

Macmillan @ West Dunbartonshire Libraries

# Our Journey So Far

# 2019

January 2019 - December 2019



# Welcome



Helen Shearer  
Macmillan Services and  
Volunteering Coordinator

There are currently over 3,000 people living with cancer in West Dunbartonshire, with their illness impacting on thousands more as their family and friends come to terms with their diagnosis. There is good news for many as with recent advances in cancer research, screening and treatment options resulting in more people than ever living longer with cancer. However, this can often coincide with many emotional, physical and financial challenges, which can have a significant impact on an individuals' health and wellbeing. While their medical and clinical needs are met by healthcare professionals, very often it is the complex and multiple non-medical needs that can affect their daily lives: financial worries, future plans, family security, fatigue, fear of recurrence and isolation to name a few.

Since the launch of our Macmillan Cancer Support and Information Services in March 2016 we have received **900 visits from people affected by cancer** providing access to many local services designed to help address these needs, including access to financial support, free counselling and complementary therapies and physical activities. These local services along with many others are helping to support people emotionally, practically and financially, making things easier in their lives.

Direct referrals and information on how to access the range of services available, is provided by our amazing trained and experienced volunteers, who have contributed **3,989 hours** to delivering our services, but more importantly they have given people the time to talk about their concerns in a safe and welcoming environment in their community. Listening to and identifying peoples needs may seem like a small thing to offer, but can have an incredibly positive effect on their emotional wellbeing, often instantly making them feel less isolated and lonely, and enabling them to make more informed decisions about their health.

***"I would have struggled to try to continue living as normal a life as possible at this time, but the volunteers made me feel welcome and provided me with excellent information and support."***

We all have a responsibility to ensure vulnerable people know where and how to access the services they need to help them cope with whatever each day brings and to give them every opportunity to improve the quality of their lives. I have been fortunate to have worked with many services and individuals over the last 4 years, who are passionate in their goal to help others, and collaboratively we have extended our reach across West Dunbartonshire and beyond, engaging with people in the community and supporting the people who need us most. This report reflects some of the work we have managed to achieve so far, and I sincerely hope these partnerships will continue to flourish in the years to come.

Best wishes,

**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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# Welcome from West Dunbartonshire Libraries Team Leader



David Main  
West Dunbartonshire Libraries  
Team Leader

Modern libraries are at the heart of communities, with a role that needs to constantly evolve to meet the changing needs of people. Libraries in the 21st century seek to not only offer access, but also to support individuals to live independent, active and meaningful lives. Taking into account both physical and virtual visitors alike, West Dunbartonshire Libraries attracted over half a million visits in 2018/19.

The well-established Macmillan @ West Dunbartonshire Libraries is yet another success story which helps us to do more. My thanks to Helen, Heather and the amazing team of fantastic volunteers who ensure the service can flourish despite the inevitable challenges we all face. The impact made upon people is clear to see within the pages of this annual report. I hope that everyone involved in the service is as proud as I am with what has been achieved.

But there is always more to do. Regular users will know that work to transform Clydebank Library has continued throughout 2019. Through the disruption, I'm hopeful that people can begin to see the benefits the renewed building will offer – a brighter space to visit, meet and learn. Once the work is complete, Clydebank Library will be at the forefront of a renewed offer for library users – with books and learning still very much at the heart of what we do.

West Dunbartonshire Libraries are in a process of transformation, in which communities play a greater role in steering and shaping our services. This will be in key priority areas of our collections, activities for young people: digital, learning and health.

Going forward into the new decade, Macmillan @ West Dunbartonshire Libraries will be at the very centre of this new health and wellbeing offer, as we seek to build on our successes of yesterday to make an even better tomorrow.

**David Main**

# Our Services: Libraries



## **Macmillan Cancer Support and Information Services - delivered by trained volunteers**

What we offer:

- A confidential service, providing a listening ear and time to talk in a relaxed, safe environment
- Direct referrals to Macmillan benefits team for financial support
- Direct referrals to Macmillan Improving the Cancer Journey team for holistic needs assessments
- Direct referrals to Macmillan Carers service for practical support
- Signposting to free Beatson Cancer Charity complementary therapies in West Dunbartonshire
- Provide access to free Macmillan literature on all aspects of cancer
- Access to good quality websites and signposting to a range of local services



## **Macmillan Cancer Information Points - managed by library staff**

- Provide access to a range of free Macmillan Information Resources during library opening hours
- Information on all Macmillan @ West Dunbartonshire Libraries drop-in services
- Library staff on hand to provide contact details for Macmillan team and signposting to Macmillan @ West Dunbartonshire Libraries

# Our Services: Outreach



## **Macmillan Cancer Information and Support outreach services - delivered by Macmillan team and trained volunteers**

Includes a regular outreach session at the Vale Centre for Health and Care, quarterly sessions across Health Centres and other targeted areas of need across the region on an ad hoc basis.

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 Support information booklet displays**

- Located in the Vale Hospital, health centres and leisure centres across West Dunbartonshire
- Provide access to free Macmillan Information Resources during venue opening hours
- Provide information on all Macmillan cancer information and support drop-in services in West Dunbartonshire Libraries
- Macmillan Cancer Support branding

# Our Impact: Julie's Story

*"Hi my name is Julie, I am 45 years old and I was diagnosed with Pancreatic cancer over 10 years ago. After 7 operations, including the whipple procedure; an operation to remove the head of the pancreas, the duodenum, the gallbladder and the bile duct, I feel lucky to be here today!"*

Libraries have always been a safe haven for me. They offer so much within the community and the staff are always friendly and helpful. It was on one of my visits to Balloch Library that I noticed a poster displaying the Macmillan cancer support and information drop-in services in the library. I wasn't sure if I could talk to someone in the library about my condition so I held back looking at the books until I felt confident enough to approach the volunteers. Taking that first step was huge for me as I had recently moved from Glasgow to Balloch and I'd lost a lot of my confidence since my illness had taken over my life. With my family living 'across the water' I didn't want to burden them with my worries and always responded with "I'm fine" when asked how I was feeling.

Meeting the volunteers in the Macmillan service **has been a lifeline for me**. They are wonderful! The drop-in service is available at regular times each week which means when I'm feeling lonely or need to talk to someone I know the volunteers will be there and **I can go there to moan, laugh or cry without being judged** as the volunteers understand.

The volunteers helped me source reasonable travel insurance when I thought the cost was going to be too much and they signposted me to the Beatson Cancer Charity services at the Vale Centre for Health and Care in Alexandria for excellent complementary therapies! **It's just great to be able to access these services locally when you need them**, as sometimes I'm too tired to travel and have to plan all my journeys in advance to ensure I have quick access to toilet facilities due to the side effects of my operations.

I still have a long way to go but I have built up a great relationship with the Macmillan volunteers who are supportive, understanding, knowledgeable and friendly and I look forward to visiting the service because they make me feel relaxed.

**Julie, Libraries Service User**



# Our Reach 2019

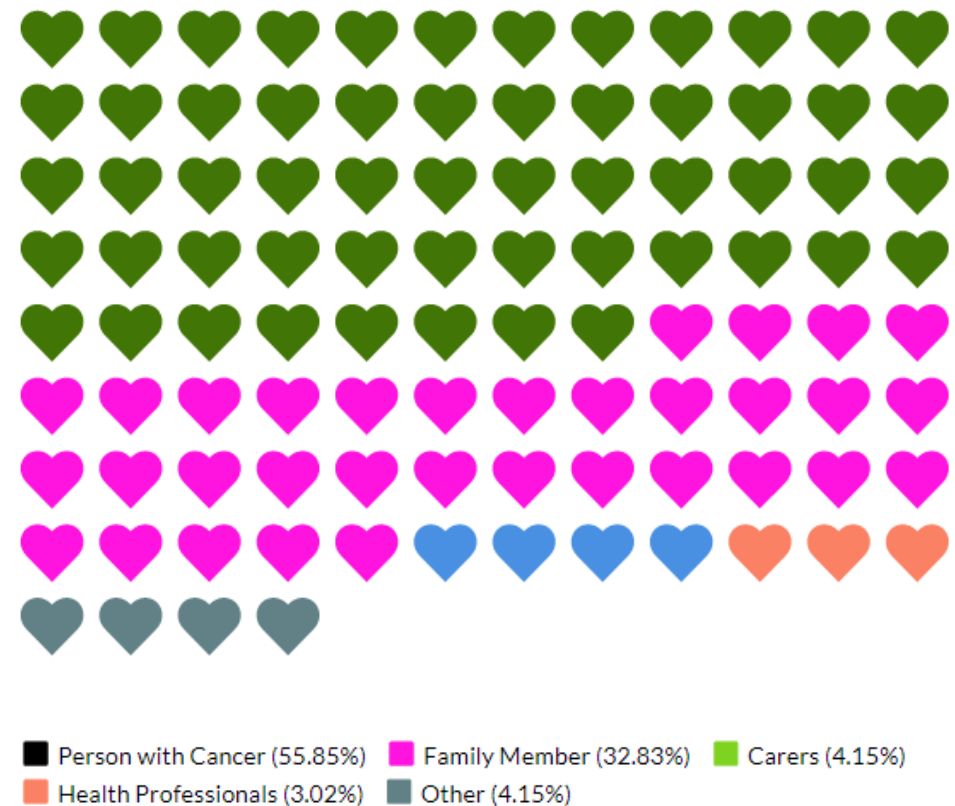
## Attendances

We supported **265** people in libraries in 2019 with all services seeing an increase in visitors this year apart from Clydebank, which has been partially closed over the last 7 months due to extensive renovations. However, we are excited to see our beautiful new area when the library fully reopens early 2020.



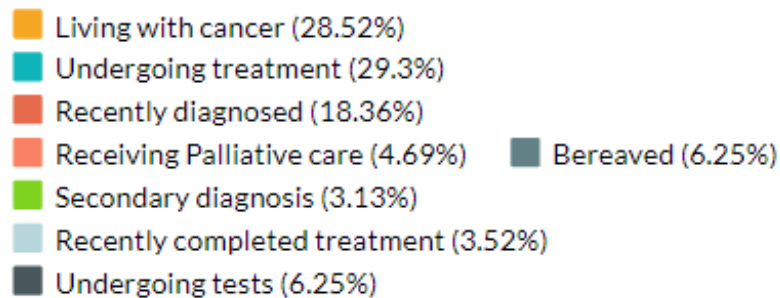
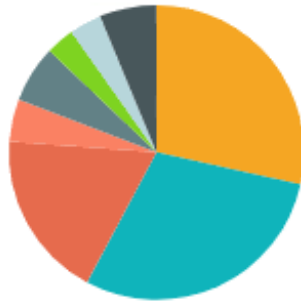
## Service Users

Over **55%** of people visiting our services described themselves as a person with cancer, followed by almost **33%** describing themselves as family member. This demonstrates the need for support not only for the person with the diagnosis but for their family and carers too.



# Service User Profile - 2019

## Cancer Experience



**28%** of people in 2019 described themselves or their family member as living with cancer, followed by almost **30%** stating they were undergoing treatment.

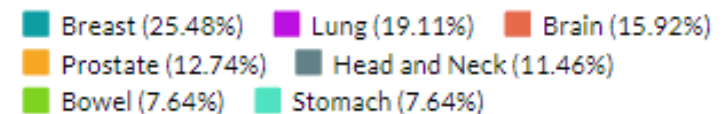
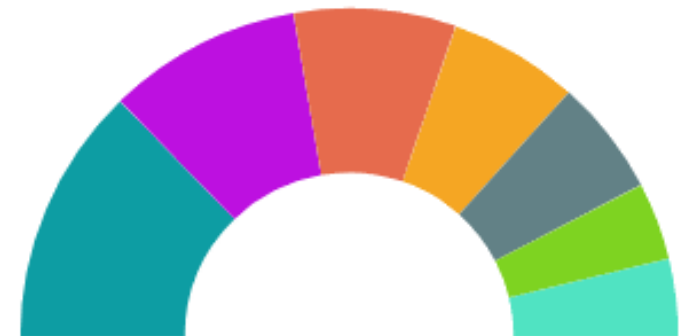
The number seeking emotional support after bereavement has doubled in 2019 as many people are looking for someone to talk to, with the demand increasing counselling waiting lists in the area.

## Cancer Type

**Breast cancer** affected **25%** of people attending our services, with just over **19%** affected by **lung cancer**.

These were followed by **16%** affected by brain tumours and almost **13%** affected by prostate cancer.

In 2018 lung cancer was the second largest cause of death in men in West Dunbartonshire.



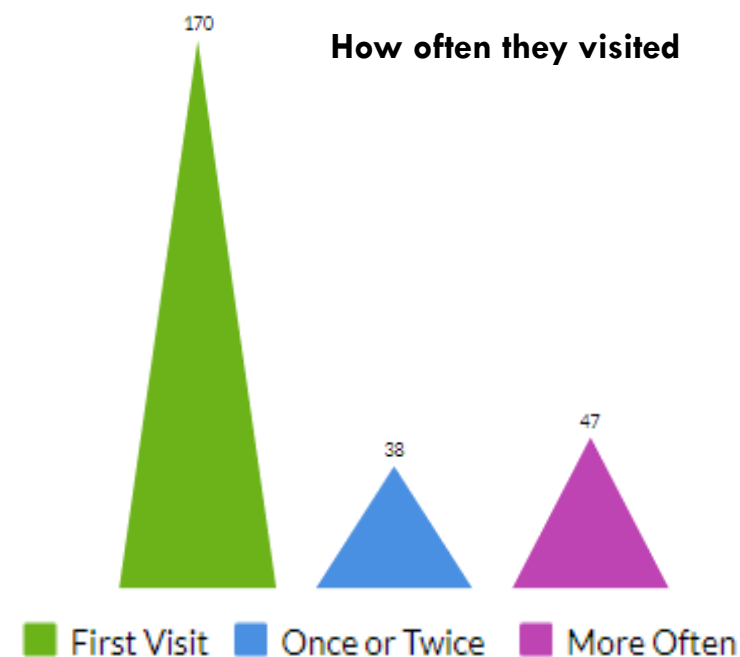
# Service User Details 2019

## Why they visited

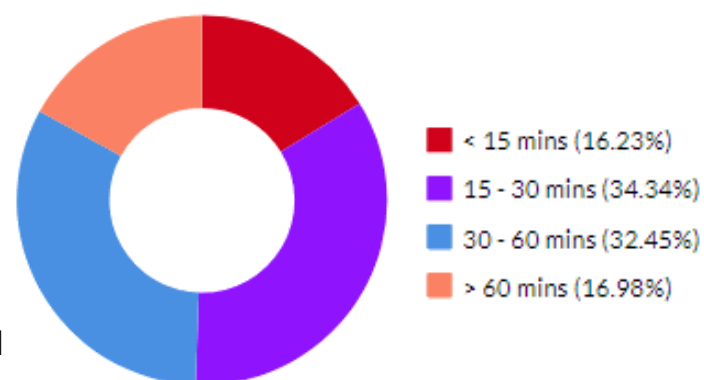


- Someone to talk to (32.93%)
- What services are available (20.98%)
- Financial support (18.78%)
- Information on cancer (6.83%)
- Information on therapies (8.78%)
- Other (11.71%)

## How often they visited



## How long they stayed



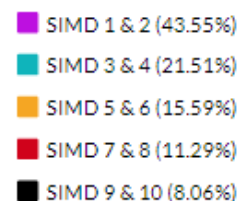
# Demographics 2019

Almost **55% of attendances to our services** were aged between **35-64** and **36% were from a person aged 65+**. More than half of these visitors were female.

This broadly reflects the demographic makeup of West Dunbartonshire, where the 35 – 64 age group form the highest percentage of the population with more females than males living in this area.



## Scottish Index of Multiple Deprivation



Postcodes collected during visits to the services demonstrate that **65%** of people live within the most deprived areas in Scotland, **deciles 1&2**, as defined by the Scottish Index of Multiple Deprivation (SIMD), and almost **22%** within deciles **3 & 4**.

The increase in the number of more vulnerable people reached across the area reflects the focussed outreach work we carried out in 2019.

# Community Engagement and Outreach 2019

We had another fantastic year engaging with services and organisations in the community, ranging from invitations to attend Events, to arranging an amazing corporate volunteering day! In 2019 we reviewed our outreach offer to focus our efforts on targeting more vulnerable people in demographically challenged areas of the community. With poor health more prevalent in areas of multiple deprivation it was important for us to increase our visibility and engaged with organisations in the community to help us promote our services to a much wider audience.

Through collaborating with others we were able to engage with a further 456 people across West Dunbartonshire.

We achieved this by:

- ◆ Continuing to deliver our monthly Macmillan support and information outreach session at the Vale Health and Care Centre, along with quarterly sessions at Dumbarton and Clydebank Health Centres
- ◆ Increasing our engagement with GP surgeries and West Dunbartonshire leisure centres, and installing Macmillan booklet holders in their venues to provide local access to Macmillan literature
- ◆ Delivering awareness talks to many citizens in the community through the Clydebank Seniors Forum, and Phoenix Community Centre
- ◆ Supporting The Big Chat, Conversation Café event in Levensgrove Park in Dumbarton where over 100 people, many experiencing mental health issues, attended this collaborative event organised by Stepping Stones, the Scottish Recovery Network, WDCVS, Work Connect, WDC and others, providing a great networking opportunity to engage with vulnerable people and other services in the community



- ◆ Visiting more remote areas of West Dunbartonshire by partnering with West Dunbartonshire's mobile library and engaging with people who find it more difficult to access services in their area
- ◆ Partnering with local firm Aggreko UK to organise a corporate volunteering day. 8 employees registered to volunteer with us and spent a day promoting our services by distributing our leaflets and posters throughout West Dunbartonshire!

**"It's been great working with Macmillan @ West Dunbartonshire Libraries! Thank you so much for having us along and most definitely we hope to help again in the future." Denise, Aggreko UK**

456

People reached





## Our Fantastic Volunteers



# Our Volunteer Programme – Statistics

## Our Volunteers

We currently have **17 active volunteers** within our programme, who have dedicated an incredible **3,989 hours of their time** since 2016.

### Volunteers Gender

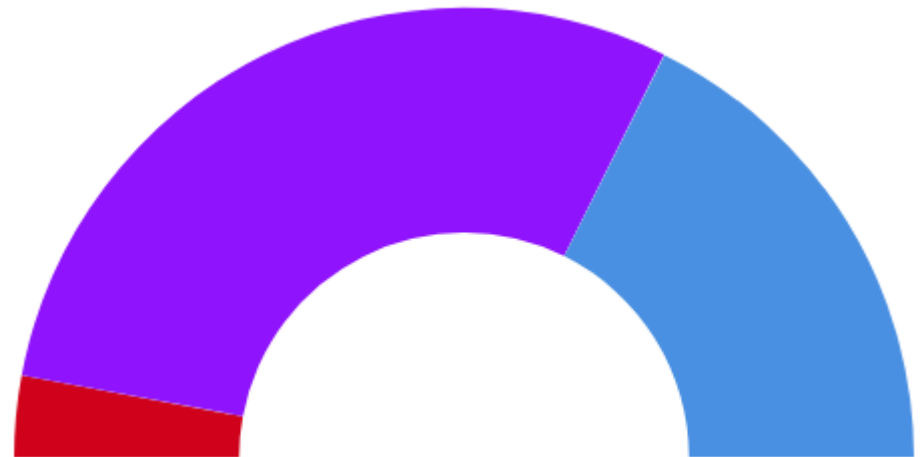
■ Male (17.65%) ■ Female (82.35%)



Our volunteer programme is currently comprised of **3 males** and **14 females**.

### Volunteers Age

■ 31-45 years (5.88%) ■ 45-60 years (58.82%) ■ over 60 (35.29%)

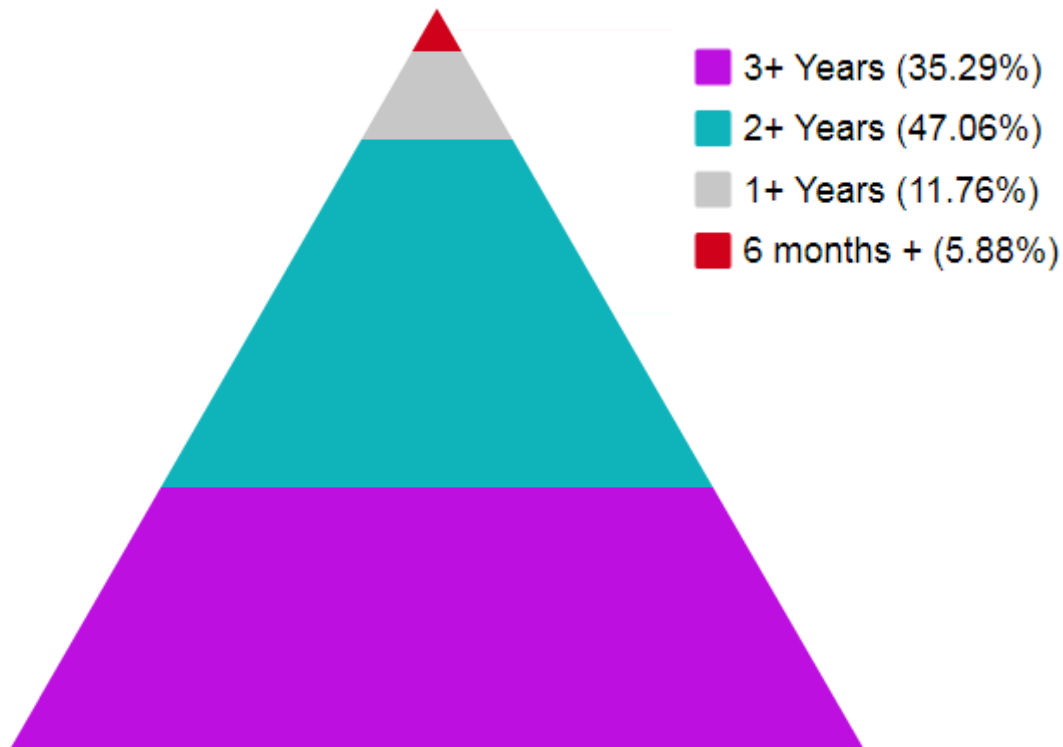


**58%** of volunteers are between 45 and 60 years of age. **5%** are between 31 and 45 years and **35%** are over 60.

# Macmillan @ West Dunbartonshire Volunteering Statistics

Volunteers bring a variety of different experiences, skills and personalities to our service. They are an extremely valuable asset to our programme and committed to delivering a high quality service.

## Length Of Time Volunteering



We strive to deliver a high quality volunteer experience for all of our volunteer team members. We aim to make the volunteering experience as fulfilling as possible, through a host of events and activities. This includes regular development sessions, volunteer celebrations and bespoke training.

This positive experience is reflected in our volunteer retention rates. The majority of our volunteers, **82%** have been with our programme for **at least 2 years or more**.

These high retention rates are also a reflection of the effort and support provided by Macmillan @ West Dunbartonshire and the strong commitment our volunteers have dedicated to our programme.



# Volunteer Feedback

**"I have been volunteering for over 3 years now and still enjoy it. On one occasion in 2019, we helped three generations of one family at our service. It was an extremely rewarding experience to know we had made such a difference to that family."**

**Volunteer @ Alexandria Library**



**"I have been volunteering for over a year now. At first it can be nerve wracking but the support from the team is brilliant and I know they are always there if I need them. I have also enjoyed learning new skills including dementia awareness and pancreatic cancer awareness sessions. These skills ensure I am still learning even though I am no longer working."**

**Volunteer @ Dumbarton Library**

**"My volunteering has helped me meet new people and make friends in my fellow volunteers and there is no better feeling than knowing you have helped someone at a difficult time in their lives"**

**Volunteer @ Clydebank Library**



**"Volunteering with Macmillan Cancer has enriched my life, allowed me to use skills I have acquired in my working career and opened the door to a whole new group of friends.**

**It has also taught me the importance of a listening ear and the many problems people face after a cancer diagnosis "**

**Volunteer @ Balloch Library**

# 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 volunteers week in June and the other in December.

In June we joined volunteers from West Dunbartonshire Heritage and had a guided tour of The Maid of The Loch which is berthed at Balloch. This was followed by a lovely afternoon tea. All volunteers who attended had a great time enjoying beautiful views over Loch Lomond. A huge thank you to the team at Maid of The Loch for helping to provide a fantastic Volunteer Week Celebration for our team!



In December we celebrated our annual festive lunch in Balloch. We were delighted to welcome 12 of our volunteers to the lunch and to thank them for their achievements and commitment to the programme in 2019.

This was also a perfect opportunity for the volunteers to catch up with each other and enjoy some relaxing time together. Encouraging volunteers to enjoy the social aspect of volunteering is very important too.

A good time was had by all!



# Volunteers Learning and Development

## Bespoke Training

This year we further expanded the learning and development offer for our volunteer team. Bespoke training was provided within the local area after feedback from our volunteers identified travelling to other areas discouraged attendance. The local training sessions were delivered in collaboration with partner organisations including Macmillan Safeguarding Team, Alzheimer's Scotland, NHS Inform and Pancreatic Cancer Scotland. Here are some quotes from our volunteers who attended our learning and development sessions:

**"I have enjoyed the variety of courses on offer. This year I attended Sage and Thyme training, which was excellent. I would recommend this course to anyone dealing with vulnerable people"**

**"I like having guest speakers at our development sessions that are relevant to our volunteering and help me learn more. This year I've attended sessions with NHS Inform, the Macmillan ICJ team and Pancreatic Cancer Scotland."**

Our learning and development offer is always organised in conjunction with volunteer feedback on areas they would like to increase their skills. We will continue to grow this offer in 2020 with continuous development a key element of our programme.

## Accredited Core Training and Lead Volunteer Role

Macmillan @ West Dunbartonshire Libraries 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.**

We also continue to monitor feedback from our volunteers within the service to identify any additional training required.

In 2019 we expanded our Lead Volunteer provision. We now have Lead Volunteers recruited, trained and in place in all of our drop-in services. Lead Volunteers offer peer support to their fellow volunteers and carry out additional tasks including volunteer inductions and 1-2-1 interviews with our volunteers. As our services progress, our Lead Volunteers will be supported to take a more active role in service delivery.



**"Having been a volunteer for more than three years it seemed a natural progression to move into the lead volunteer role. This will allow me to work with my fellow lead volunteers to develop and improve the service for both clients and volunteers."**

**Julie, Lead Volunteer**

# Our volunteer learning sessions



Staff and volunteers attended a Dementia Friends session with Alzheimer's Scotland, Clydebank



Library staff and volunteers working together at core training

Pancreatic Cancer Scotland representative speaking to volunteers at one of our development session



David Main, Team Leader of West Dunbartonshire Libraries, hosting a Q+A with volunteers

# Lesley: My Volunteering Story



Through my volunteering with Macmillan @ West Dunbartonshire Libraries, I am able to help and support to individuals who are experiencing cancer. I heard about the service a few years ago- I wanted to do something useful and thought the role would be a good fit for me.

**I enjoy feeling like I can make a difference to someone's life.** I have helped numerous people during my volunteering, one example of a person who required financial assistance sticks in my mind.

We referred them to the Macmillan Benefits Team. They then came back to see us and thanked us for our help and said the support they received has made a big difference to their situation.

Macmillan @ West Dunbartonshire Libraries is more relaxed and less stressful than a clinical setting and I feel that because of this, service users feel more comfortable seeking information and support from us.

I have been volunteering for four years now and I am looking forward to a new chapter in becoming a Lead Volunteer. **This role will allow me to have a more active role and feedback into the development of our services.**

Volunteering has given me a purpose. It has allowed me to meet new people and make friends in my fellow volunteers.

**Lesley, Lead Volunteer**

**Macmillan @ Dumbarton Library**



# Our Impact: The voice of our Service Users

"I would have struggled to try to continue living as normal a life as possible at this time but the volunteers made me feel welcome and provided me with excellent information and support."

"Accessing this service in the library rather than in a clinical environment made me feel more relaxed. The volunteers were friendly and didn't pressure me into talking and I even got a cuppa!"

"I could maybe have found the information I was looking for eventually but it was much easier and more pleasant to use the library service and be in a non-clinical environment."

"I still visit my local library on a regular basis because there is information there about the long lasting effects of treatment. Its also great to speak to others who are recovering too."

"If I hadn't used the Macmillan service I would have felt more alone."

"I continue to use the Macmillan services in my local library even though I have finished treatment. I find it encouraging to chat to others in similar situations in such a relaxed atmosphere. The volunteers are friendly and helpful and I couldn't be without their support. I certainly will continue to go!"

"The volunteers in the service are great at making you feel welcome, relaxed and normal!"

# Partner and Stakeholder Engagement

Another great year developing existing partnerships and forging new ones! With so many fantastic services available locally and nationally, the opportunities to develop partnerships and work together to provide easier access and increased benefits to people affected by cancer are endless.

Here are just a few of the great services and organisations we strengthened relationships with in 2019.



- Developed partnership working with Macmillan Cancer Support
- Now display Macmillan information leaflet holders in leisure centres
- Working and attending meetings with all Macmillan services in WD to encourage awareness and benefits of physical activities and increase signposting to our services



- Representative attended volunteer development session to inform of organisation
- Increased knowledge and understanding for volunteers and staff
- Shared resources and awareness

## Macmillan Partnership Working in West Dunbartonshire

- Shared learning of service through presentation and visit to Clydebank Dementia Resource Centre
- Provided volunteers and staff with the knowledge and understanding to become Dementia Friendly
- Up-skilled volunteers to feel confident to assist people affected by dementia using our services and in our community



### Vale of Leven Hospital

- Regular communication with hospital Clinical Services Manager
- Invites to Macmillan coffee mornings and events
- Tour of hospital and arranged talks with nursing staff
- Liaised with oncology ward providing cancer treatment and support to local





# Macmillan Partners in West Dunbartonshire

## Macmillan services in West Dunbartonshire

Cancer doesn't just affect your physical wellbeing, it can affect every aspect of your life, from your emotions to your finances. Cancer has a huge impact on every aspect of people's lives and many patients and their families tell us they don't know where to turn for help.

To ensure everyone in West Dunbartonshire with cancer has someone to call on for help, no matter what they need, West Dunbartonshire Council and Macmillan Cancer Support have invested in **4 Macmillan services in West Dunbartonshire: Macmillan @ West Dunbartonshire Libraries, Macmillan Benefits Service, Macmillan Carers Service and Improving the Cancer Journey**. Together we will help people affected by cancer get the support they need, whether its financial, emotional or physical.

**The Macmillan Benefits Team** specialise in supporting those affected by cancer and other long term health conditions. They can advise on, and assist with applying for any benefits people affected by cancer may be entitled to. They can access other grant aid and social care services including fuel poverty advice and assistance on a range of energy related issues such as heating, insulation and fuel bills and fuel debt. The table below shows the fantastic amount Macmillan clients have received in 2019:



Macmillan Benefits Team (L to R)  
Elaine, Brenda, Pauline and Liz  
(Manager).

Macmillan Clients	Income Generated
1322	£2,535,825.08
ICJ Clients	Income Generated
228	£231,187.78

**Improving the Cancer Journey (ICJ)**, offer all newly-diagnosed adults the opportunity to meet with a dedicated officer on a one-to-one basis. The officer then helps the patient access a wide range of support, from benefits advice and emotional support to help at home or with other practical needs.

Each cancer patient in the area is advised of the service by letter within six weeks of receiving their diagnosis and following a discussion about their needs and concerns, a care plan to support them and their family is designed.

**"When I was diagnosed I was living in a first floor flat and I was getting a lot of leg pain, so I struggled to walk up and down stairs. Thanks to ICJ, I was moved into a ground floor flat, and received help with benefits. The ICJ officers also helped me apply for a disability badge for my car. But by far the biggest advantage of the support given by ICJ was the fact that I didn't have to tell my story to multiple people. I told it once, and the ICJ officers passed it on."** Lorraine, ICJ Service User



Macmillan ICJ Team  
Gillian and Nuala

# Glasgow Life: A New Model

Over the past decade, Macmillan Cancer Support have been establishing a number of partnerships across Glasgow aimed at providing comprehensive, accessible and quality assured services to people affected by cancer. This includes partnerships with Glasgow City Council, and NHS Greater Glasgow and Clyde, along with our key partners Glasgow Life. In each case partnerships have been designed and delivered in relative isolation, with separate funding streams and governance structures. Although recent improvements have been positive, and relationships are strong, there remains a number of challenges including resourcing, sustainability and a defined communications and marketing strategy.

Additionally, with an ever increasing demand upon existing services, and a number of gaps amongst the services available, there has been a growing appetite for the development of robust, quality assured and sustainable volunteer programmes designed to improve, complement and increase the reach of the existing services being offered to people affected by cancer.

Subsequently, our partners at Glasgow Life have evolved into the newly launched Macmillan Volunteering Hub. This new working model in Glasgow aims to centralise, co-ordinate and quality-assure the development, implementation and delivery of volunteer programmes across relevant partners and services in Glasgow. This innovative concept is being viewed as a test of change, in what may become a possible future model of provision across the country, including here in West Dunbartonshire.

## Objectives

- Increase the availability, accessibility and diversity of Macmillan volunteer roles across the city
- Design a supportive, engaging and fulfilling volunteer experience
- Develop a comprehensive learning and development offer for staff working with volunteers
- Ensure all staff working alongside volunteers have the knowledge and support mechanisms in place to feel comfortable and confident in their roles
- Work with partner organisations to develop, support and foster a strong volunteering culture
- Enhance service provision in Glasgow for people affected by cancer
- Share learning, knowledge and experience with other local authorities interested in the Macmillan Volunteering Hub.



# Quotes from our Partners and Stakeholders

"The Macmillan library team service has built strong links with our staff, patients and carers in the Vale of Leven Hospital. The service is an integral part of the Multi-disciplinary team and we value their support. All wards have up to date literature displayed, which has proved extremely helpful to both staff and patients." **Ms Margaret O'Rourke, Clinical Service Manager/Lead Nurse**

"It really was a great pleasure having the Macmillan staff and volunteers in the centre and talking about dementia and we all learned from sharing information on our services." **Lesley Cumming, Dementia Adviser Clydebank**

**Working  
TOGETHER**

"Working with Macmillan services has allowed our Physical Activity team to speak directly to cancer patients and share with them the benefits of exercise. In a relaxed atmosphere, we can explain what activity pathways are available in our local community. It really has been so worthwhile working with our Macmillan Services Coordinator, and we are so pleased to expand our partnership working by participating in the Improving Cancer Journey model in West Dunbartonshire". **Kevin Murphy, Business Development Manager, WD Leisure Trust**

**Working  
TOGETHER**

"Here at Clydebank Asbestos Group we believe in partnership working. Working collaboratively with the Macmillan Library Service has proved to be beneficial to us and our clients. The Macmillan volunteers are very knowledgeable and helpful and this partnership has enabled us to provide a more holistic service for our clients." **Theresa Jones, Charity Coordinator, Clydebank Asbestos Group**

"Beatson Cancer Charity are proud to work alongside Macmillan @ West Dunbartonshire and to continue to provide complementary therapies at Vale of Leven Health Centre and Vale of Leven Hospital. We aim to maintain this partnership by sharing information and signposting to each of our services and continue to raise awareness of our services in the Vale of Leven area." **Lindsay Keith, Head of Wellbeing Services**

## Sustainability

With our current funding agreement due to come to an end in September 2020, the year ahead will continue to work towards the long term sustainability of the programme. This will include the transition of the project governance from Glasgow Life to West Dunbartonshire Council, and further work to integrate the Macmillan services as part of the core library offer .

We have already taken major steps to achieve this by:

- Working alongside our library colleagues to plan and develop a smooth pathway to delivering a sustainable model.
- Implementing recommendations made from our independent evaluation and comprehensive service review to ensure our services align with local demand.
- Working alongside other local services to develop a joint communication and marketing strategy designed to increase the profile of our services in the community.
- Developing and strengthening partnerships in the community and increasing good working relationships and opportunities to work collaboratively, providing easier access to services and support and empowering people to make more informed choices.

West Dunbartonshire Council have welcomed and embraced the service having already enjoyed a long established relationship with Macmillan Cancer Support through their partnership with other projects in West Dunbartonshire.

## Volunteering

We will continue to recruit and train volunteers to match the demands of our local services. Continuous volunteer recruitment and development is essential for the long term success of our programme and ensures our services are equipped with informed, confident and motivated volunteers.

Our volunteering strategy over the next year will focus on:

- Identifying and sourcing any learning opportunities or additional support required to enable Lead Volunteers to be more confident supporting their peers and becoming more actively involved in the development and sustainability of the service.
- Continuing to share our knowledge, experience and delivery of core training with other local authorities - to save on resources and share best practice.
- Continuing to increase learning and development opportunities for our volunteers - to increase skills and knowledge and encourage them to remain motivated and active in the development of our services .

## Libraries

- To offer library staff the opportunity to develop existing skills by offering access to Working Effectively with Volunteers and Core Training.
- To encourage and strengthen relationships between volunteers and library staff to share knowledge and understanding of each others services and continue to promote integration.

# Thank You

Huge thanks to our partner and stakeholder organisations for your continued support!

**MACMILLAN**  
CANCER SUPPORT

**NHS**  
SCOTLAND

West  
**Dunbartonshire**  
COUNCIL

  
**Leisure**

 **CANCER**  
RESEARCH  
UK

  
**Carers** of West  
Dunbartonshire  
"the place for every carer to turn to"

 **Alzheimer**  
Scotland  
Action on Dementia

 **Cancer**  
Support  
Scotland

West Dunbartonshire  
Health & Social Care Partnership

**Volunteer**  
Scotland



 **THE BIG**  
DISABILITY  
GROUP

**PCS**  
**PANCREATIC**  
CANCER SCOTLAND

 **citizens**  
advice  
bureau

**NHS** inform  
Health information you can trust

 **BEATSON**  
**CANCER**  
**CHARITY**  
DETERMINED TO BEAT CANCER

 **Stepping**  
**Stones**  
ORGANISATION  
(MENTAL HEALTH)

 **Glasgowlife**

 **Working 4U**



# Keep in touch

If you know anyone who has been affected by cancer please signpost them to our drop-in services:

Location	Day	Drop-in Session Time
Alexandria Library	Mondays	10.30am – 12.30pm
Balloch Library	Tuesdays	2pm – 4pm
Dumbarton Library	Wednesdays	11am – 1pm
Clydebank Library	Tuesdays Thursdays	10.30am – 12.30pm 1.30pm – 3.30pm

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

Report compiled by:

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