

Macmillan @ West Dunbartonshire Libraries

# Our Journey So Far

# 2018

January 2018 - December 2018



# Welcome



This last year has been an incredibly busy one for the Macmillan @ West Dunbartonshire Libraries team! Our continued hard work with our partners and stakeholders has strengthened relationships across council services, communities and health services to provide a gateway to valuable and more easily accessible services for everyone affected by cancer.

*“There was only the Macmillan advert in the library window. But they can help with everything!”* **Library Service User**

Since our inception in March 2016 our Macmillan Cancer Information and Support Drop-in Services have received **635 visits from people affected by cancer** and referred **almost 100** of them to the Macmillan Benefits team for much needed financial assistance. We would be unable to provide this service without the assistance of our amazing volunteers who have given over **2500 hours** of their time to support our Service Users. The Macmillan team and volunteers are now embedded within the library service thanks to the strong working relationship they have developed with library staff over the last 12 months.

**David Main, Team Leader for West Dunbartonshire Libraries, adds:**

*“Macmillan @ West Dunbartonshire Libraries continues to evolve and grow, thanks to the hard work and dedication of the Macmillan team and library staff along with our fantastic team of volunteers. This Annual Report showcases the achievements to date which have been made possible by volunteers and staff working together to accommodate and adapt services for the benefit of all.”*

Libraries were chosen as the ideal venue to provide a cancer information and support service as they already offered information expertise and their welcoming, accessible and trusted environment make them the perfect fit to deliver our services within the local community.

Macmillan Cancer Support and West Dunbartonshire Council continue to show their commitment to support people affected by cancer and have recently entered a new partnership bringing the “Improving the Cancer Journey” programme to this area. This service will connect with people from diagnosis to ensure they are aware of the support available to them at the very start of their cancer journey and help them feel less isolated.

That is why it is important we continue to work collaboratively. By sharing information, signposting and referring to our services we can increase awareness and make them more accessible. *The personal stories and quotes of our Service Users in this annual report highlight the impact of what working together can achieve.* If you would like to work more closely with our service please get in touch and help us make a positive and lasting difference to the people who need our support.

**Helen Shearer**

**Macmillan Services and Volunteering Coordinator**

# Macmillan and West Dunbartonshire Libraries Team

**Helen Shearer**

**Macmillan Services and Volunteering Coordinator**



**Heather Keltie**

**Macmillan Services and Volunteering Officer**



**David Main, Team Leader**

**West Dunbartonshire Libraries**

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# Our Services: Libraries



## Macmillan Cancer Information and Support drop-in Services - Delivered by Trained Volunteers

What we offer:

- A confidential service providing a listening ear and time to talk
- Direct referrals to Macmillan benefits team for financial support
- Direct referrals to Cancer Support Scotland for free complementary therapies and counselling
- Signposting to free Beatson Cancer Charity complementary therapies
- Provide free Macmillan literature on all aspects of cancer
- Access to good quality websites and signposting to local services
- Located in a relaxed, safe environment



## Macmillan Cancer Information Points - Managed by Library Staff

- Provide access to free Macmillan literature on all aspects of cancer during library opening hours
- Information on all Macmillan cancer information and support drop-in services
- Library staff on hand to provide contact details for Macmillan team and signposting to West Dunbartonshire library drop-in services

# Our Services: Outreach



## Macmillan Cancer Information and Support Outreach Services - Delivered by Macmillan Team and Trained Volunteers

Offering pop-up sessions, targeting areas of deprivation with restricted access to our drop-in services.

We offer:

- A confidential service, a listening ear and time to talk
- Provide a selection of free Macmillan literature on cancer
- Signposting to our drop-in services and Information on other local services available
- Referrals to financial assistance, free complementary therapies, counselling and practical support



## Macmillan Cancer Information Booklet Displays - The Vale Hospital and Vale Centre for Health and Care

- Provide access to free Macmillan literature on cancer during venue opening hours
- Information on all Macmillan cancer information and support drop-in services in West Dunbartonshire Libraries
- Macmillan Cancer Support branding

# Barbara's Personal Story

My name is Barbara. I am 60 and in May last year I was diagnosed with breast cancer. After 6 cycles of chemotherapy, an operation and 4 weeks of radiotherapy I have now 9 months later finished treatment.

As a member of the Library Service I was already aware of the Macmillan Cancer Support drop-in service. In fact when the idea was first thought of, as a staff member I was asked my opinion. I will admit I was unsure at first, as to whether cancer patients would want to discuss their concerns in a public area. After over 40 hospital appointments, my opinion has changed. I fully understand how much more relaxing it is to chat in a non-medical environment. Even if you don't want to talk, just to be able to pick up any of the many information booklets is a great help.



I particularly found them useful as a signpost service. They were able to put me in touch with their benefits team. With all the appointments, missing work, extra heating costs etc. it makes quite a dent in your finances. As I was going through chemotherapy at the time I was given the option for a member of that team to come to my house to fill in the form. They also filled in a very complicated form to apply for a government grant. Believe me I could not have done this without their expertise.

The team also made me aware of the free complementary therapies I was entitled to – up to 6. I chose manicure, pedicure and a reflexology session on my hands and feet. I had 3 of my treatments from Cancer Support Scotland at the Calman Centre. Extremely relaxing.

All in all Macmillan are marvellous!

***Barbara, West Dunbartonshire Libraries, Staff Member***

# Analysing Our Reach 2018

## Attendances in Library Services 2018



■ 224 Visits to Drop-in Services (78.32%) ■ 62 Office Enquiries (21.68%)

Over 60% of people visiting our services described themselves as a person with cancer followed by almost 30% describing themselves as family members.

Our Service Users

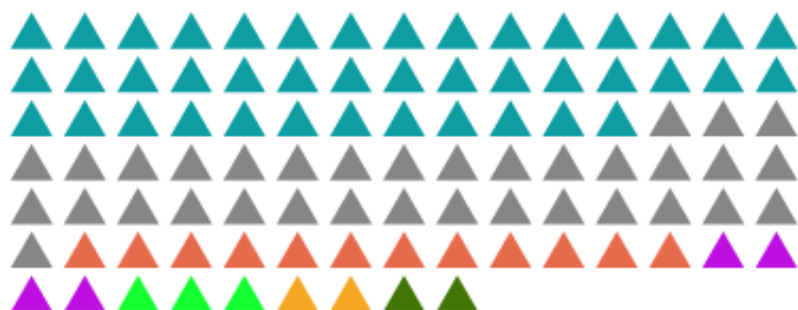


■ Person with Cancer (56.15%) ■ Family Member (31.56%) ■ Carers (2.87%)  
■ Health Professionals (4.10%) ■ Other (5.33%)



# Service User Profile - 2018

## Cancer Experience



- Living with cancer (42.17%)
- Undergoing treatment (33.91%)
- Recently diagnosed (12.17%)
- Receiving Palliative care (4.35%) ■ Bereaved (3.04%)
- Secondary diagnosis (2.17%)
- Recently completed treatment (2.17%)

**42%** of service users in 2018 described themselves or their family member as living with cancer, followed by almost **34%** stating they were undergoing treatment.

The **12%** who were recently diagnosed and visited our services would have received information and support that would allow them to make more informed choices at an early stage in their cancer journey.

## Cancer Type

Brain tumours (**25%**) and head and neck (**19%**) were the most common type of cancer affecting those attending the services in 2018.

Lung (**14%**) and Prostate (**14%**) cancers were the next most commonly discussed cancers in our services.



- Brain (25%) ■ Head and neck (18.94%)
- Prostate (14.39%) ■ Lung (13.64%) ■ Breast (12.88%)
- Bowel (8.33%) ■ Pancreatic (6.82%)

# Community Engagement and Outreach 2018

Our Outreach sessions play a very important part in extending our reach in the community. Our regular outreach sessions at the Vale Centre for Health and Care, along with our targeted outreach sessions, provide us with an opportunity to engage with a larger more diverse demographic across West Dunbartonshire. Now that our service is more established and we have built strong relationships with other services and organisations in the local community our outreach sessions are now very often organised by one of our partners or stakeholders and delivered jointly by our services. Our strong partnership with libraries and other Macmillan services has enabled us to strategically plan our outreach events while minimising staff resources to deliver these services.

In 2018 we delivered **18 community** outreach sessions across West Dunbartonshire attending various events in **Clydebank Town Hall and local schools** as well as visiting organisations including **Job Centre Plus and Age Concern UK**. These sessions, and our regular outreach sessions at **health centres**, enabled us to engage and offer support to a further **355 people**.



355 people  
reached



Our outreach service at the **Vale Centre for Health and Care** at Alexandria has now been established and delivered by our volunteers since 2015 and offers a weekly emotional support service in a more clinical environment.

This is a service we wanted to offer in health centres across West Dunbartonshire and in 2018 we piloted **quarterly outreach sessions** at **Clydebank and Dumbarton Health Centres**. The success of these pilot sessions has resulted in regular quarterly outreach sessions being established in these centres and has provided an opportunity to increase signposting to our drop-in services and strengthened relationships with Practice Managers and GPs in these centres.

In 2019 we intend to review our outreach offer and focus on tailoring our services to target demographically challenged communities.

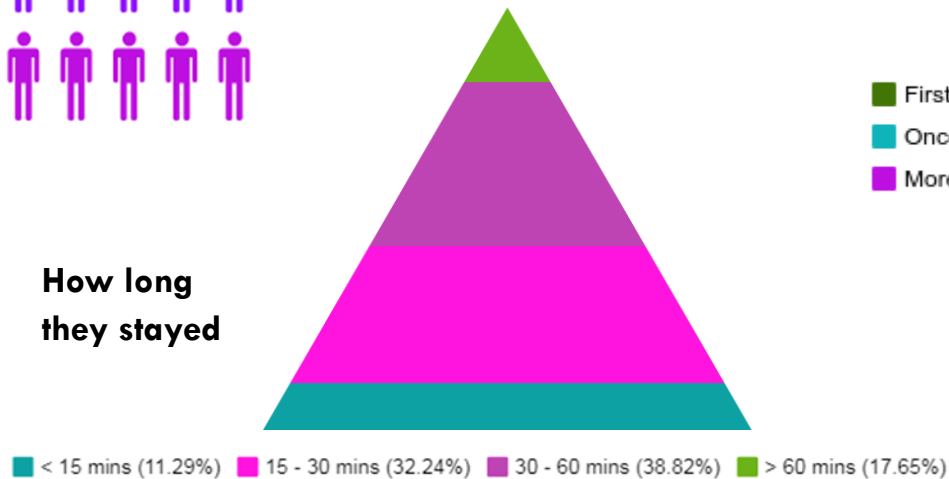
# Key Statistics March 2016 - December 2018

## 635 Attendances in Libraries!

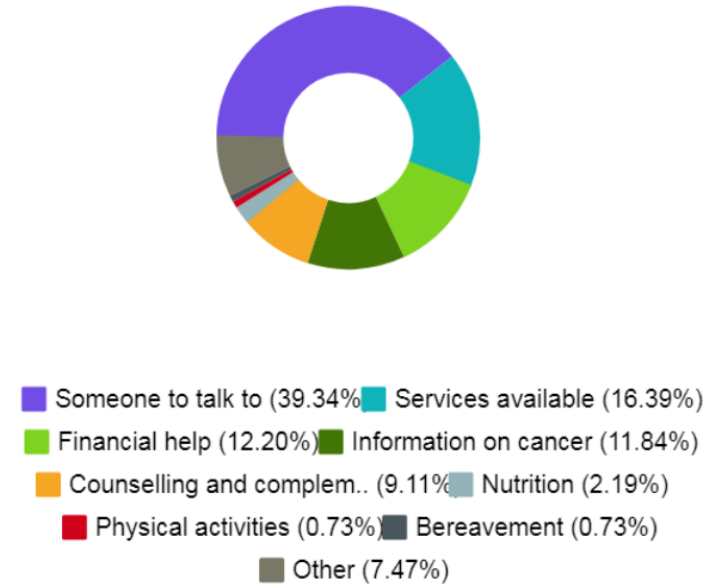
■ 498 Visits to Drop-in Services (78.43%) ■ 137 Office Enquiries (21.57%)



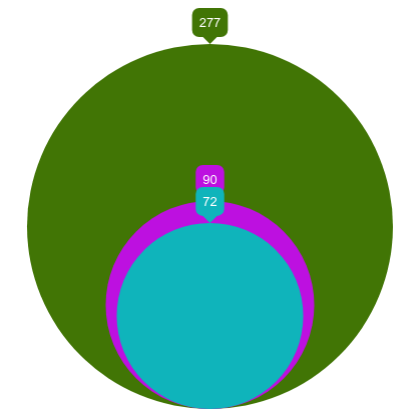
### How long they stayed



### Why they visited



■ First Visit  
■ Once or Twice  
■ More Often



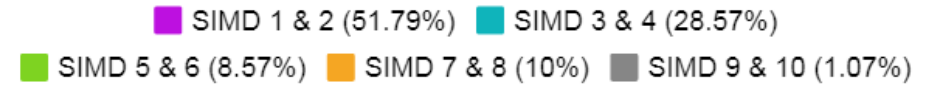
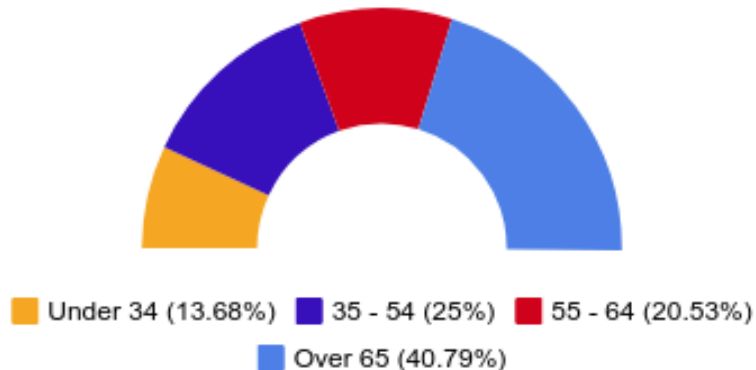
### How often they visited

# Demographics March 2016 - December 2018

**40%** of attendances to our services were from a person aged **65+**

More than half of our visitors were female and 95% identified as white Scottish.

This broadly reflects the demographic makeup of West Dunbartonshire where 92% of people identify as white Scottish.



Of the postcodes collected during visits to our services we can see that **51%** of users live within the most deprived areas in Scotland, **deciles 1&2**, as defined by the Scottish Index of Multiple Deprivation (SIMD).

This rate is 11% ahead of the West Dunbartonshire rate (40% live within the most deprived areas).

# Our Fantastic Volunteers!



# Our Volunteer Programme

## Our Volunteers

We currently have **22** active volunteers in our programme, who have given an incredible **2686 hours** since the programme's inception. Our volunteers have a diverse mixture of life experience, with most being directly affected by cancer in some way.

### Volunteer Gender

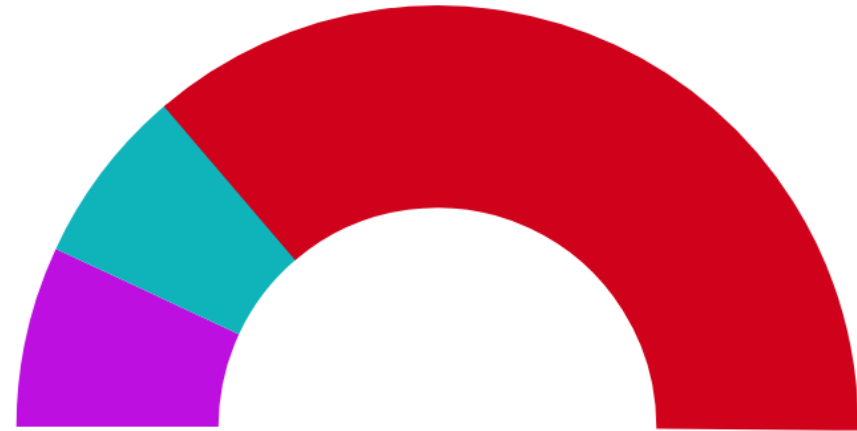
■ Male (13.64%) ■ Female (86.36%)



Our volunteer programme is currently comprised of **3 males** , and **19 females**.

### Volunteer Age

■ 31 - 45 Years (13.64%) ■ 45 - 60 Years (13.64%) ■ Over 60 Years (72.73%)

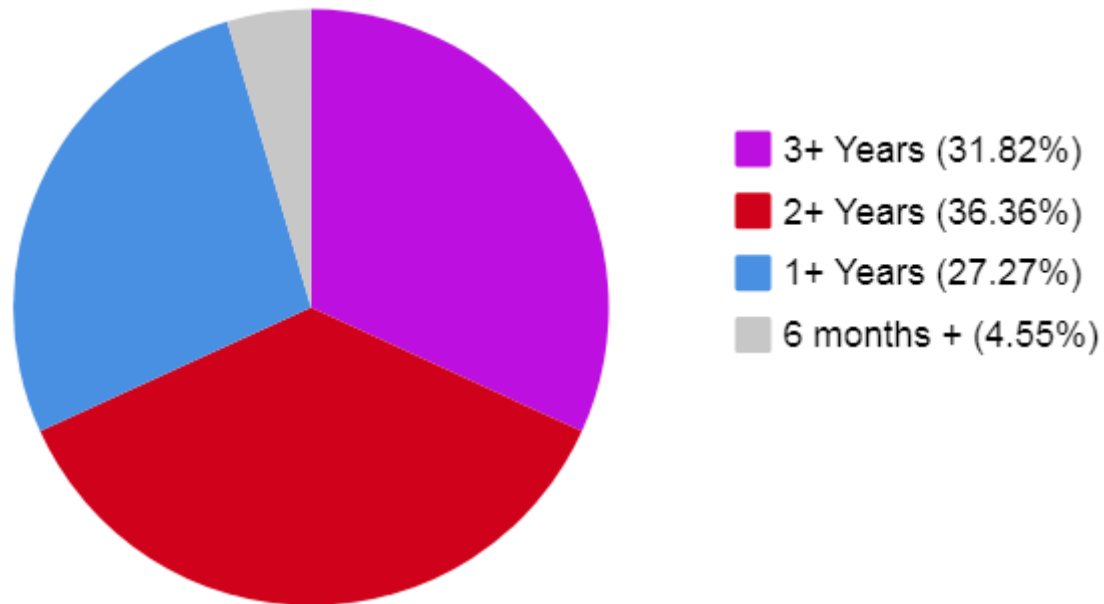


With regards to age diversity, **14%** are between **31- 45 years old**, **14%** are between the ages of **45 - 60**, and a further **73%** of our volunteers are aged **60 or over**.

# Macmillan @ West Dunbartonshire Volunteering Statistics

Our volunteers bring a variety of different experiences and skills to our services. They are an extremely valuable asset to our programme and committed to delivering a high quality service.

## Length Of Time Volunteering



We endeavour to deliver a high quality volunteer experience for all team members. We make the volunteering experience as fulfilling as possible, through a host of events and activities. This includes: volunteer development sessions, providing learning and development opportunities and celebrating volunteer achievements.

This experience is reflected by our volunteer retention rates. The majority of our volunteers, 68% have been with the programme for over 2 years. A further 28% have been volunteering for over a year and 5% over 6 months.

These high retention rates are a reflection of the efforts and support from the Macmillan @ West Dunbartonshire Team and our volunteers strong commitment to our programme.

# Volunteer Feedback



**"I really love going on training courses, I always learn so much new information which helps me in my role"**  
**Macmillan @ West Dunbartonshire Volunteer**

**It takes great courage for service users to come in and speak to us. The reward for both them and us is huge. Once you see them smile you know you have made a difference.**

**"I really enjoy volunteering. I am part of a great group of people and there is nothing more satisfying when you are able to help someone who comes to see you at the service"**



**I enjoy hearing from guest speakers at our development sessions. It is always so useful to hear from other charities and organisations"**  
**Macmillan @ West Dunbartonshire Volunteer**



# Volunteer Celebrations

Twice a year we host volunteer celebration events to thank our team for their contributions to our services. One event takes place during National Volunteers Week in June the other in December.

In June, we joined volunteers from West Dunbartonshire Museums and had a taster **vitality exercise class** in the new **Clydebank Leisure Centre**, followed by an afternoon tea. All volunteers who attended had a great time with beautiful views directly on to the River Clyde. A huge thank you, to our partners at West Dunbartonshire Leisure, for helping to provide a fantastic Volunteers Week Celebration for our team!



At Christmas we had our festive lunch which was attended by **17 volunteers**.

Our drop-in and outreach services would not exist without our team of fabulous volunteers.

These events are a small but important way for us to thank them, for all their contributions and hard work throughout the year.



# Volunteers Learning and Development

## Local Training

This year we have expanded the learning and development offer for our volunteer team. With a focus on providing local training to avoid travelling, which can be an issue for volunteers. Our learning and development events have been delivered in a variety of ways, including the Macmillan @ West Dunbartonshire staff, partner organisations and the Macmillan Learning Team as well as other cancer specific organisations.

This increased learning and development offer has resulted in more volunteers attending courses and training this year. With **90% of volunteers** attending our development sessions, which take place every three months. These sessions offer the volunteers an opportunity for peer support and to learn more about other services through our programme of guest speakers. In 2018 these speakers included; local welfare rights team, Cancer Research UK and the Brainstrust who each brought specialist knowledge and learning to us.

In addition, we also offered local training based upon volunteer feedback. A significant area of learning our volunteers felt they needed was online refresher and specific Be Macmillan training to help order and produce service materials. Our Macmillan Services and Volunteering Officer developed and delivered digital skills training in November 2018 which helped increase our volunteers confidence and IT skills.

## Accredited Core Training and Lead Volunteer Role

The Macmillan @ West Dunbartonshire team have also continued to deliver accredited core training for new volunteers. Feedback from core training has remained very positive, with **100% of attendees rating the training as either excellent or good**. Some comments from core training has included;

- ⇒ **“I can’t believe the work Macmillan do, I feel much more confident about my volunteering now.”**
- ⇒ **“Heather and Helen were great, they made us feel relaxed and comfortable”**
- ⇒ **“I really enjoyed training, meeting others and learning about how to be a volunteer. Our trainers answered any questions we had.”**

This core training has taken place alongside the development of our **Lead Volunteer** roles. This year, two existing volunteers applied for the Lead Volunteers within the services. Sam and Peter received Lead Volunteer training and are now established in the drop-in services at Clydebank and Dumbarton.



Our Lead Volunteers offer peer support to their fellow volunteers and carry out additional tasks including; volunteer inductions and 1-2-1s. As our services progress, we hope to introduce a Lead Volunteer in the Balloch and Alexandria areas.

# Rosanna - My Volunteering Story

My name is Rosanna and I have been volunteering with Macmillan @ West Dunbartonshire Libraries for over a year.

**“My Macmillan Volunteering gives me a reason to get up in the morning. I now have structure in my life and love being in a caring role again.”**

I became involved with the Macmillan @ West Dunbartonshire Libraries programme after retiring from a career in the NHS. I was a health care assistant in A&E for over 40 years. One of my colleagues told me about Macmillan Volunteering and after hearing all about it, I took their advice and applied to be a volunteer. It was a great decision to make.

**Volunteering has definitely lived up to my expectations. I love being a Macmillan @ West Dunbartonshire Libraries Volunteer.** I feel like I am giving something back, as I have experienced cancer within my family. Macmillan @ West Dunbartonshire offers support to help people who are affected by cancer within their local community. It is such a caring service and team.

When I first started volunteering I was a little bit nervous. However, our training and courses have made me feel more knowledgeable and confident. The main part of our role is to be a good listener and welcoming.

Since I started volunteering I have supported a lot of people. When our service users visit us, they talk about their worries or fears and we see how we can help them. As a volunteer it makes me feel good to know that they feel comfortable and relaxed enough to open up. Sometimes service users will come back to update us on how they are doing. **When I listen and help people in their local library, I feel like I have made a difference in their life.**

Our service users are very brave to come and seek support and we have such a helpful and caring team here to help them. I would love for more people to use this amazing service.

**It is difficult for me to pick a favourite part of my volunteering as I love everything about the service!**

I was feeling low after retiring and also being a widow I was at a bit of a loss. **Volunteering with the programme has made such a difference to my life, I feel less lonely and can see that I am helping to make a difference to others.**

Volunteering has also allowed me to build on my professional caring skills and still stay in a caring role. This is hugely important to me, if anyone is considering volunteering to help others I would recommend the Macmillan @ West Dunbartonshire Libraries Programme.



# The Voice Of Our Service Users

*"I wouldn't have known these local services existed."*

The true value of our support can be measured through these lovely quotes from the people who accessed our services

*"I feel less anxious and scared."*

*"The volunteers in the service are good listeners."*

*"Without speaking to the volunteers today my head would still be spinning. I have been so scared but the volunteers have helped me so much I feel I can breathe again."*

*"The library is a great setting, very local and friendly. I prefer this to a clinical setting as it's less scary!"*

*"If I hadn't accessed this service I would still feel anxious and alone. Having the service in the library helped me relax and talk more freely in my comfort zone."*

*"The library service is easy to access and is more informal and relaxed, rather than a clinical environment. I don't know why you wouldn't want to access their help. I found them invaluable with all their help and I even got a cuddle."*

# Stakeholder and Partnership Engagement

Another great year building relationships with other services offering support to people affected by cancer! Working alongside services in the community and other health services has not only maximised opportunities for people affected by cancer but has also strengthened our partnership working by sharing and promoting our offer to our volunteers and staff. **Here are just a few of the examples of the work we did together in 2018:**



- Met with management to discuss possible partnership opportunities
- Volunteer celebration held at leisure centre to experience classes available and share joint resources with local residents



- Shared resources increasing awareness of our services
- Monitoring and sharing data identified the demand for this service in West Dunbartonshire

## *Macmillan Partnership Working in West Dunbartonshire*

- Shared learning of service through presentation at volunteer development session
- Increased volunteer and staff knowledge and understanding of NHS Inform, increasing delivery of information to our Service Users
- Provided NHS Inform with better understanding of our services



- Representative attended volunteer development session to update us on progress of their research and services
- Shared literature and provided better understanding of our services
- Highlighted the positive impact and importance of screening for our volunteers to share



# Glasgow Life: Partnership Working

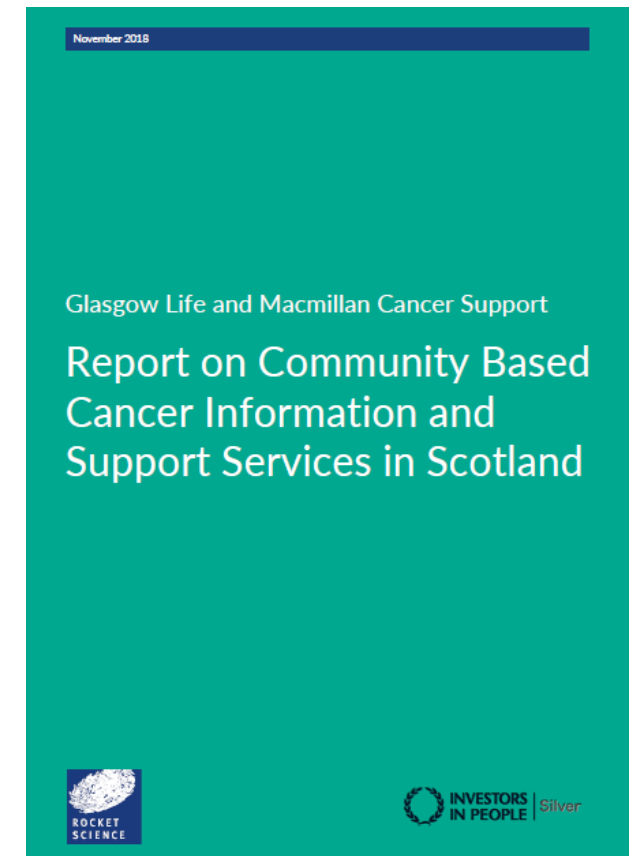
Glasgow Life has worked in partnership with Macmillan Cancer Support delivering the Macmillan @ Glasgow Libraries programme since 2012. Macmillan @ Glasgow Libraries is a tiered model of Macmillan Cancer Information and Support Services, which consists of 33 library based Cancer Information and Support Service points across the city, including 14 volunteer-led drop in services and 19 information points. Over and above this, the service operates a range of outreach sessions in other community venues, such as hospitals, health centres and community centres.

West Dunbartonshire Libraries expressed an interest in the Macmillan Information and Support model in 2014. Subsequent discussions between Glasgow Life, Macmillan Cancer Support and West Dunbartonshire Libraries led to the development of an innovative new partnership delivery model, designed to share learning, best practice and experience, whilst significantly reducing set up resources including time and costs.

Macmillan @ West Dunbartonshire was launched in October 2015, using a cross-boundary delivery approach which had never been tried before. This approach has the benefit of existing Glasgow Life governance structures; two Glasgow Life staff members in the roles of Macmillan Services and Volunteering Co-ordinator and Macmillan Services and Volunteering Officer; and learning and support from the Macmillan @ Glasgow Libraries programme team. The Macmillan @ West Dunbartonshire programme now consists of a similar tiered structure to the Glasgow model.

Rocket Science was commissioned by Macmillan Cancer Support in 2016 to look at how the network of community based Cancer Information and Support Services in Scotland (excluding Macmillan @ Glasgow Libraries) were developed and established and whether particular approaches to the 'rolling out' of the Macmillan @ Glasgow Libraries model worked better than others. If you would like to read the final report you can find it at [www.glasgowlife.org.uk/macmillan](http://www.glasgowlife.org.uk/macmillan).

For more information on Macmillan @ Glasgow Libraries or the cross-boundary delivery approach please contact:  
Anmarie Galbraith, Macmillan Services Manager, on [Anmarie.galbraith@glasgowlife.org.uk](mailto:Anmarie.galbraith@glasgowlife.org.uk) or 0141 287 2860.



# Macmillan Services in West Dunbartonshire

## Macmillan Services Team West Dunbartonshire



Macmillan services in West Dunbartonshire have built a strong working relationship over the last 3 years. The Macmillan Benefits Team Leader, Care at Home Officer, Libraries and Volunteering Coordinator and Partnership Quality Lead meet monthly to discuss the strategic development of our services to provide a more focussed, and streamlined service for anyone affected by cancer.

Our joint partnership work allows us to monitor referrals to our services and helps us to identify the needs of our clients and to address any improvements and services required in the West Dunbartonshire area.

As a result of this valuable work Macmillan have recognised the need to introduce a new service into our area, Improving the Cancer Journey, and we are currently working with the Project Manager to integrate this service into the local community.

## West Dunbartonshire Macmillan Benefits Team

This service aims to ensure that people receive any welfare benefits and grants they may be entitled to. They offer a free and confidential service available to anyone affected by cancer across West Dunbartonshire and are also on site at The Beatson West of Scotland Cancer Centre, the Vale of Leven Hospital and Gartnavel Hospital.

Currently a new programme of work, in partnership with West Dunbartonshire Council and Macmillan Cancer Support is being developed called, Improving the Cancer Journey (ICJ).

This new service will be available from April 2019 and offers people affected by cancer time to think about concerns and discuss possible solutions with an ICJ Officer. A tool called a Holistic Needs Assessment (HNA) is used to guide the conversation. Concerns may include physical, emotional, practical, financial or spiritual.

Through discussion an individual care plan is created together with the ICJ Officer which outlines the kind of support required and how to access it.

## Macmillan Carers Services in West Dunbartonshire

Macmillan Cancer Support has always understood that “cancer reaches far into people’s lives and affects so much more than a person’s health”. With this in mind, the Macmillan Carers Service was launched in 2003 to provide flexible and person centred support to anyone affected by cancer in one of the most deprived areas in Scotland.

The service complements existing services and offers practical and emotional support, as well as assistance with personal care, to people in their own homes. We also offer support to those who care for people with cancer, recognising that they are partners in providing care.

*We work closely with the other West Dunbartonshire Macmillan Services (Macmillan Benefits and Library teams) ensuring that our clients are offered the most appropriate support and that our services are well co-ordinated.*

*Catherine Barry, Macmillan Carers Service*

# Macmillan Coffee Mornings Across West Dunbartonshire



Nothing quite like a cuppa and cake to bring staff, volunteers, community groups and service users together! Raising over £3000 for Macmillan Cancer Support!





# Morag's - Personal Story



*Hi, my name is Morag and I was originally diagnosed with ovarian cancer in 2014 but since then the cancer has spread to my bowel and to my stomach and I have undergone major surgery and treatment.*

On a visit to my doctor's surgery one day I noticed a poster advertising the Macmillan Cancer Information and Support service in Alexandria and Balloch libraries and since Balloch library was close to where I live I decided to drop-in one Tuesday afternoon.

I was a bit apprehensive about using the service **however I shouldn't have been worried** as the volunteers there welcomed me, introduced themselves and asked me to join them. After a few minutes I was offered a cup of tea and we started chatting about my reasons for coming to the service and how they could help me.

I was given information on the Beaton's Cancer Charity's free complementary therapies available in the Vale Centre for Health and Care and a leaflet on how the Macmillan Benefits team in West Dunbartonshire could help me with any financial difficulties I might face during this time. **I was amazed these services even existed in the area** and probably wouldn't have known about them unless I had visited the drop-in service in the library.

The volunteers arranged for me to visit the Beatson complementary therapist and I received much needed podiatry treatment.

They also arranged for a member of the Macmillan Benefit's team to visit me to look at any financial assistance I was entitled to as I was having problems with my energy allowance. Within a short period of time I received a £250 Macmillan grant towards my energy bills and I now have someone to contact directly to assist me with any forms I need to complete or to advise me if my circumstances change.

I still drop in to the library service because I find it informative, welcoming and friendly and I will probably continue to use this service as I am currently expecting more tests and treatment.

What I liked most about the library service is the open layout and friendly staff and volunteers.

**Morag, Libraries Service User**

# Our Evaluation

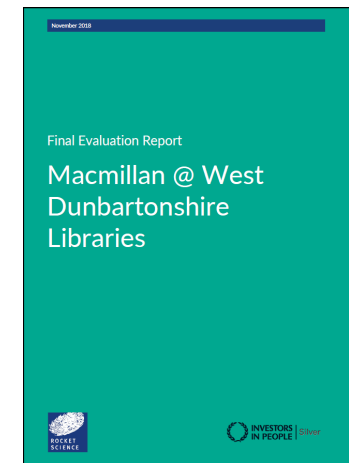
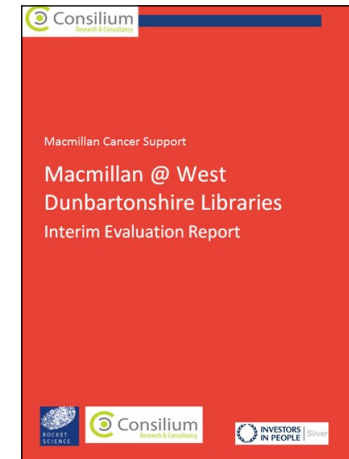
Rocket Science and Consilium UK Ltd. were commissioned to undertake an independent evaluation of the Macmillan @ West Dunbartonshire Libraries service over a two year period, 2016 – 2018. An interim report was produced in September 2017 and **final report** in November 2018. These reports outlined the successes and challenges of implementing the Macmillan services in West Dunbartonshire along with several recommendations to strengthen the delivery of the service.

The final report highlights very positive developments since the interim report findings, showing how the service has grown building strong working relationships with library staff, stakeholders and partners and how ongoing promotion of the service has intensified, including a strengthened online and social marketing presence.

Other key findings and recommendations highlighted:

- Overall the evaluation found the service added value to both the libraries service offer and to the information, services and support available for people affected by cancer with Service Users overwhelmingly positive about their experience with the Macmillan services
- The Lead Volunteer role is currently being rolled out across our services and the development of this role will assist in providing a more sustainable structure for our programme.
- Library staff consistently reported a strong working relationship with the Macmillan team and volunteers and this has helped to embed the services within the library structure
- There is support and buy in from patches of health professionals which the Macmillan team should continue to build and encourage referrals
- Promotion of the service is expected to be an ongoing process

The completion of the external evaluation, coupled with our own internal evaluation processes has helped direct the programme's continued integration into West Dunbartonshire's core business. We have already appointed two Lead Volunteers, handing over some of the volunteer management and operational functions currently carried out by the team. Library Coordinators have also engaged with the sustainability of the services by reimbursing volunteer expenses and assisting with volunteer inductions and we are currently in the process of handing over the responsibility of purchasing of supplies for the services to them.



## Programme Sustainability

With funding for Phase 2 of our programme secured until September 2020, over the next 2 years we will focus on the sustainability of the programme.

A major part of this work will involve:

- Working closely with our library colleagues to embed the Macmillan Programme into West Dunbartonshire Libraries-developing a smooth transition and delivery of a sustainable model, which will form part of the core service delivered by West Dunbartonshire Libraries.
- Continuing to improve the development of our services by carrying out a service review and addressing any recommendations delivered by our independent evaluators.
- Ongoing development of our communication & marketing strategy - to increase the profile of our services in the community with particular emphasis on targeting more demographics: men and younger people in the community.
- Develop and build new partnerships - identify the gaps and needs of the people in our community affected by cancer and scope possible solutions.
- Work closely with the new Improving the Cancer Journey team to develop a strategic approach to promote and increase awareness of our services and help support and empower people affected by cancer to make more informed choices.

## Volunteering

We will continue to recruit and train volunteers as we increase our session times in our existing drop-in services. Continuous volunteer development is essential for the long term success of our programme to ensure our Cancer information and Support services are equipped with informed, confident and motivated volunteers.

Our volunteering strategy over the next year will focus on:

- Developing the Lead Volunteer Model across West Dunbartonshire – to strengthen and sustain the service.
- Continuing to share our knowledge, experience and delivery of our Core Training Programme with other local authorities - to save on resources and share best practice.
- Continuing to increase learning and development of our volunteers - to increase skills and knowledge and encourage them to remain motivated and active in the development of our services .
- Developing the existing volunteering strategy to complement the 2 year extension of our programme.

# Thank You

Thank you to our partner and stakeholder organisations for your continued support.



# Keep in touch

**If you need to talk, we have the time to listen!**

Join us for a brew and a blether at your local library:

Alexandria Library	Mondays	10.30am	12.30pm
Balloch Library	Tuesdays	2.00pm	4.00pm
Dumbarton Library	Wednesdays	11.00am	1.00pm
Clydebank Library	Tuesdays Thursdays	10.30am 1.00pm	12.30pm 4.00pm

We're here to support anyone affected by cancer including the individual with the diagnosis, their families, friends and carers.

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