Making the biggest difference for people with cancer
Thank you for taking the time to read our impact report. It’s incredibly important to us that we accurately reflect on the impact we make and also how we raise and spend our money to support people with cancer.

2020 was a hard year and one in which our support was needed more than ever. The effects of the pandemic hit people with cancer in a number of different ways. First, there was the loneliness of shielding – not being able to see family and friends at a time when that support was most needed. Added to that was the grief that many family members felt not being able to hug and hold someone they love going through treatment or coming to the end of life. The NHS had hard decisions to make and often that was cancer treatments needing to be postponed and surgery cancelled. That led to people with cancer feeling desperate that their cancer might be made worse as a result of delays caused by Covid.

Thanks to your kindness we were able to continue our work across the UK and keep our doors open for everyone who needed us. Even though the number of people we could see face to face dropped as is reflected in our reforecast. We continued to support thousands more people online and by telephone, making sure that no one was left without our help. Over the year we were able to support over 210,000 visits from people with cancer and their families and friends. Significantly, each and every one of them said we had helped them feel less alone and supported in managing stress.

It was important to us that we reached all communities. This year for the first time we asked visitors how they would describe their ethnicity and found the numbers were aligned to the demographic in many of the communities we serve.

I hope you have the time to read some of the stories of those who visited our centres. There is one quote from Mandie on that sticks in my mind:

‘If you’re trying to move the rest of your life forward and Covid has slowed life down, it’s tough. It’s been difficult and I’ve talked to Maggie’s who have helped me find things in my head I can control.’

That line sums up our support. We help people take back control and that has been needed more in 2020 than ever before.

Thank you for being there with us.

Dame Laura Lee DBE
Chief Executive, Maggie’s
“Maggie’s was a lifeline, helping us through our darkest days”

Amanda was diagnosed with ovarian cancer. During her illness we talked about how we could discuss things with our daughter, Saffron, but we didn’t really look too far ahead and Amanda died just twelve months after her diagnosis.

Because we lived close by, we had watched Maggie’s being built, but we’d never got to go there together. A year after Amanda died, I saw it was open. I went in and everyone was so welcoming. I remember sitting there, reflecting on everything that had happened, and started to cry because I just felt really sad – sad and lonely, to be honest.

Talking to Emma, one of the psychologists, was difficult to begin with. I couldn’t see a way out of being upset. I felt lifted when I spoke to her. She helped me to understand what I was going through. She brought a sort of calmness to me where, instead of panicking, suffocating sometimes, I just felt I could breathe a lot easier.

Saffron and I had always had a great father-daughter bond. I’d take her to football and netball. But she was a teenager, and I knew that she was also her mother’s daughter. There were some areas that they dealt with best together as women.

When Amanda died it was daunting thinking about how to help Saffron as well as grieving myself. She had lost her mother and I had lost a wife.

I’m more open with Saff now about how I’m feeling, and I’m more accepting. There are areas where it’s still difficult, especially when it comes to talking about Amanda, but I think we manage in our own way. I will say, “Oh, Mummy would’ve done that,” and “Mummy would be proud of you.”

The sessions at Maggie’s gave me the confidence to ask Saffron personal stuff, stuff which I probably would’ve been embarrassed to ask before, but I can do that now and it’s ok, and my daughter’s ok with me asking her things.

I know there are thousands of other families going through the same trauma who need help like I had. I only hope they find out about Maggie’s.
Finding ways to reduce stress and anxiety

“I had one to one sessions with Robin the psychologist. This was a safe space where I could be completely honest. I’m honest with my friends and family, but you don’t always want to talk with them about death or the reality of getting ill. I could speak to Robin about anything.”

Centre visitor

Maggie’s programme has never been needed more than now. Our psychological support has consistently been found to reduce anxiety and depression and increase self-esteem.

100% of respondents said Maggie’s helped them feel less alone

100% of respondents reported an improvement in managing stress

95% of respondents had an improved understanding of cancer and its treatment

98% of respondents found seeing a psychologist ‘very helpful’ or ‘helpful’

Creating a positive environment

“Maggie’s is the most amazing place for supporting people with cancer and their families. There’s a wealth of advice and support groups, all in buildings that are architecturally amazing where you can get a real break from the hospital environment.”

Jo, centre visitor

99% of respondents reported finding a quiet space to gather their thoughts was helpful

99% said accessing the gardens or green space was helpful

Figures are taken from the UK Audit of 2020 and are based on 1666 responses.
“At 26 I was diagnosed with an aggressive secondary breast cancer that had reached my liver and my bones. I was told I’d be lucky if I had two to three years to live.”

In the first few months after my diagnosis, it all felt really wrong. I remember being petrified. But when you start to see other people, your mindset starts to change.

I remember seeing Lesley Stephens, a centre visitor from Edinburgh, in magazines and videos. Her situation was like mine, but her diagnosis had come a year earlier. I saw how she was coping, and that she had a really good quality of life.

Seeing Lesley made me shift from feeling petrified at every scan, and thinking I'd be told I had six months to live, to a position of hope. I started giving myself small challenges, little milestones to reach. And I started visiting Maggie's.

I used to work in financial services, in quite a high-pressured environment. But after my diagnosis, it all got too much for me. I was getting exhausted, and not enjoying other aspects of my life. I spoke to Tom quite a bit about Wills and all my financial worries. He was in contact with my oncologist and took care of all my forms. Thanks to Tom's help in explaining my finances, it allowed me to give up work, which I knew financially I could do because of Tom’s help.

It took a lot of persuasion for me to give up work, but it was after sorting out my finances through Maggie's that I thought I’m going to do this, and give up work, and be retired and enjoy myself for however long I’ve got.

I have one to one sessions with Lesley, she’s just a fantastic psychologist and I’m so honest with her and feel I’ve known her my whole life. It’s just a safe happy place, a really positive place. Sometimes I just go and sit and have a coffee, and watch the world go by.

Maggie's helped me realise what was important to me, and what I could do in my life to feel like I was living a life and not just mulling over every day. Mindfulness, kindness, doing things for others, hobbies like baking and living life. I went through phases where I felt really low and wondered what it was all about, but they helped me back up.

The last year’s been different, but it has been for everyone. If you’re trying to move the rest of your life forward, and covid has slowed life down, it’s tough. It’s been difficult, and I’ve talked to Maggie's who have helped me find things in my head that I can control.
The financial impact of cancer

“I’d taken on a significant amount of student debt and because I had to take a year off, I was worried about my finances. The idea of piling up interest was a burden. It was hugely helpful to speak with the benefits advisor. Without that, I might not have known there was money that I could access during my treatment.”
Centre visitor

Our benefit advisors offer individual advice and support on the benefits that apply to people with cancer and their carers. Last year we offered 37,676 sessions for people seeking advice for support with money worries.

More than £36.8 million has been claimed in benefits with help from our advisors.

That’s £44 claimed in financial support for every £1 Maggie’s spent on providing benefits advice.

17% of respondents engaged for the first time with benefits advice.

96% of people said Maggie’s helped access the benefits they were entitled to claim.

98% of respondents found getting support with benefits to be very helpful or helpful.

Figures are taken from the UK Audit of 2020 and are based on 1666 responses.
"I can’t imagine life without Maggie’s. I think I would be lost. If I’m honest, I don’t think I’d still be here.”

Before I was diagnosed with advanced breast cancer, I was a freelance internal communications consultant. I was like so many Mums out there who have so many spinning plates, but that’s just life.

I had an awful cough and cold which wouldn’t go but I put it down to having my hands full caring for my four children. Eventually a CT scan showed that I had breast cancer, and it had already spread to my bones, liver and lungs.

The first time I visited Maggie’s I thought, “Do I have to pay somebody? Is there a bucket I have to put money in?” I remember looking around and there was nothing. It was all free.

The first person I met was Andy, the Centre Head. It was a real turning point. What he said lifted my spirits and gave me hope. Over the next weeks and months, I continued to see Andy regularly. He gave me advice about how to sleep better during chemo, and how to manage the side effects of the steroids I was on. It was Andy who explained how to ask the consultants the right questions, and it was Andy who gave me the confidence to ask my oncologist about clinical trials.

The tumours on my lungs had left me so breathless that I couldn’t climb the stairs, but I was lucky to get a place on a clinical trial. My reaction to the drugs they gave me was incredible. Five years on, with the discovery of another tumour on my right lung, it looks like my time on the trial may be up fairly soon and that’s pretty frightening.

Evie is my youngest. I took her to Maggie’s to meet Andy. I remember her saying, “Is Mummy going to die?” to which Andy replied, “Yes she is going to die, but nobody knows when that will happen – the doctors don’t know, she doesn’t know, I don’t know.” Evie just thanked him. On the way home she said she liked Andy because he told her the truth.

I have survived for so long and fought to try and educate myself. I firmly believe the more I know about my cancer, the more in control I feel.

But I do feel scared about how I will feel when I run out of choices, and I’ve chatted to Andy about this.

He hopes when I reach that point, I will feel relief, knowing there are no more horrible treatments. I won’t have to constantly put on a brave face, which is what I tend to do for my family. I never want to burden them with how I’m feeling. I’m hoping he’s right and that relief, not fear, will be the main emotion.
Support was available face to face, online, by email and phone. Our doors stayed open for people visiting the hospital and to allow NHS staff to visit our centres for much-needed respite and psychological support.

More than 98% of visitors gave a positive rating (good or excellent) of their experience at Maggie’s and 99% stated Maggie’s was meeting their needs.

Due to the significant reduction in the number of people seen in person at NHS hospitals, planned targets were revised.

Over 45,000 people visited a Maggie’s for the first time in the UK.

Almost 25,000 people with cancer were supported by Maggie’s for the first time, representing 6.8% of the newly diagnosed UK cancer population.

**Support throughout the year**

- **100%** had an improved confidence talking with family and friends
- **67%** of respondents first visit to Maggie’s was for information about cancer and its treatment, or support from one of our Cancer Support Specialists
- **210,000** visits to our UK centres from people with cancer and their family and friends
- **100%** of respondents said Maggie’s helped them feel less alone
- **98%** of respondents found taking part in a support group to be very helpful or helpful
- **99%** of visitors stated that support from a Cancer Support Specialist was very helpful or helpful

Figures are taken from the UK Audit of 2020 and are based on 1666 responses.
It’s important for us to reach people from all communities, to recognise differences in lifestyles and cultures. We are taking a more dynamic approach to engage with people through targeted information that serves the communities our centres are located.

For the first time in the UK 2020 audit, respondents were asked how they would describe their ethnicity and sexual orientation. The results showed that 94% of respondents identified as White (ONS data – 86%) and 4% identified as British Minority Ethnics (ONS data – 14%).

On sexual orientation, 93% identified themselves as straight or heterosexual and 3% as LGB+. These results mirror the ONS Annual Population Survey of 2018 (94.6% identify as heterosexual, 2.9% as gay, lesbian, bisexual and 2.5% did not respond.

These findings are encouraging and consistent with national statistics.

The chart below outlines the percentage of new people with cancer supported at Maggie’s by cancer type in comparison to the national average as reported by CRUK.
With your support we made a difference to more people with cancer.

1,000+ volunteers across the organisation

1:2 male / female demographic split of respondents surveyed

Our expert staff provided

81,906 sessions of cancer support

13,208 sessions of psychological support

37,676 sessions of benefits advice

1 New centre opened in 2020

1 centre due to start construction in 2021

4 new centres are in development
Aims for 2021

Provide support to over 46,000 people visiting Maggie’s for the first time in the UK.

Support over 210,000 visits to our centres in the UK from people with cancer and their families with an overall average cost per visit of £33.

Open our new building in Merseyside (replacement of the existing temporary centre) and start construction at the Royal Free and on the extensions for Newcastle and Cheltenham. We will see the first full year of operation of Maggie’s Southampton.

To deliver a high-quality experience for people visiting Maggie’s with overall satisfaction of at least 98% and with at least 95% stating that their cancer needs have been met.

To generate the revenue income requirement of £15.9m to support and develop our day-to-day activities.

Increase external awareness to 35% across the UK through national PR and brand implementation strategy (this will be measured through One Poll). Grow social media by 30%.
Maggie’s financials: Our funding

How we raised our money

Total income

£21,980,000

- £5,617,000 Charitable trusts, companies and statutory
  This is income from companies including staff fundraising and corporate donations. Statutory income includes money from the National Lottery Community Fund.

- £3,308,000 Local community fundraising
  This includes income from volunteers and supporters who ran events and fundraise locally in their community and around their centres.

- £6,861,000 Individuals
  This is income from our regular givers and major donors.

- £854,000 Legacies
  This is money that people leave in their Will.

- £935,000 Bank interest and other
  This is interest receivable from our bank accounts and income from partnerships with other cancer organisations.

- £1,890,000 Fundraising events
  This includes income from our biking, hiking and running events, and also includes income from dinners and balls.

- £2,515,000 People’s Postcode Lottery
  This is the money for charitable support which we receive from the Players of the People’s Postcode Lottery.

How the money we raised helped support people with cancer

How we spent our money

Total expenditure

£21,859,000

- £15,193,000 Activities to help people with cancer
  This includes the cost of building new centres and refurbishing and upgrading existing ones, as well as the cost of running our centres and providing the programme of support both within our centres and online.

- £604,000 Cost of fundraising events
  This is the cost of organising our running, hiking and biking events. Also included are the costs of fundraising dinners and balls.

- £6,062,000 Cost of generating voluntary income
  This is the cost of raising all money except from events.
Why Maggie’s is needed more than ever

“I turned to Maggie’s to help me work out how best to tell my daughters that I have cancer. How to juggle their questions like, ‘Are you going to die?’ Kids just ask these things and I’ve found that, for me at least, it’s healthier to be open with your children about your diagnosis.

Maggie’s understand the dynamics; they’ve seen hundreds of thousands of people in this situation before. They’ve helped me to get through a really difficult year.

I feel very lucky to have that support. My hope is that anyone in a similar situation can receive the same help I have. I don’t know where I’d be without it.”

Rhys, centre visitor
Thank You

We would like to say thank you to each and every individual, organisation and group who has helped Maggie’s financially. It’s impossible to list everyone, but below are just some of the individuals and organisations who have given outstanding support, goodwill and kindness.

**Individuals**

Jane Atherton
Mr Christopher Bartram
Elena Baturina
Antigone Theodorou and Stefan Bollinger
Mr & Mrs Graham Cartledge
Mr Nigel Cayzer
Keith Cochrane
Margo Cornish
Mark Crutchley
Mr Alan Eisner
Rob, Euan and Jamie Flett
Clare Foster and House & Garden
Clemmie Fraser
Victoria Heathcote
Mr Mike Hiard in memory of Mrs Wendy Hiard
Dr L (Les) W.J. Hutchison, Virginia Shaw Hutchison & Leannine Thomas
The Jencks Family
Debbie and Sam Laidlaw
Charles Ledigo
John Nichols
Maria McGuigan Small
Bill & Rose McQuaker
Ian and Liz Marchant
Lorna Moran
Jean Oglesby
Midge & Simon Palley
Cathy Parfett
Sir Alan and Lady Parker
Tim and Jacqueline Parsonson
Carys Lewis and Edd Pickering
Charles and Ruth Plowden
Julia and Hans Rausing
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Cameron Shanks
Sir Boyd Tunnock CBE
Mark and Claire Urquhart
Paul & Su Vaught
Mr Charles Wilson & Dr Rowena Olegario, Mrs Susan Morton and Mr Paul Morton
Garry Wilson

**Trusts and Organisations**

The AJ Bell Trust
The Alborada Trust
The Tim Bacon Foundation
The Barbour Foundation
Robert Barr’s Charitable Trust
Basil Samuel Charitable Trust
BBC Children In Need
The Beaverbrooks Charitable Trust
Lady Blakenham’s Charity Trust
Bloomberg L.P.
The Bothwell Charitable Trust
The Catherine Cookson Charitable Trust
Cheshire Community Foundation
City Bridge Trust
Clarksons
Clore Duffield Foundation
Community Action Sutton and the London Borough of Sutton
Cordis Charitable Trust
Coronavirus Community Support Fund distributed by The National Lottery Community Fund
The Alan Davidson Foundation
The Dorfman Foundation
The Ellem Foundation
The Fieldrose Charitable Trust
Fife Health Charity
Forum for the Built Environment - Cambria Branch
Garfield Weston Foundation
Gemini Trust
Guernsey Community Foundation
Health Foundation
The Lady Hind Trust
The Holroyd Foundation
The Edward Holt Trust
Holywood Trust
The Houghton Dunn Charitable Trust
The Ina Scott Sutherland Charitable Foundation
The Ingram Trust
The J Isaacs Charitable Trust
The Jim Martin Family Charitable Trust
The John Coates Charitable Trust
Kálida Foundation
Kidani Memorial Trust
The Eric and Margaret Kinder Charitable Trust
Landale Charitable Trust
The Law Family Charitable Foundation
The Linbury Trust
Merton Giving
The Steve Morgan Foundation
Morrisons Foundation
National Garden Scheme
The National Lottery Community Fund Awards for All
NHS Fife
NHS Grampian Endowment Fund
NHS Greater Glasgow and Clyde Endowment Funds
NHS Lanarkshire
Northern Cancer Alliance
The Northwood Charitable Trust
Oak Foundation
The Oglesby Charitable Trust
The Owl Trust
PF Charitable Trust
Players of People's Postcode Lottery
Players of the National Lottery
Reece Foundation
Rothschild Foundation
The Ryvoan Trust
Kathleen Sangster Memorial Fund
Scotland's Garden Scheme
Scottish Government Wellbeing Fund
Tom and Sheila Springer Charity
Sir Reo Stakis Charitable Foundation
St. James’s Place Charitable Foundation
The Stoller Charitable Trust
Surrey County Council
Syncona Foundation
Tayside NHS Board Endowment Fund
The Tompkins Foundation
Thirty Percy
Turnaround Foundation
Maggie’s Governance

We rely on some extraordinarily dedicated, talented and generous individuals to help us support people with cancer and their families and friends. Those individuals noted here, along with thousands of others, share their expertise and offer guidance, actively volunteer, give personally, and help raise the money to build and run our centres. They are the driving force behind all that we do.

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The above list represents activity in 2020
“If I’ve been feeling really low, I can tell Maggie’s about the worries that I’ve had. I wouldn’t want to say to my mum or dad if I was feeling really stressed and anxious.”

Mandie, centre visitor