.

- **Volunteer your skills**: You may have a specialist skill that could help Maggie’s whether that’s social media expertise, design skills, gardening abilities or perhaps you are trained yoga teacher.

For more information on volunteering roles at Maggie’s please visit: maggies.org/volunteer

Your induction at Maggie’s

Our aim at Maggie’s is to support and develop volunteers so that they feel confident to undertake their role and responsibilities. Your induction will be arranged with your Maggie’s contact who you will work with throughout your volunteering role. The content and duration of the induction will depend on the scope and complexity of your volunteer role and will be outlined to you on your first day with Maggie’s. All volunteers will receive this handbook and be required to read Maggie’s policy’s, procedures and sign our confidentiality form.

All inductions will cover the following:
• An introduction to all members of the team you will be working with
• How to welcome centre visitors and supporters warmly and effectively
• Be aware of the booking system for programme activities in the centre
• Be comfortable with the kitchen (working dishwasher, location of crockery, filling up tea bags etc.)
• Know the system for informing Maggie’s if you cannot make your shift
• Know about confidentiality and safeguarding
• How to take, verbally thank and inform the team about a donation
• GDPR training and any other training relevant to your role
• How to talk about Maggie’s whether that is within the centre, when fundraising in the community, when giving talks to groups of people or when thanking a supporter.

What Maggie’s asks from our volunteers

We are committed to investing in our volunteers by offering training and support while you are with us. In return we ask that when you agree to volunteer with Maggie’s, you agree to work within the following guidelines:

a. **Personal information:** We would ask that our Application Form is completed as comprehensively as possible so that we can populate our volunteer database with accurate personal contact information including emergency contact details and a note of your specific interests and skills.

b. **Introductory period:** All new volunteers will have an introductory period of 12 weeks. This gives you the opportunity to see if you enjoy volunteering with Maggie’s and gives us the chance to see how you work with other volunteer and staff colleagues. At the end of this period an informal review will take place to determine if you are comfortable in your volunteer role and whether you need any additional training or support to carry out your role. If you decide at the end of this period that volunteering with Maggie’s is not for you then you can advise us accordingly.

c. **Notification of absence:** Maggie’s relies on volunteers to undertake a wide variety of roles and regular attendance to the hours committed is very important so that we can deliver the services we offer to people with cancer, their family and friends. We recognise that many things can impact on your ability to volunteer. If at any time you are unable to attend a session or event you have volunteered for. It would be appreciated if you could notify your contact at Maggie’s as early as possible so that alternate arrangements can be made. If you are unable to attend due to sickness or injury, please let us know, if possible, indicating a date of return.
d. Holiday arrangements: We recognise that volunteers will have holiday plans and would appreciate it if you could advise your Maggie’s contact as soon as you know when you will be away so that, if required, alternative arrangements can be made.

e. Appearance: Staff at Maggie’s do not wear uniforms or display name badges and this is the same for our volunteers. It is one way that distinguishes Maggie’s from the more institutional feel of a hospital or other health service. When volunteers participate at fundraising events and on other occasions when it is helpful for you to be identifiable, we will supply you with a Maggie’s t-shirt.

f. References and criminal records checks: We request references for all volunteers before they start at Maggie’s. In certain circumstances where volunteering with us means you are likely to come into contact with children or vulnerable adults you will be asked to go through a Disclosure and Barring Service check. Should this be the case, we will discuss this with you.

g. Personal property: Maggie’s does not accept liability for loss or damage to any personal property brought in to a Maggie’s centre or to an Maggie’s event.

h. Telephones & correspondence: Maggie’s telephone / mobile phone or postal facilities must not be used for private purposes without prior permission.

i. Confidentiality: During the course of your volunteering you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality. It is a condition of volunteering with Maggie’s that you have a duty of confidentiality to Maggie’s. You will sign a confidentiality form upon starting your role at Maggie’s which means you agree to not to discuss with anyone outside of the organisation any sensitive or confidential data or matters in relation to Maggie’s or the people with cancer that Maggie’s works with at any time. You will be required to undertake mandatory GDPR training upon commencing volunteering. If you have any questions or concerns about confidentiality, please ask your Maggie’s contact.

j. Drugs, alcohol, smoking and vaping: You will be made aware of the rules concerning alcohol and drug abuse, and the consequences of breaching these rules during your induction period. No alcohol should be consumed during volunteering hours and no smoking or vaping should take place at any of Maggie’s centres or events.

k. Email, internet and social media: If you have access to Maggie’s computers including email and access to the internet as part of your volunteering role, you must not abuse this by using these facilities for purposes unrelated to Maggie’s. If you have a Maggie’s email address, this is provided for responsible use on Maggie’s business and should not be used in any other way whatsoever. You will not have access to any Maggie’s data.
held on our system outside the centre/office and you must not access data on
your own device e.g. phone, laptop, tablet. This is to ensure that Maggie’s
supporter and organisational data is secure and that we have oversight over all
volunteer/staff activities whilst logged onto our IT system and database. You must not
represent yourself on behalf of Maggie’s on social media without prior agreement from
Maggie’s to do so. All volunteers must make themselves familiar with Maggie’s Internet
& Email Policy. This will be discussed in more detail at your induction.

1. Receipt of gifts: Volunteering with Maggie’s may bring you into contact with outside
organisations where it is normal business practice or social convention to offer
hospitality, and sometimes gifts. In circumstances where a gift is offered, the advice of
your named contact should be sought before it can be accepted.

m. Complaints: Maggie’s has a complaints procedure in place and treats all complaints
seriously. If you have occasion to complain about any aspect of your volunteering
experience or if you receive a complaint from someone please get in touch with your
Maggie’s contact in the first instance who will explain the steps in dealing with your
complaint. Dealing with complaints can give us a positive opportunity to improve the
way we do things and provide a better service for our visitors and supporters.

n. Conduct – How volunteers should act: Volunteers at Maggie’s are the lifeblood of
each Maggie’s centre and through the continued assistance from every volunteer
essential roles and responsibilities can be maintained. Volunteers are expected to
continue our existing high level of professionalism, demonstrate a positive attitude and
encourage teamworking. Within Maggie’s, we must always provide a welcoming and
safe environment for our visitors, staff and supporters, therefore, it is imperative that all
volunteers adhere to our no swearing, offensive language and offensive and
inappropriate jokes policy.

o. Boundaries: Clear boundaries are important for staff, volunteers and visitors to
Maggie’s to ensure we provide a high quality service for everyone visiting our centres
and maintain everyone’s safety. Volunteers must not make personal contact with centre
visitors outside the centre and should maintain the boundaries set by Maggie’s at all
times. If you have a personal conflict of interest with a visitor e.g. an existing friend or
family member please let your Maggie’s contact know.

p. Handling donations: during your time at Maggie’s, especially if you are volunteering
with the fundraising team or taking part in fundraising collections and events, you may
be required to handle charitable donations. You will be made aware of Maggie’s policies
in relation to cash handling, taking digital donations, accepting donations and the
transfer of charitable donations to Maggie’s. Your Maggie’s contact will provide you with
the relevant policies and processes to read upon commencement of your volunteer role.
Data protection and access to Information

Maggie’s complies with all statutory requirements of the Data Protection Act in relation to personal data held on its IT systems and any paper-based records. At Maggie’s we take reasonable steps to ensure the accuracy and confidentiality of such information. The Data Protection Act protects individuals’ rights concerning information about them held by third party organisations. We ask all volunteers to respect the confidentiality of any personal information of centre users, donors, supporters and staff that is disclosed to you or that you have become aware of, or that you have access to whilst volunteering at Maggie’s. You can read more about this important area by following this link maggies.org/privacy - if you have any questions or concerns about confidentiality please ask your Maggie’s contact.

Personal information held on Volunteers

It is important that our records are correct, as inaccurate or out of date information may affect our ability to contact you and keep you up to date with activity taking place in Maggie’s. A contact is required in case of emergencies. Please notify your contact at Maggie’s of changes in the following personal information:

- Name
- Home address
- Email address
- Telephone number
- Emergency contact
- Driving licence penalties (if you are asked to drive by Maggie’s)
- Criminal charge, caution or conviction
- Signed Confidentiality Form from induction
- Confirmation of completed GDPR training
- Confirmation of other completed relevant training

Valuing diversity at Maggie’s

Maggie’s is committed to valuing diversity and we believe that people from different backgrounds bring fresh ideas, thinking and approaches. It is illegal to discriminate against any person on grounds of age, disability, gender or gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation whether in the field of recruitment, terms and conditions of employment, career progression, training, transfer or dismissal.

Updated February 2020
We expect both our volunteers and staff to endeavour to promote diversity, to comply with all relevant legislation and to ensure that they do not discriminate against anyone who uses Maggie’s services, volunteers for Maggie’s or works for Maggie’s.

We are committed to:

- Developing equality of use as well as equality of access to all of our services
- Ensuring that no one accessing our services is discriminated against on the basis of gender, sexual orientation, race, physical disability or age.
- Ensuring that all eligible people have equal opportunity for employment and advancement within Maggie’s on the basis of their ability, qualifications and fitness for work.
- That no job applicant, existing employee or person using our services is disadvantaged by conditions, requirements or policies that cannot be shown to be just and fair.
- That no eligible person is discriminated against on the basis of their gender, sexual orientation, race, physical disability or age, whether in recruitment, training, promotion or in any other way.
- To provide a working environment which is free from discrimination, harassment or bullying.

Expenses

Volunteers will be paid out-of-pocket expenses for travel to and from their voluntary role; these should always be agreed in advance before volunteering commences. Hours of volunteering work where possible will be flexible and encourage off peak travel. Public transport will be reimbursed at actual cost and appropriate receipts must accompany all claims. Mileage rates when travelling by your own private transport are 45 pence per mile. Expense forms can be obtained from a Maggie’s staff member. Travel expenses occurred will be reimbursed to a maximum of £8 per day or 20 miles round trip and in line with the local transport offering around each Maggie’s centre. Expense Forms can be obtained from your Maggie’s contact.

Health and safety

Maggie’s recognises its responsibility to maintain, so far as is reasonably practicable, the safety and health of its employees and volunteers, and of other persons who may be affected by our activities. It is your duty as a volunteer not to put at risk either yourself or others by your acts or omissions.

You should also ensure that you are familiar with the Maggie’s health and safety arrangements within the centre, office or event that you are involved with. These will be
outlined to you during your induction and at any event by the Maggie’s staff delivering the event. Should you feel concerned about any health and safety aspects of your volunteer role, this should be brought to the attention of your contact at Maggie’s as soon as possible.

a. Procedure in the event of an accident: If an accident does occur at a Maggie’s centre or an event that Maggie’s is supporting, an Incident Form will be available. Any accident or near miss occurrence (i.e. no one was injured but the incident had the potential to injure) then this should be reported to an appropriate member of staff and recorded in the Incident Form.

b. First Aid: Maggie’s believes that best practice is to ensure staff and volunteers have access to a trained First Aider or appointed person (someone who can take charge in the event of an accident). You will be made aware of trained staff at your Maggie’s centre, office or event.

c. Personal Safety: Generally, there will be a number of people from Maggie’s working with you in the centre, office or at a fundraising event. However, if circumstances arise that you will be volunteering alone, then you need to develop an awareness of any risks and how to minimise them. It is important that you have a Maggie’s contact number to call in the event that you need to get in touch with someone urgently. If you are at all concerned that you are being placed in an uncomfortable situation whilst volunteering please discuss this with your contact at Maggie’s.

d. Insurance: Maggie’s has in place adequate and appropriate insurance to cover all approved and authorised voluntary work carried out by you.

Training and development

Maggie’s is committed to ensuring that volunteers have the training and development necessary to carry out role within the organisation. The first part of this is the induction which all volunteers will undertake and will assist with settling into the volunteering role applied for. Over time further training and development opportunities (including meeting other volunteers and members of staff) will be provided in consultation with you to enable you to develop skills and knowledge that are relevant to your volunteering role. Annual training will be provided for volunteers, this will take different forms depending on your role. All training is mandatory and must be attended by all volunteers. Failure to attend could impact on your ability to continue in your volunteer role.
Annual review

Maggie’s want to ensure that volunteers get the most out of their role and we plan to have an informal discussion with each volunteer on an annual basis to: make sure that you are happy with the contribution you are making to the work of Maggie’s, give you the opportunity to raise any particular issues you may have, receive feedback from your Maggie’s contact in relation to your role and make you aware of other opportunities within Maggie’s.

Problems within your role

If you encounter a difficulty with any aspect of your volunteering role at Maggie’s, please talk to your Maggie’s contact as soon as possible. If the role isn’t working out as hoped, please let us know and together we will try to work through any challenges. If your specific role isn’t the right one for you, please speak to your Maggie’s contact about other roles available.

Leaving Maggie’s

We recognise volunteers may have to stop volunteering with Maggie’s if their personal circumstances change. It would be very helpful if you could advise your contact at Maggie’s as soon as you know you will be unable to continue volunteering for Maggie’s. This will allow us to acknowledge the contribution you have made through your volunteering work for Maggie’s and to recruit a new volunteer to fill your role.

When you leave Maggie’s you should return any articles belonging to Maggie’s e.g. t-shirts, documents etc. After you leave Maggie’s you must not divulge any confidential information relating to Maggie’s that you have had access to during your volunteering.

And finally, thank you for giving your time to enable Maggie’s to continue to provide free support for people with cancer, their family and friends.

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