

MACMILLAN @ ARGYLL AND BUTE LIBRARIES

1.0 EXECUTIVE SUMMARY

- 1.1 The Macmillan Cancer Information and Support Service (MCISS), or Macmillan @ Argyll and Bute Libraries, provides an excellent opportunity to develop Macmillan Cancer information, support and signposting services in a networked partnership approach across Argyll and Bute which meets local needs within local areas. This service raises awareness of cancer and associated risks; early detection and preventative action, utilising existing and new links with core partner services such as Argyll and Bute Council, NHS Highland, Macmillan Cancer Support and Argyll Voluntary Action (now called Argyll and Bute Third Sector Interface), as well as local partnerships. The partnership model established a consistent level of training and services across the pilot areas of Kintyre and Bute during Phase 1 of the project, within the restrictions of available supports and Macmillan grant (£176,000). Phase 2 of the project has seen Macmillan Cancer Support provide a further £300,000 to roll out the MCISS to the remaining libraries, as well as two island locations, over the next 3 years. Macmillan Cancer Support believes that this type of service is best delivered in a non-clinical environment and libraries are viewed as the ideal location.

It is recommended that the Community Services Committee:

- a) Note the achievements and excellent provisions being provided by the Macmillan @ Argyll and Bute Libraries service.

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2.0 INTRODUCTION

2.1 The purpose of this report is to provide the Community Services Committee with information on the excellent work and achievements of the Macmillan @ Argyll and Bute Libraries provisions across Argyll and Bute.

3.0 RECOMMENDATIONS

3.1 It is recommended that the Community Services Committee:

- a) Note the achievements and excellent provisions being provided by the Macmillan @ Argyll and Bute Libraries Service.

4.0 DETAIL

4.1 The purpose of the Macmillan @ Argyll and Bute Libraries Initiative is that it allows people affected by cancer to improve their quality of life by ensuring that they receive the right information and support at the right time, regardless of where they are on their cancer journey; having access to practical and emotional support. They also offer signposting to specialist services as well as offering access to quality information on all aspects of being affected by cancer.

4.2 In 2015 The Macmillian @ Argyll and Bute Libraries Initiative success has been highlighted by Argyll and Bute Council as they achieved two successes at the Council's Excellence and Recognition Awards. They were presented with the Gold Winners Award for Tackling Inequalities and Improving Health and The Provost Award. This has led to the initiative being entered into the COSLA excellence awards for 2016 for the category of Tackling Inequalities and Improving Health.

4.3 The service supports the key aims and objectives outlined in the following policy documents by providing supported access to cancer related information: Argyll and Bute Community Planning Partnership Single Outcome Agreement 2013-2023 (Outcome 5: People live active, healthier and independent lives); Skills for Scotland: Accelerating the Recovery and Increasing Sustainable Economic Growth (2010); Achieving a Sustainable Future: Regeneration Strategy (2011); Adult Literacies in Scotland 2020: Strategic Guidance; Delivering for Remote and Rural Healthcare: The Final Report of the Remote and Rural Workstream (2008); Better Cancer Care, An Action Plan (2008) and Better Cancer Care, An Action Plan Progress Report (2010), Reshaping Care For Older People A Programme

For Change 2011 – 2021, Co-Production in Health and Social Care (2012).

- 4.4 Governance is provided by a Steering Group and there are four geographic Operational Groups to manage and develop the service at a local level with core partners represented who can make decisions on the service's operation. The Operational Groups will increase as the service rolls out across Argyll and Bute over the next 3 years.
- 4.5 Working with library staff, health and wellbeing spaces were created in the libraries that have Macmillan branding, comfortable seating with tables, access to refreshments, a display area, booklets, information folders (transport, national / local support agencies, local activities), health related books, plants, access to a phone, access to a PC or laptop and a more private quiet room. Suitable drop-in times were identified and volunteers were recruited to fill these time slots. These volunteers were then supported by partners, PVG checked and trained to start to work with the staff to run the drop-ins, including completing data forms to record enquiries and identifying any issues that can be fed back to partners. Monitoring and evaluation is ongoing and includes, but is not limited to, structured independent evaluation, staff and user feedback and Macmillan's Quality Standards.
- 4.6 The service is run by the MCISS Service Manager and the MCISS Volunteer co-ordinator, with library staff and 6-8 volunteers trained in each location to run the drop ins. Annually volunteers provide almost 1000 hours a year on behalf of the Council in each location. Volunteer development is integral and core to each area of service provision, with the MCISS Volunteer co-ordinator working closely with partners like Argyll and Bute TSI to recruit and offer additional support to the volunteers across the areas. Services are volunteer-led, but supported operationally through a framework provided by the MCISS team whilst funding is available.
- 4.7 The service strives to develop partnership working in accordance with good community development practices. A formal partnership has developed with Cancer Support Scotland to provide complementary therapies and counselling services. Informal signposting are developed with a range of localised partnership agencies. Leaflets and information on how to contact these agencies are collated and stored in public folders located in the drop-in areas. The service is registered with the Argyll and Bute Advice Network (ABAN) which has an online referral system.
- 4.8 The service has examples of service users gaining information that has assisted with early diagnosis. Positive feedback shows that the service is meeting community needs. The service has the potential to position Argyll and Bute Libraries at the heart of community led and supported health promotion, awareness raising and emotional support, harnessing the passion and commitment of its communities. This model can be used to develop similar support in libraries or other Council locations for different health needs, or other Council services. It is anticipated that this kind of health work will grow as people live longer and are likely to have co-health conditions that the NHS will need service users to self-manage in their communities.

5.0 CONCLUSION

- 5.1 The excellent work of the Macmillan @ Argyll and Bute Libraries service should be noted as it provides a necessary service for people affected by cancer to improve their quality of life by ensuring they receive the right information and support at the right time. It allows users of the service to access to practical and emotional support regardless of where they are on their cancer journey. The initiative has received recognition of its excellent work at council level winning the Gold Award for Tackling Inequalities and Improving Health as well as the Provost Award. This has led The Macmillan @ Argyll and Bute Libraries to be entered into the COSLA excellence awards for 2016.
- 5.2 The model used by the The Macmillan @ Argyll and Bute Libraries initiative could be used to deliver similar initiatives for different health needs across Argyll and Bute either in libraries or other council buildings. It is anticipated that this kind of health work will grow as people live longer and are likely to have co-health conditions that the NHS will need service users to self-manage in their communities.

6.0 IMPLICATIONS

- 6.1 Policy – None.
- 6.2 Financial – external funding totaling £476,000 has been received to implement this initiative
- 6.3 Legal – None.
- 6.4 HR – None.
- 6.5 Equalities – the initiative offers support to those who are affected by cancer within the community
- 6.6 Risk –None.
- 6.7 Customer Service - None

Cleland Sneddon
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