



CANCER SUPPORT FRANCE

www.cancersupportfrance.org

0800 240 200

BCC SUPPORT FUND REPORT

MARCH 2021

The core business of Cancer Support France (CSF) is to offer free confidential support to English-speaking people living in France who are affected by cancer. CSF National has 17 affiliated associations in France across 46 departments. In addition, we have the capacity to offer remote support in other departments and Monaco through National telephone and email Helplines. Within our membership we have 300 trained volunteers who offer direct client support and in addition organise and operate Drop-In Centres. The CSF website offers an extensive bank of reliable and up to date resources, plus a forum for the further exchange of, and signposting to, additional information. During March 2020 the arrival of Covid-19 in France prompted CSF to offer support to members and clients in response to the issues and concerns raised by the virus.

The receipt of the grant of 2000 euros from BCC in July 2020 allowed CSF to launch an extended service developed as two strategies:

- In relation to Covid-19 we have offered emotional and practical support to any UK national resident in France who is vulnerable because of age, isolation or underlying health conditions.
- In relation to Brexit we have offered emotional and practical support to any UK national resident in France facing problems with residency applications, health care or other issues.

Categories of Beneficiaries

CSF Client Group

Our existing client group (numbering 245) is vulnerable due to their own cancer diagnosis and treatment, because they are the carer or because they have feelings of loneliness or isolation. Many have lived in France without fully integrating into official systems or into the community, also they may not be IT literate.

The Covid-19 health emergency has in many cases exacerbated these feelings, causing increased anxieties leading to depression in some cases. CSF associations have produced regular newsletters containing reliable information and guidance throughout the health emergency. These are freely available to anyone wishing to receive them.

Brexit has brought additional concerns due to lack of clarity around the Withdrawal Agreement, often in relation to financial matters.

The extended services CSF has established in relation to Covid-19 and Brexit have been of direct benefit to this group.

Reaching New Beneficiaries

Through the following activities CSF has been successful in reaching out to new UK nationals not affected by cancer and previously unknown to us:

- design and publication of a dedicated advert through the following public relation channels
 - national English language press and social media platforms
 - regional English language publications
 - dedicated pages and links on the CSF Website and Forum
 - CSF Facebook page.
 - volunteer network of affiliated associations
- Provision of information and guidance about the extended support offer to CSF Associations for onward promotion through local networks and social media platforms
- Provision of information concerning the extended services to our Partner Organisations.

How the Funds have been Used

The grant has funded the costs associated with:

- Graphic design and advertising costs for the public relations activities listed above
- Modifying the Website, Forum and Facebook page to promote the extended service
- Establishing a research team for the development of a resource bank freely available to associations, support volunteers and beneficiaries.
- Expansion and training of email and telephone Helpline teams to ensure they have the capacity to effectively signpost those who contacted CSF towards the support they required
- Purchase of the Connexion help-guide Brexit and Beyond, negotiated to make available to Helpline and client support volunteers (numbering 300)
- Extended outreach activity to include:
 - Reimbursement of costs associated with the allocation of client support volunteers to beneficiaries requiring one to one support
 - A team of funded language supporters available to accompany English speakers to health, residency or other appointments
 - An information technology team for the provision of remote or face to face support for internet access and technical problem solving
- Administration of the above support strategy

Examples of Direct Support Provided in Relation to Brexit

1. A couple relocating in November 2020 from the UK to France. They needed information about applying for residency and health cover. They had a holiday home in France so had a settled address. They were signposted to the appropriate information and referred to a CSF association for language support with CPAM.

2. A single lady just arrived in France and was renting so lacked a settled address. She was a cancer survivor and had decided to relocate but was of working age and needed information on getting into the system from that aspect (registering with URSSAF, Chambre de Commerce etc) as well as residency. In addition, she needed language and emotional support and was referred to a CSF association.
3. Numerous requests asking for information only concerning:
 - a. access to health care
 - b. health insurance
 - c. basic residency requirements
 - d. how to apply using the French websites
 - e. how to submit a letter of intent to move to France
 - f. how to find a GP in France
4. CSF notes a small number of contacts had taken no action in relation to Brexit during the transition year and required comprehensive guidance about what was required for their personal circumstances.

Examples of Direct Support Provided in Relation to Covid-19

CSF experienced very few contacts seeking support in relation to Covid-19 alone. The requests CSF did receive were asking for clarity around the following:

- Continuity of health care and treatment for chronic illness
- the *attestation de déplacement*
- hospital visiting in the case of serious illness or end of life situations
- funerals
- arranging for the live streaming of funerals

Additional Information:

Cancer Support France (National) Association Number W 163000037

Submitted by: Patricia Lockett CSF National President

Contact president@cancersupportfrance.org

05 65 20 10 91 & 06 35 93 89 68

Consent is given to allow BCC to include details of our actions on the BCC website and in its communications to other members of BCC.