



Working in Partnership



MACMILLAN
CANCER SUPPORT

Macmillan Volunteering Hub

January 2019 - December 2019

There are currently 250,000 people living with cancer in Scotland and is set to grow to almost 300,000 by 2025. The stark reality is that cancer can affect anyone, at any time in their life. Everyday 86 people are diagnosed with cancer across Scotland, and while it is not always life threatening, it is life changing. Regardless of the diagnosis life may never be the same again. At the Macmillan Volunteering Hub we understand that the life changing effects of cancer is not restricted to the person living with cancer themselves, but can often create the need for additional support in the lives of friends, family and carers. In short, the demand for non-clinical cancer support services has never been greater.

The Macmillan Volunteering Hub was launched in September 2018, with an ambition to meet many of these needs through the innovative development of a service model specifically designed to support new and existing partnerships through volunteering. In our first year we designed and launched two new volunteer roles in partnership with NHS Greater Glasgow and Clyde and Glasgow City Council, along with a new Learning Session for stakeholders, all of which are proving to be key additions to the service offer in the city.

I truly believe that these new developments, together with the continued success of our cancer information and support network and our Partnership Forum, are helping to counter many of the life changing effects brought about through a cancer diagnosis, ensuring support from the initial point of concern right through the cancer pathway.

I would like to extend my thanks to everyone that has supported the Macmillan Volunteering Hub to date. I am continually inspired by the dedication and passion displayed by all of our team, volunteers and partners who give their time, expertise and enthusiasm so generously to support people who are affected by cancer. We are indebted to everyone who has contributed to getting us to where we are today, and I look forward to another year ahead in which we will continue to evolve to meet the ever changing needs of the population we serve.

Best wishes,

Craig Menzies

Macmillan Programme Manager



Introduction	Page 2
Aims and Objectives	Page 4
Our Staff Team	Page 5
Volunteering Hub	Pages 6 - 7

Support & Information:

Macmillan @ Glasgow Libraries	Pages 8 - 11
Outreach	Page 12
Community Engagement	Page 13

In Partnership with:

Cancer Support Scotland	Page 14
Beatson West of Scotland Cancer Centre	Page 15
Improving the Cancer Journey	Page 16

Service User Voice	Page 17
---------------------------	----------------

Volunteering	Pages 18 - 22
---------------------	----------------------

Sharing Best Practice	Page 23 - 25
------------------------------	---------------------

2009 - 2018 A Snapshot	Page 26
-------------------------------	----------------

2019 Highlights	Page 27
------------------------	----------------

2020 Plans	Page 28
-------------------	----------------

Thank You	Page 29
------------------	----------------

Background

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 Life, Glasgow City Council and NHS Greater Glasgow and Clyde. 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 is 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.

Aim

The Macmillan Volunteering Hub aims to centralise, co-ordinate and quality-assure the development, implementation and delivery of volunteer programmes across relevant partners and services in Glasgow.

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.

Our Staff Team



Macmillan Programme Manager
Craig Menzies



Macmillan Services Manager
Annmarie Galbraith

**Macmillan Engagement
Coordinator**
Pip Lawrenson



**Macmillan Services and
Volunteering Coordinator**
Jacqueline Stoner



**Macmillan Services and
Volunteering Coordinator**
Stefanie McCartney



**Macmillan Services and
Volunteering Coordinator**
**Alicja Kochanska -
McAinsh**



Macmillan @ Glasgow Libraries

Volunteer-led drop in services

- 1 or more sessions per week in an informal drop-in space in Glasgow Libraries
- Access to complementary therapies in 5 venues and counselling in 8 venues in partnership with Cancer Support Scotland
- Free information leaflets and books on cancer available during library opening hours
- Listening ear and emotional support from Macmillan Cancer Information and Support Volunteers
- Direct referral to a range of service providers to access holistic needs assessments, welfare rights advice, physical activity and other support services

Outreach service (volunteer led)

- Planned approach, targeting communities where deprivation and cancer incidence is high
- Delivery of information and support service by Macmillan Cancer Information and Support Volunteers
- Referral to local Macmillan @ Glasgow Libraries if required
- Mechanisms to track impact of outreach on library based services for evaluation purposes

Information point (managed by library staff)

- Cancer information display
- Staff trained to signpost to volunteer-led services
- Leaflets offering information on local Macmillan services in Glasgow

Information displays (health centres, Glasgow Club and Job Centre Plus)

- Cancer information display
- Leaflets offering information on local Macmillan services in Glasgow
- Staff trained to signpost to volunteer-led services



Partnership Volunteering Programmes

Macmillan Information and Support Centre

Beatson West of Scotland Cancer Centre

- Partnership agreement between Glasgow Life, NHS Greater Glasgow and Clyde and Macmillan Cancer Support, with service launched in July 2018
- The Macmillan Volunteer Hub responsible for the recruitment, accredited core training and ongoing learning and development of a team of Macmillan Cancer Information and Support Volunteers
- Operational volunteer management support provided by the Macmillan Volunteering Hub when required in the absence of Macmillan Information and Support Centre Manager

Improving the Cancer Journey

Glasgow City Council

- Partnership agreement between Glasgow Life, Glasgow City Council and Macmillan Cancer support, with service launched in August 2019
- Macmillan Volunteer Hub responsible for the recruitment, core training and ongoing learning and development for a team of Macmillan Volunteer Drivers
- Extension of service to support access to community based services targeting Spring 2020 launch

Macmillan Information and NHS Bereavement Service

Glasgow Royal Infirmary

- Stakeholder scoping exercise completed, with draft proposal between Glasgow Life, NHS Greater Glasgow and Clyde and Macmillan Cancer Support targeting summer 2020 launch of new volunteer role



Macmillan @ Glasgow Libraries

5 Capital build hubs**

Castlemilk, Dennistoun, Drumchapel, Partick & Royston.

9 Satellite drop-in services

Cardonald, Easterhouse, Gorbals, Hillhead, Ibrox*, Langside, Mitchell*, Parkhead* and Pollok.

19 Information points

All other community libraries across Glasgow.

Macmillan @ Glasgow Libraries provides access to cancer information and support across the city 6 days a week, offering a listening ear, emotional support and reliable information to anyone affected by cancer. Our partnership with Cancer Support Scotland provides counselling* and complementary therapies* in 8 libraries.

We continue to work towards a sustainable future for Macmillan @ Glasgow Libraries, and in 2019 we introduced new contingency plans designed to be implemented when volunteers are unavailable at short notice, to ensure people can still access cancer support and information in their absence.

We collaborated with library teams to empower them with the training, knowledge and confidence required to support the service, and we will continue this over the next year to ensure our offer is sustainable in the future.

The roll out of community based Macmillan Cancer Information and Support Services across the country means that there are now services within library venues across 12 local authorities in Scotland. This is wonderful news and our team hopes to continue to support Macmillan and other local authorities to develop further services.

We continually gather feedback from people to help us evaluate the service, asking what they feel are the benefits of accessing cancer information and support in a community setting. Commonly used words include friendly, local, informal, relaxed, homely and flexible.



Friendly Local Informal Relaxed Homely Flexible

Macmillan @ Glasgow Libraries

Late in 2018 we carried out a comprehensive service review analysing service demand, usage trends, and service user demographics along with service user and volunteer feedback. This led to several recommendations to change the configuration of our services to better meet the needs of the city. Over 2019 the following recommendations were implemented:

Recommendation 1: The area within Hillhead Library used for the drop-in service should be relocated to a more visible space within the library to increase awareness of the service.

As well as moving the drop in service to an area of the library that was more visible, we also changed the hours of the service from 4 to 2 to increase volunteer motivation and retention. We are collaborating with the library supervisor and staff to support the volunteers and promote the service.

Recommendation 2: The level of service provision at Elder Park Library to be changed from a drop-in service to an information point.

The drop in service was transferred to Ibrox Library. We supported library staff through the process of transferring management of the information point to them.

Recommendation 3: The level of service provision at Ibrox Library to be changed from an information point to a drop-in service, which also provides counselling appointments in partnership with Cancer Support

We supported volunteers and staff through the change making sure they were involved at every step. Since the drop in service opened in February 2019, there has been a significant increase in counselling appointments provided in partnership with Cancer Support Scotland and a small increase in attendances at the drop in service.

Recommendation 4: Consideration should be made regarding extending the opening hours for the Macmillan @ Parkhead Library from 2 hours per week to 4 hours per week.

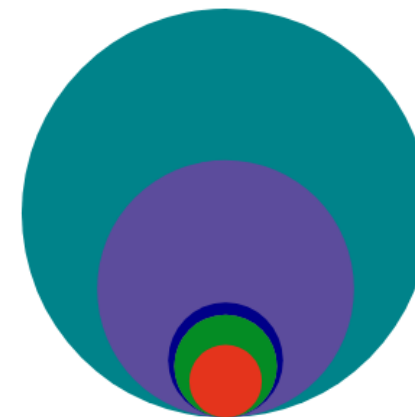
Due to an increase in attendances and to support the partnership with Cancer Support Scotland at Parkhead Library we increased the hours from 2 to 4 and recruited 2 new volunteers who now donate their time to Macmillan @ Parkhead Library.

Continuous improvement remains a key priority for our service, with a number of formal and informal processes in place to gather our volunteer and service user voice. This is key in ensuring that we are consistently striving to meet the needs of people affected by cancer in Glasgow.

2,204 attendances in 2019

61% of attendances were from people who had a cancer diagnosis themselves, with 24% of people describing themselves as a family member of someone who has a cancer diagnosis, and a further 6% friends and carers.

We believe that these statistics demonstrate the importance of ensuring that our services are accessible to more than just the person with the diagnosis. All of our promotional activity aims to ensure everyone affected by cancer, however they are affected, knows that we are there to support them.



- Person with cancer (61.17%)
- Family member (24.27%)
- Carer (1.94%)
- Other (4.85%)
- Professional worker (3.88%)
- Friend (3.88%)



- Someone to talk to/emotional support
- Leaflet(s) given
- Attended complementary therapy*
- Attended a counselling session*
- Information on benefits / financial

Support provided

62% of people who attended Macmillan @ Glasgow Libraries said that they received someone to talk to/emotional support. This has increased from 46% in 2018.

Complementary therapy and counselling sessions, delivered in partnership with Cancer Support Scotland, were accessed on 26% of visits.

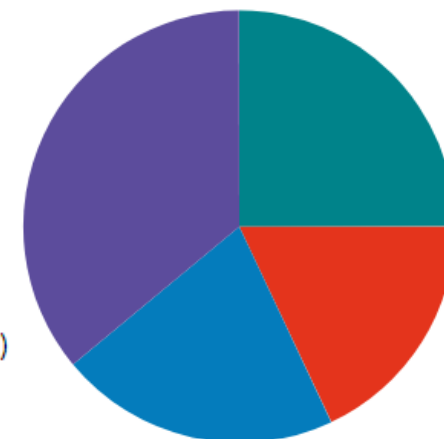
13% picked up information booklets and 11% of people reported that they received information on benefits.

Length of visit

We are seeing people staying longer, with 57% of visits lasting over 30 minutes.

Only a quarter of visits to our services took less than 15 minutes, demonstrating the value in the ability of the volunteers to spend extra time with people to provide emotional support over a hot drink, reliable information and refer people into relevant services for further support.

- 0 - 15 mins (25%)
- 16 - 30 mins (18%)
- 31 - 60 mins (21%)
- 60+ mins (36%)



The statistics on pages 10/11 cover the period January 2019 - December 2019 and include our outreach service offer.

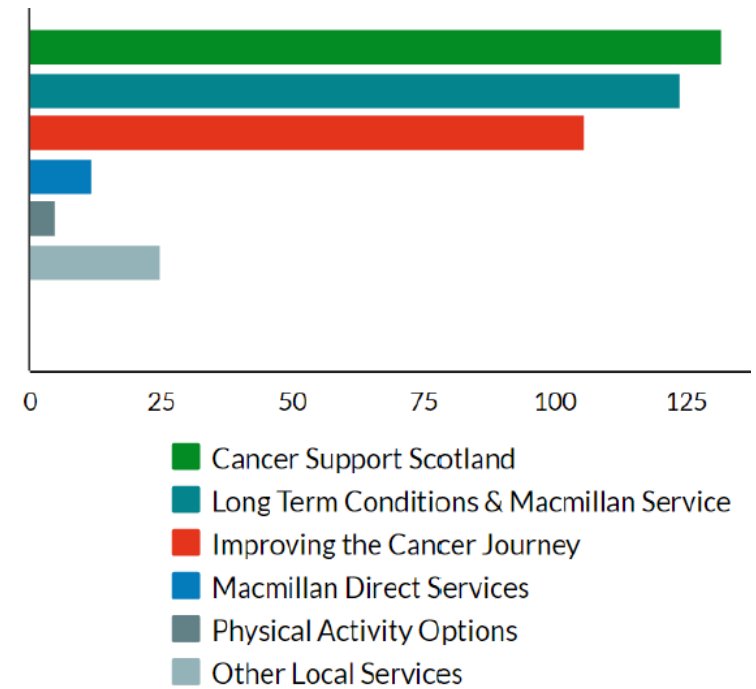
Onward referrals

The people we support are often unsure about where to turn for free cancer support and reliable information.

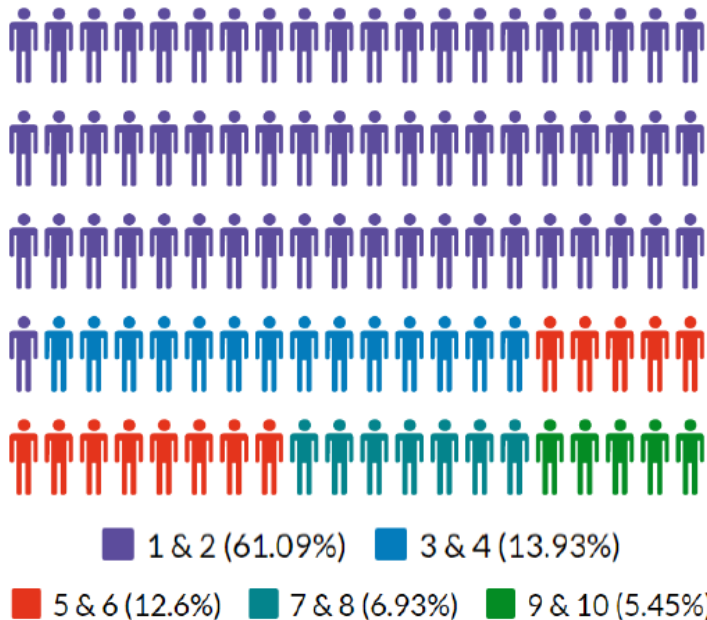
Volunteers in our services support people to make informed choices about their health with information resources and the support services they access, and crucially offer to make an onward referral to those services.

402 onward referrals were made within Macmillan @ Glasgow Libraries in 2019.

132 were to Cancer Support Scotland for free counselling and/or complementary therapies, 124 were to access benefits support and guidance and 106 were to Improving the Cancer Journey to receive a Holistic Needs Assessment and further support.



Our reach



Scottish Index of Multiple Deprivation (SIMD) is a tool for identifying the places in Scotland where people are experiencing disadvantage across different aspects of their lives. People who live in the most deprived areas are most likely to experience conditions which limit their opportunities in life. However, people who live in less deprived areas may also experience disadvantage.¹ Postcodes collected during visits to Macmillan @ Glasgow Libraries revealed that 61% of people lived within the most deprived areas in Scotland (deciles 1 and 2 as defined by SIMD).

'Deprived' can also mean people have fewer resources and opportunities, for example in health and education.¹ In Glasgow 44% of people live within the most deprived areas, therefore our analysis demonstrates we reached and supported more people from deprived areas in the city, where there may be limited opportunities in health and education.

People from the least deprived areas (deciles 9 and 10) in Scotland made up the lowest proportion of visits to our service.

¹ Scottish Government (2020) Scottish Index of Multiple Deprivation 2020.

Outreach

Our outreach - or pop up services - were introduced in 2015 to help extend our reach and engage with a larger, more diverse demographic across the city.

In 2019 we held 67 outreach sessions in community settings such as hospitals, health centres and hospices, as well as attending events and delivering 17 interactive talks to a range of groups on the support we provide and how to get involved. These sessions and talks enabled us to reach 1515 people across the city and provide on the spot support to 258 people.

We launched a new partnership with the Prince and Princess of Wales Hospice in December 2018, attending day services where patients are able to get peer support with others in a similar situation, as well as a place to relax and access services at the hospice. In 2019 we held 5 pop up sessions at the Hospice, and provided free cancer information and support to 67 individuals. In 2020 the sessions will be handed over to volunteers who will lead on the delivery of the pop up sessions and continue to support patients, their loved ones and staff in the hospice.

Our volunteer-led sessions in partnership with NHS Greater Glasgow and Clyde Support and Information Services continued to go from strength to strength, with volunteers in New Victoria Hospital reaching a whopping 400 people over 6 sessions. 19 of our 67 sessions were delivered as part of this partnership and they will continue in 2020.

Macmillan Information and Support Service Volunteers donated 80.5 hours of their time to our outreach sessions on top of their role in Glasgow Libraries. This demonstrates the dedication and passion volunteers have for providing cancer support in Glasgow.



Jacqueline and Carolyn at Prince and Princess of Wales Hospice



**The Prince & Princess
of Wales Hospice**

‘Having Macmillan @ Glasgow Libraries attend the Day Services Department at the Prince and Princess of Wales Hospice has been hugely beneficial for our patients and staff and is always well attended with Macmillan @ Glasgow Libraries visit us. I have always found Pip and her team helpful, approachable, friendly and very informative’.

Carolyn Barr

Deputy Charge Nurse Day and Outpatient Services

In 2019 we delivered 17 interactive talks to a range of groups on the support we provide and how to get involved. These talks enabled us to reach 202 people across the city with cancer information and details of local support.

We entered into a new partnership with Jobs and Business Glasgow, attending their Building your Future courses which focus on identifying ways to be confident, assertive, and capable of managing change and making decisions. At the courses we discussed our support, volunteer roles and how to get involved. Everyone who we spoke to felt more able to let someone know about the cancer support and information nearby after the session.

We have also spent time building relationships in the community with teams in Job Centre Plus', Community Links Practitioners and Marie Curie amongst others. Kidney Cancer Scotland now deliver their new One-to-One Support Service at the Macmillan @ Glasgow Libraries area in the city centre location of The Mitchell Library. Maureen Johnson, the charities Health Professional commented; 'We are delighted to provide our new 45 minute session service for kidney cancer patient, carers or family members in such a welcoming, safe and relaxed environment. We have plans for additional small support group sessions in the near future.'

September is a busy time of the year with Macmillan Coffee Mornings taking place all over the city and it is a great opportunity for us to engage with new groups as well as catch up with people in the community. We attended many coffee mornings including special events with the Ahmadiyya Muslim Women's Community and Tron St Marys Church. Coffee mornings were also held in Glasgow Libraries across the city where the whole community was welcome. The day in Dennistoun Library (pictured) raised over £800 to help Macmillan be right there for people living with cancer.

Over the 10 Macmillan Coffee Mornings held in libraries, the volunteers and staff raised a whopping £3,801.52 for Macmillan Cancer Support.



In 2019 we continued to work with volunteers, the Department of Work and Pensions, Glasgow Sport, health centre and Support and Information Service staff to maintain our Macmillan information displays. We now have branded wall mounts in 22 health centres, 3 Glasgow Club venues, 1 Support and Information Service and 1 Job Centre Plus with more being installed in 2020. The aim of the displays is to allow easy access to reliable information about cancer, which can help people to make more informed decisions about their health. They stock 4 of the most commonly requested Macmillan booklets, as well as information on the wide-range of Macmillan services in Glasgow.

Cancer Support Scotland

Our partnership with Cancer Support Scotland has continued to provide **increased local community access** to complementary therapy sessions and talking therapy appointments.

In 2019 our partnership has enabled:

- **Talking therapies** to be available locally in Castlemilk, Dennistoun, Drumchapel, Ibrox, The Mitchell, Parkhead, Partick and Royston
- **Complementary therapies** to be available in all 5 of our capital build hubs: Castlemilk, Dennistoun, Drumchapel, Partick and Royston
- **606 talking therapy appointments** to take place in private spaces
- **299 complementary therapy sessions** to be delivered in Glasgow Libraries



Cancer Support Scotland

Cancer Support Scotland provides counselling and complementary therapies to anyone affected by cancer, including family, friends and carers. Through partnership working with Glasgow Libraries they are able to provide counselling in eight libraries and complementary therapies in five libraries across Glasgow - improving access to these vital services.

The Beatson West of Scotland Cancer Centre

In 2018 Glasgow Life launched a new partnership with NHS Greater Glasgow and Clyde and the Beatson West of Scotland Cancer Centre to increase the volunteer involvement at the Macmillan Information and Support Centre within the Beatson.

We now have a team of 7 trained Glasgow Life volunteers who, in addition to the existing 3 NHS Volunteers, provide emotional support, a listening ear, signposting and reliable information to anyone affected by cancer. The partnership has resulted in 1,230 volunteer hours being donated to ensure people accessing the centre are able to speak to someone about what they are going through. Volunteers make such a difference to the lives of those who drop in to the Macmillan Information and Support Centre. Their warmth, empathy, care and compassion are just a few of the qualities that make them an invaluable team.

2,037 people accessed support and information in 2019. 68% of people resided in Greater Glasgow and Clyde, 11% from Lanarkshire and 8% from Ayrshire and Arran. 48% of people were looking for support to address benefits or financial concerns and 30% were from those who lived areas of multiple deprivation in Scotland.

“The volunteers at the Beatson are a tremendous asset and support to the Macmillan Centre at the Beatson. Always helpful, kind and compassionate to anyone that comes into the centre. They are always willing to take time and listen to people going above and beyond what they are asked to do. They are knowledgeable and professional with a willingness to seek out new information. They are always upbeat and a pleasure to work beside.”

Joe Goldie

Macmillan Benefits Advisor



**Joyce and Kathryn
Macmillan**

Cancer Information and Support Volunteers

“The volunteers make a much needed and invaluable contribution to the Macmillan Information and Support Centre at the Beatson. They provide practical help and support to those using our service.”

Tricia Tierney

**Macmillan Information and Support
Centre Manager
Beatson West of Scotland Cancer Centre**



The Beatson West of Scotland Cancer Centre was officially opened in February 2008. The Beatson provides all the radiotherapy, and much of the chemotherapy, for patients with cancer in the West of Scotland. They offer their service and care to 60% of Scotland’s population – 2.5 million people.

Improving the Cancer Journey

“Working with Glasgow life’s Macmillan volunteering hub has been a fantastic experience for Improving the Cancer Journey. Together we have listened and responded to the needs of people affected by cancer and created a successful volunteer driving service supporting Glasgow citizens to get the emotional, financial, physical and practical help they need. Our relationship is a perfect example of true partnership working and one I hope to continue investing in over the coming years.”

Kirsty Whiteside
Development Manager
Macmillan Improving The Cancer Journey/ Long Term Conditions
(Glasgow)



In 2019 the Macmillan Volunteering Hub worked with Improving the Cancer Journey to understand and address the growing need of many of their clients to access local support services in Glasgow. Physical, financial, geographical and emotional concerns were being raised as barriers to attending some of the services available to them. To tackle the issue we developed and launched the new Macmillan Volunteer Driver Service which launched in August 2019.

The first phase of the implementation has been viewed as a pilot, and recruited 5 volunteers in to the new Volunteer Driver role. This innovative new role supported Improving the Cancer Journey’s clients with free transport to and from their Holistic Needs Assessments. Piloting the service in this way has enabled the team to understand the challenges and opportunities associated with this new role, and ensure that the service continues to evolve based on our learning. The plan for phase 2 is to extend the offer of the volunteer driver to support access to wider support services such as counselling and complementary therapies provided by Cancer Support Scotland, the Macmillan Gardening service (re-launching in 2020), Glasgow Sport and Macmillan @ Glasgow Libraries.



**TOGETHER WE'RE
IMPROVING YOUR
CANCER JOURNEY**

Improving the Cancer Journey offer people with cancer time to talk about their support needs, using a tool called a Holistic Needs Assessment to guide the conversation. Based on this, a care plan is created, outlining the kind of support the person with cancer needs and how they will get it.

Whether we are providing cancer information and support or a caring driver, we strive to ensure that we are delivering on Macmillan's Experience Principles:

INSPIRATION :

We help you see what's possible to inspire hope and motivation.

"Without Macmillan @ Glasgow Libraries I'd feel so isolated, scared and alone. The volunteers were great, made me relax."

EMPOWERMENT :

We give you the tools to be more in control of your own experience.

"If I hadn't accessed the Macmillan at Glasgow Libraries Service I would have probably put off signing up for counselling or any therapies. It's hard to take the first step, and having someone just boost me was what I needed."

EMPATHY :

We take the time to understand you and all your needs.

"The informal nature of the library service gives a more relaxed setting for speaking. The hospital which I attend for my treatment is excellent with first class professionals, however there has to be a strict timetable. The local community service offers a flexible option for visits."

PROXIMITY :

We're close at hand and easy to reach whenever you need us.

"So thankful this service was available and that it is local to me. Very helpful and reassuring. Brightened my day."

RESOLUTION :

We see things through to a clear and right conclusion.

"Without accessing the Macmillan Volunteer Driver I would have had to find out about bus routes and would have been worried and stressed about finding it and being on time ."

"I could not [have] made the appointment without them"

All quotes on this page were received from service users throughout 2019.

Glasgow Life has committed to two pledges within Glasgow's Volunteering Charter:

- Create and expand appropriate opportunities for volunteering within our organisation.
- Ensure our opportunities are accessible to all sections of the community, and that our volunteering workforce reflects the demographics of the city.



In 2019 we have expanded the number of volunteer roles within the Hub and welcomed 18 people into Macmillan @ Glasgow Libraries, the Macmillan Volunteer Driver Service and the Macmillan Information and Support Centre at the Beatson. 2019 also saw the start of planning stages for a further 2 roles and services added to the Macmillan Volunteering Hub in 2020 which is very exciting for us all.

There are over 100 volunteers within the Macmillan Volunteering Hub, 19% of whom identify as male, 80% female and 1% as other.

Of the 90 volunteers at Macmillan @ Glasgow Libraries, 13 are Lead Volunteers supporting across the 14 libraries with a drop in service, and have built strong relationships with the teams in Glasgow Libraries.

Volunteers, across the hub opportunities, range in ages from early 20's to over 75 which demonstrates how accessible and flexible roles with the Macmillan Volunteering Hub are.

In 2019 volunteers donated over 7,300 hours of their time, knowledge and support to people affected by cancer in Glasgow.

Volunteer retention

We focus on supporting volunteers and providing an environment where they can feel engaged and valued. This provides a good basis for all our volunteering programmes as it strengthens the quality of service provided to anyone that has been affected by cancer. Volunteers that have been with the Hub from some time can share knowledge and skills with new volunteers and at the same time learn new approaches to issues or subjects from people newly joining and this is reflected in the support received by service users.

At the end of 2019 we could see that 30% have been with the programme over 2 years, and a further 29% of volunteers have been with the programme for over 5 years which reflects the incredible commitment to working together as a team to support people affected by cancer in their local communities.



■ Over 5 years (29.29%)	■ 4-5 years (7.07%)
■ 3-4 years (15.15%)	■ 2-3 years (8.08%)
■ 1-2 years (18.18%)	■ 6-12 months (15.15%)
■ 0-6 months (7.07%)	

Length of Time Volunteering

Volunteer Learning and Development

“From the start I have really enjoyed how much I feel valued as a volunteer, there are lots of opportunities to train and learn new skills and information.”

Core

Volunteers learn about the foundations of their roles when they attend core training. This is a 1 or 2-day workshop depending on the role. All volunteers have a cancer awareness session led by our Macmillan Volunteering Hub volunteer, and they cover modules on listening skills, equality and inclusion, boundaries and confidentiality. Volunteers who have been with the programmes for a number of years are offered the opportunity to join core training to refresh their knowledge throughout the year.

Macmillan

Macmillan Cancer Support’s annual learning and development calendar provided volunteers the opportunity to learn something new, gain new skills and meet other volunteers from across the country. Workshops include safeguarding and suicidal conversations, emotional wellbeing and communication skills. Volunteers also attended the Macmillan Volunteer Conference and Scottish Volunteer Celebration in 2019 where they had the opportunity to meet and learn from fellow volunteers from across the UK.

Workshops

We work closely with partners and wider support services in Glasgow which enable us to provide shorter topic based workshops and host Partnership Forums. At these workshops volunteers can gain knowledge and skills to support them in their roles. Sessions with partners include Meal Makers, Roy Castle Lung Foundation, Breast Cancer Now, Carers Centres and tours of services at the Beatson West of Scotland Cancer Centre.

Social

During Volunteers’ Week we took the time to celebrate and say thank you to volunteers for their outstanding contribution to people affected by cancer. More than 500 volunteers gave over 40,000 hours of their time to the people of Glasgow during 2018/19, through a range of volunteering opportunities with Glasgow Life. We celebrated this amazing achievement in Glasgow City Chambers at a civic reception for volunteers who have helped support some of the city’s most high profile events, including the 2018 European Championships, Celtic Connections and more. In December we hosted a festive celebration in Glasgow city centre as a special thank you to Macmillan Volunteering Hub volunteers.

Lead Volunteers

In 2019 Macmillan @ Glasgow Libraries' 13 Lead Volunteers continued to support, guide and mentor fellow volunteers while helping to foster good relationships with library teams.

Macmillan Cancer Information and Support Volunteers are eligible to apply to become a Lead Volunteer after 4 months in their role.

All Lead Volunteers undergo additional training designed to give them the tools and techniques to enable them to enhance their volunteering experience, and to support other volunteers. Topics include leadership, motivating others and coping with change to help support them in their new role.

In 2019 we supported the Lead Volunteer Forum which takes place once every three months. The Forum provides an opportunity for volunteers to get together for peer support in their role. It is also a platform for team to provide support, gather feedback and involve the Lead Volunteers in service developments.



Recognition



Each year the Macmillan Volunteer Awards celebrate amazing volunteers around the UK. The regional and national awards offer the chance to say a huge thank you for the time, care, expertise and commitment volunteers so generously give.

Maureen Mullen, Lead Volunteer at Gorbals Library, was recognised for 6 years of volunteering with 2 Macmillan services in Glasgow when she received the Richard Hambro Award for inspiring leaders. The award honours an individual who demonstrates strong leadership qualities by inspiring other volunteers, is an outstanding motivator who guides other volunteers to deliver high impact for Macmillan in the local community, demonstrates exceptional leadership skills that are recognised by the volunteers they lead and leads by example and champions others. Maureen received the award in front of family, friends and fellow volunteers at the Macmillan Volunteer Awards in London.

In March HRH Prince Charles, The Duke of Rothesay visited the Mitchell to recognise contribution of Macmillan Cancer Information and Support Volunteers in Glasgow and the wider Macmillan and Glasgow Life services.

Carolyn's Story



My name is Carolyn and I volunteer at Pollok and Castlemilk libraries. A few years ago my mum was diagnosed with cancer, she was 81 and in her words decided to “go for quality rather than quantity” she moved into my house and I was her primary caregiver, this was when I was introduced to Macmillan nurses for the first time. I, very quickly became part of a team and I was encouraged and supported in the most amazing way, caring for my Mum in accordance to her wishes by these dedicated professionals.

In my quest to give something back I came across the library service and could not believe just how much more Macmillan is, not just a wonderful team of nurses but a network of people, information, organisations all there with the primary purpose of improving the lives of cancer patients and their families and I have the privilege to be one of the volunteers that maybe, just be able to point someone in a direction that could have a positive impact in a difficult stage of their life.

The Macmillan name is held in such high esteem and I always think that my green lanyard is like a green light, a clear path for people to express their concerns, often, over a wee cup of tea, I get to just be there, a listening ear, sometimes I never hear from the person again and hope that the unburdening in a confidential setting soothed them in some way, others wave or pop in to give a follow up, either way, being trusted is a great honour.

The unexpected thing about being a Macmillan Cancer Information and Support Volunteer is laughter. I never fail to be amazed by the resilience of people in the face of adversity, some of the stories and the way they are told, either about their experience or remembering loved ones – there is so much more laughter than I expected.

“I always think that my green lanyard is like a green light, a clear path for people to express their concerns, often, over a wee cup of tea, I get to just be there, a listening ear...”

When you become part of the Macmillan team, you are looked after, you are offered emotional support and back up and training opportunities with fun social activities a wee cherry on top of the volunteering cake.

What started as a simple give something back has been taken to a new level. I give a little bit of my time and in return, the gifts I receive in terms of feeling rewarded could never be quantified.

Thank you Macmillan @ Glasgow Libraries.

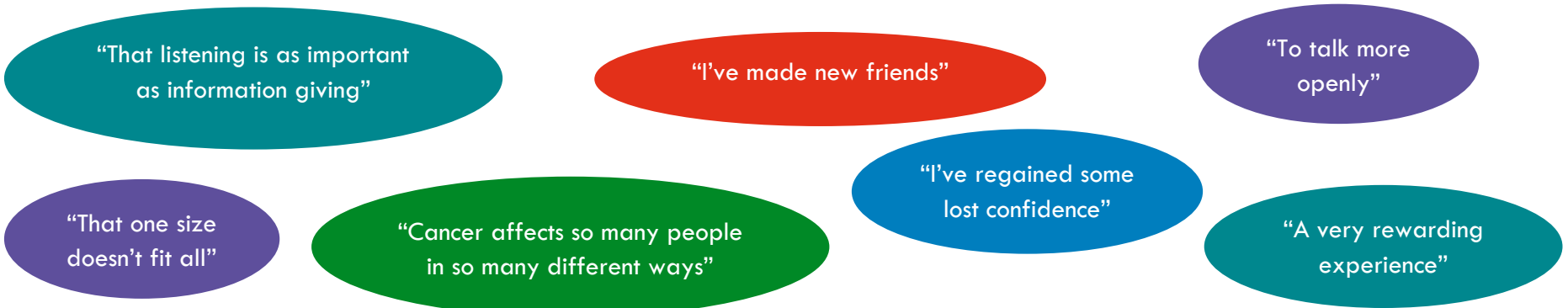
Glasgow Life Volunteer Impact Survey

Providing a fulfilling, rewarding, meaningful volunteer experience is extremely important to Glasgow Life.

Glasgow Life issued the annual Volunteer Impact Survey in August 2019 and the results from those involved in the Macmillan Volunteering Hub were overwhelmingly positive.

- 90% rated their volunteering experience very good or excellent, with the remainder rating their experience as good
- 81% said that their volunteering made them feel more connected to other people
- 86% said that they had made new friends through their volunteering

What have you learned or gained from your volunteer experience?



What do you find most enjoyable about the role?



Stakeholder Engagement

2019 saw the National Links Worker programme grow, with a continued focus on areas of socioeconomic deprivation through the rollout across deep end GP practices in Glasgow. We were delighted to attend inductions for new Community Links Practitioners to discuss the free cancer support and information provided across the city. Phil Donnelly commented 'As a Community Links Practitioner in Midlock Medical Centre, I'm grateful to be able to access Macmillan @ Ibrox Library almost on our doorstep. It's reassuring I can refer or accompany anyone affected by cancer into Ibrox Library, where I know individuals will consistently be met with knowledge, understanding and compassion.'



Partnership Forum

Our Partnership Forum continues to grow with 190 members sharing an interest in cancer support services in Glasgow. The forum provides a platform for networking, sharing of information and best practice across organisations in Glasgow. In 2019 we held forums in partnership with Breast Cancer Now, Prince and Princess of Wales Hospice and NHS Inform amongst others. To tie in with national Carers Week in June we hosted an event with the Glasgow City Carers Partnership who gave an overview of the support and information they provide to unpaid carers in Glasgow and how partners and volunteers can get involved. The forum also visited the Beatson West of Scotland Cancer Centre where we facilitated a forum on the support provided by Cancer Support Scotland Beatson Cancer Charity, Macmillan Cancer Support and Maggie's Glasgow (pictured). Feedback from the event was overwhelmingly positive with one participant commenting 'I have gained a better understanding of the various services and ways to signpost and keep in touch.'



Learning Sessions

With an increase in demand for learning opportunities for professionals and volunteers working with people affected by cancer, we designed and facilitated a new learning session in 2019. It was created to increase awareness of cancer and to provide information on the wide range of support available. The free, half day session consists of an introduction to cancer, the effects of cancer and its treatments, along with a detailed look at the options available to support people affected by cancer in Glasgow. Our first quarterly session was fully booked within 24 hours, with 21 people from a range of organisations across the public and third sector participating. The sessions will continue to run in 2020.



Physical Activity and Cancer

Over the past decade, there has been growing acknowledgement of the link between a physically active lifestyle, and recovery from a cancer diagnosis. Increasing evidence is supporting the impact that participation in physical activity, both during and after cancer, can have on improvement in many of its adverse effects and treatments.

Physical activity helps to overcome fatigue, anxiety and depression, whilst protecting the heart, lungs and bones. Being active can support the maintenance of a healthy weight as well as helping to tackle over 20 other long-term conditions. Moving more can help maintain and improve physical function, and enable people to return to work. In some cases, being physically active has been shown to slow disease progression and improve survival.

What's more, the benefits of physical activity span across many cancer types involving a range of treatments, including surgery, radiotherapy, chemotherapy, hormonal and biological therapies.

Glasgow Life, and more specifically Glasgow Sport have a long relationship with Macmillan Cancer Support, having been the initial testing grounds for the nationally renowned Move More programme, and later delivering a comprehensive cancer specific physical activity offer across the city. Over the past year since the end of the funding phase of this programme, we have been working to ensure a strong legacy of this work, ensuring a clear, quality assured and accessible range of physical activity options to individuals affected by cancer in Glasgow. As part of this sustainability work, the cancer specific element of delivery has now integrated with the wider health programmes, and resulted in an excellent and comprehensive service offer including Macmillan Friendly and Cancer Friendly activities.

Today, anyone affected by cancer has access to a huge range of options, including Glasgow Sport's Live Active and Vitality, health walks, swimming, water aerobics, walking football and much more.



Macmillan Walk Leader Edna, and the Kelvingrove walkers

These activities are being delivered by a range of trained Glasgow Sport staff and volunteers who have specific training to support individuals affected by cancer, as well as other long term conditions.

In 2019, there was over 130 referrals from individuals affected by cancer via Live Active, with 66% of those attending their initial baseline appointment with a Live Active advisor. This advisor subsequently helps to personalise their support and encourage them to participate with activities and enjoy the benefits associated with physical activity.

Glasgow Sports commitment to the Macmillan Volunteering Hub has recently seen all Live Active staff attend a tailored Macmillan Learning Module, along with over 200 Sport staff completing our electronic introduction to Macmillan @ Glasgow Libraries, with plans to continue to roll out learning opportunities through 2020 and beyond.



Accredited Core Training

Early in 2019, the Macmillan Volunteering Hub completed the re-accreditation process for the Macmillan Cancer Information and Support Volunteer core training. The accreditation, through Queen Margaret University supports the quality assurance and governance of what can be an extremely challenging volunteer role, whilst enhancing the level of trust and expectation for external referrers.

We are continually looking for ways to support other local authorities and Macmillan funded programmes to ensure that learning and best practice is shared across the country. The updated accredited course was redesigned to ensure it could be rolled out nationally, allowing for other local authorities to access, tailor and utilise the accreditation. Macmillan Cancer Information and Support Services within Angus, Fife, West Dunbartonshire and West Lothian are now utilising the accredited core training to provide quality assured training for the volunteers within their local authorities.



“Macmillan @ West Lothian has found that being able to access and deliver accredited core training to our volunteers has been very beneficial, knowing that every service is delivering the same standard of training.

This has also helped with our time management as we are not having to create the training from scratch.

We also appreciate all the support the Macmillan Volunteering Hub have given us. They are always there at the end of the phone and happy to share their knowledge and best practice.”

Rosie Bunce

Volunteer Development Worker

Macmillan @ West Lothian




In Partnership with West Dunbartonshire Libraries

Since October 2015, Glasgow Life have been working in partnership with Macmillan and West Dunbartonshire Libraries to develop, deliver and manage Macmillan @ West Dunbartonshire Libraries. This cross local authority delivery model was designed to share learning, best practice and experience, whilst significantly reducing set up resources including time and costs.


We continued to support the programme throughout 2019 with strategic management and governance structures, with 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 Macmillan @ Glasgow Libraries.



2009 - 2018
A Snapshot

2005 


NHS Greater Glasgow and Clyde release the 2005 – 2010 Cancer Plan, highlighting a growing demand for emotional, financial and practical support.

2009 



Launch of community based Cancer Information and Support pilot with Macmillan @ Easterhouse Library.

2012 

Pilot demonstrates the demand for innovative community based approach to emotional, financial & practical support, leading to the roll out across Glasgow.

2014 

Phased roll out of services across 33 Glasgow Libraries, resulting in Glaswegians being one mile or less from their local Macmillan Cancer Information and Support Service.

 **2015** 

Final three capital builds open in Castlemilk, Partick and Royston, joining Dennistoun and Drumchapel offering complementary therapies and counselling in partnership with Cancer Support Scotland.

Phase 1 external evaluation published reflecting on some significant progress along with recommendations, which lead to the launch of incredibly successful outreach programme.

2016 

Launch of innovative cross local authority partnership to develop Macmillan @ West Dunbartonshire Libraries.

2017 

Macmillan @ Glasgow Libraries won the Integration Excellence Award at the Macmillan Professionals Excellence Awards.

 **2018** 

New partnership with NHS designing, developing, and launching a new approach to volunteering at the Macmillan Cancer Information and Support Service at the Beatson. Launch of the Macmillan Volunteering Hub, an innovative partnership approach to volunteer programme delivery across Glasgow.



2019 Highlights

We started the year with two **Partnership Forums** in quick succession; the first held in the new premises for **Prince and Princess of Wales Hospice** and the second showcasing the services provided by **NHS Inform**.



Annmarie Galbraith, Macmillan Services Manager, was one of 54 individuals given **international recognition** as a **Mover and Shaker by the Library Journal**. Movers and Shakers are honoured for their contribution on critical issues such as literacy and health, social justice, and health inequalities.



January - February



Macmillan Volunteer Drivers were introduced to Glasgow through our **partnership working with Improving the Cancer Journey**; providing people affected by cancer access to free personal transport to attend their Holistic Needs Assessment.

Glasgow Life celebrated **Volunteers' Week** by being honoured with a civic reception from the Lord Provost to show how **amazing** each and every Glasgow Life volunteer is! Our very own Maureen, Lead Volunteer for Macmillan @ Gorbals Library was awarded the **Richard Hambro Award** from Macmillan for inspiring leaders.



March

We received a **Royal Visit from HRH Prince Charles, The Duke of Rothesay** in recognition of the contribution Macmillan @ Glasgow Libraries has made to people affected by cancer in Glasgow.



August

Through our **partnership** with the Beatson West of Scotland Cancer Centre, Glasgow Life volunteers reached a **milestone of 1,000 volunteer hours** donated to supporting people affected by cancer within the **Macmillan Information and Support Centre at the Beatson**.



June

May



Festive celebrations!

We celebrated the end of 2019 with a festive celebration for volunteers. **Pip Lawrenson**, Macmillan Engagement Coordinator, **graduated** from Glasgow University with a degree in Community Development, and **Craig Menzies**, Macmillan Programme Manager, featured in the **Nursing Times!**

October

December

The Macmillan Volunteering Hub has made some significant progress in the past 12 months, and we are excited about 2020 with a number of new developments already underway, and others expected to progress later in the year:

Macmillan @ Glasgow Libraries

With Macmillan @ Glasgow Libraries approaching a number of exciting milestones in 2020, it is important to acknowledge the continued development of the programme. We are looking forward to celebrating our successes—such as surpassing 50,000 hours donated by volunteers and 20,000 attendances. Our focus remains on continuous improvement through maintaining our engagements methods with Lead Volunteers, volunteers, staff, partners and the wider community.

Health and Wellbeing Information Offer

The Macmillan Volunteering Hub and the wider Glasgow Libraries team will continue to work alongside partners such as Scottish Libraries and Information Council, Health and Social Care Alliance Scotland (the ALLIANCE) and NHS Scotland to help capture and shape the long-term health and wellbeing offer across libraries. The work being delivered by Macmillan in libraries across the country is recognised nationally as best practice, and referenced within a number of policy documents aimed at further developing the role of libraries within the health and social care sector, as a key deliverer of services.

Macmillan Gardens Service

Conversations are at an advanced stage for integration of the existing Macmillan Gardens Service to be integrated within the Macmillan Volunteering Hub. A scoping session has analysed the existing model, exploring challenges, opportunities, and proposals for a new model in the future. We have an ambition to re-launch the service in spring 2020—just in time for the change in seasons.

ICJ Volunteer Driver

Phase 1 of our volunteer driver role went live in August 2019, with early indications validating the significant need for assisted transport. In the coming months, we plan to extend the offer of this service and introduce transport to other community support services as identified during an Holistic Needs Assessment with Improving the Cancer Journey. This is an exciting development which will support many

people into a wide range of free and local support services.

Macmillan Information and NHS Bereavement Service

Following its launch in 2018, the Macmillan Information and NHS Bereavement Service has been providing high quality support to the patients and families attending Glasgow Royal Infirmary. A stakeholder scoping exercise in 2019 proposed the introduction of a new volunteer role to support the service. The role is currently being discussed in more detail, with an ambition to launch in summer 2020. This partnership with NHS Greater Glasgow and Clyde follows the same model we have implemented with the Macmillan Information and Support Centre at the Beatson, and we aim to replicate the success in extending the capacity of an already excellent clinical based service.

Thank You

The Macmillan Volunteering Hub would like to extend their thanks to partner organisations for their continued support.



Cancer Support Scotland



TOGETHER WE'RE IMPROVING YOUR CANCER JOURNEY



The Prince & Princess of Wales Hospice



CANCER RESEARCH UK



Report compiled by:

Macmillan Volunteering Hub
macmillan@glasgowlife.org.uk

0141 287 2860

facebook

MacmillanatGlasgowLibraries

twitter

@MacmillanGL