

# Improving Lives Initiative

## Quarter Report April-June 2025



**COMMUNITY  
SOLUTIONS**

Building Community Capacity  
and Carer Support





# Community Solutions

## Improving Lives Initiative

### Quarter Report April-June 2025



## Background

### Improving the Cancer Journey (ICJ)

MacMillan ICJ aims to improve the non-clinical support provided to **people affected by cancer** from the point of diagnosis. The ICJ provides holistic care solutions to ensure everyone diagnosed with cancer can easily access the support they need as soon as they need it to enable them to live as well and as independently as possible.

### Improving Lives Initiative (ILI)

The ILI aims to help **improve people's physical, mental, and social wellbeing** in North Lanarkshire through a locally coordinated approach to providing community-based support for vulnerable and equality groups, as set out in the Community Solutions Strategy and investment Plan.

Within North Lanarkshire, the ILI and ICJ have joined together to fund a team of 10 Community Connectors who support **people who are living with a long-term condition/disability and those affected by cancer**, including their carers, with accessing non-clinical support.

## The Programme

The ICJ Lanarkshire service is delivered in both North and South Lanarkshire. The ILI is delivered in North Lanarkshire only. This report covers North Lanarkshire.

### ICJ Lanarkshire

ICJ North  
Lanarkshire

ICJ South  
Lanarkshire

ILI North  
Lanarkshire



# Community Solutions

## Improving Lives Service



University  
Health & Social Care  
North Lanarkshire



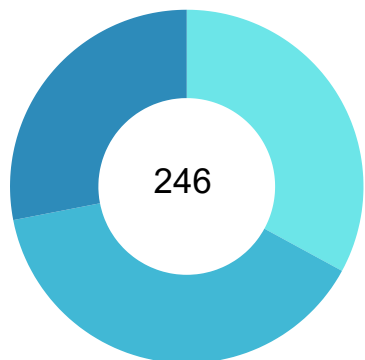
### Improving Lives Initiative

In the period April-June 2025, **246** new clients were referred to the ILI service. This is an increase of **14** referrals from last period.

New clients are broken down by the following categories:

#### Month

- April 2025 - 81
- May 2025 - 96
- June 2025 - 69



The most common referrer organisations during this period were:

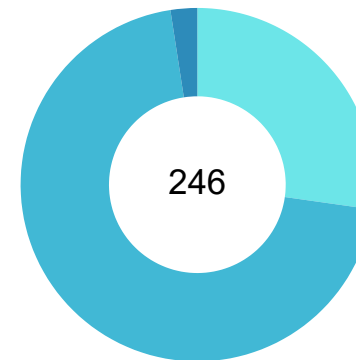
- Department for Work and Pensions (DWP)
- NHS
- North Lanarkshire Council
- Patient Advice and Liaison Service (PALS)

The highest number of referrals was received in May (**39%**). The locality with the most referrals was Motherwell (**25%**). This remains the same as last quarter.

The most common referral pathway to the service was through an organisation (**70%**). This is an increase of **8** clients from last period.

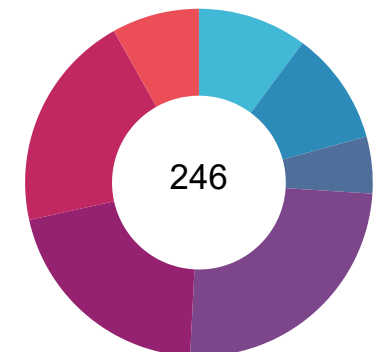
#### Referral Type

- Self - 67
- Organisation - 173
- Other - 6



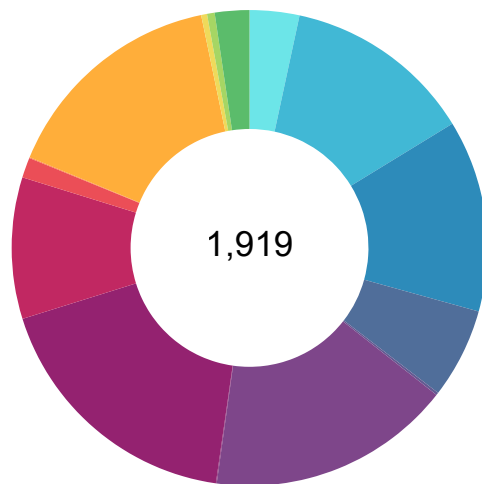
#### Locality

- Airdrie - 25
- Bellshill - 26
- Coatbridge - 13
- Motherwell - 61
- The North - 51
- Wishaw and Shotts - 50
- Other



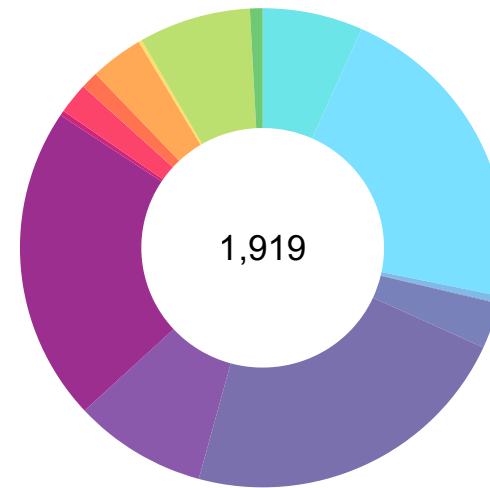
### Number of support tasks by task type

- Action Plan - 59
- Administration - 225
- Advice/Support - 228
- Appointment - 107
- Care Plan - 3
- Community Support - 290
- EHNA - 1
- Follow Up - 313
- Form Filling - 168
- Funding - 24
- GP Referral - 1
- Initial Contact - 271
- NHS Referral - 7
- Post Information - 9
- Research - 41



### Number of support tasks by support type

- Adaptations - 119
- Advice/Information - 384
- Advocacy - 8
- Appointment Cancelled - 1
- Appointment Supported - 55
- Benefits - 399
- Carer Support - 158
- Community Links - 378
- Education - 6
- Emotional Support - 37
- Energy - 21
- Health - 63
- HNA Assessment - 4
- Housing - 133
- Legal - 15



**1,919\*** tasks were logged by the Community Connectors during this period, which is an increase of **67** from last quarter. The most common task type was Follow Ups (**313**), Community Support (**290**), and making Initial Contact (**271**). This remains the same as last quarter.

The most common type of support was Community Links (**378**), Advice/Information (**384**), and Benefits (**399**).

\*Advocacy and Carer Support refers to signposting.

\*Please note, this does not capture everything the Connectors do.



# Community Solutions

## Improving Lives Service



### ILI Tasks Glossary

- Action Plan - Helping people to decide what is important and helping them take the first steps such as who to call and when
- Adaptations - Referrals made for physical adaptations to services such as the falls service or Making Life Easier
- Advising of eligibility
- Benefits
- Care plan - Finding out someone's priorities in order to help with their most pressing needs
- Education - For example, supporting parents to navigate their children's schooling needs
- eHNA (electronic Holistic Needs Assessment) - An online conversation tool to support a person-centred conversation with the client, which determines the individual's non-clinical needs such as finance, family, work, emotions (offering practical assistance and community support) and health needs. The Connectors offer reassurance and signposting back to clinical nurse
- Energy - Home fuel services
- Form filling support by NLDF
- Funds - Referral to an independent funder such as Hospital Saturday Fund for health needs equipment
- Legal - Referrals for power of attorney (McKellar Associates)
- Initial contact – The Connector makes initial contact with the person referred to the ILI service
- NHS referral - OT/Physio/falls team
- Referral to CAB or Social Security Scotland for form filling support
- Referral to DWP or Job Centre Plus
- Referral to the Tackling Poverty team for income related benefits or appeal
- Research - Searching for groups/activities in an area for someone



# Community Solutions

## Improving Lives Service



### Case Study

JD was initially referred to the ILI service by a Disability Employment Advisor from the DWP, who advised that JD was looking for support with her bus pass.

The Connector met with JD and her parents at a local café to discuss what support could be offered re her bus pass. During this conversation, JD also advised that she was looking to get involved with community projects in her area (Airdrie). JD also highlighted that she would like some support to reconnect with Routes to Work, who she had been involved with some time ago, as she would like to look at getting a part time job.

The Connector supported JD with her bus pass enquiry and told her about Diamonds in the Community, a local charity who offers various activities to support social isolation. JD was interested in the activities and also volunteering with the organisation as she has previous volunteering experience. A visit to the HQ of DITC was arranged, with support from the Connector to have a look around and talk with the staff re volunteering.

“She (JD) enjoyed her time there and agreed to become a volunteer and now attends every Wednesday to offer her services. She is also hoping to get along to their weekly art group they offer.”

The Connector also contacted Routes To Work on JD's behalf and an appointment was made for her to meet with them, supported by the Connector.

She has now engaged with them and is in the process of helping her find employment.

- Connector

### Care Opinion

The following feedback was left by a service user via Care Opinion.

**“Very informative and helped me so much”**

“My precious mum was diagnosed with dementia at end of March this year and had a stroke beginning of April. She had went from fairly independent to needing a lot of help. I was put in touch with the disability forum. From the very first conversation with them (I spoke to Leanne) I could tell that along with myself they had my mum's best interests at heart. They are trying to help my mum have the social interaction that she loves. I'm very grateful for all their help and the support they have given me. They have been very informative and helped me so much just with the few phone calls that we have had. When something like this happens to one of your family and you have never been in this situation before it's so reassuring when you feel like you have somewhere to turn. Thank you so much for all your help.”

[To see more stories about the Improving Lives Service, click here.](#)





# Community Solutions

## Improving the Cancer Journey

### North Lanarkshire



### Improving Cancer Journey

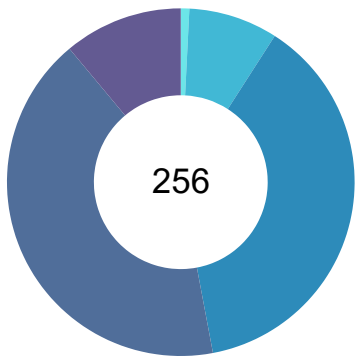
In the period April-June 2025, **256** new clients were referred to the ICJ service in North Lanarkshire. This is an increase of **34** referrals from last period.

Most referrals during this period were between 66 to 80 years old (41%). This remains the same as last period. More referrals were male (50%) than female (48%). This is different from the previous two quarters.

New clients are broken down by the following categories:

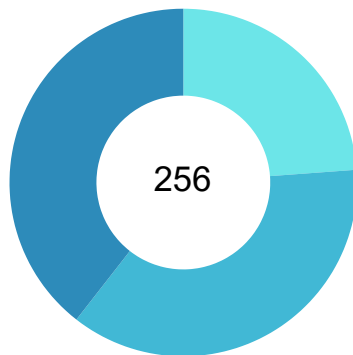
#### Age

- Under 18 - 2
- 25 to 49 - 21
- 50 to 65 - 96
- 66 to 80 - 106
- Over 80 - 28



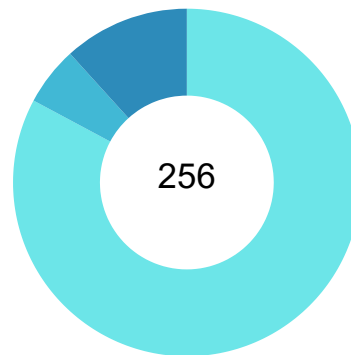
#### Month

- April - 61
- May - 94
- June - 101



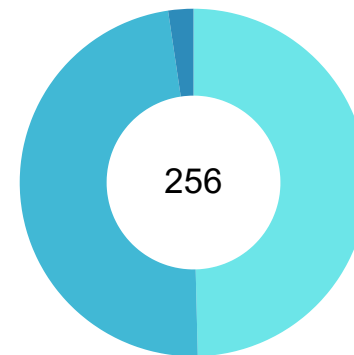
#### Referral Type

- Clinical - 212
- Self - 14
- Other - 30



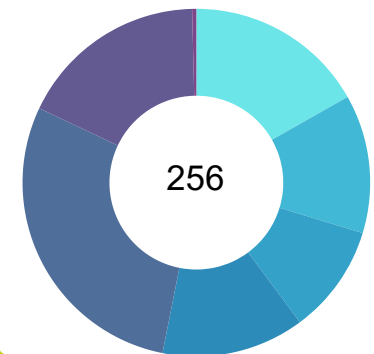
#### Gender

- Male - 127
- Female - 123
- Other - 6



#### Locality

- Airdrie - 43
- Bellshill - 33
- Coatbridge - 26
- Motherwell - 34
- The North
- Wishaw - 45
- Shotts Prison - 1



The most common referral type in this period was through a clinical pathway (83%). The most common referrer to the service in the last quarter was Clinical Nurses, and Cancer Navigators.





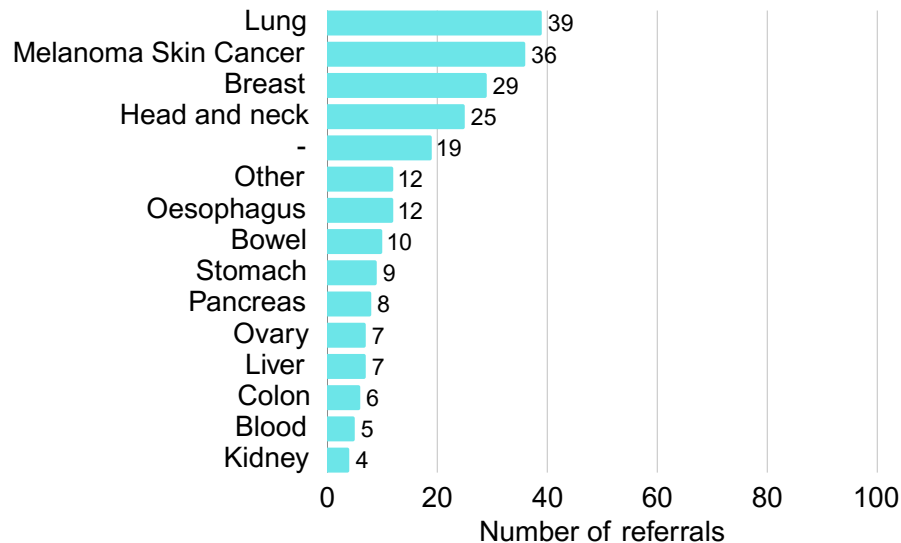
# Community Solutions

## Improving the Cancer Journey

### North Lanarkshire



#### Referrals by type of cancer



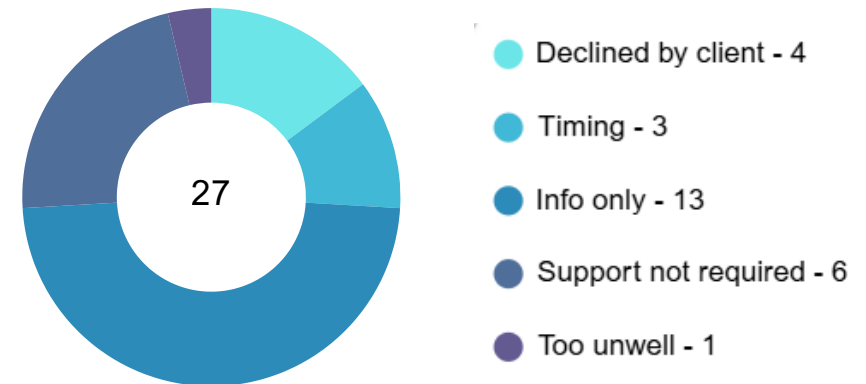
The most common cancer type was Lung Cancer, which remains the same as last quarter. The second most common was Melanoma Skin Cancer, which is a new trend. The second most common cancer type in previous quarters has been Breast, which is third this quarter.

The service continues to have a low decline rate (10%). Of the 27 who declined the service, 13 (48%) still received information about the service. Some reasons given by people who declined the service are:

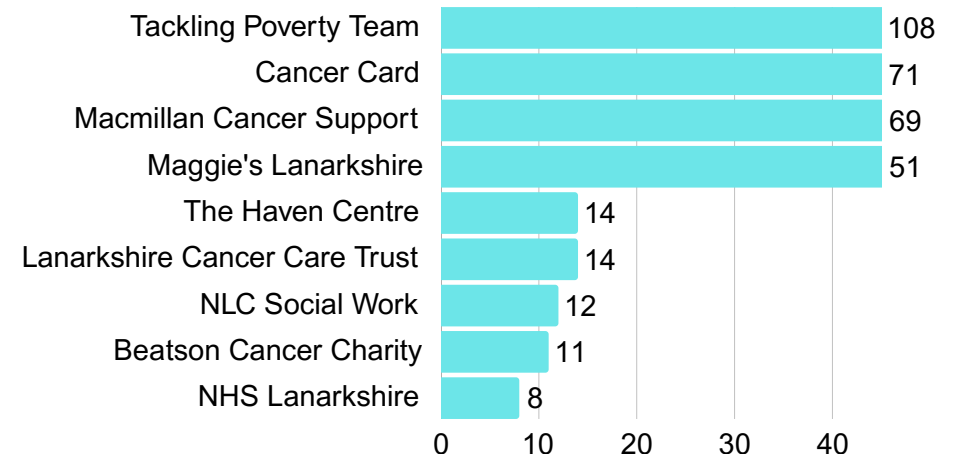
- Feeling ok with diagnosis
- Having a good support system
- Not ready to talk about it

434 onward referrals were made to other community services. Tackling Poverty remains the most common onward referral.

#### Declined referrals



#### Top organisations for onward referrals







# Community Solutions

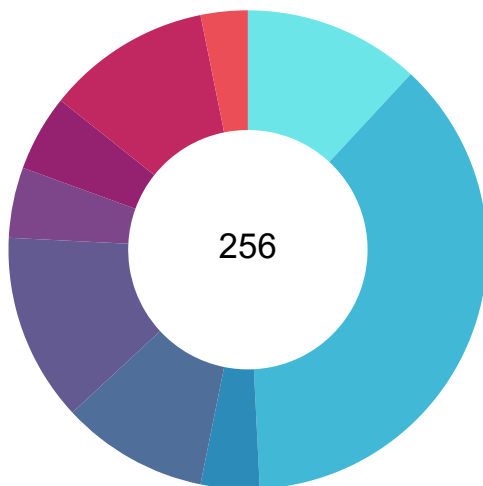
## Improving the Cancer Journey

### North Lanarkshire



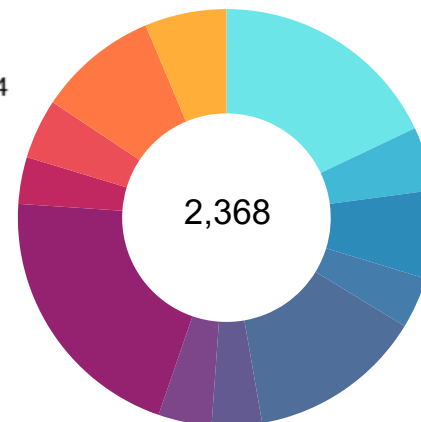
#### Referrals by pathway stage

- Unrecorded - 30
- Initial diagnosis - 94
- Prehab - 10
- Start of treatment - 25
- During treatment - 32
- Follow up - 12
- Transition to palliative care - 13
- In palliative care - 28
- Other - 8

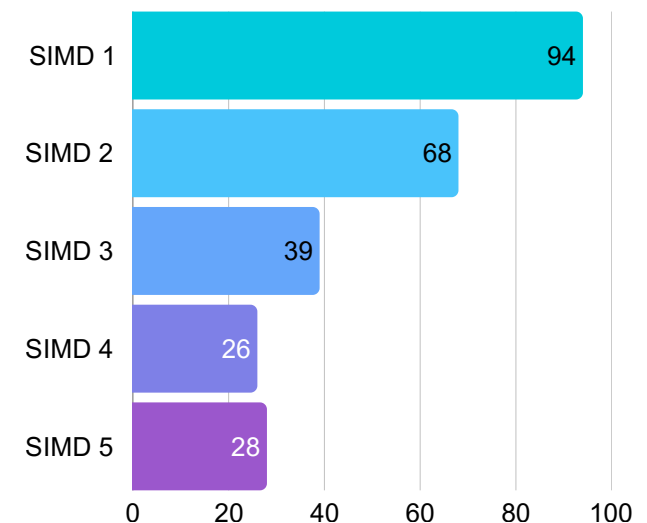


#### Tasks by task type

- Admin - 425
- Appointment - 117
- Care Plan - 162
- Community Support - 94
- EHNA - 321
- External Contact - 92
- Financial Support - 98
- Initial Contact - 492
- Referral - 86
- Wellbeing Check - 110
- Review - 221
- Other - 150



#### SIMD Quintile



The most common pathway stage for referrals to the service was at initial diagnosis (37%). This remains the same as last quarter.

The most common tasks logged by Connectors, were making initial contact and EHNAs.

Most referrals were within SIMD 1 (37%) or SIMD 2 (27%).



# Community Solutions

## Improving the Cancer Journey

### North Lanarkshire



#### Case Study

AA has a very rare form of cancer, secondary Myelofibrosis, and had been told she needed a stem cell transplant. AA had taken a long time to come to terms with the diagnosis and how the illness was making her feel, she felt as if she had no quality of life. AA suffered some medical complications, which had a heavy impact on her mental health.

The Connector supported AA to fill in a successful blue badge application. This enabled her to go to Maggie's, attending their yoga and makeup classes. The Connector referred to and liaised with Tackling Poverty on benefits for AA and her husband, and council tax assistance.

One of AA's biggest worries was how her husband would cope when she was isolating in hospital for the weeks leading up to and after her surgery. The Connector sourced support in their local community to ensure he had places to go and people to speak with.

“A has now returned home for a three-month isolation period, after which she is looking forward to restarting her life, running after her young grandson and making up for all the missed social occasions with friends and family, especially her 60th Birthday which she was unable to celebrate in the style she had been planning.”

- Connector

Tasks by task

#### Care Opinion

The following feedback was left by a service user via Care Opinion.

#### **"Support for my father in law"**

We were recently given the diagnosis for terminal cancer for my father in law. This information can be so scary but throughout this journey Jennifer has been amazing without her we would be completely lost.

[To see more stories about the Improving the Cancer Journey, click here.](#)

#### **"Bowel cancer"**

Pauline has been very helpful, professional in what she does and as you see on tv about MacMillan support, is a very caring person to a total stranger. She has advised me on several matters and took care of paperwork I would at this time feel too overwhelming.

I never ask for help, dealing with whatever comes my way, but have found Pauline a godsend knowing she is there willing to help and I have realised I, like others, do need help with the minefield that is cancer.

There are many people like Pauline, who I cannot thank enough, that can and do help. Any help is a big morale booster. It makes you think you are not alone outside of your family who have been very supportive and always there for me. Pauline has made it quite clear she will follow up on how I'm doing and she can be contacted by me at any time.

